# Quickstart guide.

EFTPOS 1 Terminal.

# Getting started.



Your terminal arrives as a complete unit, you will need to activate the terminal prior to processing transactions.

Included in your delivery is:

- terminal
- terminal base
- paper rolls
- cables (ethernet and phone)
- power supply
- webkey (located on packaging) or alternatively, visit bankofmelbourne.com.au/payments

**(Please retain all terminal packaging until your terminal has been activated).**

## Connectivity.

Your EFTPOS terminal arrives ready with mobile connectivity and will work without the need for phone or broadband cables as long as it has mobile network coverage.

For Network Outages/Troubleshooting WiFi Connectivity, please refer to pages 10–11.

# Activating your terminal.

📧 Reply to the activation email

**Or**

📞 Call our Merchant Help Desk on 1300 603 266

Your EFTPOS 1 terminal will need to be activated prior to use.
There are two methods to activate your terminal:

i.) Email Activation (if applicable): For fast activation, please refer
to the activation email sent upon dispatch of your terminal
and follow the prompts.

ii.) Phone Activation: Please call the Merchant Help Desk
on 1300 603 266 for activation.

Once activation is complete, turn your terminal on by holding
the green 🔘 button for 10 seconds.

🖥️ **Waiting for your new terminal to be activated?**
Plug in the webkey supplied to your computer or visit
bankofmelbourne.com.au/payments to explore your new
terminal online training.

# Processing payments.
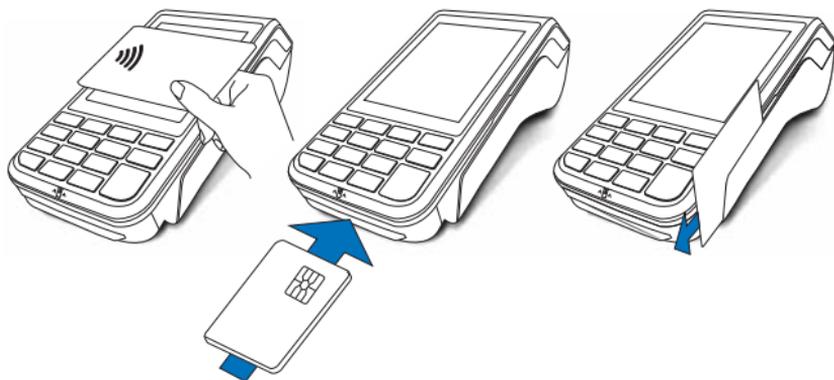


1. Enter the purchase amount, for example $45 = 4500 and press accept amount on screen or the ⏎ key to proceed.

2. The terminal will now prompt you to either tap, swipe or insert the customer's card depending on the card's capabilities.

3. For contactless transactions, ask the customer to hold their card to the screen for processing. The screen will advise if the transaction has been approved or declined and the terminal will print a receipt.

4. If the customer has chosen to swipe or insert their card, the terminal will prompt you to select the account type the customer wants to use.

5. The cardholder can now enter their Personal Identification Number (PIN) or sign (where available) and press ⏎ to complete the transaction.

6. The screen will advise if the transaction has been approved or declined and the terminal will print a receipt.

# Processing Refunds.



1.  Press menu on the idle screen to open the main menu.

2.  Select Refund on the main menu.

3.  Key in the refund amount i.e $45 = 4500.

4.  The terminal will prompt you to enter your Merchant Password.*

5.  Insert, swipe or tap the customer's card.

6.  Select the required account and accept on screen or press
    the ⏎ key to proceed.

7.  The cardholder can now enter their PIN (if required)
    and/or press ⏎

8.  If a signature is required, have the customer sign the receipt.
    If the signature matches the signature on the card select ⏎
    to confirm. Otherwise press ✗ to cancel the transaction.

9.  Check receipt to ensure the transaction has been approved.

*Note: To obtain your Merchant Password, please call the
Help Desk on 1300 603 266.

# Settlement.



A settlement can only be performed once in a 24-hour period. You will receive a (903) DECLINED response if you attempt settlement more than once. You cannot settle between 9.30pm and 11.00pm (AEST).

1. Auto Settlement Process.

    i.) Your terminal will settle automatically every day
        at a pre-programmed time.

    ii.) This is set up when your facility is first established. If required, you can contact the Help Desk to change your auto settlement time.

2. Manual Settlement Process.

    i.) You have the option to perform a manual settlement anytime throughout the day prior to the auto settlement. This function allows you to manually settle the current trading day.

    ii.) Initiate settlement from the main menu by selecting Settlement and then select Cutover.

    iii.) The terminal will connect to the bank and begin settlement.

# Charging your terminal.
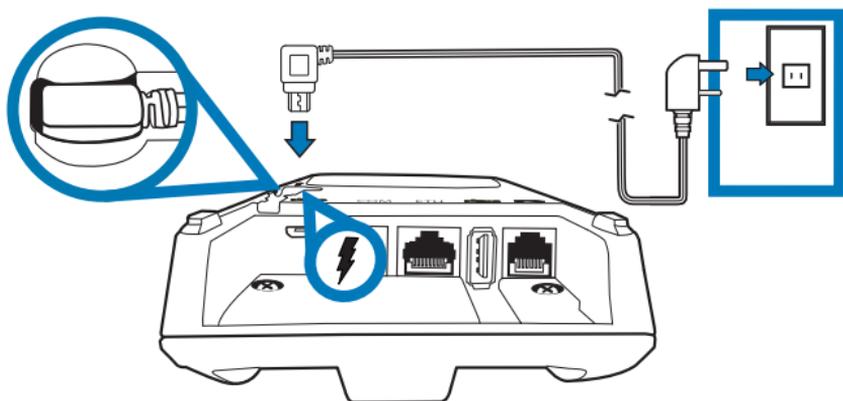


**Please note: Your terminal arrives charged and ready for use.**

Ensure your terminal base is connected to a power source and place your terminal on the base to charge. Battery symbol will display 🔋 once charging and your terminal will turn on automatically.

## Turning your terminal on and off.

i.) To turn the terminal on, press and hold the green 🟢 button for 10 seconds.

ii.) To turn the terminal off, press and hold the red 🔴 button for 10 seconds.

# Loading paper.
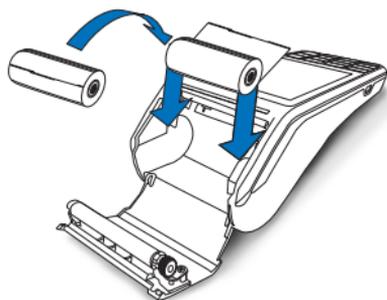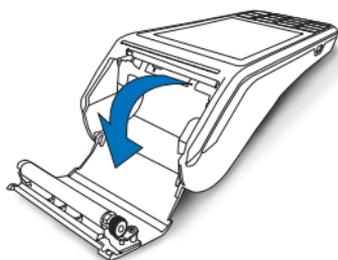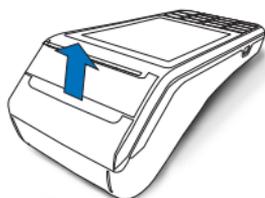


1. On the top of your terminal, lift and open the black paper compartment latch.

2. Position the paper roll with the end of the roll protruding from underneath the roll towards the terminal screen.

3. Pull paper out slightly and close the cover.

4. To print a sample receipt, navigate through the main menu to the reprint receipt option. (Only available after a transaction has been processed).

**Running low on paper rolls?**
Call us on 1300 603 266 to order stationery.

# WiFi Connectivity.

| WiFi Setup | Action |
|---|---|
| Scanning for WiFi – password required | 1. Select "Utility" on the main menu |
| | 2. Select "Network" |
| | 3. Select "WiFi" |
| | 4. Select "Scan New" |
| | 5. Available WiFi networks will be shown on the screen |
| | 6. Enter the WiFi password then press the ⏎ key |
| | 7. The WiFi signal icon will now display on the idle screen. |
| Disabling WiFi | 1. Select "Utility" on the main menu |
| | 2. Select "Network" |
| | 3. Select "WiFi" |
| | 4. Select "Disable" |
| | 5. The terminal will confirm you wish to disable Wi-Fi. Select "Yes". |

# Troubleshooting.

| Hardware Fault | Action |
|---|---|
| **No response from the terminal** | 1. Ensure that the power cable is securely connected to the terminal<br>2. Power off the terminal for 10 seconds<br>3. Power on the terminal<br>4. Retry the transaction<br>5. Call Merchant Help Desk if the problem persists |
| **Terminal not reading cards** | 1. Re-insert/swipe the card<br>2. If there is still no response from the card reader power off the terminal for 10 seconds<br>3. Power on the terminal<br>4. Attempt transaction again<br>5. Call Merchant Help Desk if the problem persists |
| **Paper/printing faults** | 1. Remove the paper roll from the printer to ensure that there is no paper caught<br>2. If the existing paper roll is damaged in any way then replace this with a new roll<br>3. If the problem continues then power off the terminal for 10 seconds<br>4. Power on the terminal<br>5. To print a sample receipt, navigate through the main menu to the reprint receipt option<br>6. If the problem persists, call the Merchant Help Desk |

**Bank of Melbourne**

# For further information.

**Call** us on 1300 603 266.

**Online** support and training at
bankofmelbourne.com.au/payments

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