

## Setting up your card machine

Once you receive your card machine, you can be up and running in minutes. This guide explains your connection options and how to set up your machine.

---

### What you'll receive:

- Card machine
- Power adaptor
- Ethernet cable
- Standard telephone cable
- User guide

### Your connection options:

Telephone line, plugged into an analogue telephone point. This will allow the transactions to proceed at a fairly modest rate.

— OR —

**\*RECOMMENDED\*** Ethernet cable, plugged into an active Ethernet connection point. This will allow for far quicker processing times.

---

## How to set up your machine

### STEP 1: Connect

- Connect your chosen communication cable—Ethernet or telephone—to your card machine. It's important that you do this first.
- Connect the power adapter to the card machine.
- Plug in the power adapter.

### STEP 2: Enter your paper roll

- Unclick the opening at the back of the card terminal.

→ Insert a new roll, making sure that the paper will feed out from the front.

→ Click the back shut.

We recommend that you use our approved supplier, Primatel, for paper rolls or other terminal accessories. You can reorder supplies at [www.Primatel.co.uk](http://www.Primatel.co.uk).

### **STEP 3: Enter your merchant ID number**

→ Enter your merchant ID number into the card machine when prompted.

→ If that doesn't work, try omitting the first six digits of your ID number, which will be 540436. Some machines require you to leave the first six digits out, entering only the remaining nine digits.

Please refer to the user manual for full instructions of how to set up your terminal.

---

Please contact us if you'd like this information in an alternative format such as Braille, large print or audio.

We may monitor or record calls to make sure we have carried out your instructions correctly and to help improve the quality of our service. Cardnet® is a registered trademark of Lloyds Bank plc. Lloyds Bank plc Registered Office: 25 Gresham Street, London EC2V 7HN. Registered in England and Wales No. 2065. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Lloyds Bank plc is covered by the Financial Ombudsman Service (please note that due to the eligibility criteria of this scheme not all Lloyds Bank customers will be covered).