

Multi-Lane How-To Guide

The following guide describes how to pair registers with terminals in a multi-lane environment. A store location is considered “multi-lane” when:

- Two or more supported payment terminals are available on the same local network and configured in semi-integrated mode.
- Two or more registers (“lanes”) are available on the same local network.

Prerequisites

- The Payment Bridge must be installed and running on each register.
- The payment terminals must be turned on and connected to the same local network as the registers, set up with the correct port number and configured in semi-integrated mode.

Browser Cookies

- The setup instructions below refer to a setting named “Always Use”. This setting “locks” the register/terminal pairing and this setting is stored in a browser cookie on the register. If browser cookies are deleted or blocked by the browser, the “Always Use” feature described below will not function properly. Deleting or blocking cookies will result in the merchant/cashier being prompted to select a terminal on each transaction.

Multi-Lane Pairing Process

The following two step process can be used to establish a pairing between a register and a terminal. The detailed flow can be found later in the guide.

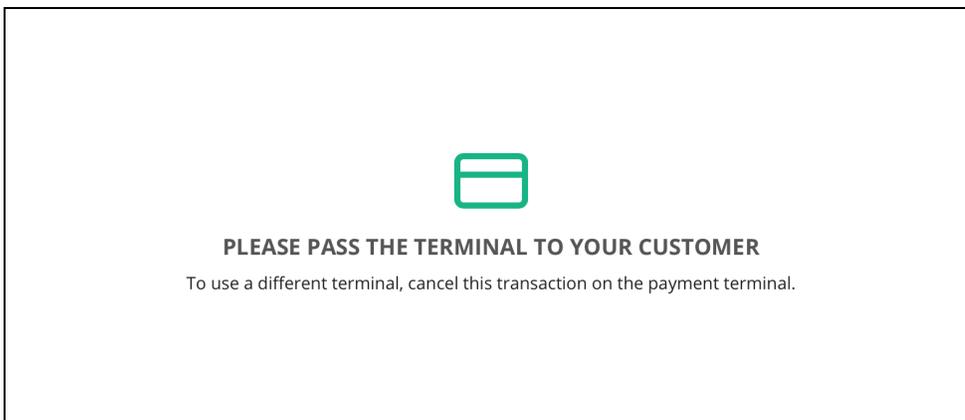
Step 1. Identify a terminal to use:

- a) Merchant starts a **first test transaction** on the first register. The following screen appears:

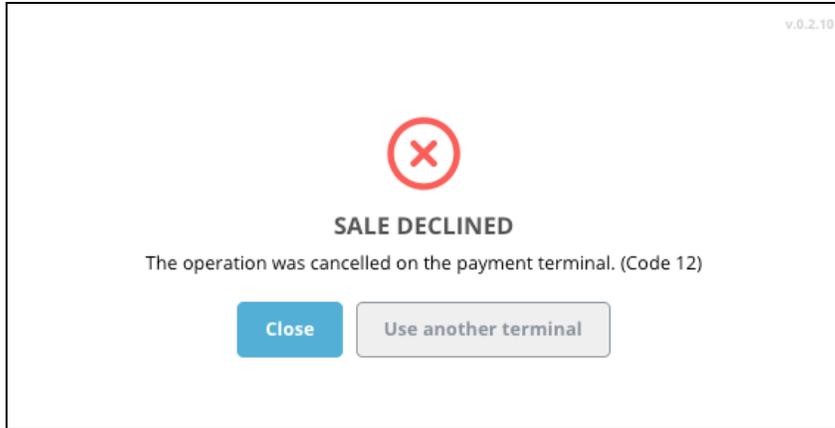


Please Note that the MAC address of each terminal is displayed for convenience. (See the FAQ section of this guide for more details on where to find it on a payment terminal)

- b) The merchant then selects the desired terminal for this register by clicking the terminal on this screen and clicking the **Use terminal** button.
- c) The transaction is sent to the selected terminal for confirmation.



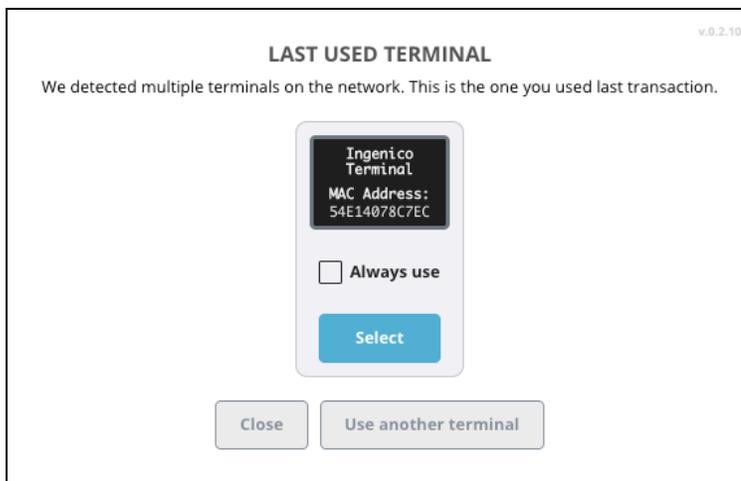
- d) Upon confirming that the transaction is sent to the desired terminal, **cancel the transaction on the payment terminal by hitting the red x** and select the close button. The following screen appears.

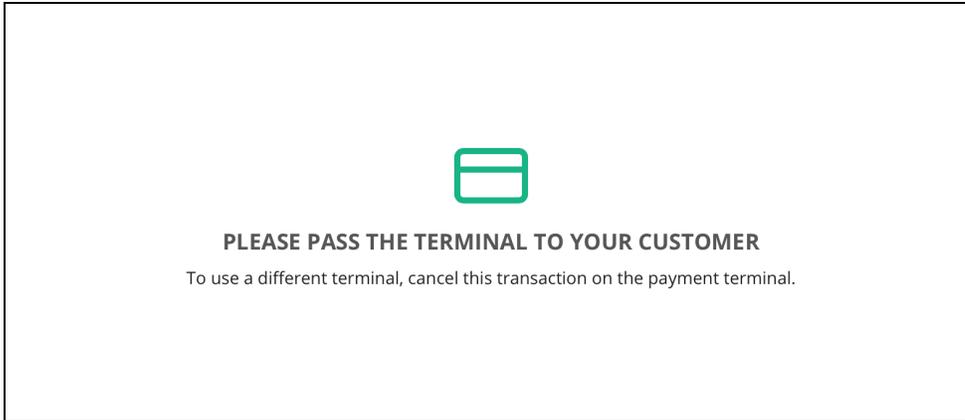


- e) If the transaction was sent to the correct terminal, click **Close**. If the transaction was sent to the incorrect terminal click **Use another terminal**, and follow the steps above until the correct terminal is identified.

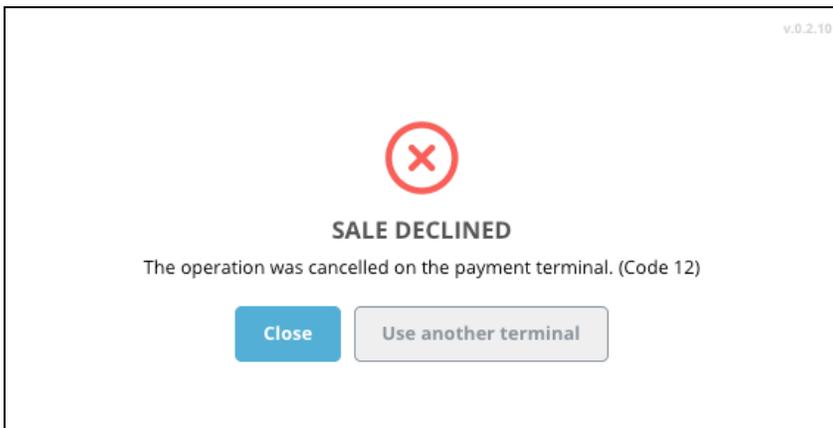
Step 2. Lock the pairing to the terminal:

- a) The merchant starts a **second test transaction** on the first register and is presented with a screen that displays the MAC Address of the terminal that was selected at Step 1. The Merchant should confirm this is the desired payment terminal to be used with this register and can 'lock' the pairing by first clicking **Always use** and then clicking **Select**. This sequence will result in a second test transaction being sent to the payment terminal.





- b) Once the transaction is sent to the payment terminal, Step 2 has been completed. The transaction can then be canceled on the payment terminal and the “Close” button can be pressed on the screen that appears.



From that point on, **all future transactions from this register will be automatically sent to the paired payment terminal.**

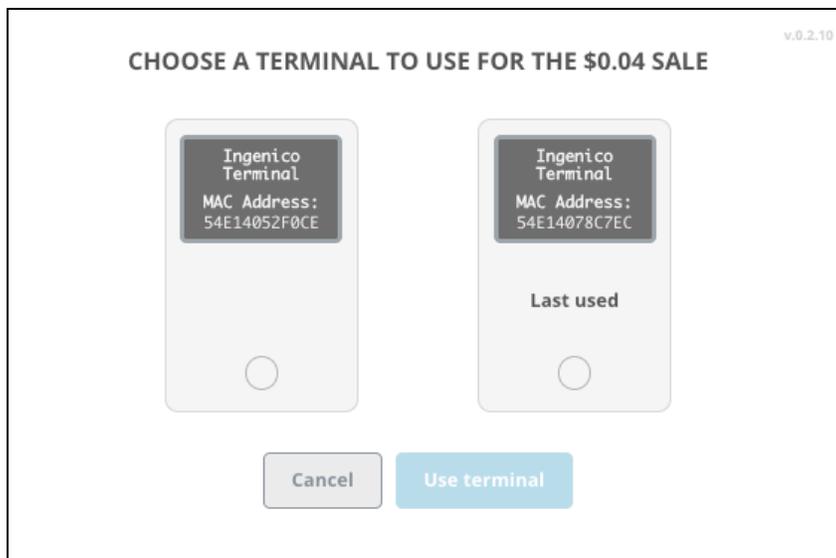
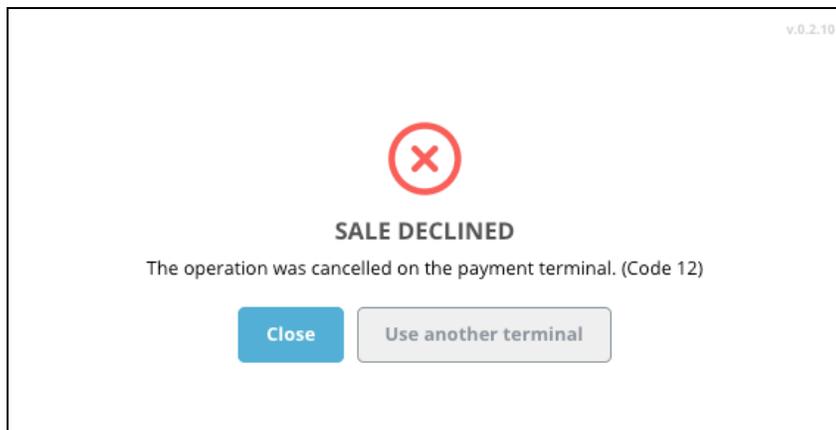
This process can now be repeated for each additional register and payment terminal that needs to be paired.

How to “Un-Pair”

This step should be used if an incorrect register / payment terminal pairing occurs or if a payment terminal that is paired is swapped for a new payment terminal.

To Un-Pair and select another payment terminal to pair with the register:

- 1) **First send a transaction to the currently paired payment terminal and then cancel it directly on the payment terminal** using the red X on the terminal. The following screen is shown. Pressing the 'Use another terminal' button will present a screen with all available terminals. Note that the previously used terminal will appear with a 'Last used' mention on this screen to facilitate the selection of the new terminal.



- 2) Choose the correct payment terminal to be paired and click "Use terminal"
- 3) Once the merchant confirms the correct payment terminal has been selected follow the instructions provided earlier to 'lock' the register / payment terminal pairing.

FAQ

How do I pair a terminal to a register?

Step 1, identify the terminal:

1. Send a transaction (e.g. a sale or refund) from your register.
2. From the list of all available terminals, select the terminal you wish to pair* and send a transaction to it using the “Use this terminal” button.
3. Confirm that the correct terminal has received the transaction.
4. Press “Cancel” on the terminal.
 - a. If this was the correct terminal, press “Close”
 - b. If this was not the correct terminal, press “Select another terminal” and go to step 2.

**Note that the MAC address of each available terminal is displayed on the terminal selection screen for convenience. Merchants can either cycle through all terminals until the desired one has been identified or, confirm the MAC address at the back of the desired terminal.*

**Note that on some Wi-Fi connected terminals, the Mac Address on the label may start with “0W”*



Step 2, pair the terminal:

1. Send a second transaction from the register.
2. On the “Previously used terminal” screen, toggle the “Always use” button. All subsequent transactions will be sent to that terminal automatically. In other words, the register will now be paired to that terminal.

How do I add an additional “lane”?

A “lane” is defined as a register paired to a payment terminal. To add an additional terminal/register, simply connect them both to the same local network as your other register(s) and terminal(s). On the register that will use that terminal, send a transaction and, using the two-step process, pair the terminal. We recommend adding lanes outside of business hours to avoid accidentally sending transactions to the wrong terminal during the identification step, and disrupting store transactions.

How do I unpair a terminal?

There are cases where a merchant may want to un-do a pairing and use a different terminal. For example, if the terminal is defective and swapped, or if they've upgraded to a more recent model. To un-do a pairing, the merchant must send a transaction to a different terminal. To do so, they must:

1. Send a transaction (e.g. a sale or refund) from the register.
2. Press "Cancel" on the currently paired terminal.
3. Select 'Use another terminal' on the Payment Declined screen.
4. Select a different terminal than the previously used one, and click "Use this terminal"

I have different terminal families, can I use them all?

Multi-lane capabilities are only enabled when all terminals are of the same terminal family (e.g. exclusively Ingenico Tetra terminals (Desk, Move, etc.) or exclusively Ingenico Telium terminals (iCT series)). In other words, a merchant cannot use a mix of Tetra and Telium terminals.

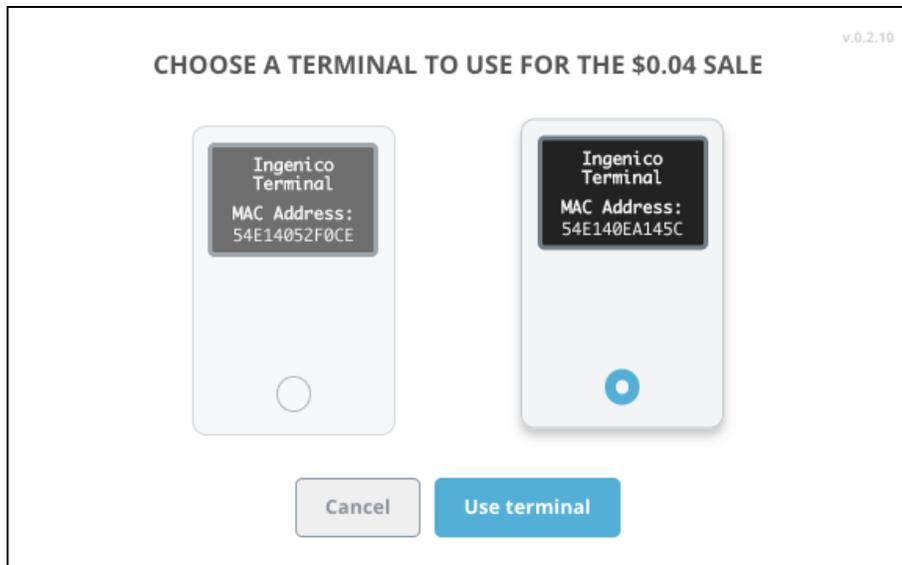
What does the user experience look like when more than 4 terminals are available?

If there are more than 3 terminals available on the network, the merchant will be presented with a button to scroll through them:



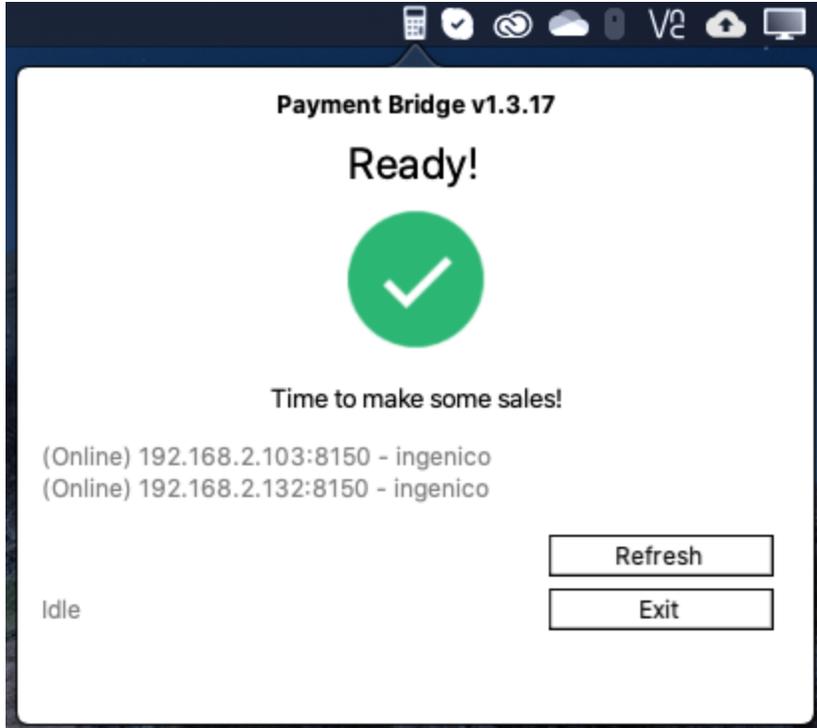
Troubleshooting

My Terminal doesn't appear in the "CHOOSE A TERMINAL TO USE FOR THE SALE" screen



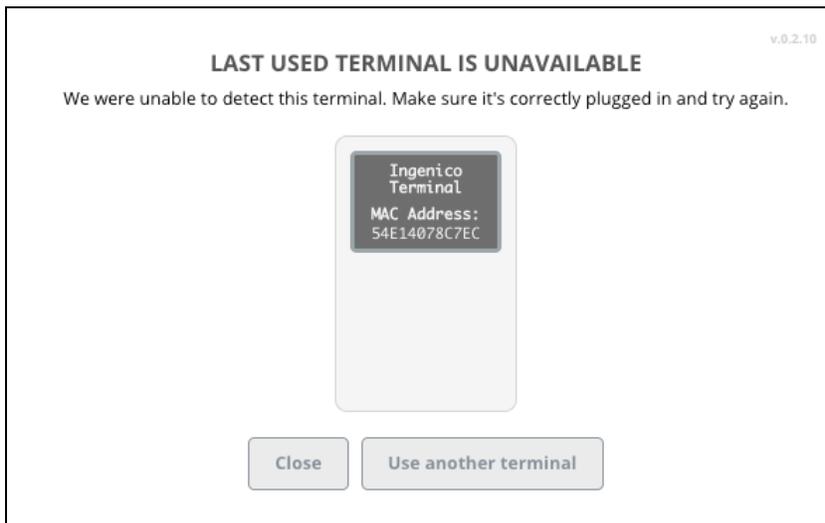
- 1) First, make sure all terminals can process a Stand-Alone transaction
- 2) Make sure all terminals are connected to the same local network, are in Semi-Integrated mode and configured to use the correct port number.
- 3) If your terminal is still not showing on this screen, contact support.

Note: Make sure all Payment Bridges on all registers can see all of the terminals on the network. For example, if you have three terminals but only see two terminals listed in the bottom left hand corner of the Payment Bridge, this means that the Payment Bridge cannot detect the third terminal.



“LAST USED TERMINAL IS UNAVAILABLE”

If the previously used terminal is unavailable when a transaction is sent, the following screen is presented to the merchant.



If this is unexpected, we recommend canceling the transaction and performing network connectivity troubleshooting. If the previously paired terminal will no longer be used, a new pairing can be established by pressing 'Use another terminal'