



Terminal Guide

Standalone EFTPOS Terminal



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, transactions and settings.

Schemes supported: Visa, Mastercard, EFTPOS, American Express, 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 “Confirm payment” 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 and select “Refunds”.

Step 2

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

Step 3

Enter the Refund amount using number keys on PINPAD.

Step 4

Press ENTER key or press “Confirm Refund” 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

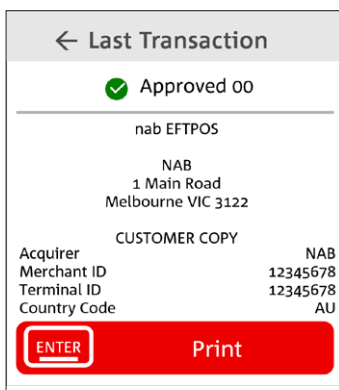
Once processed, terminal will display response (Approved/ Declined) on screen.

Step 8

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

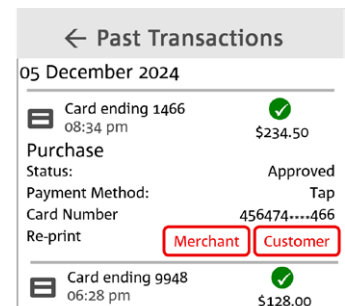
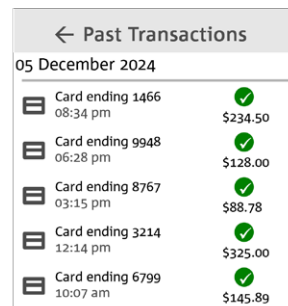
How to view/print last transaction

Description
View the last transaction processed on the terminal. This includes both approved and declined transactions.
Step 1
Press on “Merchant Menu”.
Step 2
Select “Transactions” and press “Last Transaction”.
Step 3
The last transaction displays on screen as below. Note: Scroll down the screen to view all details.
Step 4
Click “Print” to print the customer copy of the receipt.



How to view/print past transactions

Description
View past transactions (up to 30 days) and re-print a merchant or customer receipt from your transaction history.
Step 1
Press on “Merchant Menu”.
Step 2
Select “Transactions” and then select “Past Transactions”.
Step 3
Scroll through the transaction list to find the transaction you wish to view/print. Note: Transactions are arranged in descending date and time order.
Step 4
Select the transaction.
Step 5
Select “Merchant” or “Customer” to reprint the transaction receipt.

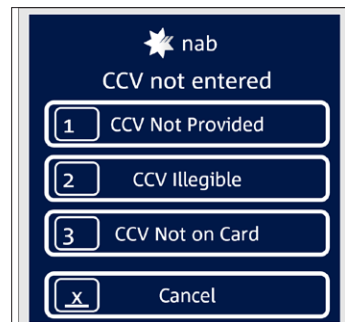


How to reset password

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. Passcodes can be between 4 and 12 digits.
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 "OK".
Step 4
Enter the new password and press "OK".

How to perform a Key Entry / MOTO transaction

Description
MOTO applies to Visa, Mastercard and American Express Transactions.
Step 1
Press on "Merchant Menu".
Step 2
Select "Transactions", then "Key Entry / MOTO".
Step 3
Enter the sale amount using the number keys on PIN-PAD and press the ENTER key or press "Confirm MOTO".
Step 4
Enter Card Number, Expiry Date and CVV.
Step 5
Select a reason if CVV is not entered, then select "Next" to proceed or "Back" to Card Number, Expiry Date.
Step 6
Select MOTO Type, to proceed to process payment or "Cancel" to previous screen.



How to Initiate a Pre-Authorisation

Step 1

Press on “Merchant menu” and select “Transactions”.

Step 2

Select “Pre-Auth”.

Step 3

Select “Pre-Auth”.

Step 4

Enter the pre-auth amount.

Step 5

Press ENTER key or press “Confirm pre-auth” on screen.

Step 6

Ask the cardholder to TAP, INSERT or SWIPE card.
Alternatively, you can manually enter the card number, expiry date and CCV using the keypad.
Note: Click “Next” or press ENTER on the keypad to confirm the signature match on the card, if required.

Step 7

Click “Customer Receipt” or press ENTER on the keypad to print the customer receipt, if required. Alternatively, click “Skip” if you do not wish to print the customer receipt.

How to Complete a Pre-Authorisation

Step 1

Press on “Merchant menu” and select “Transactions”.

Step 2

Select “Pre-Auth”.

Step 3

Select “Pre-Auth Completion”.

Step 4

Enter the “Auth ID” using the keypad and press ENTER or “Confirm pre-auth” on screen.
Note: The “Auth ID” is found on the pre-auth receipt.

Step 5

Enter the completion amount and press ENTER or “Confirm pre-auth” on screen.

Step 6

Ask the cardholder to TAP, INSERT or SWIPE card.
Alternatively, if the card holder is not present enter the first 6 digits and last 3 digits of the card number and the RRN from the pre-auth receipt.
Result: The screen displays the transaction details.

Step 7

Press ENTER key or press “Next” on screen.

Step 8

Click “Next” or press ENTER on the keypad to confirm the signature match on the card, if required.

Step 9

Click “Customer Receipt” or press ENTER on the keypad to print the customer receipt, if required. Alternatively, click “Skip” if you do not wish to print the customer receipt.

How to Cancel a Pre-Authorisation

Description
Note: For all cards other than UnionPay International, use the “Cancel Pre-Auth” menu under “Transactions > Pre-Auth” menu. To cancel a Pre-Authorisation for a UnionPay International card, use “UPI Completion Cancel” under the “Transactions > Pre-Auth” menu.
Step 1
Press on “Merchant menu” and select “Transactions”.
Step 2
Select “Pre-Auth”.
Step 3
Select “Cancel Pre-Auth”.
Step 4
Enter the “Auth ID” using the keypad and press ENTER or “Confirm Cancellation”.
Note: The “Auth ID” is found on the pre-auth receipt. Result: The screen displays the transaction details.
Step 5
Press ENTER key or press “Next” on screen.

How to Cancel a UnionPay International Pre-Authorisation

Description
Note: To cancel a Pre-Authorisation for a UnionPay International card, use “UPI Completion Cancel” under the “Transactions > Pre-Auth” menu. For all other card types, select “Cancel Pre-Auth” under the “Transactions > Pre-Auth” menu.
Step 1
Press on “Merchant menu” and select “Transactions”.
Step 2
Select “Pre-Auth”.
Step 3
Select “UPI Completion Cancel”.
Step 4
Enter the “Auth ID” using the keypad and press ENTER or “Confirm Cancellation”.
Step 5
Ask the cardholder to TAP, INSERT or SWIPE card. Alternatively, if the card holder is not present enter the first 6 digits and last 3 digits of the card number and the RRN from the pre-auth receipt. Result: The screen displays the transaction details.
Step 6
Press ENTER key or press “Next” on screen.
Step 7
Click “Next” or press ENTER on the keypad to confirm the signature match on the card, if required.

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” and select “Settlements”.

Step 2
Select “Manual Settlement”.
Note: Scroll down the screen to view the summary details for the settlement.

Step 3
Select “Settle Now”.
The settlement details prints.
Note: If settlement has already happened, “Already Settled” will display on the terminal screen.

Step 4
Press “Print summary” to print the settlement receipt.

Step 5
Press the print icon in the top right corner to print the matching transaction listing.
Note: A message will let you know how many transactions are about to be printed. The Print icon will only be displayed if transactions exist for that day.

Step 6
Press “Yes” to confirm printing, or “No” to cancel printing the transaction listing.

How to view settlement history

Description
View the settlement history (up to 30 days). From here you can print the settlement summary and transaction listing for the selected settlement date.

Step 1
Press on “Merchant Menu”.

Step 2
Select “Settlement” and then select “Settlement History”.

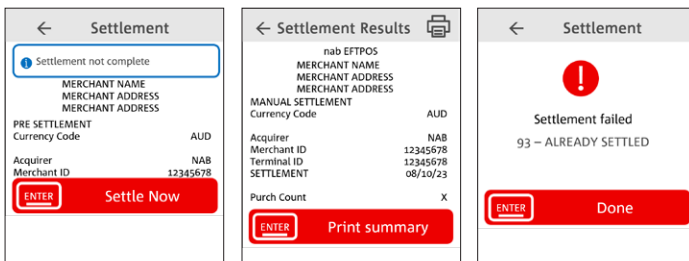
Step 3
Choose a date from the date picker and press “OK”.

Step 4
Scroll down the screen to see the settlement results.

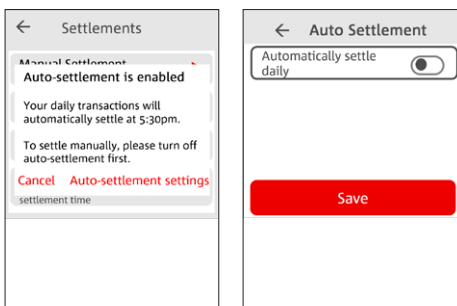
Step 5
Press “Print summary” or press the “Enter” key to print out the settlement summary receipt.

Step 6
Press the print icon in the top right corner for the matching transaction listing.
Note: A message will let you know how many transactions are about to be printed. The Print Icon will only be displayed if transactions exist for that day.

Step 7
Press “Yes” to confirm printing, or “No” to cancel printing the transaction listing.

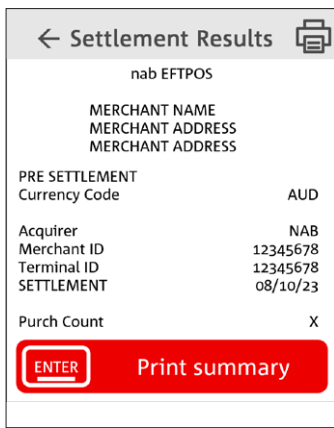


If auto settlement is turned on, please turn this off before proceeding with manual settlement. Refer to “How to enable/disable auto settlement” for more information.



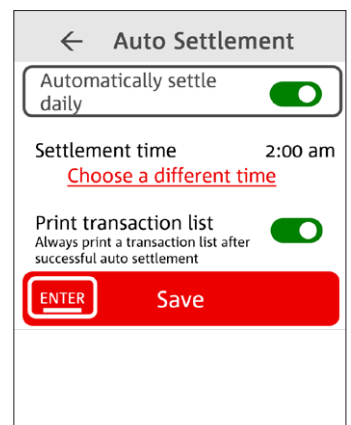
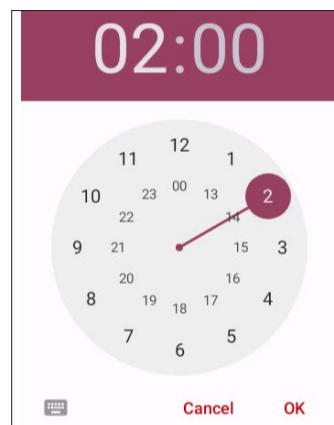
How to view pre-settlement

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
The Settlement summary displays on the terminal screen with an option to print the pre-settlement receipt. Note: Press the print icon in the top right corner to print the transaction listing for the pre-settlement summary.



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 turn off (disable) auto settlement. To enable, select “Choose a different time” to set a time.
Step 4
You can turn on (enable) or turn off (disable) automatic printing of the transaction list after successful auto settlement.



Step 5
You need to set the auto settlement time for each terminal.

How to set up Surcharging

Step 1

Press “Merchant Menu” on screen, select “Settings” and “Surcharging”.

The screen displays options:

- Surcharge by card type
- Minimum sale amount

Step 2

Press Surcharge by card type. The screen displays the following cards types that can be set up:

- Visa Credit
- Visa Debit
- Mastercard Credit
- Mastercard Debit
- eftpos
- Amex
- JCB
- UPI

Step 3

Press a required card type. The screen displays options:

- Set surcharge as a \$ amount
- Set surcharge as a %

Step 4

Select “Set surcharge as a \$ amount” or “Set surcharge as a %”.

- If “Set surcharge as a \$ amount”, type in the \$ amount and press “Save”.
- If “Set surcharge as a %”, type in the % amount and press “Save”.

The screen displays the set up card types with \$ and/or % values.

Note: A error screen displays If \$ or % amount is set too high.

Step 5

Once completed press “Save”.

Step 6

Select “Minimum sale amount” to set a minimum transaction amount to apply for surcharging.

Note: Any transaction below the minimum amount will not have surcharging applied.

How to set up Tipping

Step 1

Press “Merchant Menu” on screen, select “Settings” and “Tipping - Manage Tipping Config”.

The screen displays 3 options:

- Option 1
- Option 2
- Option 3

Step 2

Press the Tipping (ON/OFF) toggle button to turn tipping on.

To change tipping percentage:

- Select a tipping option.
- Type in the percentage value using keypad.
- Press “OK”
- Press “Yes”

How to Order Additional Paper/Printer Rolls

Step 1

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

Step 2

A prompt will appear asking “Would you like to order Printer Rolls (box of 20)”.

Note: Limit one order per day.

Step 3

Press “Place order” to order a box of Printer Rolls.

Step 4

Press “Yes”.

You will receive your order in 2 to 5 business days.

Merchant Choice Routing (MCR)

Description

Merchant Choice Routing allows contactless 'tap-and-go' transactions from Multi-Network debit cards through the Australian EFTPOS network instead of the current Visa or Mastercard® network.

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." Click on the icon to display a QR code to learn more about merchant choice routing.



Connect to WiFi

Description

Use Internet Settings to connect the terminal to your WiFi connection.

Step 1

Press "Merchant Menu".

Step 2

Select "Settings" and "Internet Settings".

Step 3

The terminal displays a list of available WiFi networks. Select the required WiFi network from the list or click on "+ Add network".

Step 4

Enter the WiFi network password using the keyboard displayed on the terminal screen and click "CONNECT", if required.

Step 5

Click on WiFi preferences to change the settings, such as turning on WiFi automatically.

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.

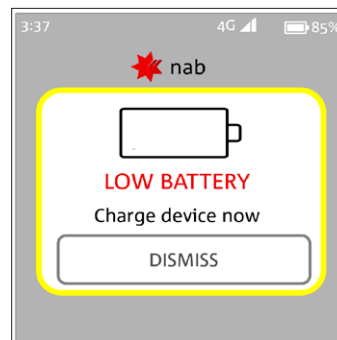
Step 2

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.

Note: A warning message displays on screen when the battery is low and the terminal requires charging, as shown below:



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.

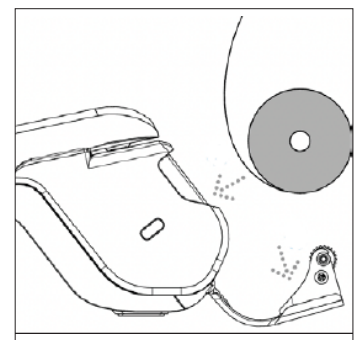
Step 3

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 update software / refresh terminal configuration

Description

Check for a software update or an updated terminal configuration.

Step 1

Press on “Merchant Menu”.

Step 2

Select “Settings” and select “Update Software”.

Step 3

Message “Checking for updates” will appear on the screen.

How to power off terminal

Description

Power off the terminal via the payment app.

Step 1

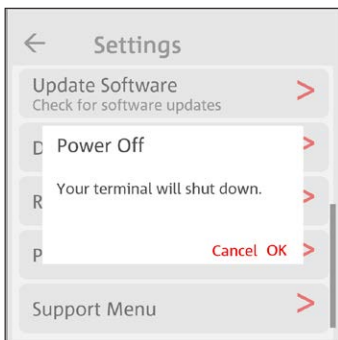
Press on “Merchant Menu”.

Step 2

Select “Settings”, then “Power Off”.

Step 3

An alert will appear on the screen. Select “OK” and the terminal will be switched off. To go back, press “Cancel”.





Icons & Keys


Support details

For support or servicing, call us 24/7 on **1300 369 852**.

Icons


 Battery Charging

 Mobile reception


 WiFi

Keys

Press **X** to cancel the action

Press  to clear

Press **O** to Clear

 Merchant Menu