

Quick Reference Guide

NAB QT850 Terminal

more
than
money



Release 1.3



Getting Started

Turn on: Ensure the terminal is charged and keep the “Enter” key pressed until the screen turns on.

Turn off: Select “Merchant Menu” > “Settings” > Scroll down to “Power off”.

Menu: Select “Merchant Menu” for refunds, settlement and settings.

Schemes supported: Visa, Mastercard, eftpos, Amex, UnionPay

Network: 4G and WiFi

How to complete a Sale

Step 1

Enter the sale amount using the number keys on PIN-PAD and press ENTER key or press “Proceed to pay” on screen to continue.

Note: For correction, press “←” key to clear the value or “X” to cancel.

Step 2

Making sure that the cardholder can read the transaction, ask the cardholder to TAP, INSERT, or SWIPE their card on Terminal.

Note: Card can be tapped on the screen or inserted into the reader on the bottom of the terminal or swiped across the reader on the top of the terminal above the printer.

Step 3

For insert & swipe cards, cardholders will be prompted to select the account selection if applicable or account type (Cheque, Savings and Credit).

Step 4

Cardholders would be required to enter PIN & press ENTER.

Note: Contactless cards do not require PIN or signature for amount below \$100. Some cards allow bypass of PIN and ask for Signature.

Step 5

Once processed, terminal will display response (Approved/ Declined) on screen. Remove the card if inserted.

Step 6

Terminal will print Merchant receipt with a prompt to print customer copy.

How to process a Refund

Step 1

Press on “Merchant Menu” on screen, select “Transactions” and select “REFUNDS”.

Step 2

Enter the refund password and press ENTER key or press “Continue” on screen.

Step 3

Enter the Refund amount using number keys on PINPAD.

Step 4

Press ENTER key or press “Refund amount” on screen.

Step 5

Ask the card holder to TAP, INSERT or SWIPE.

Step 6

On PIN entry screen, ask the customer to enter PIN and press ENTER.

Step 7

Once processed, terminal will display response (Approved/ Declined) on screen.

Step 8

Terminal will print Merchant receipt with a prompt to print customer copy.



How to view/print previous transaction receipt

Description
View the previous 10 transactions processed on the terminal. This includes both approved and declined transactions.
Step 1
Press on “Merchant Menu”.
Step 2
Select “Transactions” and press “Past Transactions”.
Step 3
Transactions can be viewed in the Past Transaction screen as below.
Step 4
Select one of the transactions with an option to reprint the receipt.

How to reset password

Description
Refund transactions are protected with a password to protect you against fraud. You can reset this password on the terminal or call the Merchant Service Centre. Note: It’s a good idea to change your password regularly
Step 1
Press on “Merchant Menu” on screen.
Step 2
Select “Settings” and “SET-UP”.
Step 3
Enter the current password and press ENTER key or “Continue”.
Step 4
Enter the new password and press “Set passcode”. Re-enter passcode.



PAST TRANSACTION



 **Card ending 1960** \$10.00 
06 Jan 2023 17:58



Purchase Transaction
Status: Approved
Payment Method: Contactless
RRN: 500000004711
Card Number: 434176XXXXXX1960



Merchant Receipt **Customer Receipt**



PAST TRANSACTION

 **Card ending 1960** \$10.00 
06 Jan 2023 18:08

 **Card ending 1960** \$10.00 
06 Jan 2023 18:04

 **Card ending 1960** \$10.00 
06 Jan 2023 17:58

 **Card ending 1960** \$10.00 
06 Jan 2023 17:52

 **Card ending 1960** \$10.00 
06 Jan 2023 17:48

How to perform a MOTO transaction

Description
MOTO applies to only Visa and Mastercard transactions.
Step 1
Press on “Merchant Menu”.
Step 2
Select “Transactions”, then “MOTO”.
Step 3
Enter Card Number, Expiry Date and CVV.
Step 4
Select a reason if CVV is not entered, then select “Next” to proceed or “Back” to Card Number, Expiry Date.
Step 5
Select MOTO Type, then “Confirm” to proceed to process payment or “Back” to previous screen.

The screenshot shows a mobile payment interface for a MOTO transaction. At the top, it displays 'MOTO' and the amount '\$12.58'. Below this, the title is 'MOTO Type?'. There are three radio button options: '1. Telephone order' (which is selected), '2. Mail order', and '3. Internet order'. At the bottom, there are two red buttons: 'Back' and 'Confirm'.

How to perform a manual Purchase Key Entry transaction

Description
Manual Key Entry applies to Visa, Mastercard and Amex.
Step 1
Press on “Merchant Menu”.
Step 2
Select “Transactions”, then “Key Entry Purchase”.
Step 3
Enter Card Number, Expiry Date and CVV.
Step 4
Select a reason if CVV is not entered, then select “Confirm” to continue or “Back” to Card Number, Expiry Date.
Step 5
Ask the cardholder to sign and verify customer’s signature.

The screenshot shows a mobile payment interface for a 'PURCHASE KEY ENTRY' transaction. It features three input fields: 'Card Number', 'Expiry Date (MM/YY)', and 'CCV'. Below the input fields are two red buttons: 'Clear' and 'Next'.

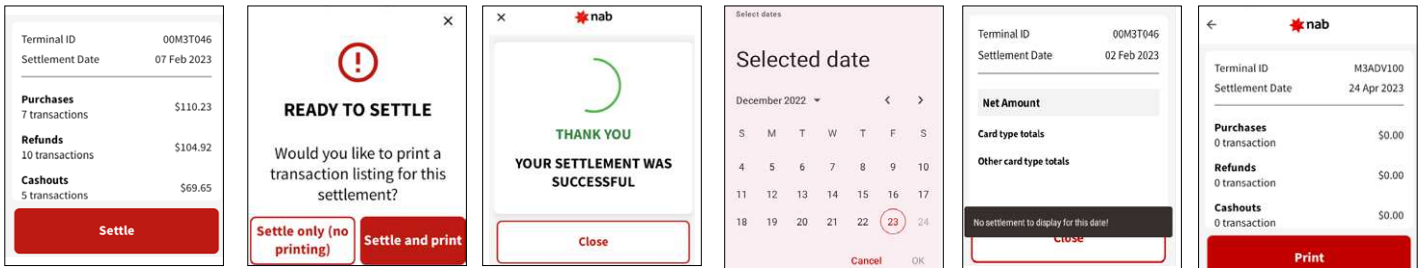
The screenshot shows a mobile payment interface for a 'SALE' transaction with an amount of '\$35.80'. The screen displays the error 'CVV NOT ENTERED ?' with three radio button options: '1. CVV Not provided' (selected), '2. CVV Illegible', and '3. CVV not on card'. At the bottom, there are two red buttons: 'Back' and 'Confirm'.

How to perform manual settlement

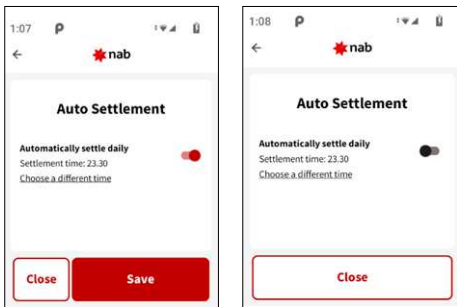
Description
Manually perform settlement when required for that day and view the settlement transactions on terminal.
Step 1
Press on “Merchant Menu”. Select “Settlements”.
Step 2
Select “Manual Settlement”, then “Settle”.
Step 3
If auto settlement is turned off, a message will display with option to settle and/or print receipt. Press “Clear” on the keypad to return to previous screen. Note: If settlement has already happened, “Already Settled” will display on the terminal screen.

How to view last settlement

Description
View Settlements for the last 30 days.
Step 1
Press on “Merchant Menu”; Select “Settlements”.
Step 2
Select “Last Settlement” and choose a date from the date picker and press OK to continue or Cancel.
Step 3
Transactions will display on the terminal screen and option to print Last Settlement receipt.
Step 4
If there’s no settlement happened for the selected date, “No settlement to display for this date!” will display on the terminal screen.

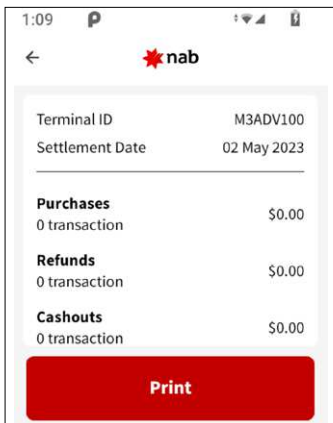


If auto settlement is turned on, please turn this off before proceeding with manual settlement. Refer to “How to enable/disable auto settlement” for more information.



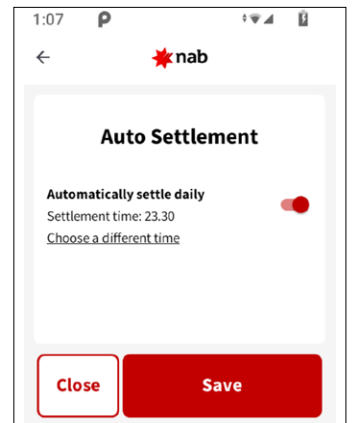
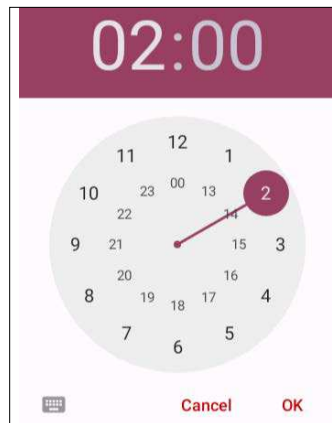
How to view pre-settlement transactions

Description
View/Print totals for transactions processed from last settlement to current time. This will not settle the terminal.
Step 1
Press on “Merchant Menu”.
Step 2
Select “Settlements” and press “Pre Settlement”.
Step 3
Transactions will display on the terminal screen and option to print Pre Settlement receipt.



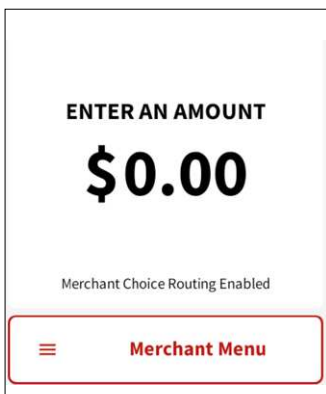
How to enable/disable auto settlement

Description
Enable or disable auto-settlement and configure auto settle time on the terminal.
Step 1
Press on “Merchant Menu”.
Step 2
Select “Settlements”; then “Auto Settlement”.
Step 3
You can turn on (enable) or off (disable) auto settlement. To enable, select “Choose a different time” to set a time.



Merchant Choice Routing (MCR)

Description
Merchant Choice Routing applies to Visa/Mastercard (debit).The thresholds are setup in TMS (Terminal Management System).
Step 1
Merchant Choice Routing applies to Visa/Mastercard (debit). To set up the thresholds, call the Merchant Service Centre. When MCR is enabled, “Merchant Choice Routing Enabled” is displayed on the terminal.”



Step 4
Once auto settlement is enabled, all terminals under the same Merchant ID will have the same settlement time. Note: Once auto settlement is enabled, all terminals under the same Merchant ID will be having settlement at around the time.

How to charge terminal


Step 1

Connect the power adaptor to the terminal USB type-C connector located on the left-hand side of the terminal.

Step 2

Connect the power adaptor to the supply mains network.

Step 3

Check the battery charging  icon on the status bar at the top right of the device to ensure terminal is getting charged.

How to change paper roll

Step 1

Open the paper compartment located at top of the screen by holding the terminal and lifting sides of printer lid upwards and back.

Step 2

Insert the paper roll in compartment. When the paper roll is in place, ensure paper feeds from the bottom of the roll and towards the terminal screen.

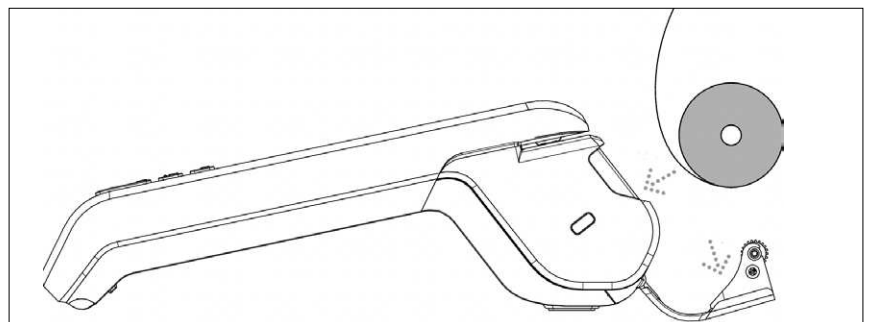
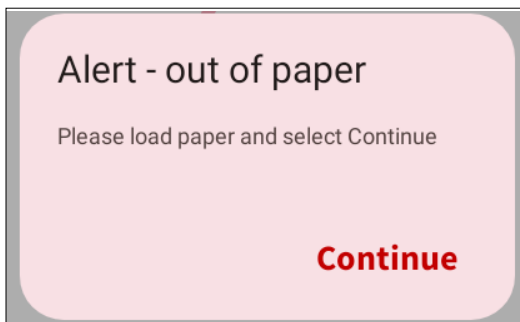
Step 3

Pull the paper up towards the top of the terminal & hold. Close the lid until you hear a “click” sound to ensure lid has been closed properly.

Note: An “Alert - Out of paper” will appear on the terminal screen if paper runs out whilst printing the receipt. Load paper and press “Continue”.


Press “Merchant Receipt” to print/reprint the merchant receipt or “Skip” to skip printing the merchant receipt.

Press “Customer Receipt” to print the customer receipt or “Skip” to skip printing the customer receipt.



How to connect to WiFi

WiFi can be set up through status bar or through Android settings.

1. Swipe from the bottom of screen upwards, and press on the “.” (dot) and click on  Launcher.
2. Press “Settings” and press “Network & internet”.
3. Press “WiFi”.
4. From the WiFi settings turn on WiFi, your device will automatically search for available WiFi network.
5. Select the name of the WiFi network that you want to join. Enter network’s password (if applicable) and press Connect.

How to refresh terminal configuration

Description

Performing a manual refresh to the latest terminal configuration – update of configuration of a feature. E.g. Turn on or off MOTO in TMS (Terminal Management System).

Step 1

Press on “Merchant Menu”.

Step 2

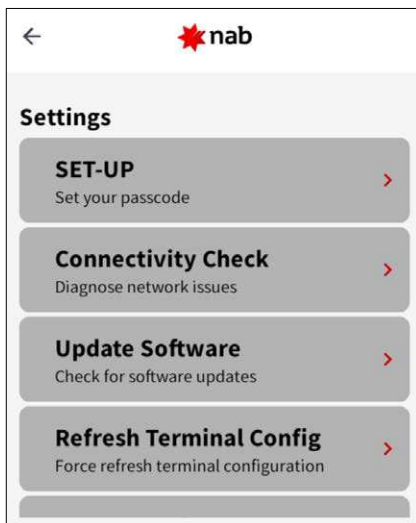
Select “Settings”, then “Refresh Terminal Config”.

Step 3

Message “Updating terminal config ...” will appear on the screen.

Step 4

Message “Terminal Config Updated” will appear on the screen once the update is completed.



How to power off terminal

Description

Power off the terminal via the payment app.

Step 1

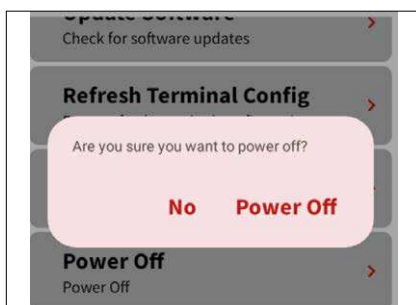
Press on “Merchant Menu”.

Step 2

Select “Settings”, then “Power Off”.

Step 3

An alert will appear on the screen. Select “Power Off” and the terminal will be switched off. To go back, press “No” .



How to perform a manual software update

Description

Performing a manual update to the latest terminal software.

Step 1

Press on “Merchant Menu” and select “Settings”.

Step 2

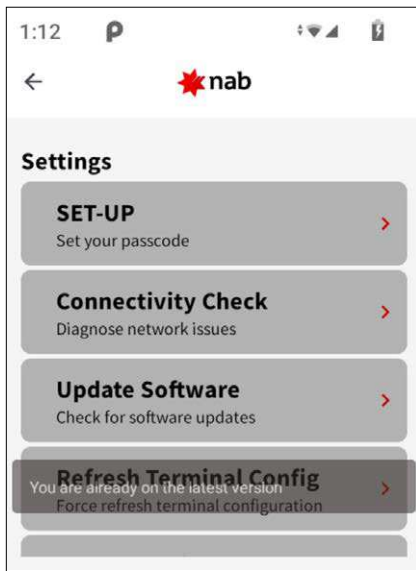
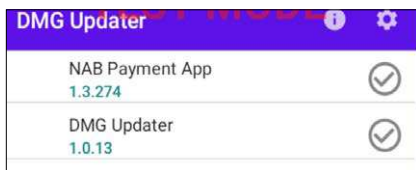
If there are no updates to the software, the following message “You are already on the latest version” will be displayed at the bottom of the screen.

Step 3

Select “Update Software”. The screen will navigate to the “DMG Updater” menu and check for the latest software.

Step 4

Select “NAB Payment App” to download the latest version. The terminal will restart after the update is completed.



Automatic software update

Description

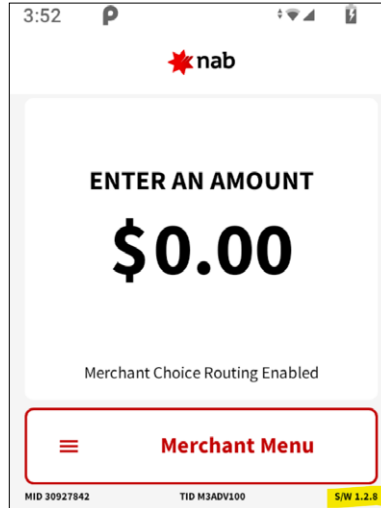
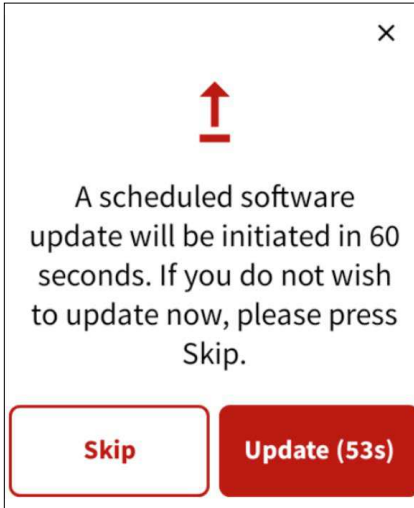
Note: Terminal must be charging and the battery level must be more than 20%.

Step 1









A pop-up message with timer (remaining seconds) "A scheduled software update will be initiated in 60 seconds. If you do not wish to update now, please press Skip.

Auto software update will take place after 60 seconds and the terminal will restart.


Confirmation of a successful update will appear at the bottom right of the screen (e.g. S/W 1.x.x).



Icons & Keys

Icons	Keys
 Battery Charging	Press X to cancel the action
 WiFi	Press < to clear
 Bluetooth	Press O to Clear
 Settings	 Merchant Menu
 SIM Card	
 Launcher	
 Do not Disturb	

Troubleshooting

Issue	Next Steps
For printing issues	<ul style="list-style-type: none">• Open the paper compartment & ensure there is no paper jam and it's been placed correctly.• If the paper is damaged for any reason, replace with a new paper roll.• If the printing issue persists, please contact our support team.
If terminal is frozen	<ul style="list-style-type: none">• Swipe up from the bottom of the screen.• Press on the “.” (dot) and click on  the Launcher.• Select DMGNAB App again to reopen the app.• Alternatively press and hold DMGNAB and drag the app to “App info”.• Click on “Force Stop” to restart the app.• If the problem persists, please contact our support team.

Support details

For help, please reach out to our Merchant Service Centre.

Phone: **1300 369 852** and Select **Option 1**.