

Paymark EFTPOS (LEGACY)
Pax D210 and D200 Wi-Fi



CONTENTS

TERMINAL HARDWARE	3
D210	3
D200	4
Function Keys	4
Other Accessories	4
Paper Rolls	5
SETTING UP YOUR EFTPOS EQUIPMENT	5
TRANSACTIONS OVERVIEW	5
Contactless Transactions	6
Electronic Offline Vouchers (D210 Only)	6
Smartlink Lite EFTPOS (D210 & D200)	7
Manual (standalone) EFTPOS (D210 Only)	7
Transaction Types	7
Purchase	8
Purchase with Signature	8
Cash Out	8
Purchase + Cash Out	8
MOTO Purchase	9
Refund	9
MOTO Refund	9
ADMINISTRATIVE FUNCTIONS	10
Payment Application Menu	10
Common Admin Functions	10
Manual Logon	10
Manual Settlement	10
Print (Shift) Totals	10
Stored Totals	10
Settlement Inquiry	10
Reprint Last Receipt	10
Offline Transactions	10
MERCHANT and COMMUNICATION SETTINGS	11
Connecting to Wi-Fi	11
New Network On Start-up	11
Changing Network	13
Network Setting Details	13
Setting Static IP Address	14
Print Current Configuration	16
Configuration Update	16
Network Comms Check	16
TMS	16

CONTACT

For EFTPOS terminal enquiries, issues or support contact Smartpay Technical Helpdesk on **0800 476 278** or email **customer.service@smartpay.co.nz**

TERMINAL HARDWARE

Smartpay Pax **D210** EFTPOS provides a smart, secure and robust payment terminal. The **D210** connects to the Internet to process either manual or Smartlink Lite integrated POS transactions via your **2.4GHz Wi-Fi network** connection.

Smartpay Pax **D200** EFTPOS provides a small footprint, secure and robust mobile payment terminal. The **D200** connects to the Internet to process **Smartlink Lite integrated POS transactions** via your Wi-Fi connection. D200 does not have its own receipt printer and **cannot** be used for manual EFTPOS transactions or MOTO.

D210

- The battery on your D210 will last +/- 8 hours in standard use situations.
- Battery life can be affected by Wi-Fi signal availability and consistency.
- Smartpay recommends charging the unit regularly when not in use.



D200

- The battery on your D200 will last +/- 5 hours in standard use situations.
- Battery life can be affected by Wi-Fi signal availability and consistency.
- The terminal uses a standard micro USB charger.
- Smartpay recommends charging the unit regularly when not in use



D200 CAN ONLY BE USED WHEN PAIRED WITH A COMPATIBLE SMARTLINK LITE POS

OTHER ACCESSORIES

- Swivel counter stand
- Wetcovers (D210)
- Cleaning cards
- Spare battery
- Car charger

To order paper rolls or other accessories please contact Smartpay on **0800 476 278** or visit our website **smartpay.co.nz**

PAPER ROLLS

- D210 terminals use standard 57mm (w) x 40mm (dia) thermal paper rolls.
- D200 DOES NOT HAVE A RECEIPT PRINTER.

Replacing printer paper:

1. Engage printer cover release flap to open printer bay.
2. Remove existing roll core and place new roll in printer well (when replacing a paper roll, the tongue of paper should be feeding up and out towards the top of the terminal).
3. Pull out tongue of paper so it is coming out of feeder and close the printer cover.

To order paper rolls or other accessories please contact Smartpay on **0800 476 278** or visit our website **smartpay.co.nz**

SETTING UP YOUR EFTPOS EQUIPMENT

Please read the Getting Started Letter that is provided with your Smartpay EFTPOS equipment. Our technical helpdesk team (THD) can be contacted if you would like any assistance and to release the security key and perform your initial Logon.

1. Power on unit by pressing and holding down power key for 3 seconds then release and the screen comes on.
 - a. D210 – key on side of unit
 - b. D200 – key on top of unit
2. Follow prompts to connect unit to your Wi-Fi network
3. Terminal performs boot up sequence.
4. Contact Smartpay THD to release security key and perform initial Logon.

TRANSACTIONS OVERVIEW

For a more consistent contactless card experience the swipe/insert quick start option has been removed. To follow best security practices for payment card handling the customer should always present their own card (swipe/insert/tap) to the terminal wherever possible.

CONTACTLESS TRANSACTIONS

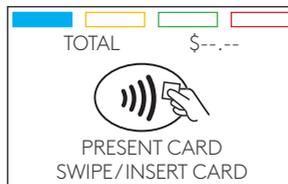
Smartpay EFTPOS terminals can accept contactless payment cards and smart devices. Merchants can have contactless acceptance enabled or disabled through their Merchant bank. If contactless payment functionality is enabled, then once the transaction value is entered the Paywave/Paypass/tap-and-go card PRESENT option will be offered automatically for valid transaction types.

The S300 PINpad prompts the customer to **PRESENT /INSERT /SWIPE** their card. Merchants should offer the S300 to their customer to complete the transaction; instructing them (if required) to present their card over the screen where the blue light is flashing. It is best security practise for the customer to perform these steps themselves. The merchant should not take the customers payment card unless necessary.

CREDIT CARD is the default account for all contactless transactions. Account selection is not required. For transactions over the industry prescribed limit currently (NZD\$80) the customer will be prompted to enter their PIN to complete the transaction.

This is the symbol for contactless transactions. The symbol will be displayed on the **PRESENT CARD** screen and coloured LED boxes flash along the top of the screen:

Contactless available:



No contactless available:



BLUE LED = **Awaiting card presentation**

BLUE + YELLOW LED = **Card presented**

BLUE + YELLOW + GREEN LED = **Card read successful**

RED LED = **Card read failed**

ELECTRONIC OFFLINE VOUCHERS

Electronic Offline Voucher (EOV) enables your business process EFTPOS transactions if your terminal has gone offline. EOV is not designed to function as a secondary connectivity option. EOV allows for emergency processing capability when unforeseen situations such as a loss of network or connectivity occur. To find out more about EOV, contact the Paymark Customer Care Centre on 0800 729 627.

How does it work?

If the EFTPOS terminal encounters an issue connecting to the Paymark network, it will automatically revert to offline mode after two failed transactions. "EFTPOS OFFLINE" will be displayed on terminal screen. Your terminal can store up to 99 EOV transactions (to maximum allowed value). Once a successful connection has been made with Paymark, the terminal will automatically send stored offline transactions through for processing.

All EOV transactions require the customer signature on the Merchant EFTPOS receipts instead of PIN verification. Merchants must keep all signed Merchant Receipts to verify EOV transactions. Refund and Cash Out transaction types are not supported in EOV mode.

Most customers will automatically be enabled for offline mode but it can be enabled or disabled by your merchant bank.

PURCHASE

1. Operator selects **1.PURCHASE** on base unit and types in **PURCHASE** amount
2. Press **ENTER** and terminal prompts customer to **PRESENT INSERT** or **SWIPE CARD**
3. Operator presents **EFTPOS** terminal to customer
4. Customer taps, inserts or swipes card
 - a. Insert or swipe - customer follows screen prompts to select account and enter PIN
 - b. Tap - customer follows screen prompts if required
5. Base and PINpad display **ACCEPTED** or **DECLINED** result
6. EFTPOS Receipt will be offered (depending on receipt print/prompt settings)
7. EFTPOS terminal returns to idle screen ready for next transaction

PURCHASE WITH SIGNATURE

In some cases, the customer may be able to select **ENTER** instead of using their PIN. If this happens the Merchant Receipt will print with a space for the customer to sign in. The terminal will require the operator to verify the customer signature and confirm the transaction.

Your Paymark merchant agreement states you must keep a copy of your signed Merchant Receipts. These will be used to verify the transaction should it be disputed.

CASH OUT

(Contactless not available with cash out transaction type)

1. Operator selects **2.CASH** and types in Cash Out amount
2. Press **ENTER** and terminal prompts customer to **INSERT** or **SWIPE CARD**
3. Operator presents EFTPOS terminal to customer
4. Customer inserts or swipes card
5. Customer follows screen prompts to select account and enter PIN
6. Base and PINpad display **ACCEPTED** or **DECLINED** result
7. EFTPOS receipt will be offered (depending on receipt print/prompt settings)
8. EFTPOS terminal returns to idle screen ready for next transaction

PURCHASE + CASH OUT

(Contactless not available with cash out transaction type)

1. Operator selects **3.PUR/CASH**
2. Operator types in Purchase amount and press **ENTER**
3. Operator types in Cash out amount and press **ENTER**
4. EFTPOS terminal will prompt customer to **INSERT** or **SWIPE CARD**
5. Operator presents EFTPOS terminal to customer
6. Customer inserts or swipes card
7. Customer follows screen prompts to select account and enter PIN
8. EFTPOS terminal displays **ACCEPTED** or **DECLINED** result
9. EFTPOS receipt will be offered (depending on receipt print/prompt settings)
10. EFTPOS terminal returns to idle screen ready for next transaction

MOTO PURCHASE

Manual EFTPOS processing using manual card entry or MOTO functionality can be enabled for merchants who process telephone or mail order sales. MOTO should only be used in situations where cardholder authorisation is given for the transaction and the physical card is not present to be used at the terminal.

1. Operator selects **1.PURCHASE** and types in **PURCHASE** amount
2. Press **ENTER** and terminal prompts user to **PRESENT INSERT** or **SWIPE CARD**
On PINpad:
 3. Operator should press **ENTER**
 4. Operator types in 16-digit card number - press **ENTER**
 5. Operator types in card expiry date [mm/yy] - press **ENTER**
 6. Operator is prompted to enter card CSC - select **YES** or **NO** and follow screen prompts
 7. Operator selects appropriate **MOTO TYPE** option
 8. Operator selects **CRD** account type
 9. EFTPOS terminal displays **ACCEPTED** or **DECLINED** result
 10. EFTPOS receipt will be offered (depending on receipt print/prompt settings) - you should always print a copy of **MOTO** receipts
 11. EFTPOS terminal returns to idle screen ready for next transaction

REFUND

Merchants are enabled for refund transactions and provided a Merchant Refund Card by their merchant bank. Merchants should contact their bank to request this service and the card.

1. Operator selects **4.REFUND** types in **REFUND** amount
2. Press **ENTER** and terminal prompts for **MERCHANT REFUND CARD**
On PINpad:
 3. Operator swipes **MERCHANT REFUND CARD** and enters **REFUND PIN**
 4. EFTPOS terminal will display refund amount and prompt customer to **PRESENT INSERT** or **SWIPE CARD**
 5. Operator presents EFTPOS terminal to customer
 6. Customer taps, inserts or swipes card
 - a. Insert or swipe - customer follows screen prompts to select account and enter PIN
 - b. Tap - customer follows screen prompts if required
 7. EFTPOS terminal displays **ACCEPTED** or **DECLINED** result
 8. EFTPOS Receipt will be offered (depending on receipt print/prompt settings)
 9. EFTPOS terminal returns to idle screen ready for next transaction

MOTO REFUND

MOTO Refunds can be performed in the same way as MOTO purchase. Merchant should select Refund transaction type and use their Merchant Refund Card. The amount being refunded should be credited back to the card used for the original purchase. Merchants should contact their bank to request this service and the card.

ADMINISTRATIVE FUNCTIONS

PAYMENT APPLICATION MENU

MERCHANT FUNCTIONS
QUICK ACCESS MENU
ADMINISTRATIVE MENU
UTILITY MENU
CONFIGURATION MENU
SECURITY MENU
APP MANAGER MENU

Press **MENU** (pw 746723)

- To scroll through menu options - **UP/DOWN ARROW** keys
- Press **CLEAR** or **CANCEL** to go back

COMMON ADMIN FUNCTIONS

MANUAL LOGON	MENU → ADMINISTRATIVE MENU → LOGON
MANUAL SETTLEMENT	MENU → ADMINISTRATIVE MENU → SETTLEMENT CUTOVER Note: Terminal will automatically perform Paymark settlement once per day. For further information about auto settlement window you can contact Paymark.
PRINT (SHIFT) TOTALS	Press MENU → ADMINISTRATIVE MENU → SHIFT TOTALS <ul style="list-style-type: none">• Press NO to print without clearing totals OR <ul style="list-style-type: none">• Press YES to print totals and clear them for next shift
STORED TOTALS	Press MENU → ADMINISTRATIVE MENU → STORED TOTALS
SETTLEMENT INQUIRY	<ul style="list-style-type: none">• Press MENU → ADMINISTRATIVE MENU → SETTLEMENT INQUIRY• Enter required date [dd/mm/yyyy] and press ENTER
REPRINT LAST RECEIPT	Press MENU → ADMINISTRATIVE MENU → REPRINT RECEIPT
OFFLINE TRANSACTIONS	Press MENU → ADMINISTRATIVE MENU → SHIFT TOTALS → OFFLINE Note: Terminal will automatically send stored offline transactions when the terminal regains connection to the Paymark network.

MERCHANT & COMMUNICATION SETTINGS

EFTPOS requires an active Internet connection to process payments. D-Series terminals use your **2.4GHz Wi-Fi network*** which can be generated via a fixed router or a mobile Wi-Fi device or your smartphone hotspot†.

* D-Series terminals connect to 2.4GHz Wi-Fi band on 802.11b, g and n standards. They do not connect to 5GHz wireless frequency.

† Some hotspots will stop broadcasting when idle for set periods. Because the EFTPOS terminal only uses the hotspot when a transaction is being processed, the hotspot may require regular resetting. To do this turn off personal hotspot on your smart device and then turn it back on, and wait for the terminal to connect again. These are general known issues with smart device Wi-Fi hotspots and do not solely relate to Smartpay EFTPOS terminal connections. It is also recommended you do not have Bluetooth enabled while using your Wi-Fi hotspot as it can cause signal interference.

CONNECTING TO Wi-Fi

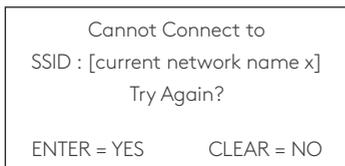
If using a mobile Wi-Fi hotspot or hot spotting off your phone, first ensure you have sufficient data then turn on and confirm the Wi-Fi network is available. Have your EFTPOS terminal fully charged and ready.

Make sure the terminal is in the range of your Wi-Fi network. Press and hold power button for few seconds, release and LCD screen backlight will turn on. After a few seconds if terminal has turned on successfully, a beep sound will be heard and the PAX logo will appear on screen.

Terminal will run through start up sequence and automatically attempt to connect to last used Wi-Fi network (SSID). If connection is successful the Wi-Fi icon in the top left corner of the screen will light up and the unit will display the idle screen ready for use.

NEW NETWORK ON START-UP

Terminal will run through start up sequence and automatically attempt to connect to last used Wi-Fi network (SSID).



If the Wi-Fi network is not available, the terminal will prompt to retry

If you have not changed your Wi-Fi network, make sure the Wi-Fi is on and signal is broadcasting

- Press **ENTER** to retry connection
- Press **CLEAR** to start connection process



- Press **ENTER** to configure new network connection

MERCHANT & COMMUNICATION SETTINGS

Wi-Fi SETTING:
SSID : Networkname1234
Sec mode: WPA2PSK

ENTER = OK CLEAR = CHANGE

SCAN FOR AVAILABLE
Wi-Fi ACCESS POINTS?

ENTER: SCAN
CLEAR: MANUAL ENTRY

SELECT SSID:
SPYpublic1
Networkname abc
Networkname xxx
Networkname 123

ENTER WPA KEY

F1= ↑

TERMINAL
ADDRESS ALLOCATION
CURRENTLY
DHCP
CLEAR TO CHANGE

Screen displays Wi-Fi network settings

- Press **CLEAR** to change

- Press **ENTER** to start automatic scan
- or
- Press **CLEAR** if you want to configure manually

Wait while terminal scans for available Wi-Fi networks

- Scroll through options using **up/down ARROW** keys to highlight and **ENTER** to select
- Press **CLEAR** to go back and perform scan again

Type in Wi-Fi password/encryption key

- Press ENTER key to accept

Symbols: Uppercase [F1], then '0' will give you: **0 , space * # @ _ & + ? ~ ' ! \$ % ^ () = | \ { } [] ; : ' " < > /**

Wait while terminal connects to chosen Wi-Fi network

Once the terminal has successfully connected to network the ADDRESS ALLOCATION screen will be displayed and the Wi-Fi icon will light up

(If you want to set to Static IP and you know your network details you can press **CLEAR** now and follow the prompts. Otherwise press **ENTER** and return to the idle screen.)

MERCHANT & COMMUNICATION SETTINGS

CHANGING NETWORK

To change from currently connected Wi-Fi network

- Press **MENU > QUICK ACCESS MENU > COMMS**

TERMINAL COMMS
WIFI
BLUETOOTH

Select **WIFI**

Bluetooth option is not available at this time

Wi-Fi SETTING: SSID : Networkname1234 Sec mode: WPA2PSK ENTER = OK CLEAR = CHANGE
--

Screen displays Wi-Fi network settings

- Press **CLEAR** to change

SCAN FOR AVAILABLE Wi-Fi ACCESS POINTS? ENTER: SCAN CLEAR: MANUAL ENTRY
--

- Press **ENTER** to start automatic scan
- or
- Press **CLEAR** if you want to configure manually

Wait while terminal scans for available Wi-Fi networks

Continue Wi-Fi set-up as per corresponding steps in **NEW NETWORK ON START-UP** instructions

NETWORK SETTINGS DETAILS

Smartlink Lite uses the terminal's IP address to "pair" with the POS. If that IP address changes, then the connection will be lost and you must reconfigure the new terminal IP address in the POS settings. When in Smartlink Lite mode you can press 1 to view terminal current IP address.

When using the EFTPOS terminal paired with your POS using Smartlink Lite it is recommended that you configure the terminal with a Static IP address.

Smartlink Lite does not work over a dial-up or GPRS connection.

Here's a tip:

Connect your terminal to the network using a standard automatically assigned DHCP IP address and perform a PRINT CONFIG first so that you have all your network information. You will need this to configure a Static IP address for Smartlink Lite pairing.

From idle screen

- Press **MENU > QUICK ACCESS MENU > PRINT CONFIG**
 - see **LOCAL IP SETTINGS** section on receipt print-out for details

MERCHANT & COMMUNICATION SETTINGS

SETTING STATIC IP ADDRESS

The terminal will default to a DHCP IP address. To change this to a Static IP follow the steps below or contact our THD to assist you.

To use a Static IP address your network must either have a section of addresses reserved for this purpose (this is usually configured in your router - if you are unsure please consult your ISP or IT network administrator).

Alternatively assuming there are only a few devices connecting on your network, you can select a high number in the DHCP range* (this is to reduce likelihood of IP conflict issues).

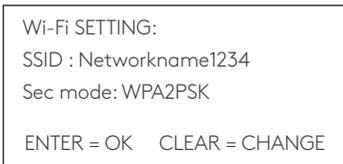
* Smartpay is not an IT provider and does not take any responsibility for managing your network configuration.

- Press **MENU > QUICK ACCESS MENU > COMMS**



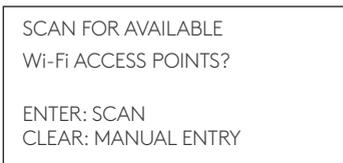
- Select **WIFI**

(Screen displays Wi-Fi network settings)



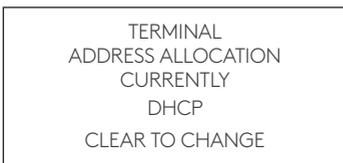
Screen displays current Wi-Fi network settings

- Press **ENTER**



- Press **ENTER** to start automatic scan
OR
• Press **CLEAR** if you want to configure manually

Wait while terminal scans for available Wi-Fi networks



Wait while terminal connects to chosen Wi-Fi network

- Press **CLEAR** to change to STATIC then press ENTER to continue

MERCHANT & COMMUNICATION SETTINGS

STATIC IP
ENTER IP ADDRESS

CLEAR TO CHANGE

- Type in static IP address
- Press **ENTER** key to continue

Use **F1** for dots, use **CLEAR** to backspace if you make an error.

SUBNET MASK
ENTER IP ADDRESS

CLEAR TO CHANGE

- Press **ENTER** to continue
- or
- Press **CLEAR** change
 - Type in Subnet Mask address

GATEWAY
ENTER IP ADDRESS

CLEAR TO CHANGE

- Press **ENTER** to continue
- or
- Press **CLEAR** to change
 - Type in Gateway address

NETWORK DNS
ENTER IP ADDRESS

CLEAR TO CHANGE

- Press **ENTER** to continue
- or
- Press **CLEAR** to change
 - Type in DNS address

REBOOT REQUIRED

TERMINAL WILL
POWER DOWN NOW

Terminal will power down. Press power key to reboot.

MERCHANT & COMMUNICATION SETTINGS

PRINT CURRENT CONFIGURATION

MERCHANT FUNCTIONS
QUICK ACCESS MENU
ADMINISTRATIVE MENU
UTILITY MENU
CONFIGURATION MENU
SECURITY MENU
APP MANAGER MENU

- Press **MENU** → **QUICK ACCESS MENU** → **PRINT CONFIG**

Terminal will print out configuration receipt with current network and other host and merchant settings.

CONFIGURATION UPDATE

Smartpay offers a range of value-add services like Smartcharge automatic surcharging, Tipping on terminal and Multi merchant. Contact our sales team or THD to discuss activating/deactivating these services on your EFTPOS terminal.

MERCHANT FUNCTIONS
QUICK ACCESS MENU
ADMINISTRATIVE MENU
UTILITY MENU
CONFIGURATION MENU
SECURITY MENU
APP MANAGER MENU

From time to time Smartpay THD may need to perform a **CONFIG UPDATE** on the terminal to apply functionality changes.

- Press **MENU** → **CONFIGURATION MENU**
- Enter the password provided by Smartpay THD operator
- Select **UPDATE CONFIG**

NETWORK COMMS CHECK

MERCHANT FUNCTIONS
QUICK ACCESS MENU
ADMINISTRATIVE MENU
UTILITY MENU
CONFIGURATION MENU
SECURITY MENU
APP MANAGER MENU

This check can be performed to verify the terminal has a working network connection.

- Press **MENU** → **UTILITY MENU** → **DIAGNOSTICS** → **COMMUNICATIONS**

Terminal screen will display **ACCEPTED** for a working connection or **PROCESSING NOW** → **DECLINED PLEASE TRY AGAIN** if the connection is not working.

TMS

Smartpay Terminal Management System provides remote access software updates and configuration changes for your terminal.

We use this from time to time to ensure our customers have the most up-to-date, secure and bug free software on their units. Please contact Smartpay THD for assistance before you attempt to use this menu.

- Press **MENU** → **APP MANAGER MENU** → **TMS MENU** → **TMS START**