

planet

# Ingenico Lane/3000

## User Guide



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## Terminal overview

The Ingenico Lane 3000 countertop payment terminal integrates to a merchant's Point of Sale (POS) software.

- This solution supports the Planet payment application.
- The terminal powers on when the power supply is connected.





## 2. Menus and Network set up

1. From the Home screen, Enter password to access Menu (Password is provided by Planet Onboarding team)
2. The User can configure the network as DHCP or a Static IP. To do this, Navigate to Config from this first Main menu
3. Select Network from this second menu



4. Select LAN to continue
5. Select Config
6. Select relevant option here. To be confirmed by merchant User
  - 7. Then perform a Firmware update.
    - Select Firmware
  - 8. Press Green Enter button to continue
  - 9. TMS Port number is provided by Planet.
    - The port number shown is normally the one to use.
    - Press Green Enter button to continue



 TMS Port number:  
**8953**





10. TMS TID is provided by Planet.

- Enter TID.
- Press Green Enter button to continue

11. Instance TID is provided by Planet

- Enter TID
- Press Green Enter button to continue
- The System will perform the update and reboot itself

12. From this Menu, under System the user can see options to Reboot if required

13. From this Menu, under Info the user can see TID, Firmware package details etc



## 3. Standalone Payments

### 3.1 Sale

1. As per previous steps, enter Password to view the Main menu shown here. Password is provided by Planet
- Select Standalone

2. Select Sale to process a Sale transaction from an original authorisation
- User may need the Transaction Reference Number





3. Select Sale to process a Sale transaction
  - User can also process Refund or a Preauthorisation
4. Enter the amount the Cardholder needs to pay for the Sale
5. Example here 10.00 GBP
6. Hand the terminal to the Cardholder if the User would like to encourage a Tip
  - Press Yellow button to Clear



7. Cardholder should complete transaction with Chip & PIN, Contactless or Swipe
  - If Manual is selected the card number and expiry date will need to be entered manually as per example below
8. The card validation and sale will be processed
9. Approval confirmation and Authorisation code is displayed on screen
  - Please sign is shown if card details are entered manually or cardholder opted to Swipe





## 4. Integrated Payments

### 4.1 Preauthorisation

1. A preauthorisation triggered from the POS will populate on the terminal
2. Cardholder should complete Preauth with Chip & PIN, Contactless or Swipe
  - Wait for response
3. Approval confirmation and Authorisation code is displayed on screen



### 4.2 Sale with Tip

1. A Sale triggered from the POS will populate on the terminal, and prompt for cardholder to enter a Tip first
2. Once Tip is managed, the Sale amount will appear
  - Cardholder should complete Sale with Chip & PIN, Contactless or Swipe
3. Wait for response
4. Approval confirmation and Authorisation code is displayed on screen





### 4.3 Sale and charity donation with Pennies

1. A Sale triggered from the POS will populate on the terminal, and prompt for cardholder to add a charity donation first
2. The donation is added to the Sale amount
  - Cardholder can complete Sale as normal, as per previous step



### 4.4 Completion

1. A Completion triggered from the POS will populate on the terminal and finish the payment

### 4.5 Reversal

1. A Reversal triggered from the POS will populate on the terminal and finish the payment



### 4.6 Refund

1. A Refund triggered from the POS will populate on the terminal
2. Cardholder should complete Refund with Chip & PIN, Contactless or Swipe
  - Wait for response
3. Approved Refund will appear on screen

