Smartpay PAX S920 *(Wi-Fi)* | Getting Started Guide

The **S920** is a secure, stylish and mobile payment terminal. It connects to the network via a GPRS/2G data sim card or Wi-Fi.
(you will need to call us to enable your GPRS network connection)

Complete these simple steps to get your terminal connected, ready to take a payment.

STEP ONE: **Switch on**

Turn on the terminal by holding the ⏻ button on the terminal. The terminal will go through a start up sequence.

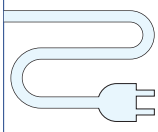
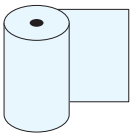
STEP TWO: **Connect to the Wi-Fi**

1. Follow the prompts on screen to search for your Wi-Fi network
2. Select the Wi-Fi network you wish to connect to.
3. Enter the Wi-Fi password.
   (To key in characters, press the number key that represents the letter and press ALPHA until your character appears)
4. Once connected the Wi-Fi symbol and signal strength icon will light up.

STEP THREE: **Connect to the Paymark network**

1. Your terminal arrived with a printed receipt still attached. If the receipt is short and has your business name on it, you are now all ready to go.
2. If not, you'll need to call us before you can transact. Call our technical support team on **0800 476 278** and we will get your ready to take payments.

What's in the box*

			
S920 Terminal base unit	Power supply	Pre-loaded paper roll	Return courier label

**If this is a replacement terminal you may need to use the cables from your existing terminal.*

Charging the terminal

You can charge the terminal by plugging it into the power. On mains power with the charging accessory provided it will take approx. 3 hours for a full charge. You can also use a standard USB car charger with micro USB cable to charge the terminal while you're on the go. There is a mains powered charging cradle accessory available depending on your needs. Please Contact our team on **0800 476 278** if you would like to order this.

Now you're all ready to take payments **Flip this card over** for the Quick Reference Guide which tells you how to perform key functions in standalone mode.

Flip

Integrated EFTPOS?

If you are integrating your terminal with your Point of Sale *(POS)* or Electronic Cash Register *(ECR)*, the idle screen will display the interface mode *(rather than the idle screen as shown on the reverse of this guide)*.

You should now follow the steps on your integration setup guide included in the box.

To download the full user guide visit **smartpay.co.nz/guides**

This contains instructions on care for your terminal, loading paper and full functionality details.

Need help?

Get help online at: **smartpay.co.nz/help**

Call our Technical Helpdesk on **0800 476 278.**

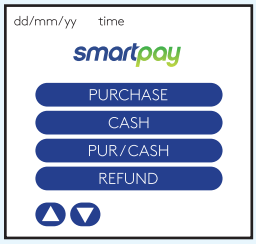
Contact your bank to enable/disable card types, electronic offline vouchers *(EOV)* or contactless.

Contact Paymark to change your business name on your receipt.

Smartpay PAX S920 *(Wi-Fi)* | Quick Reference Guide

The below is for terminals operating in standalone *(manual)* mode. If your terminal is integrated to your Point of Sale or Electronic Cash Register refer to the integration guide, which includes instructions on how to switch between integrated and standalone modes.

Transacting



- To start a transaction select the required transaction type and enter an amount
- To tab between the transaction type screens press **up/down ARROW** keys
- Press **MENU** key to for EFTPOS configuration, diagnostics and admin functions
- Press **ALPHA** to access **QUICK MENU**

Wherever possible the customer should present their own card (swipe/insert/tap) to the terminal after the transaction amount is entered.

Key buttons

CANCEL **CLEAR / BACK**

ENTER

Purchase

1. Select **PURCHASE**
2. Type in the purchase amount and press **ENTER**
3. Present terminal to customer – they will be prompted on screen to **PRESENT / INSERT** or **SWIPE CARD**
4. Customer taps, inserts or swipes card
   a. Insert or swipe - customer follows screen prompts to select account and enter PIN

   b. Tap - for transactions over $80 the customer will be prompted to enter their PIN
5. Terminal displays **ACCEPTED** or **DECLINED** result
6. Receipt will be offered *(depending on receipt print/ prompt settings)*

Purchase with cash out

1. Select **PUR/CASH**
2. Type in purchase amount and press **ENTER**
3. Type in cash-out amount and press **ENTER**

Remainder of transaction is as per steps 3-6 of **Purchase** *(Contactless is not available for cash out transactions)*.

Refunds

If you have refund enabled you can get merchant refund cards from your merchant bank.

1. Select **REFUND** and terminal prompts for **MERCHANT REFUND CARD**
2. Swipe **MERCHANT REFUND CARD** and enter **REFUND PIN**
3. Type in **REFUND** amount and press **ENTER**

Remainder of transaction is as per steps 3-6 of **Purchase**

Basic troubleshooting

Is your terminal connecting to Paymark?

You can try a performing a manual logon into the Paymark network. To perform a manual logon, press **ALPHA** > **LOGON**.

It will print a receipt with 'Merchant Logon Accepted' if it is connected to Paymark.

If it displays transmission error and you have a working internet connection, give our technical support team a call.

Has your printer paper been installed properly?

Check the paper rolls been put in the right way up. Make sure the printer cover is closed.

Loading Paper

1. Engage printer cover release flap to open printer bay.
2. Remove existing roll core and place new roll in printer well. The tongue of paper should be feeding up from underneath 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.

Order accessories and paper rolls for your terminal at **smartpay.co.nz/store**

Common Admin Functions

Manual Log On: **ALPHA** > **1**

Reprint last receipt: **ALPHA** > **2**

Settlement inquiry: **ALPHA** > **3**