

SmartConnect is a cloud based integration solution that seamlessly connects your Point of Sale (POS) with your EFTPOS terminal. To find out which functions are supported please check with your POS provider.

Complete these simple steps to get your terminal integrated with your Point of Sale for the first time.

STEP ONE: Set up Smartpay as a payment method in your POS

You will need instructions from your POS provider on how to add Smartpay as a payment method. You can find a link to the instructions at smartpay.co.nz/smartconnect for each POS provider or give us a call on **0800 476 278**.

STEP TWO: Get a pairing code

Power on the terminal. If the terminal has not been paired previously it will display "terminal is not paired, pair it now?" n.b the screen will display for 60 seconds before disappearing. Select **YES** and an 8-digit pairing code will display.

If you do not see this screen, you can get a pairing code by following these steps:

1. Press **MENU**
2. Select **CONFIG**
3. Enter 833767 and press **ENTER**
4. Select **POS INTEGRATIONS**
5. Select **AUTHORISE POS**
6. You will get a new pairing code
7. Enter pairing code in your POS pairing screen

STEP THREE: Enter the pairing code into your POS

Enter the 8-digit pairing code into the POS where instructed from step one.



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 integrated mode.



Basic Troubleshooting

How do I know if I have successfully paired?

The easiest way to check is to check the screen on the EFTPOS terminal.



Paired



EFTPOS standalone mode

How do I pair multiple devices?

Give us a call on **0800 476 278** and we will guide you through the steps.

Can I still make transactions if I do not have a network connection?

You can make offline transactions on your terminal while in standalone mode. You will need to enable this with your bank. To change back to standalone mode, press **CANCEL** twice on your terminal and select **PAYMARK EFTPOS**

Need help?

Get help online at: smartpay.co.nz/help
Call our Technical Helpdesk on **0800 476 278**

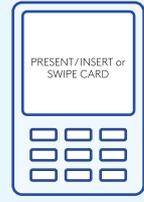
View the full user guide for your terminal at:
smartpay.co.nz/guides

Purchase

1. Operator enters a sale in the Point of Sale and selects a payment method from the tender screen.



2. Terminal will prompt the customer to PRESENT/INSERT or SWIPE CARD



3. 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



4. EFTPOS terminal and POS display an **ACCEPTED** or **DECLINED** result



5. Receipt will be offered (depending on receipt print/prompt settings)



6. Sale is closed on Point of Sale



Refund

1. Operator enters a refund in the Point of Sale and selects the refund method.



2. Terminal prompts for **MERCHANT REFUND CARD**



3. Swipe your **MERCHANT REFUND CARD** and enter **REFUND PIN**



4. Terminal will display refund amount and prompt the customer to **PRESENT/INSERT** or **SWIPE CARD**



5. 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



6. EFTPOS terminal and POS display an **ACCEPTED** or **DECLINED** result



7. Receipt will be offered (depending on receipt print/prompt settings)



8. Sale is closed on Point of Sale

