

# SimpleConsign User Guide

## Setting Up Your Ingenico Lane/7000 Device

### Unboxing Your Lane/3000 Device

#### The Lane/3000 includes:

- Ingenico multipoint interface cable
- Ingenico power supply

### Support

The CardPointe Support team is your go-to resource for product-specific questions and troubleshooting inquiries. The team is available Monday - Friday from 8:30am - 9:00pm ET and provides emergency support as needed.

- **Phone:** 877.828.0720
- **Email:** cardpointesupport@cardconnect.com

**Expert Tip:** Whenever you contact CardPointe Support, please have your merchant ID and device hardware serial number (HSN) handy. You can find the HSN at the top of the device display.

### Setting Up Your Device

1. Once your equipment is unboxed, plug the power supply connector into the jack on the multipoint interface cable
2. Connect the multipoint interface cable into the multipoint port on the underside of the terminal
3. Connect the other end of the multipoint interface cable to an ethernet port (router, modem, etc.)
4. Plug the power supply adapter into an available power outlet

### Connecting Your Device

1. When power is supplied to the terminal, the initialization process will begin
2. Once the terminal has successfully established its IP Address, it will attempt to call the terminal service
  - If the connection is successful, the device will display '**Connected**'
  - If the connection is unsuccessful, the device will display '**Disconnected**'; if this occurs, please contact CardPointe support for assistance
3. Once connected, the device is ready for use — the device can be left on indefinitely or disconnected from power as necessary

## Entering Text Using the Multi-Tap Method

Certain configuration steps will require you to input characters using the keypad. Each number key represents a set of letters that can be entered with that key, if pressed more than once. For example:

- Press **2** once to enter the number **2**
- Press **2** twice to enter a lowercase **a**
- Press **2** three times to enter a lowercase **b**

## Accessing and Navigating the Admin Menu

The Admin Menu provides access to the **settings**, **configuration**, **change menu password**, and **restart terminal** options.

To access the menu:

1. Press **F** and enter the default password of **CCMerchant** using the multi-tap method
2. Press **O** (green button) to confirm the password and access the admin menu

To navigate the menu:

- Press the **down arrow** to scroll down
- Press the **up arrow** to scroll up
- Press **O** (green button) to select
- Press **<** (yellow button) to clear
- Press **X** (red button) to cancel or return to the main menu

## Changing the Admin Menu Password

To change the password for the admin menu, simply:

1. Access the admin menu
2. Press the **down arrow** to scroll down and press **O** (green button) to select **Change Menu Password**
3. Enter the new password using the multi-tap method and press **O** (green button) when finished
4. The device will display **Menu Password Changed** when complete

**Expert Tip:** Please exercise caution when changing your password. If you do change the password, be sure to note the new password and keep it in a safe location. **Passwords cannot be reset remotely** — if you forget or lose your password, you will no longer be able to access the Admin menu, and your terminal will need to be replaced.

## Setting a Static IP Address

Setting a static IP address for your device is optional. Typically, the device is automatically assigned an IP address when connecting to a network. To manually set the network settings for the device, simply:

1. Access the admin menu
2. Press the **down arrow** to scroll down and press **O** (green button) to select **Configuration**
3. Press the **down arrow** to scroll down and press **O** (green button) to select **IP Settings**
4. Press the **down arrow** to scroll down and press **O** (green button) to select **Configure IP**
5. Press the **down arrow** to scroll down and press **O** (green button) to select **Static IP**
6. Enter the static **IP address** using the number pad and press **O** (green button)
7. Enter the **network mask** using the number pad and press **O** (green button)
8. Enter the **gateway address** using the number pad and press **O** (green button)
9. Enter the **DNS address 1** using the number pad and press **O** (green button)
10. Enter the **DNS address 2** using the number pad and press **O** (green button)
11. The device will display the message, '**Updating IP configuration and restarting terminal**', and will restart to connect to the new static configuration

**Expert Tip:** To restore the default IP address configuration, perform the steps above and select **DHCP** from the **Select IP Protocol** screen in step 5.

## Configuring Device Beep Settings

The **Beep** menu allows you to temporarily adjust the volume, pitch, and duration of the beep heard when using your device:

1. Access the admin menu
2. Press **O** (green button) to select **Settings**
3. Press the **down arrow** to scroll down and press **O** (green button) to select **Beep**
4. Use the number pad to enter a value for **Frequency (Hz)** and press the **down arrow** to scroll down and enter values for **Volume**, **Time On (ms)**, and **Time Off (ms)**
5. Press **O** (green button) when finished
6. The terminal will display the message, '**Beep Parameters Have Been Updated**' and will beep several times to confirm the new settings

**Please Keep In Mind:** This feature is for **testing purposes** only. To permanently change your device's beep settings, contact CardPointe Support.

## Troubleshooting Continued

### Device Is Connected but Unable to Connect to the Application

- Confirm with the SimpleConsign team your device configuration is correctly set within your application
- If the device configuration is set correctly, contact CardPointe Support for additional assistance

### Device Is Restarting Unexpectedly

The most common cause for a device restarting during the day is the result of an inaccurate time setting on the device. Devices are configured to automatically restart at 4:00am local time. To update your time settings, follow the steps below:

1. Access the CardPointe Integrated Terminal menu
2. Scroll down to **Date and Time**
3. Press **O** (green button) to access date and time settings
4. Enter the current date using the device number pad
5. Scroll down to the time
6. Enter the current time in 24-hour format, using the device number pad
7. Press **O** (green button) to save your settings

### PPS - 21 Invalid Merchant Error

If you experience a **PPS - 21 Invalid Merchant** error on the device, please contact SimpleConsign support.

## Configuring Device Beep Settings Cont.

**Expert Tip:** Reference the below table for the default values and acceptance ranges:

Parameter Name	Default	Range	Description
Frequency (Hz)	100	20-20,000	Controls the pitch of the beep
Volume	100	1-100	Controls the volume of the beep, as a percentage
Time On (ms)	250	10-5,000	Controls the length of each single beep
Time Off (ms)	250	10-5,000	Controls the length of time between each beep

## Checking Your Device's Firmware Version

1. Access the Admin Menu
2. Press **O** (green button) to select **Settings** in the menu list
3. Press **O** (green button) to select **Version** in the settings menu
4. The current firmware version installed will be displayed on the screen; press **X** (red button) to return to the previous menu

## Troubleshooting

### Restarting Your Device

You can restart your terminal using either of the following methods:

- **To perform a soft reboot**, access the Admin Menu and select the **Restart Terminal** option
- **To perform a hard reboot**, press and hold the **.#\*** key and **<** (yellow key) simultaneously until the device powers off

### Device is Disconnected

1. Confirm you're using the provided multi-point mono connector (Ethernet) cable and power supply
2. Verify the Ethernet jack on the multi-point mono connector cable is plugged securely into your router, modem, networking switch, or Ethernet wall jack
3. Verify your device was obtained from SimpleConsign
4. To ensure a firewall isn't blocking the connection, verify with your IT administrator that the Ethernet port being used has access to the internet, and that your internal network allows CardPointe Integrated Terminal connections