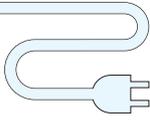
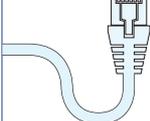


Thank you for choosing Smartpay

Getting Started Guide | Smartpay PAX S800

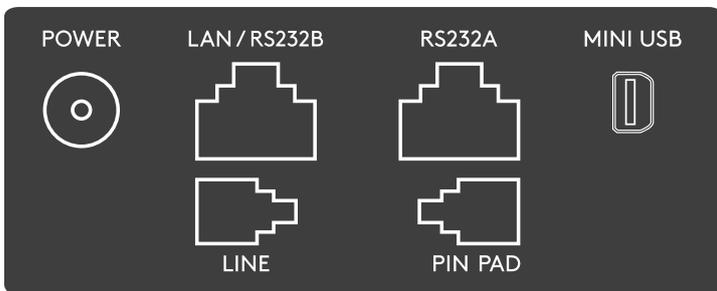
The **S800** is a secure and compact one-piece countertop terminal. It requires mains power and connects to the network via a phone line or broadband connection.

What's in the box*

			
Terminal base unit	Power supply	Ethernet and/or phone cable	Return courier label

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

Ports on the bottom of the terminal



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

STEP ONE: Plug in

You might find it to have base unit face down on the counter to do these steps

1. Put the round end of the power cable into the **POWER** socket on the terminal.
2. If you're using a broadband or fibre internet connection, plug your ethernet cable into the **LAN/RS232B** port

If you use a dial-up internet connection or dial-backup, plug the phone cable into the **LINE** port

3. Tuck the cables into the recessed cable tidy guides on the bottom of the base unit

STEP TWO: Switch on

1. Plug in the power supply to the electrical power socket.
2. Turn on the power at the wall, then push and briefly hold the  button on the terminal. The terminal will go through a start up sequence.

STEP THREE: Connect to the Paymark network

1. Your terminal arrived with a printed receipt still attached. If the receipt is short with 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.



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.



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).

Please view the integration setup guide on our website smartpay.co.nz/guides

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

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	Key buttons
 <ul style="list-style-type: none"> 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 for EFTPOS configuration, diagnostics and admin functions Press ALPHA to access QUICK MENU <p>Wherever possible the customer should present their own card (swipe/insert/tap) to the terminal after the transaction amount is entered.</p>	  <p>CANCEL CLEAR/BACK</p>  <p>ENTER</p>

Purchase

- Select **PURCHASE**
- Type in the purchase amount and press **ENTER**
- Present terminal to customer – they will be prompted on screen to **PRESENT/INSERT** or **SWIPE CARD**
- Customer taps, inserts or swipes card
 - Insert or swipe* - customer follows screen prompts to select account and enter PIN
 - Tap* - for transactions over \$80 the customer will be prompted to enter their PIN
- Terminal displays **ACCEPTED** or **DECLINED** result
- Receipt will be offered (depending on receipt print/prompt settings)

Purchase with cash out

- Select **PUR/CASH**
- Type in purchase amount and press **ENTER**
- 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.

- Select **REFUND** and terminal prompts for **MERCHANT REFUND CARD**
- Swipe **MERCHANT REFUND CARD** and enter **PIN**
- Type in **REFUND** amount and press **ENTER**

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

Basic troubleshooting

Is your internet connection working?
Check whether other devices have access to the internet. If you use dial-up check that your phone lines are working.

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 your internet is working. Give our technical support team a call.

Has your printer paper been installed properly?
Check the paper rolls have been put in the right way up. Make sure the printer cover is tightly closed.

Loading Paper

- Engage printer cover release flap to open printer bay
- 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.
- 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**