# Thank you for choosing Smartpay

Getting Started Guide | Smartpay PAX S80c

The **S80c** is a simple, secure and robust one-piece countertop terminal. It requires mains power and connects to the network via a phone line or broadband connection. If you want a separate PIN pad for your customers you can add this on (S300).

What's in the box*

| Terminal base unit | Power supply | Ethernet and/or phone cable | Return courier label |
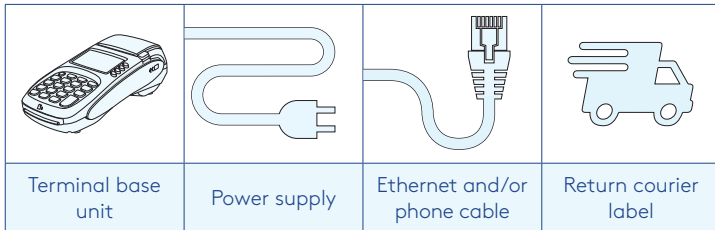
If this is a replacement terminal you may need to use the cables from your existing terminal.

Ports on the bottom of the terminal

LAN /   LINE   POWER   RS232A   PINPAD
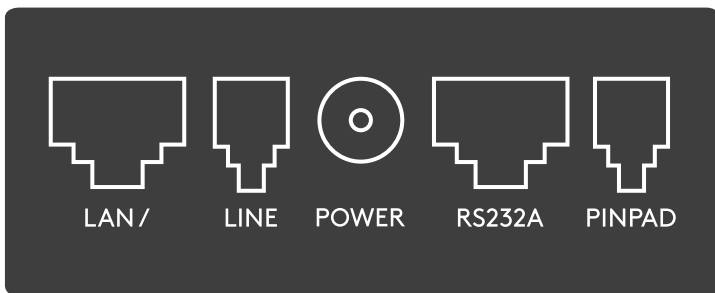
Complete these simple steps to get your terminal connected and ready to take payments.

STEP ONE: **Plug in**

You might find it easiest to have the 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/port.

3. If you are using 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**

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**

Your terminal arrived with a printed receipt still attached:

1. If the receipt is a short receipt 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 connect. Call Smartpay Technical Support Team on **0800 476 278**. We will release the security key and perform your initial logon.

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.

Flip

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 Paymark EFTPOS screen (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?

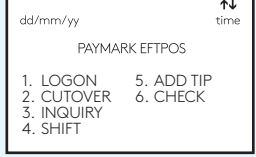Get help online at: **smartpay.co.nz/help**

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), 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

IDLE SCREEN

```
↑↓
dd/mm/yy                time

      PAYMARK EFTPOS

1. PURCHASE   5. PUR/CASH
2. AUTH       6. FINALISE
3. PUR/TIP    7. CANCAUTH
4. CASH       8. REFUND
```

PAGE 2

```
↑↓
dd/mm/yy                time

      PAYMARK EFTPOS

1. LOGON      5. ADD TIP
2. CUTOVER    6. CHECK
3. INQUIRY
4. SHIFT
```

- 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 to access **EFTPOS MAIN MENU**

Wherever possible the customer should present their own card (swipe/insert/tap) to the terminal after the transaction amount is entered.

Key buttons

CANCEL

CANCEL

CLEAR

CLEAR/ BACK/NO

ENTER

ENTER

POWER ON/OFF

Purchase

1. Select **PURCHASE**

2. Type in the purchase amount and press **ENTER**

3. Present terminal to customer – they will be prompted on screen to **PRESENT/INSERT** or **SWIPE CARD**

4. Customer taps, inserts or swipes card
   a. *Insert or swipe* - customer follows screen prompts to select account and enter PIN
   b. *Tap* - for transactions over $80 the customer will be prompted to enter their PIN

5. Terminal displays **ACCEPTED** or **DECLINED** result

6. Receipt will be offered (depending on receipt print/prompt settings)

Purchase with cash out

1. Select **PUR/CASH**
2. Type in purchase amount and press **ENTER**
3. 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 the refund function enabled you can get merchant refund cards from your merchant bank.

1. Select **REFUND** and terminal prompts for **MERCHANT REFUND CARD**

2. Swipe **MERCHANT REFUND CARD** and enter **REFUND PIN**

3. 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 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. If not, check any ethernet or phone cables are properly plugged into the terminal. You may need to turn the power off for 30 seconds if you had to reset your router.

Is your terminal connecting to Paymark?
Try a manual logon to the Paymark network
Press **MENU** > **ADMINISTRATIVE MENU** > **LOGON**
It will print a Merchant Logon Accepted receipt if it is connected to Paymark. If it says Transmission Error but your internet is OK call our Technical | Helpdesk on **0800 476 278.**

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

Loading Paper

1. Engage the printer cover release flap to open the printer bay.

2. Remove the empty roll core and place a new roll in the printer well. The tongue of the paper should be feeding up from underneath and out towards the top of the terminal.

3. Pull out the tongue of the paper so it is coming out of the 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: **MENU** > **ADMINISTRATIVE MENU** > **LOGON**

Reprint last receipt: **MENU** > **ADMINISTRATIVE MENU** > **REPRINT RECEIPT**

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**