Setting up an EMV device for Cloud 9 Pay

How to set up your EMV device for use with Cloud 9 Pay

planet DDS

SUPPORTED EMV DEVICES

Cloud 9 Pay currently supports two EMV devices.

Pictured below are the two supported models:

Ingenico Lane/3000

PAX A77

SETTING UP THE INGENICO LANE/3000

Pairing the Device

1. Boot up the device by connecting it to a power source and Ethernet port.

Note: A successful connection with the PayGuardian Cloud API will require connecting the device to a Wi-Fi network with a US-based IP, or a Wi-Fi network whose static IP is whitelisted by BridgePay.

2. Once the device fully loads, a **Welcome** message on a blue background will be shown. Additionally, a **Settings** option will be shown for the first minute the device is turned on

3. After selecting the **Settings** option, the Terminal ID of the device will be shown, and a new option labeled **Pair** will appear.

4. Pressing the **Pair** option will trigger a prompt to enter the 5-digits pairing code. Submitting the code (shown by Cloud 9(will successfully pair the device to a Cloud 9 site.

   ▪ The terminal ID should match what is shown under the **Settings** option.

Note: If the **Settings** option disappears, reboot the device by pressing both the **yellow** < button and the ".#*" button for approximately 10 seconds.

SETTING UP THE INGENICO LANE/3000

3. After selecting the **Settings** option, the Terminal ID of the device will be shown, and a new option labeled **Pair** will appear.

4. Pressing the **Pair** option will trigger a prompt to enter the 5-digits pairing code. Submitting the code (shown by Cloud 9(will successfully pair the device to a Cloud 9 site.

   ▪ The terminal ID should match what is shown under the **Settings** option.

SETTING UP THE PAX A77

Pairing the Device

1. Boot up the device and connect it to the Wi-Fi.
   a. The device runs on Android, so the process of connecting it to a Wi-Fi network should be similar to an Android smartphone.

Note: A successful connection with the PayGuardian Cloud API will require connecting the device to a Wi-Fi network with a US-based IP, or a Wi-Fi network whose static IP is whitelisted by BridgePay.

2. Open the **PayGuardian** app.
   a. It should open automatically when the device is powered on.

VALIDATING

3. Clicking on the three dots at the top-right corner will open a menu with several options. Find the "Pair Device" option and press it. This should prompt a 5-digit pairing code. Submitting the code shown by Cloud 9 will successfully pair the device to a Cloud 9 site
4. Once the device is paired, the Device Name entered in Cloud 9 should show at the top of the PayGuardian app, and the Terminal ID of the device will appear in Cloud 9.
   a. To check the Terminal ID on the device itself, swipe left on the PayGuardian app.
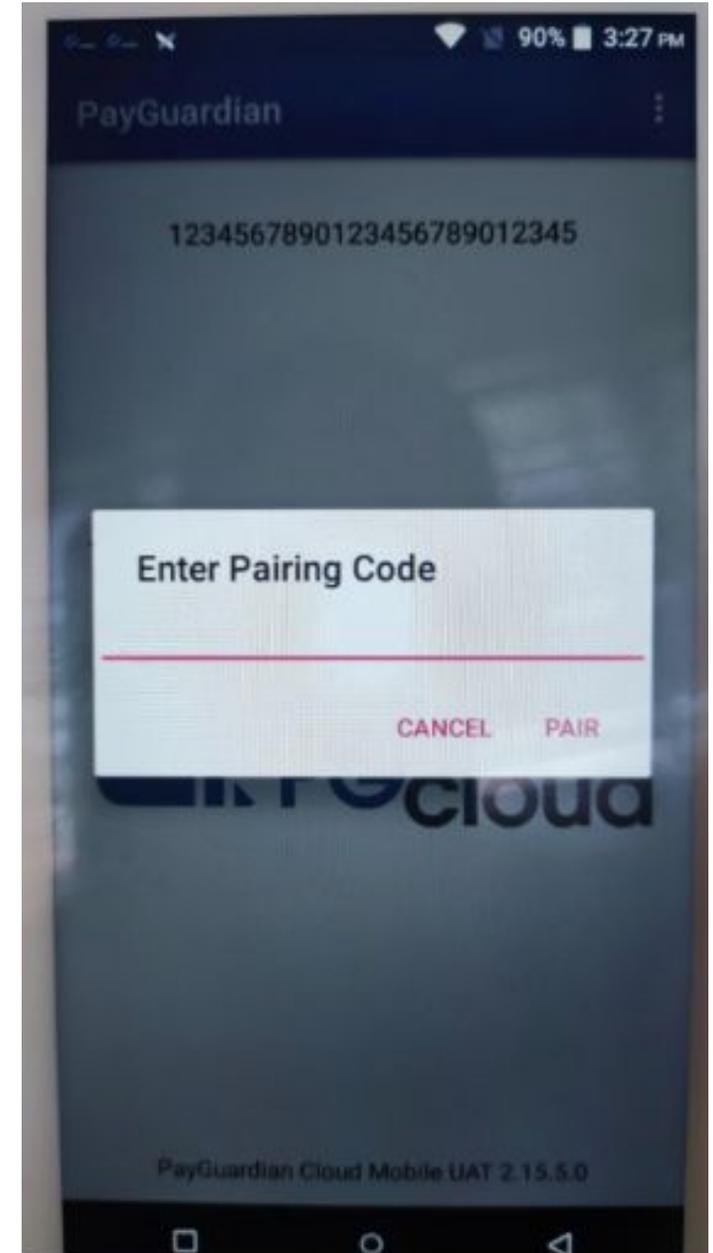
YOU'RE ALL SET!

Your EMV device should now be set up to work with Cloud 9 Pay and can be attached to payment processor accounts.

For any additional questions regarding this process, Cloud 9 Support is happy to assist:

Phone: 1-800-394-6050 OPTION 2*

Email: cloud9support@planetdds.com