


Thank you for choosing Smartpay

Getting Started Guide | Smartpay PAX D210

The **D210** provides a smart, secure and mobile payment terminal. It connects to the internet via your Wi-Fi internet connection.

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

STEP ONE: Switch on

1. Turn on the terminal by holding the  button on the side of the terminal. The terminal will go through a start up sequence.


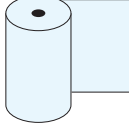
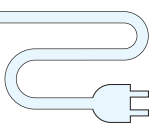

STEP TWO: Connect to the Wi-Fi

Terminal will attempt to connect to last Wi-Fi network. Make sure the terminal is in range of your Wi-Fi network, you will be prompted to connect/configure a network connection.

1. Press **CLEAR** to change your Wi-Fi network
2. Press **ENTER** to scan for network connections
3. Select the Wi-Fi network you wish to connect to
4. Enter the Wi-Fi password

If successful, the  icon lights up in the top left corner of the screen.

What's in the box*

			
D210 Terminal base unit	Pre-loaded paper roll	Charging cable	Return courier label

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

STEP THREE: Connect to the Paymark network

Your terminal should be already connected, however if you are replacing an existing terminal you'll need to call us before you can transact.

Call the Smartpay Technical Support Team on **0800 476 278**. We will release the security keys and perform your initial login.



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.



Charging the terminal

You can charge the terminal by plugging it into the mains power. It will take approx. 3 hours for a full charge. It can also be charged using a car charger accessory or spare batteries are available depending on your needs.

You can purchase these through our online store smartpay.co.nz/store.

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 the Integration Set Up Guide included with your terminal.

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

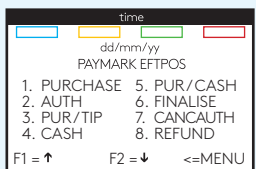



View the full user guide for your terminal at: smartpay.co.nz/guides

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

Contact your bank to enable/disable card types, electronic vouchers (offline mode) 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 F1/F2 keys Press MENU key to access MERCHANT FUNCTIONS 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>CLEAR/BACK/MENU</p>  <p>CANCEL</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 except 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 **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.

Is your terminal able to access the internet?
Press **MENU > UTILITY MENU > DIAGNOSTICS > COMMUNICATIONS TEST** - This test will say OK if the terminal is connecting to the internet. You may need to turn the power off for 30 seconds if you had to reset your Wi-Fi or modem.

Is your terminal connecting to Paymark?
Try a manual logon to the Paymark network
Press **MENU > ADMINISTRATIVE MENU > LOGON** - It will say Logon Accepted if it is connected to Paymark. If it says Transmission Error but your internet is ok call our Technical Helpdesk.

Is the printer ready?
Check the paper rolls been put in the right way up. Make sure the printer cover is closed.

Loading Paper

- Pull up on printer cover 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.

You can order accessories and paper rolls for your terminal at smartpay.co.nz/store

Common Admin Functions

Manual Log On: **MENU > QUICK ACCESS > LOGON**

Reprint last receipt: **MENU > QUICK ACCESS > REPRINT LAST**

Settlement inquiry: **MENU > ADMINISTRATIVE MENU > SETTLEMENT INQUIRY** > enter date in dd/mm/yyyy format and press **ENTER**

Manually send offline transactions: **MENU > ADMINISTRATIVE MENU > STORED TRANS > OFFLINE > TRANSMIT EOV**