Paymark EFTPOS
Pax One-Piece S920

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CONTACT

For EFTPOS terminal related enquiries and support, or to report an issue with your EFTPOS terminal, contact Smartpay Technical Helpdesk on **0800 476 278** or email **customer.service@smartpay.co.nz**

TERMINAL HARDWARE

Smartpay Pax S920 EFTPOS is a sleek intuitive touch screen mobile payment terminal. The S920 can connect to the internet to process transactions over Wi-Fi or via a GPRS Data SIM card. Battery life is approx. 6-7 hours but will vary depending on signal quality and modes of usage – contact the THD team for tips to maximise.
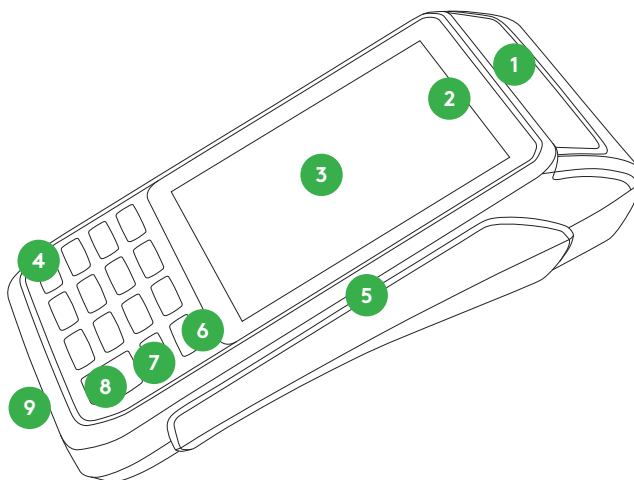
1. Printer Cover Release Key
2. Contactless LEDs
3. Colour Display Touchscreen
4. FUNC Key
5. Card Swipe Reader

6. Cancel/Power On/Off Key
7. Clear/Back/No Key
8. Enter/Accept/OK Key
9. Chip Card Slot

Paper Rolls

- The S920 terminal uses standard 57mm *(w)* x 40mm *(diameter)* 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, 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.

Other Accessories

- Wetcovers
- Cleaning cards
- Charging base

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 Guide that is provided with your Smartpay EFTPOS equipment. Our technical help desk team *(THD)* can be contacted if you would like any assistance and to release the security key and perform your initial Logon.

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 internet**

If you requested for your terminal to be connected via Wi-Fi, please follow the steps below:

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.

If you requested for your terminal to be connected via GPRS your terminal should already be connected to the internet. If you experience any problems, please give our technical support team a call.

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.
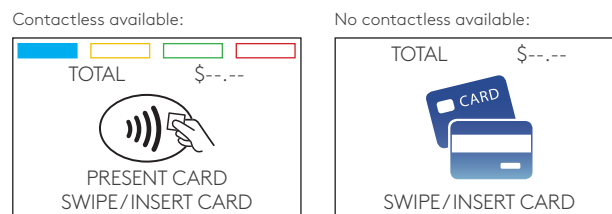
CONTACTLESS TRANSACTIONS

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 terminal prompts the customer to **PRESENT**/**INSERT**/**SWIPE** their card. Merchants should offer the terminal 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:

TOTAL $--.--

PRESENT CARD
SWIPE/INSERT CARD

No contactless available:

TOTAL $--.--

CARD

SWIPE/INSERT CARD

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.

TRANSACTIONS OVERVIEW

Manual (standalone) EFTPOS

- EFTPOS terminal is not connected to POS

- The idle screen displays transaction options

- To start a transaction the operator selects required transaction type and enters an amount

IDLE SCREEN S920
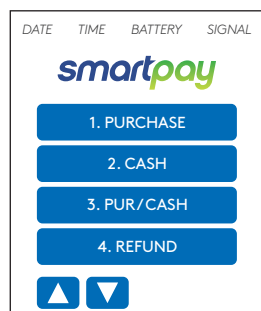
- To start any of the main transaction types – select the corresponding number

- To tab between the transaction type screens press **up/down ARROW** keys

- Press **MENU** key for EFTPOS configuration, diagnostics and admin functions.

- Press **ALPHA** key to access **QUICK MENU**

Transaction Types

PURCHASE	Standard Purchase/Sale transaction using an EFTPOS/CREDIT/DEBIT card
CASH	Cash Out transaction using an EFTPOS/DEBIT card
PUR/CASH	Combined Purchase/Sale and Cash Out transaction using an EFTPOS/DEBIT card
REFUND	Refund transaction using an EFTPOS/CREDIT/DEBIT card *Merchants requiring refund functionality will need to have this enabled through their Merchant bank. The Merchant bank will issue your Merchant Refund Card.*
AUTH	Hospitality transaction type to request pre-authorisation of funds on CREDIT/DEBIT card *(usually for room or vehicle hire)*. Hospitality Authorisation now offers Debit Account selection. Processing of this transaction is dependent on Issuer approval. *All hospitality functionality must be approved by Merchant bank before it can be enabled on terminal.*
CANCEL AUTH	Transaction type used to removed a stored AUTH that is no longer required by the merchant.
FINALISE	Hospitality transaction type to complete *(Finalise)* a previously stored AUTH transaction on a CREDIT/DEBIT card *(usually for room or vehicle hire)*.
PUR/TIP	Hospitality transaction type to initiate a Purchase transaction type with Signature Receipt Tipping enabled. *(only some cards will support this option - if the card does not support Signature then then the transaction will cancel and operator will need to restart as Purchase with/without instant tip-on-terminal)* Signature tipping now offers ALL Account selection. Processing of this transaction is dependent on Issuer approval. Only some schemes accept Debit Signature.
ADD TIP	Hospitality transaction type to add tip amount to a stored PUR/TIP transaction. All PUR/TIP Signature Receipt Tip transactions MUST be uploaded to Paymark manually at the end of day. See Tipping User Guide for further information.
CHECK CARD STATUS	Card Status Check can be used to check if a card is valid. It is not a pre-authorisation and does not guarantee any funds.

TRANSACTIONS OVERVIEW

Purchase

1. Operator selects **PURCHASE** and types in purchase amount

2. Press **ENTER** and terminal prompts customer to **PRESENT/ INSERT** or **SWIPE CARD**

3. Operator presents EFTPOS terminal 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. EFTPOS terminal displays **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 to complete the transaction.

Your merchant agreement states you should keep a copy of your signed Merchant Receipts. These can be used to verify the transaction should it be disputed at a later date.

Cash Out

(Contactless not available with cash out transaction type)

1. Operator selects **CASH** and types in cash-out amount

2. Press **ENTER** and terminal prompts customer to **INSERT** or **SWIPE CARD**

3. Operator presents EFTPOS terminal to customer

4. Customer inserts or swipes card

5. Customer follows screen prompts to select account and enter PIN

6. EFTPOS terminal displays **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 **PUR/CASH**

2. Operator types in purchase amount - Press **ENTER**

3. Operator types in cash-out amount - Press **ENTER**

4. EFTPOS terminal will prompt customer to **INSERT** or **SWIPE CARD**

5. Operator presents EFTPOS terminal to customer

6. Customer inserts or swipes card

7. Customer follows screen prompts to select account and enter PIN

8. EFTPOS terminal displays **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

Manual card entry or 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 credit card is not present to be used at the terminal.

1. Operator selects **PURCHASE** and types in purchase amount

2. Press **ENTER** and terminal prompts user to **PRESENT/ INSERT** or **SWIPE CARD**

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

    7a. If Prompted "**CARD ON FILE?**" - Select appropriate YES/NO answer

    7b. If prompted "**First Use?**" - Select appropriate YES/NO answer

8. Operator selects **CRD** account type

9. EFTPOS terminal displays **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 **REFUND** types in refund amount

2. Press **ENTER** and terminal prompts for **MERCHANT REFUND CARD**

3. Operator swipes **MERCHANT REFUND CARD** and enters **REFUND PIN**

4. Key in refund amount and press **ENTER** then prompt customer to **PRESENT/INSERT** or **SWIPE CARD**

5. Operator presents EFTPOS terminal 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. EFTPOS terminal displays **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.

TRANSACTIONS OVERVIEW

Pre Authorisation

(Contactless not available with pre authorisation)

1. Operator selects **AUTH**

2. Terminal will prompt merchant to enter a **TRANSACTION REFERENCE**
   (optional free text field used to search for the transaction later)

3. Press **ENTER**

4. Key in **AUTH** amount and press **ENTER**

5. EFTPOS terminal will prompt customer to **INSERT** or **SWIPE CARD**
   (for card-not-present transaction you can perform a manual entry, by pressing ENTER at this stage)

6. Operator presents EFTPOS terminal to customer

7. Customer inserts or swipes card

8. Customer follows screen prompts to select account and enter PIN or Press **ENTER** for signature verification

9. EFTPOS Receipt for merchant and customer will print
   (Merchant must keep their receipt copy)

10. EFTPOS terminal returns to idle screen ready for next transaction

Finalise Transaction

1. Operator selects **FINALISE**
   (If there are no stored pre-auth transactions the terminal will display no stored auth transactions)

2. Terminal will prompt merchant to **SEARCH STORED TXNS**
   > *TRANS NUMBER = found on the receipt*
   > *CARD NUMBER = merchant will need the card that did the original pre-auth transaction.*
   > *AUTH ID = found on the receipt*
   > *TRANS AMOUNT = found on the receipt*
   > *TRANS REFERENCE = found on original AUTH receipt at the top*

3. Terminal will display all matching stored pre-auth

4. If there is more than one - merchant shoul select the correct one to continue.

5. Terminal will display **ORIGINAL** amount and prompt for **FINAL** amount entry.

6. Key in **FINAL** amount and press **ENTER**

7. Confirm **ORIGINAL** and **FINAL** amounts displayed - press **ENTER**

- Print out merchant & customer copy of the **FINAL** receipt for merchant / customer record
  (merchant must keep their receipt copy)

TRANSACTIONS OVERVIEW

CANCEL AUTH

1. Operator selects **CANCEL AUTH**
   (If there are no stored pre-auth transactions the terminal will display no stored auth transactions)

2. Terminal will prompt merchant to **SEARCH STORED TXNS**

   > TRANS NUMBER = found on the receipt

   > CARD NUMBER = merchant will need the card that did the original pre-auth transaction.

   > AUTH ID = found on the receipt

   > TRANS AMOUNT = found on the receipt

   > TRANS REFERENCE = found on original AUTH receipt at the top

3. Terminal will display all matching stored pre-auth

4. If there is more than one - merchant shoul select the correct one to continue.

5. Terminal will display original pre-auth amount and prompt merchant to confirm **CANCEL AUTH**

6. Confirm **CANCEL AUTH** transaction displayed - press **ENTER**

7. Print out merchant & customer copy of the **PREAUTH CANCELLATION** receipt for merchant / customer record
   (merchant must keep their receipt copy)

CHECK CARD STATUS

1. Operator Selects **CHECK CARD**

2. EFTPOS terminal will prompt to **PRESENT** / **INSERT** / **SWIPE CARD**

3. Customer follows screen prompts to select account *(credit only)* and enter PIN

4. EFTPOS terminal displays **ACCEPTED** or **DECLINED** result

5. EFTPOS receipt will be offered *(depending on receipt print/prompt settings)*
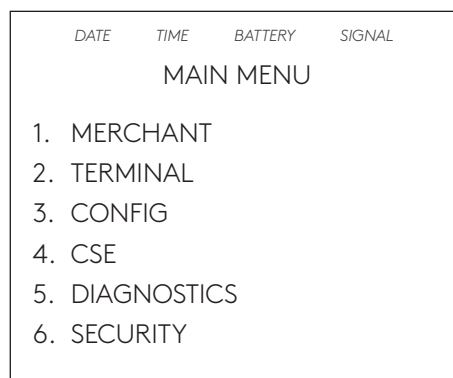
ADMINISTRATIVE FUNCTIONS

ALPHA Menu

You can quickly perform common functions by pressing the **ALPHA** key + required number key

The **ALPHA** menu provides a simple a two-key press process to perform up to five common tasks. If you have a multi-merchant terminal *(if you have multi-merchant setup, select the merchant after these shortcuts)*.

The default menu setting is:

1. **ALPHA** > 1   LOGON

2. **ALPHA** > 2   REPRINT RECEIPT

3. **ALPHA** > 3   SETTLE INQUIRY

4. **ALPHA** > 4   SETTLE CUTOVER

5. **ALPHA** > 5   PRINT CONFIG

Payment Application Menu

```
DATE      TIME      BATTERY     SIGNAL
             MAIN MENU

1. MERCHANT
2. TERMINAL
3. CONFIG
4. CSE
5. DIAGNOSTICS
6. SECURITY
```

Press **MENU**

1. Scroll between the menu pages press up/down ARROW keys

2. Press number to select option

3. Press **CLEAR** or **CANCEL** to go back

ADMINISTRATIVE FUNCTIONS

Common Admin Functions

Manual Logon	Press **MENU** > **MERCHANT** > **ADMIN** > **LOGON**
Reprint Last Receipt	Press **MENU** > **MERCHANT** > **REPRINT**
Reprint Any Receipt	Press **MENU** > **MERCHANT** > **REPRINT** > **RECEIPT LOOK UP** > S**ELECT REQUIRED LOOK UP CRITERIA**
Settlement Inquiry	Press **MENU** > **MERCHANT** > **ADMIN** > **SETTLE INQUIRY** Enter required date [dd/mm/yyyy] and press **ENTER**
Settlement Cutover	Press **MENU** > **MERCHANT** > **ADMIN** > **SETTLE CUTOVER** *Note: This can only be performed during your regular settlement window. Terminal will automatically perform Paymark settlement once per day. For further information about auto settlement window contact Paymark helpdesk.*
Print (Shift) Totals	Press **MENU** > **MERCHANT** > **ADMIN** > **PRINT TOTALS** - Press **NO** to print without clearing totals OR - Press **YES** to print totals and clear them for next shift
Send Offline Transactions	• Press **MENU** > **MERCHANT** > **ADMIN** > **SEND OFFLINE** *Note: Terminal will automatically send stored offline transactions when the terminal regains connection to the Paymark network.*
Stored Totals	• Press **MENU** > **MERCHANT** > **ADMIN** > **STORED TOTALS**

MERCHANT & COMMUNICATION SETTINGS

Print Current Configuration

- Press **MENU** > **CONFIG** > *password* > **PRINT CONFIG**

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

Configuration Updates

Smartpay offers a range of value-add services like Smartcharge automatic credit card surcharging, Receipt Tipping and Tipping on terminal, Multi merchant, Currency Select EFTPOS and Pre-Authorisation.

From time to time Smartpay THD may need you to perform a **CONFIG UPDATE** on the terminal to apply functionality changes. To do this:

- Press **MENU** > **CONFIG** > *password* > **UPDATE CONFIG**

Contact our sales team or THD to discuss activating/deactivating the value-added services on your EFTPOS terminal.

Network Comms Check

This check can be performed to verify the terminal has a working network connection.
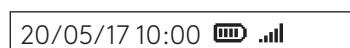
- Press **MENU** > **DIAGNOSTICS** > COMMS TEST

Terminal screen will display process and display **COMMS TEST: OK** *(and CONNECTION: OK if using IP)* for a working connection or **DECLINED PLEASE TRY AGAIN** if the connection is not working.
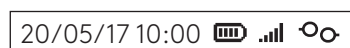
Connection Icons

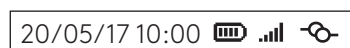Connection icons can be viewed on the status bar at the top of the screen.
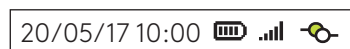
GPRS icon   📶

Wi-Fi icon   📶

20/05/17 10:00 📶	**Not Connected** - No comms connection detected. Check cables etc.
20/05/17 10:00 📶 ○○	**Connecting/Disconnecting** - Displayed when connection is active.
20/05/17 10:00 📶 ○-	**Connected** - Boxes are together when connection is made.
20/05/17 10:00 📶 ○-	**Sending** - Back box is filled green when sending info.
20/05/17 10:00 📶 ○-	**Receiving** - Front box is filled green when receiving info.
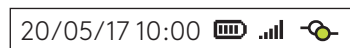
MERCHANT & COMMUNICATION SETTINGS

App Manager

Smartpay THD may require you to access App Manager to change comms type or update your terminal software. Making unauthorised changes in these settings may stop your terminal from working correctly. Please contact Smartpay THD for assistance before you attempt to use this menu.

```
   DATE      TIME     BATTERY     SIGNAL
              APP MANAGER
   1.  CONFIG
   2.  TMS
   3.  SYSTEM
   4.  MISCELLANEOUS
   5.  RESTART
   6.  APPS
   7.  EXIT TO PROLIN
```
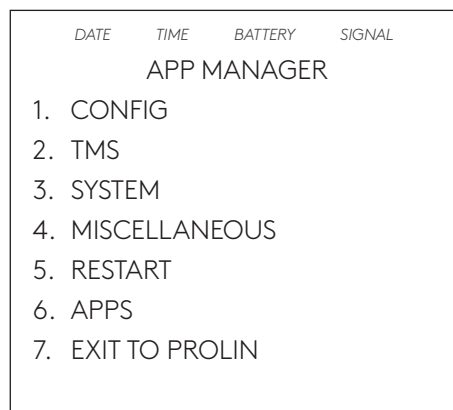
Press **CANCEL** > **FUNC** (*or MENU*) to exit idle screen and access **APP MANAGER MENU**

- Press **CLEAR** or **CANCEL** to go back

Changing Comms Settings

Your EFTPOS terminal can be configured the accept the following network connections:

- GPRS

- Wi-Fi

If you wish to change the network comms for your terminal, please give our technical help desk a call on 0800 476 278.

MERCHANT & COMMUNICATION SETTINGS

System Settings

App Manager controls some system settings that can be applied over the whole terminal. Terminal needs to be rebooted to apply changes.

DISPLAY	**Brightness** Default setting is at 80% - to change the display screen brightness: ● Press **CANCEL** > **FUNC** (or *MENU*) > **SYSTEM** > **DISPLAY** > **BRIGHTNESS** **Colours** Default setting is black text on white background - to change the display screen background colour between white and black ● Press **CANCEL** > **FUNC** (or *MENU*) > **SYSTEM** > **DISPLAY** > **COLOURS**
POWER OPTIONS	**Screensaver** Default setting when enabled, is 30 seconds – to enable/disable screensaver and set timeout period *(set between 30 seconds and 180 seconds)*. ● Press **CANCEL** > **FUNC** (or *MENU*) > **SYSTEM** > **POWER OPTIONS** > **SCREENSAVER** Do not enable screensaver if your terminal is being used with POS or ECR in integrated/ interfaced mode. **Sleep Timeout** Set time on S900 and S920 mobile units for terminal to go into low power consumption mode *(set between 1 second and 60 seconds)*. ● Press **CANCEL** > **FUNC** (or *MENU*) > **SYSTEM** > **POWER OPTIONS** > **SLEEP TIMEOUT** Enabling Sleep Timeout will conserve battery when terminal is not in use. However, the unit will require an additional few seconds to "wake" from Sleep mode.
KEY BEEPS	Enable or Disable key press noise. ● Press **CANCEL** > **FUNC** (or *MENU*) > **SYSTEM** > **KEY BEEPS**