
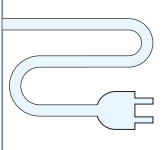
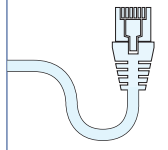
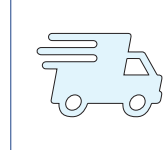


Thank you for choosing Smartpay

Getting Started Guide | Smartpay PAX S800 + S300 Combo

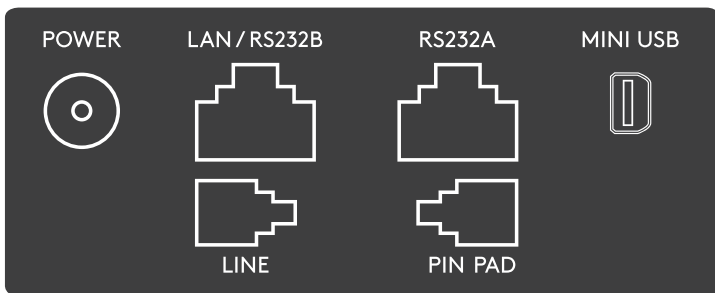
The **S800 and S300** PIN pad combo is a secure, robust and customer friendly approach to transactions. This two-piece counter top solution utilises a base terminal for the merchant and a PIN pad for the customers.

What's in the box*

			
S800 Terminal + S300 PIN pad	Power supply, cables & adapter	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 to look out for on the terminal




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

STEP ONE: Plug in

You might find it easiest 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. Plug in the cable from your S300 into the **PIN PAD** port
3. 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
4. Tuck the cables into the recessed cable tidy guides on the bottom of the base unit

STEP TWO: Switch on

Turning power on at the wall then hold the  button on the S800 terminal. It will go through a start-up sequence. *(The S300 will turn on automatically before the S800. To turn it off, turn off mains power to the units or unplug the PIN pad)*

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 refer to our integration set up guide on our website smartpay.co.nz/guides

Need help?

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




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

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

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
<p>IDLE SCREEN</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <pre> dd/mm/yy time ↑↓ PAYMARK EFTPOS 1. PURCHASE 2. CASH 3. PUR/CASH 4. REFUND </pre> </div> <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 for EFTPOS for 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>	<div style="display: flex; justify-content: space-around;"> <div style="text-align: center;">  <p>CANCEL</p> </div> <div style="text-align: center;">  <p>CLEAR / BACK</p> </div> </div> <div style="text-align: center; margin-top: 10px;">  <p>ENTER</p> </div>

Purchase

- Select **PURCHASE**
- Type in the purchase amount and press **ENTER**
- Present PIN pad to the 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 will prompt for **MERCHANT REFUND CARD**
- Swipe **MERCHANT REFUND CARD** and enter **REFUND 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**