

Paymark EFTPOS (MOD)

Pax S300 Combo (with S800 or S80/c)



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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 two-piece countertop EFTPOS is a Pax S300 customer facing touchscreen PINpad plugged into a merchant facing Pax S80c or Pax S800 base unit.

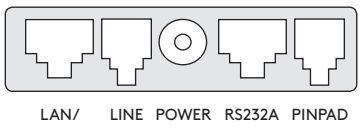
Which Plugs Go Where?

On the back of your S80/c and S800 EFTPOS terminals there are ports available for plugging in the required cables. These ports are labelled but can be difficult to read. For ease of use we have included diagrams and descriptions.

LAN/	An Ethernet cable should be plugged in here to connect the terminal to a Broadband/Fibre Internet connection.
LINE	If you use a dial-up Internet connection the phone cable should be plugged in here.
POWER	The power cable supplied with your terminal plugs in here. Plug the other end into your wall socket or a power strip.
RS232A	If you are using a Keylink interface to your ECR/POS system connect the Keylink cable or accessory supplied here.
PINPAD	Plug the S300 PINpad in here for two-piece EFTPOS setup. NOTE: When the S300 is plugged into an S800 you will need to pull the power cable or turn S800 off at the wall to manually power off the S300.

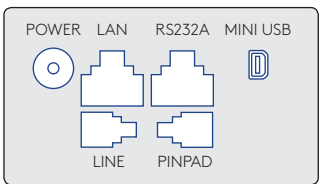
S80c

- Thermal Receipt Printer
(lift flap to change paper roll)
- Paper Cutter
- Contactless Reader/LEDs
- LED Display Screen
- Power On/Off Key
- Card Chip Slot
- Printer Cover Release Key
- F1 - F4
- Card Swipe Reader
- Menu Key
- Enter/Accept/Logon Key



S800

- Paper Cutter
- Contactless LEDs
(will appear along top of PRESENT CARD)
- Colour Display Screen
- Page Up/Down Arrows
- Cancel/Power On/Off Key
- Clear/Back/NO Key
- Printer Cover Release Key
(lift flap to change paper roll)
- Card Swipe Reader
- Menu Key
- Enter/Accept/OK Key
- Chip Card Slot



S300 PINpad

- Contactless LEDs
(will appear along top of PRESENT CARD SCREEN)
- Colour Display Touch Screen
- Cancel/Power On/Off Key
- Clear/Back/NO Key
- PINPad Cable
(plug other end of cable into base unit PINpad port)
- Card Swipe Reader
- Enter/Accept/OK Key
- Chip Card Slot



PAPER ROLLS

S80/c and S800 terminals use standard 57mm (w) x 50mm (dia) thermal paper rolls.

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 over; 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. Place the S80/c or S800 base unit face down on the counter.
2. Plug the barrel end connector of the power adapter cord, into the **"POWER"** socket.
3. Plug the appropriate communication cords into their communication sockets:
 - For Broadband/Fibre Internet plug the Ethernet cable into the **"LAN"** socket.
 - For Dial-up Internet plug the phone cable into the **"LINE"** socket.
4. Plug the S300 cord into the **"PINPAD"** socket.
5. Tuck cables into the recessed cable tidy guides as required.
6. Turn all hardware right side up.
7. Plug into mains power and switch on by pressing and holding the power button on base unit.
8. Terminal will perform boot up sequence.
9. 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.

In a 2-piece EFTPOS setup – once the transaction has prompted for a card it can only be cancelled on the S300 PINpad.

CONTACTLESS TRANSACTIONS

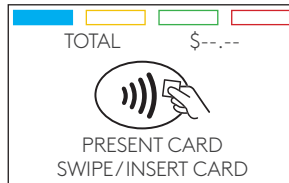
Smartpay EFTPOS terminals can accept contactless payment cards and smart devices. Merchants can have contactless acceptance enabled or disabled through their Merchant bank. If contactless payment functionality is enabled, then once the transaction value is entered the Paywave/Paypass/tap-and-go card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

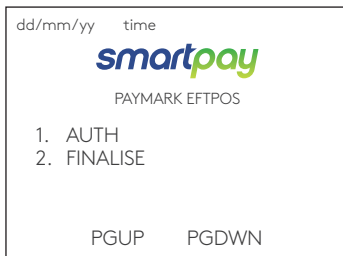
MANUAL (STANDALONE) EFTPOS

- EFTPOS terminal is not connected to POS
- The idle screen displays transaction options
- To start a transaction the operator selects transaction type required and types in amount

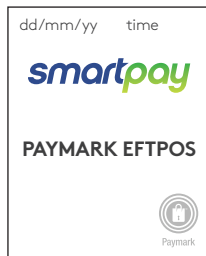
IDLE SCREEN S800 (1 PIECE)



S800 PAGE 2 (1 PIECE)



IDLE SCREEN S300
(IF USING 2-PIECE COMBO)



- When in manual mode the S800 (or S80/c) idle screen displays a standard **TRANSACTION MENU**
- To start any of the main 4 transaction types – select corresponding keypad number
- To access secondary transaction types – press up/down **ARROW** keys
- To tab between the transaction type screens press up/down **ARROW** keys
- Press **MENU** key to access **EFTPOS MAIN MENU**
- Press **CANCEL** key to access **APPLICATIONS MENU**
(if more than one terminal application is loaded)
- Press **CANCEL** → **MENU** (or **FUNCTION**) key to access **APP MANAGER**

TRANSACTION TYPES

PURCHASE	Standard Purchase/Sale transaction using an EFTPOS/CREDIT/DEBIT card.
CASH	Cash Out transaction using an EFTPOS/CREDIT/DEBIT card.
PUR/CASH	Combined Purchase/Sale and Cash Out transaction using an EFTPOS/CREDIT/DEBIT card.
REFUND	Refund transaction using an EFTPOS/CREDIT/DEBIT card.
AUTH	Hospitality transaction type to request pre-authorisation of funds on CREDIT card (usually for room or vehicle hire). Hospitality functionality must be approved by Merchant bank before it can be enabled on terminal.
FINALISE	Hospitality transaction type to complete (Finalise) transaction from a previous a pre-authorisation on CREDIT card (usually for room or vehicle hire).

PURCHASE

1. Operator selects **1.PURCHASE** on base unit and types in **PURCHASE** amount
2. Press **ENTER** on base unit and PINpad will prompt customer to **PRESENT INSERT** or **SWIPE CARD**
3. Operator gives PINpad 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 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** on base unit and types in Cash Out amount
2. Press **ENTER** on base unit and PINpad will prompt customer to **INSERT** or **SWIPE CARD**
3. Operator gives PINpad 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** on base unit
2. Operator type in Purchase amount on base unit then press **ENTER**
3. Operator type in Cash out amount on base unit then press **ENTER**
4. PINpad will prompt customer to **INSERT** or **SWIPE CARD**
5. Operator gives PINpad to customer
6. Customer inserts or swipes card
7. Customer follows screen prompts to select account and enter PIN
8. Base and PINpad display **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

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** on base unit and types in **PURCHASE** amount
2. Press **ENTER** on base unit and PINpad will prompt 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. Base and PINpad display **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** on base unit and types in **REFUND** amount
2. Press **ENTER** on base unit and PINpad prompts for **MERCHANT REFUND CARD**
On PINpad:
3. Operator swipes **MERCHANT REFUND CARD** and enters **REFUND PIN**
4. PINpad will display refund amount and prompt customer to **PRESENT INSERT** or **SWIPE CARD**
5. Operator gives PINpad 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. Base and PINpad display **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

MAIN MENU
1. QUICK ACCESS
2. ADMIN
3. REPORTS
4. UTILITY
5. CONFIG
6. DIAGNOSTICS

MAIN MENU
1. SECURITY

Press **MENU**

- To tab between the menu pages press **UP/DOWN ARROW** keys
- Press **CLEAR** or **CANCEL** to go back
- Press number to select option

MENU NAVIGATION

You can quickly perform common functions by pressing the **MENU** key + required number keys.

NOTE: Operator input may be required on the base unit or on the PINpad. We recommend having both devices at hand when performing admin or manual transactions or before calling THD for assistance.

COMMON ADMIN FUNCTIONS

MANUAL LOGON	Press MENU → 2 → 1
MANUAL SETTLEMENT	Press MENU → 2 → 2 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 → 2 → 4 <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 → 2 → [DOWN ARROW] → 1
SETTLEMENT INQUIRY	<ul style="list-style-type: none">• Press MENU → 2 → 3• Enter required date [dd/mm/yyyy] and press ENTER
REPRINT LAST RECEIPT	Press MENU → 2 → 5
OFFLINE TRANSACTIONS	Press MENU → 2 → 6 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. Broadband/Fibre connection is recommended over Dial-up as it will be faster and more reliable.

PRINT CURRENT CONFIGURATION

QUICK ACCESS
1. PRINT CONFIG
2. DISPLAY
3. COMMS
4. POWER OPTIONS
5. CSE

Press **MENU** → **1** → **1**

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

CONFIGURATION UPDATE

Smartpay offer 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.

CONFIG/SETUP
1. UPDATE CONFIG
2. RESET TERMINAL
3. APP INFO

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

- Press **MENU** → **5**
- Enter the password provided by Smartpay THD operator
- Press **2** to select **UPDATE CONFIG**

NETWORK COMMS CHECK

DIAGNOSTICS
1. COMMS TEST
2. SELF TEST
3. REBOOT

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















Press **MENU** → **6** → **1**

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

MERCHANT & COMMUNICATION SETTINGS

NETWORK SIGNAL ICONS

On the S300 PINpad you will see one or more of the following icons appear in the top right corner.

20/05/17 10:00  	Not Connected
20/05/17 10:00   	Connecting/Disconnecting
20/05/17 10:00   	Connected
20/05/17 10:00   	Sending
20/05/17 10:00   	Receiving

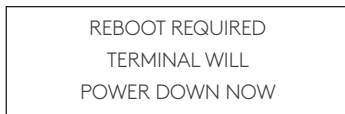
BROADBAND/FIBRE AND DIAL-UP SETTINGS

Changes to comms being used by your EFTPOS terminal are made in the **APP MANAGER** menu. Please contact Smartpay THD for assistance before you attempt to use this menu.

- Press **CANCEL** → **FUNCTION** (or **MENU**) to exit idle screen and access **APP MANAGER MENU**
- Select **1.CONFIG** → Select **2.COMMS**



- Press **1** to configure Broadband/Fibre Internet connection
- Press **2** to configure Dial-up Internet connection



- Terminal requires reboot after any comms changes. If this does not happen automatically, please perform a manual reboot by powering terminal off and back on.)

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 **CANCEL** → **FUNCTION** (or **MENU**) to exit idle screen and access **APP MANAGER MENU**
- Select **2.TMS**