

# Installation Instructions For The GPI Payment Device

† Modified on 09/30/2024 11:27 am EDT

## Setting Up Your Ingenico Lane 3000 Payment Device Using the InstallShield for RCM Suite

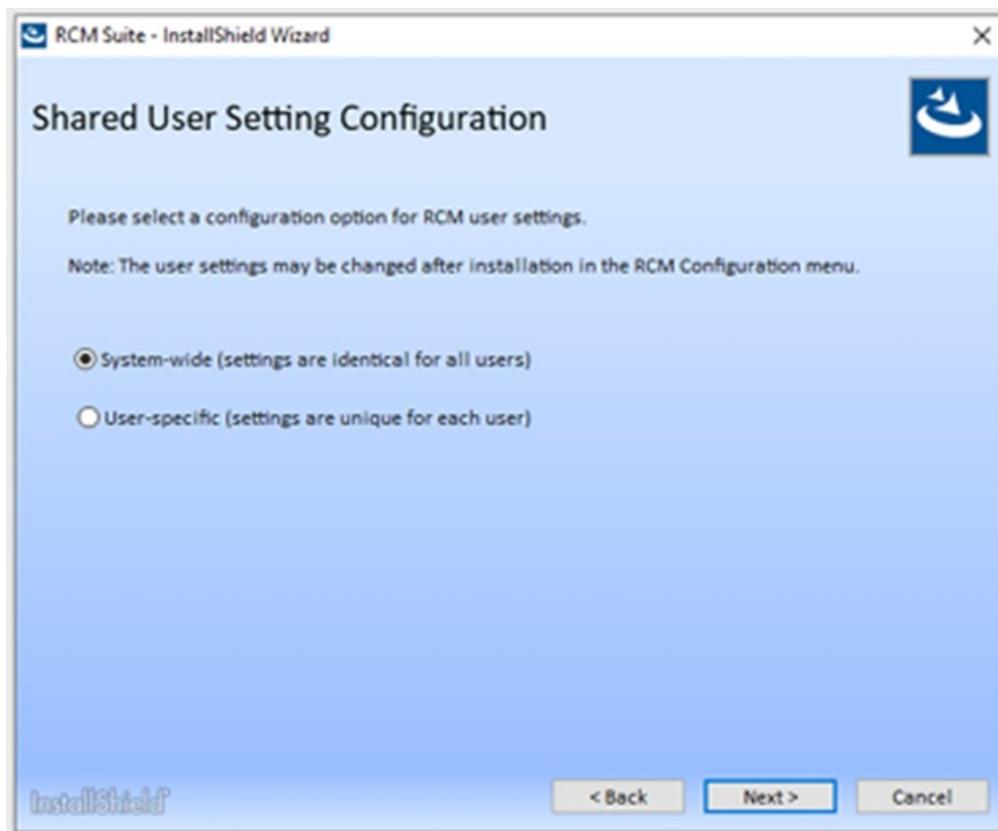
### Important Information:

- The Ingenico Lane 3000 is designed to work with the Point-of-Sale application and therefore cannot be used outside of CollaborateMD.
- The Ingenico Lane 3000 does not allow for signature capture or a way to add a picture to the screen.
- Currently, the Ingenico Lane 3000 is incompatible with CollaborateMD on MAC computers. However, Global Payments Integrated offers the MOTO terminal, which allows you to process credit card payments manually through CollaborateMD without the payment device and is an option for those using MAC computers.

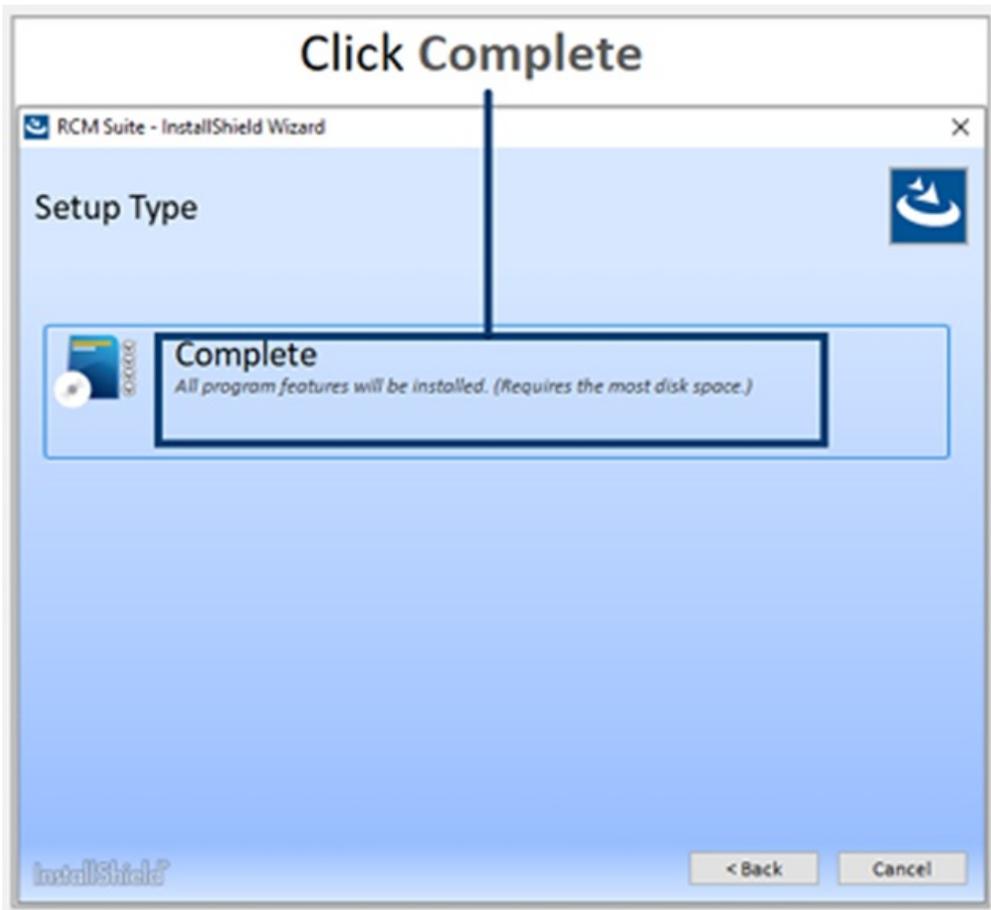
1. Plug the **Lane 3000** payment device into the computer.
2. Ensure that the user logged into the computer is an **administrator** as those permissions will be needed to complete the installation.
3. To complete the setup of the Lane 3000 download a program called **InstallShield for RCM Suite**.
  1. Enter the following link into your browser to download the RCM program for installation. This could take a few moments.
    1. [https://www.x-charge.com/downloads/files/RCM%20Windows\\_GA.exe](https://www.x-charge.com/downloads/files/RCM%20Windows_GA.exe)
4. Once the download is complete, click on the downloaded file and run the file as an administrator.
  1. A pop-up will appear asking "Do you want to allow this app to make changes to your device?"
  2. Select "**Yes**"
5. The RCM Installer window will appear on the screen.
  1. Click "**Next**" on the window "Welcome to the InstallShield Wizard for RCM Suite.



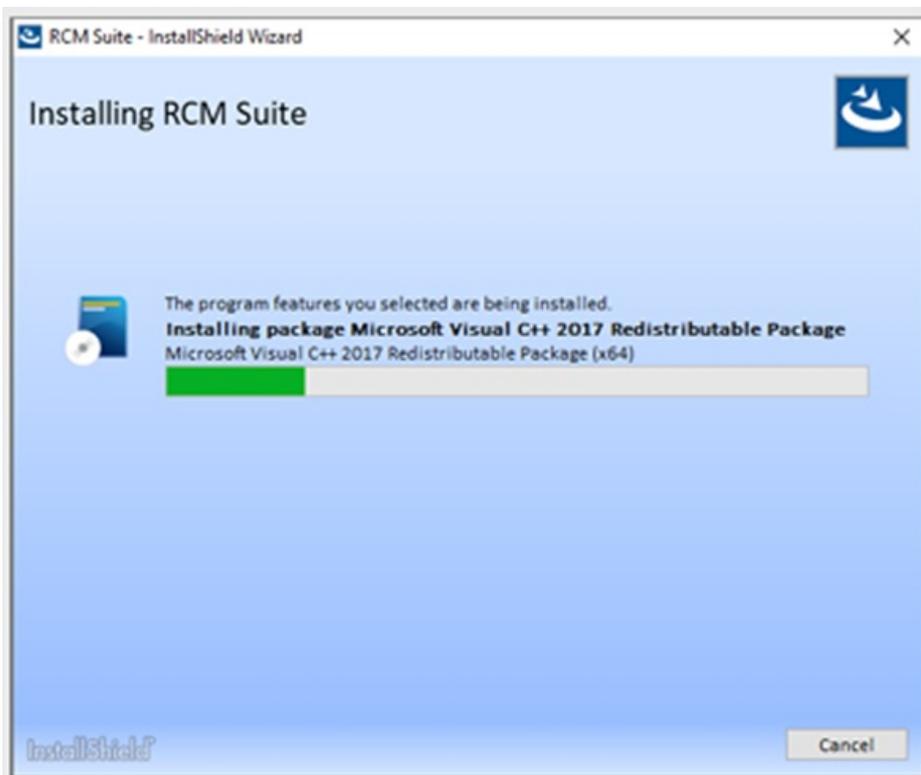
2. On the “License Agreement” window check the box to agree to the terms and click **Next.**”
3. On the “Shared User Setting Configuration” window ensure that “System-wide” is selected and click “Next.”



4. In the “Setup Type” window click “Complete.”

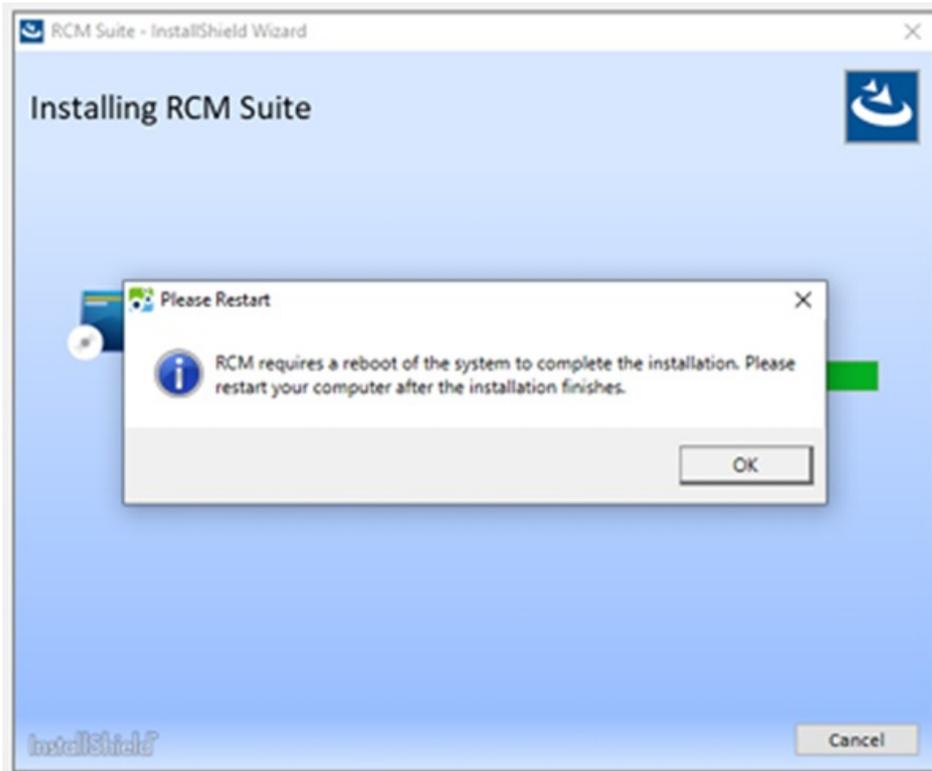


5. A window will appear stating Installing RCM Suite. This process will take approximately 3-5 minutes.

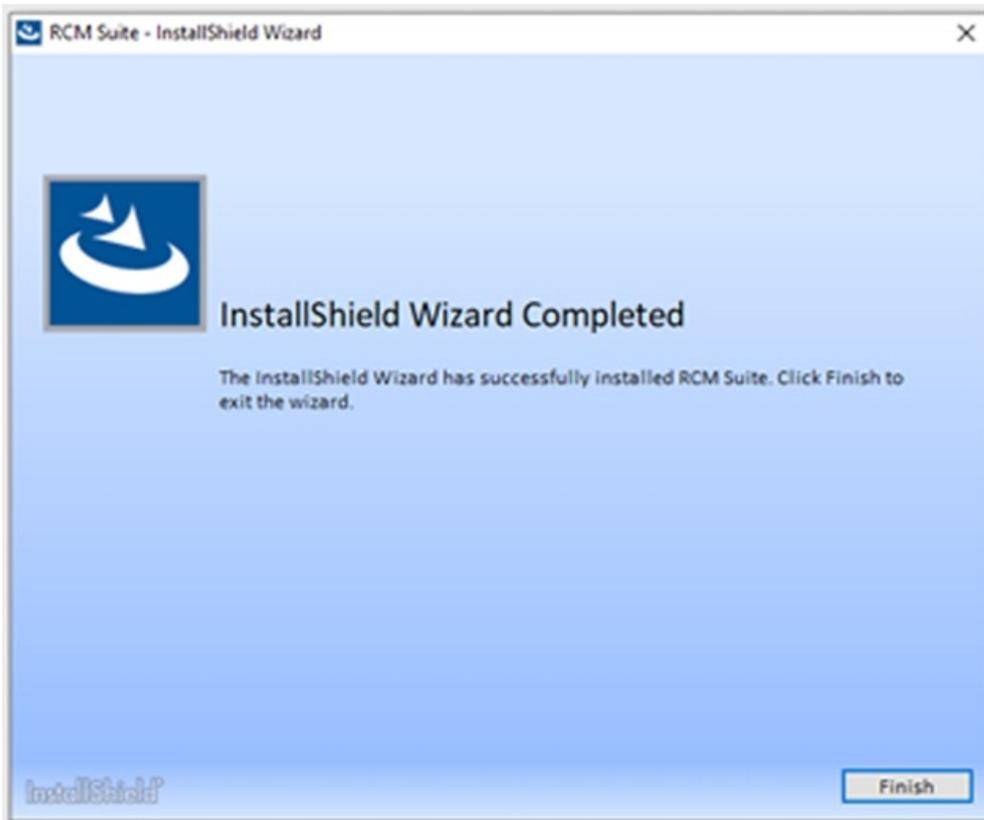


6. A pop-up will appear asking for the computer to be rebooted. However, an immediate reboot is not necessary at this time. Click "Ok," and be sure to restart your computer before the end of the

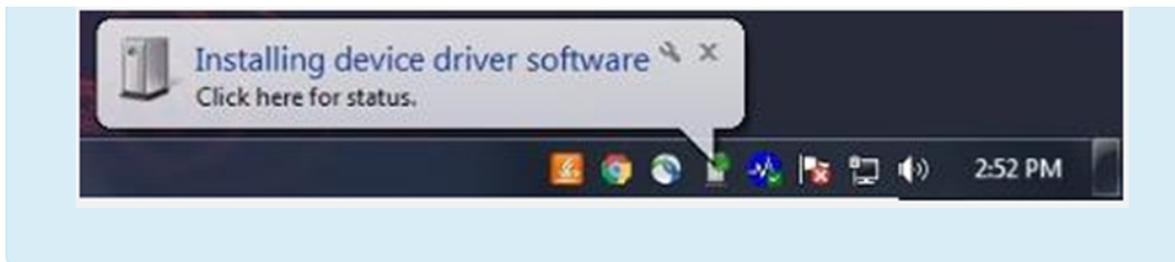
day to finalize any changes that have been made during the installation.



7. A Window will appear stating "InstallShield Wizard Completed," Click "Finish."



✎ If a PIN Pad device was plugged into your computer during the installation of the RCM you will see the PIN Pad device drivers being installed as well.



⚠ Note: The following are the main reasons for installation failure:

- There is an antivirus installed on the computer
- The time on the computer is not in sync with the coordinated universal time
- Windows or .net framework is not up to date
- Not being installed on an administrator

## Configure the Ingenico Lane 3000

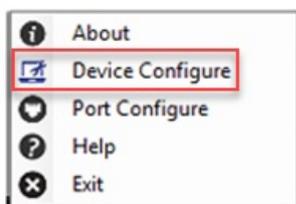
The Ingenico Lane 3000 is a PIN entry EMV device that includes a Magnetic Stripe Reader, EMV chip card reader, Contactless, and a color display.

⚠ Note: If the Auto Detect function detects an Ingenico Lane 3000 is connected, it will default to the 'Ingenico Lane 3000 (US EMV)' option. If a different device configuration is desired, select the correct device configuration in the PIN Pad Device drop-down menu.

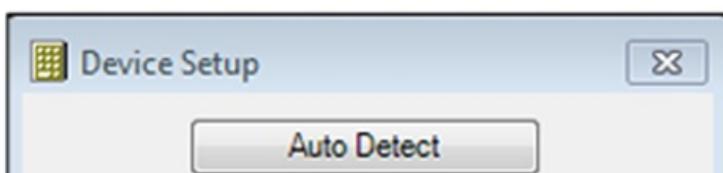
1. Right-click on the RCM tray icon.



2. Select Device Configure in the pop-up.



3. Select Auto Detect in the pop-up.



4. Select the Ingenico Lane 3000 (US EMV).
5. A COM Port number will already be assigned.

A screenshot of a software interface showing a dropdown menu labeled "COM Port". The menu is currently closed, and a blacked-out selection is visible within the dropdown area.

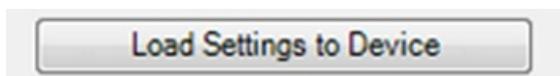
6. Enter a default message. (Example: Welcome or Business name) The default message must be thirty characters or less.

A screenshot of a software interface showing a text input field labeled "Default Message". The field contains a blacked-out message.

7. Select the **Load Forms to Device** button. This may take several minutes and should not be interrupted.

A screenshot of a software interface showing a button labeled "Load Forms to Device".

8. Select the **Load Settings to Device** button from the Device Setup window. This may take several minutes and should not be interrupted.

A screenshot of a software interface showing a button labeled "Load Settings to Device".

9. Choose the **Test** button to initialize the device, then follow the prompts on the screen of the Ingenico Lane 3000 to complete the test.

10. Choose **OK** from the confirmation window, then OK on the Device Setup window.

A screenshot of a software interface showing a dialog box with two buttons: "Ok" and "Cancel".

 **Note:** If the installation is completed correctly but the auto-detect is not finding the Com port correctly, go into the computer's device manager, expand the port section and you should see the Ingenico Lane 3000 device. If you do not see the Ingenico Lane 3000 device but you see the USB Serial Device, then the drivers did not install properly.

---

## Repairing The Installation

1. From Programs and Features, find RCM Suite and select **Change**.
2. Choose the Shared User Setting Configuration then click **Next**.
3. From Program Maintenance, click **Repair**.
4. The installation will be complete, then click **Finish**.

---

## Uninstalling The RCM

1. Access your Control Panel by clicking **Start**, and then **Control Panel**.
  2. Locate, and then click **Programs and Features**.
  3. Locate the Programs RCM Suite, OpenEdge Updater, and Ingenico USB Drivers 3.22 (remove only).
  4. Uninstall the three applications by clicking the **Uninstall** button and following the prompts.
-