



## **Ingenico Tetra Operating Guide**

**VERSION 1.05**

**September 2023**

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## REVISION RECORD

VERSION	CHANGE	CHANGED BY	DATE
1.00	Document creation and release	Henry Reyes	10/07/2021
1.01	Review and Updates	Christine Hogan	20/07/2021
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1.03	WTS220	Christine Hogan	01/05/2023
1.04	Branding	Katie Baldwin	08/05/2023
1.05	Removed specific reference to WTS220	Christine Hogan	26/09/2023

# 1 INTRODUCTION

This document serves as a comprehensive guide to the operation of Skyzer's Ingenico Tetra range of EFTPOS terminals in New Zealand.

## 2 HARDWARE OVERVIEW

### 2.1 The Ingenico Move 5000 Terminal

The Ingenico Move 5000 Terminal consists of the following elements:

The Terminal Handset:



The power cable for the MOVE 5000 that connects to the base:



## 2.2 The Ingenico Desk 3200/5000 Terminal

The Ingenico Desk 3200 Terminal consists of the following elements:

The Terminal Handset:



Desk 5000



Desk 3200

The kit magic box that comes with the Desk 3200 and Desk5000 terminal provides the connection to Ethernet (broadband), telephone line, power and RS232.



The power adapter and Figure 8 cable that connects the terminal to a 100 - 240V power outlet:



## 2.3 The Ingenico Move 2500 Terminal

The Ingenico Move 2500 Terminal consists of the following elements:



The power cable for the MOVE 2500:





## 2.4 The iPP315 PINPad (for use with V4 Terminals Only!)

**The iPP315 PINPad is approved for use with V4 Terminals only!**



## 2.5 The Desk 1500 PinPad

Note for use with both V4 and V5 Hardware running WTS220



## 2.6 The Terminal Keyboard Layout

The keyboard is comprised of the 0 to 9 keys. They are used for data entry (amount, PIN and manual card number entry).

## FUNCTION AND MENU KEYS

### **F1-F4 Keys:**

MOVE5000/DESK5000 : On screen Function keys which enable scrolling up and down menus.



DESK3200/MOVE2500 : Physical Function keys which will enable scrolling up and down menus.



**Menu Key:** To enter the application menus press this key from the READY prompt. Pressing the key again moves to the next menu (if available).



**Correction Keys:** When entering numbers or letters, the yellow CLEAR key deletes one character at a time, whilst the red CANCEL key deletes the entire line (this key also cancels transactions).



**Confirmation Key:** The green ENTER key is used to confirm anything that has been typed into the terminal.



**Paper Feed Key:** To test the feeding of the paper through the printer, press and hold the CLEAR key.

The keyboard layout consists of:

- Keyboard (0 through 9)/
- Red/CANCEL/NO key/
- Yellow/CLEAR/NO key/
- Green/ENTER/YES input key/
- Menu key/
- Function key/
- Feed key/
- Touch screen Navigation keys located directly on the display to allow the user to select alternate options on the display.

### 2.6.1 Green/ENTER Key

The ENTER key is used to signal the end of a data entry sequence or a YES response to a question.

### 2.6.2 Yellow/CLEAR Key

The CLEAR key is used to clear data that has been entered incorrectly or to signal a NO response to a question.

### 2.6.3 Red/CANCEL Key

The CANCEL key is used to cancel the current action and return to the previous display or in some instances to the main display.

### 2.6.4 FEED Key

To feed the paper on the receipt printer, press and hold down the FEED key.

### 2.6.5 FUNCTION Key

The FUNCTION key is used to enter the function menu.

### 2.6.6 'Soft' Function Keys

These are the four keys located on the display screen. They are controlled by the software and their function changes depending on the prompts. The function of these keys is displayed on screen when they are available for use.

The alphanumeric keys are grouped in the following way.

### 2.6.7 Alphanumeric Key Entry

The alphanumeric keys are grouped in the following way.

1 Q Z <space> ? – q z	2 A B C a b c	3 D E F d e f
4 G H I g h i	5 J K L j k l	6 M N O m n o
7 P R S p r s	8 T U V t u v	9 W X Y w x y
	0 . , # * % \$ & @	

To enter an alpha letter, first press the corresponding number key and then press the **FUNC** key to scroll through the alpha letters for that key.

## 2.7 Card Reader

### Magnetic Stripe Card

The card can be read either from bottom to top or from top to bottom, with the stripe facing the terminal. Use a regular movement in order to ensure a reliable card read.



### **Smart Card (IC Card)**

Insert the card horizontally with the metallic chip facing upwards and leave in position throughout the transaction.

Only remove the card when prompted by the terminal.

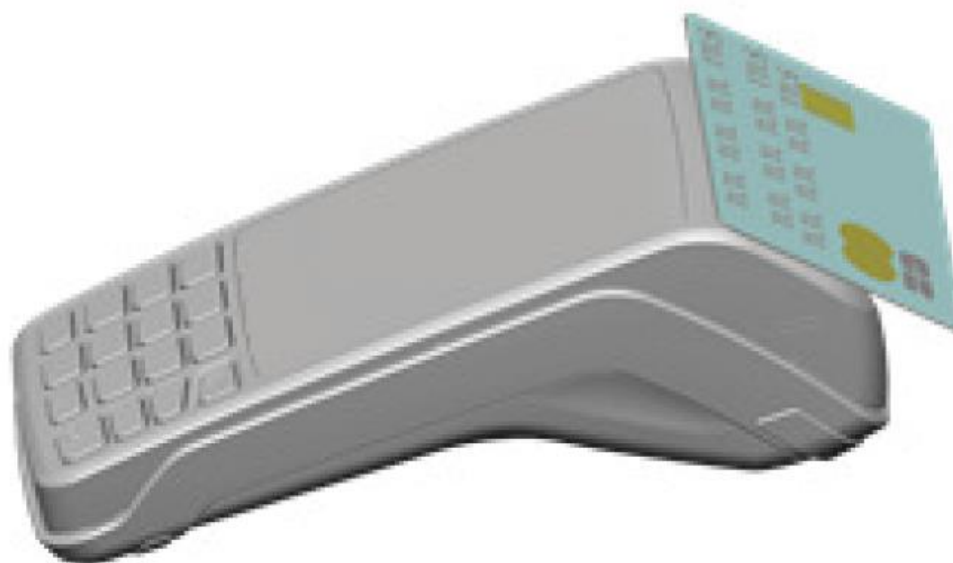


### **Contactless Card**

Bring the card firmly up to the active zone above the contactless logo located on the paper trapdoor.

Keep the card close to the contactless logo during the transaction.

The 4 virtual LEDs will light sequentially during the transaction.



## 2.8 Installing Paper Roll

- Open the paper compartment by lifting the catch located at the top of the contactless landing zone, and pull the cover to the rear of the terminal. Lift catch up. Pull cover open.



- Insert the paper roll into the compartment, as shown below.



- Pull the paper up towards the top of the terminal.
- Maintain the paper and close the cover.
- Press simultaneously on both upper corners of the paper compartment, as shown by red arrows below, until it clips into position.



- If required, press the Feed key on the keypad to advance the paper.

## 2.9 Move 5000 Terminal Bluetooth Base

Is used for charging the terminal battery and has ports to allow terminals to communicate with hosts over Ethernet and Dial up.

You should set up your base unit in a convenient location close to a power source and network point.

To open the base unit cover, located on the bottom of the base unit, you must unclip an access clip and lift the cover from the base unit. To replace the cover reverse these instructions being sure to engage all the retaining pins before the access clips.



Figure 3 – Feature of Move 5000 Base

### 2.9.1 Power on MOVE 5000 Terminal

To power on Move 5000 terminal, simply press the **ENTER/Green Key**.



### 2.9.2 Power off MOVE 5000 Terminal

To power off Move 5000 terminal, simply press and hold down the **CLEAR/Yellow** and **FUNC** key together. Ensure the terminal is not connected to the charger and off the base when performing this function.





## 3 ADMINISTRATION

### 3.1 Passwords

The following passwords are used for configuration and testing:

FUNCTIONS	
DESCRIPTION	PASSWORD
Activata - Enable/disable	4001
Activata - Merchant Configuration	4824
Battery - Display Status	20
Cloud POS - Enable/Disable	79
Cloud POS - Configuration	7410
Configuration - EFTPOS	3824
Configuration - Merchant	<b>7418</b>
Activate/deactivate Multi Merchant	Opt 3
Configure Merchant Name	Opt 4
RKI Configuration	Opt 5
Master Memory Reset	Opt 8
Contactless - Activate/deactivate *TETRA Only*	Opt 7
Configuration - Reset Single Merchant	9902
Credit Account Prompt - Enable/Disable	11 and then 8099
Diagnostics	9904
EOV/Contactless Transactions - Upload	88
Extra Charges (Hospitality only) - Enable / Disable	100
GPRS - Reset Link	3823
Merchant Receipt - Enable/Disable	41 then 6337
MOTO (MAN PAN) Confirmation prompt - Enable/Disable	13
PIN Pad - Enable/disable iCT220/250 with iPP280	77 - Opt 2
PIN Pad - Enable/disable iCT220/250 with iPP310	77 - Opt 1
PRESENT/INSERT OR SWIPE CARD prompt - Adjust timeout	12
Pure Commerce CSE - Rates Table Download	3025702
Pure Commerce CSE - BIN Range Download	3025701
Pure Commerce CSE - Configuration	3025703
Pure Commerce CSE - Connection Test	3025700
Pure Commerce CSE - Enable/Disable	3025707
Pure Commerce CSE - Memory Reset	3025706
Pure Commerce CSE - Print Rates Table	3025705
Receipt Header and Footer - Configure	3825
Restart - Terminal	FUNC + CLEAR or 86
RKI - Configuration	<b>7418</b> – Opt 5
RKI - Initialization	87 then 6987

Serial Number (last 8 digits) - Display	74
SKYLink - Interface Type	6628
SKYLink - Interface Com Port	6629
Surcharge - Enable/Disable	8
Surcharge Contactless - Enable/Disable	8
Terminal Functions - Enable/disable	7415
TMS - Configuration	2467
TMS - Download	2468
TMS Download - Reset	1234
Training Mode	9999
Version - Terminal Application Version	99
WIFI SSID Setup - Tetra Only	72
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### 3.2 Menu Functions

MENU FUNCTIONS	
DESCRIPTION	PASSWORD
Activata Configuration - Reset	Activata Admin
	Select Admin then 5 then 7436
iWL252 Bluetooth Pairing	<b>6988 / 62624371</b>
	➤ Press 0 then 6988 / 62624371
TELIUM ONLY - Contactless Configuration	<b>6988 / 62624371</b>
	0 then 6988 / 62624371
XTRA Functions	Supervisor then 1
Terminal Configuration	2 then ENTER
Print Pending Transaction	Select 5 then 1

### 3.3 Shortcut Keys

Shortcut keys have been programmed on the Ingenico terminals for easy and quick access to frequently used menus. To access these menus, press the following keys on the terminal from the idle screen

SHORTCUT KEYS (For Standalone Terminal)	
DESCRIPTION	Column1
Purchase	F1
Cashout	F2
Refund	F3
Logon	F4
Print Pending Transaction List	0
Activata Voucher	1
Duplicate Receipt	3

## 4 SET UP

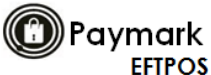
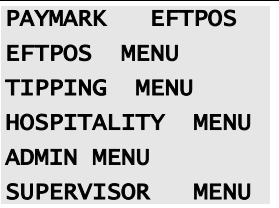


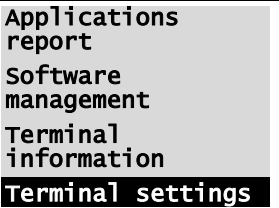
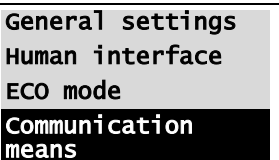
### 4.1 Move 5000 Bluetooth Terminal/Base Pairing and Un-pairing Functions

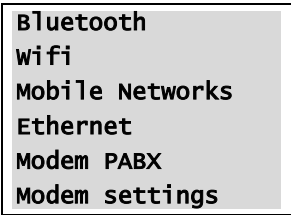

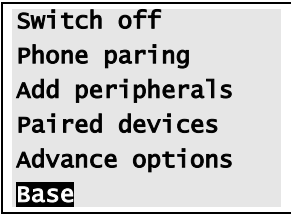
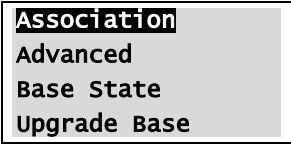
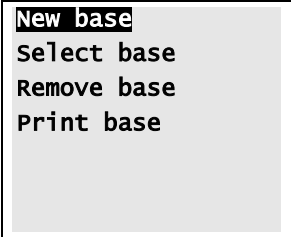


The Move5000 terminal requires pairing or associating with its base before use. When paired, the terminal must be returned and correctly positioned on its base. A terminal that has been paired to a base can only be re-assigned to a new base when it is unpaired or disassociated from its original base.

**Note: The base must be powered-on to perform the pairing and un-pairing functions**

#### 4.1.1 Pairing Bluetooth Base


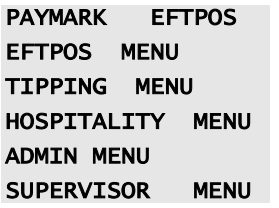

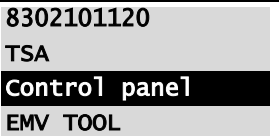
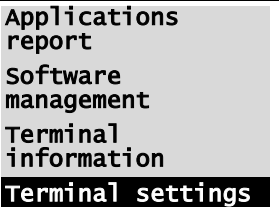
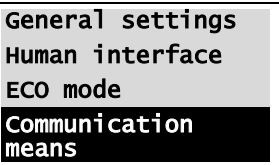
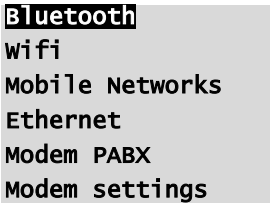
Perform the steps below to pair up a Bluetooth base with Move 5000 terminal.

Step	Terminal Display	Comment
1.0		Press <b>MENU</b>
2.0		Enter <b>0 (Zero)</b> Key
3.0		Key in <b>6988</b> or <b>62624371</b> followed by <b>ENTER</b>
4.0		Select <b>CONTROL PANEL</b> on the terminal screen <b>NOTE: DO NOT SELECT ANY OTHER FUNCTIONS</b>
5.0		Select <b>TERMINAL SETTINGS</b> on the terminal screen <b>NOTE: DO NOT SELECT ANY OTHER FUNCTIONS</b>
6.0		Select <b>COMMUNICATION MEANS</b> on the terminal screen <b>NOTE: DO NOT SELECT ANY OTHER FUNCTIONS</b>

- 7.0  Select **Bluetooth** on the terminal screen.
- 8.0  Select **SWITCH ON** on the terminal screen. Terminal will then display **Setting Bluetooth power on** terminal screen  
**NOTE: DO NOT SELECT ANY OTHER FUNCTIONS**
- 9.0  Select **BASE** on the terminal screen.  
**NOTE: DO NOT SELECT ANY OTHER FUNCTIONS**
- 10.0  Select **ASSOCIATION** on the terminal screen.  
**NOTE: DO NOT SELECT ANY OTHER FUNCTIONS**
- 11.0  Select **NEW BASE** on the terminal screen. Terminal will immediately perform association with that base. The terminal will display the outcome of the association attempt.
- 12.0  Terminal will display **ASSOCIATION SUCCESSFUL** on the screen. Press **ENTER** or after few seconds later terminal will return to previous screen step 11.0.
- 13.0  Press the **CANCEL** key unless and until you exit out from the menu and return to idle screen.

### 4.1.2 Un-Pairing Bluetooth Base

Perform the steps below to un-pair a Bluetooth base with Move 5000 terminal.

Step	Terminal Display	Comment
1.0		Press <b>MENU</b>
2.0		Enter <b>0 (Zero)</b> Key
3.0		Key in <b>6988</b> or <b>62624371</b> followed by <b>ENTER</b>
4.0		Select <b>CONTROL PANEL</b> on the terminal screen <b>NOTE: DO NOT SELECT ANY OTHER FUNCTIONS</b>
5.0		Select <b>TERMINAL SETTINGS</b> on the terminal screen <b>NOTE: DO NOT SELECT ANY OTHER FUNCTIONS</b>
6.0		Select <b>COMMUNICATION MEANS</b> on the terminal screen <b>NOTE: DO NOT SELECT ANY OTHER FUNCTIONS</b>
7.0		Select <b>Bluetooth</b> on the terminal screen.

9.0

Switch off  
Phone pairing  
Add peripherals  
Paired devices  
Advance options  
**Base**

Select **BASE** on the terminal screen.**NOTE: DO NOT SELECT ANY OTHER FUNCTIONS**

10.0

**Association**  
Advanced  
Base State  
Upgrade Base

Select **ASSOCIATION** on the terminal screen.**NOTE: DO NOT SELECT ANY OTHER FUNCTIONS**

11.0

New base  
Select base  
**Remove base**  
Print base

Select **REMOVE BASE** on the terminal screen.**NOTE: DO NOT SELECT ANY OTHER FUNCTIONS**

12.0

REMOVE BASE  
● 1234567  
○ 7654321

Terminal will display list of the paired up base on the screen. Select the base to be removed followed by **ENTER**.

Base Removed

Terminal will display **BASE REMOVED** on the screen and return to previous screen step 12.0


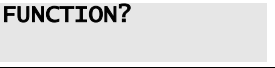

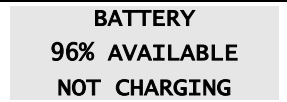
13.0

Press the **CANCEL** key unless and until you exit out from the menu and return to idle screen.

### 4.1.3 Battery Charge Level Percentage

This function allows checking the battery charge level on the MOVE 5000 terminal.

To check the battery charge level percentage, performed the steps below.


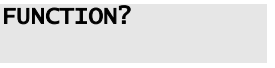
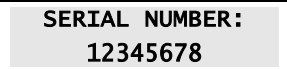
Step	Terminal Display	Comment
1.0		Press <b>FUNC</b>
2.0		Enter <b>20</b> and press <b>ENTER</b> .
3.0		This displays the percentage of the battery level charged. The <b>CHARGING</b> will be displayed if terminal is been charged at the same time.
4.0		This displays the percentage of the battery level charged. The <b>NOT CHARGING</b> will be displayed if terminal is been not been charged at the same time.

### 4.1.4 Display Serial Number

This function allows checking the serial number of the terminal. This only displays the last eight digits of the serial number on the screen.

To check the serial number of the terminal performed the steps below.

**NOTE: To obtain the full serial number, please check on the rear of the terminal on the barcode that will display the full serial number of the terminal.**

Step	Terminal Display	Comment
1.0		Press <b>FUNC</b>
2.0		Enter <b>74</b> and press <b>ENTER</b> .
3.0		This displays the last eight digit of the serial number. Press <b>ENTER</b> to return to idle or will automatically return to idle screen after 30 seconds.



## **5 INSTALLING INGENICO IPP315 PINPAD**

### **5.1 Installing an iPP315 PIN Pad**

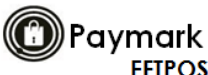
To install an iPP315 PIN pad, simply power down the Desk terminal and then access the back of the cable compartment. Plug in the iPP315 USB cable into the USB Host port. Power up the terminal which will then automatically sync up the iPP315 pinpad with the terminal.

### **5.2 Removing an iPP315 PIN Pad**

To remove an iPP315 PIN pad, simply power down the Desk terminal and then access the back of the cable compartment. Unplug in the iPP315 USB cable from the USB Host port. Power up the terminal which will then automatically deactivate the iPP315 pinpad from the terminal.

## 6 EFTPOS Configuration

The EFTPOS Configuration option enables the terminal to be configured to operate as an EFTPOS terminal and must be done before the terminal can process transactions.

Step	Terminal Display	Comment
1.0		Press <b>FUNC</b>
2.0	FUNCTION?	Enter <b>3824</b> and press <b>ENTER</b> .
3.0	CONFIG PARAMS? ENTER OR CLEAR	<b>ENTER</b> to configure the parameters or <b>CLEAR</b> to cancel and exit to idle prompt.
4.0	TERMINAL ID? XXXXXXXX	This parameter specifies the Terminal ID assigned by Paymark. Key in the 8 digit terminal ID and press <b>ENTER</b> .
5.0	MERCHANT ID? XXXXXXXXXXXX	This parameter specifies the Merchant ID assigned by Paymark. Merchant ID will be automatically configured once terminal ID is keyed in. Press <b>ENTER</b> to confirm the merchant ID is correct and if not, it can be manually over written.
6.0	NII? 001	This parameter specifies the Network International Identifier ( <b>by default 001</b> ) that the terminal uses to route messages to Paymark. Press <b>ENTER</b> .
7.0	COMMS MODE? 1-DIAL-UP	Select the preferred COMMS mode by pressing the corresponding number key. By default <b>3-TCP-IP</b> is always selected.
	2-TCP-IP / DIAL	Press <b>1</b> for <b>Dial-up configuration</b> followed by <b>ENTER</b> and proceed with the configuration.
	3-TCP-IP	Press <b>2</b> for <b>TCP-IP/Dialup as backup configuration</b> followed by <b>ENTER</b> and proceed with the configuration.
	4-GPRS	Press <b>3</b> for <b>TCP-IP configuration</b> followed by <b>ENTER</b> and proceed with the configuration.
	5-GPRS / DIAL	Press <b>4</b> for <b>GPRS configuration</b> followed by <b>ENTER</b> and proceed with the configuration.
	6-TCP-IP / GPRS	Press <b>5</b> for <b>GPRS/Dialup as backup configuration</b> followed by <b>ENTER</b> and proceed with the configuration.
	7-TCP-IP/GPRS/DIAL	Press <b>6</b> for <b>TCP-IP/GPRS as backup configuration</b> followed by <b>ENTER</b> and proceed with the configuration.
	8-DIAL/GPRS	Press <b>7</b> for <b>TCP-IP/GPRS/DIAL as backup configuration</b> followed by <b>ENTER</b> and proceed with the configuration.
		Press <b>8</b> for <b>DIAL/GPRS as backup configuration</b> followed by <b>ENTER</b> and proceed with the configuration.

9-WIFI

Press **9** for **WIFI configuration** followed by **ENTER** and proceed with the configuration.

**NOTE: WIFI will only be available when enabled under FUNC 71**

0-TCP-IP / WIFI

Press **0** for **TCP-IP/WIFI as backup configuration** followed by **ENTER** and proceed with the configuration.

**NOTE: WIFI will only be available when enabled under FUNC 71**

## 6.1 Dial-Up Configuration

1.0

QUICK DIAL?  
1-YES 2-NO

This parameter sets up the speed of the terminal to dial. By default is selected as **1-YES** or press **2-NO** to disable quick dial.

2.0

DIAL MODE?  
1-TONE  
2-PULSE  
3-TONE/BLIND  
4-PLUSE/BLIND

This parameter sets up the way that the terminal dials. Select the preferred mode by pressing the corresponding number key.

**1 = Tone** - is the default setting.

In the default dial mode setting **1 (Tone)**, the terminal uses DTMF tones to dial the number, but only after detecting a valid NZ dial tone. If a valid dial tone isn't detected, "Transmission Error" will be displayed.

**2 = Pulse Dial** – this communication setting is used for the older PABX systems and is rarely used nowadays.

**3 = Tone/Blind Dial** – this is the same as Tone dial, however the modem ignores the health of the dial tone on the line and simply dials the configured phone number to call the host. This is used where the quality of the dial tone is low.

**4 = Pulse/Blind Dial** – this communication setting is used for the older PABX systems and is rarely used nowadays.

3.0

PABX?  
1A  
or  
1W

Press **ENTER** to bypass if no PABX prefix is required.

This parameter specifies the PABX numbers that the terminal dials to access an outside line.

**Note:** The terminal pauses for 1 second after dialling if a control character '**A**' is inserted or to pauses for couple of seconds after dialling if a control character '**W**' is inserted after the PABX number. To insert a control character '**A**' or '**W**', press the corresponding number key and then the **FUNC** key.

To remove a PABX number from the PABX field, press **1** and then press **FUNC** key until space is displayed followed by **ENTER**.

4.0

HOST PHONE NO?  
08797

This parameter specifies the phone number of Paymark network to dial to. By default, the host phone number is set as **08797**. Press **ENTER**.

**NOTE: If the merchant has the Toll Bar on the site, then key in this phone number 1797 to obtain connectivity to Paymark network.**

5.0

SAVE CONFIG Y/N

Terminal prompts to save configuration. Press **ENTER** to save configuration on the terminal or **CLEAR** to exit and return to idle screen.

### 6.1.1 TCP-IP with Dial Backup Configuration

- |     |  |   |
|-----|--|---|
| 1.0 | IP PRIMARY<br>HOST PORT<br>33876                                 | This parameter specifies the Primary TCP/IP Port Number of Paymark network. Press <b>ENTER</b> .  |
| 2.0 | IP SECONDARY<br>HOST PORT<br>33876                               | This parameter specifies the Secondary TCP/IP Port Number of Paymark network. Press <b>ENTER</b> .  |
| 3.0 | ENABLE DHCP Y/N<br>1-YES 2-NO                                    | <p>Press the corresponding number key and press <b>ENTER</b> to set the IP address for the terminal.</p> <p><b>Option 1</b> – to allow the terminal to dynamically obtain its IP address and proceed with step 7.0. <b>Option 1 is selected by default.</b></p> <p><b>Option 2</b> – to enter in static IP address for the terminal and proceed with step 4.0</p>   |
| 4.0 | TERM IP ADDRESS<br>XXX.XXX.XXX.XXX                               | <p>Enter in the static IP address for the terminal.</p> <p>Example: 192.10.1.14</p> <p><b>Note:</b> Press the <b>FUNC</b> key to insert a dot in between numbers.</p>   |
| 5.0 | SUBNET MASK<br>XXX.XXX.XXX.XXX                                   | <p>Enter in the subnet mask for the static IP address.</p> <p>Example: 255.255.255.0</p>  |
| 6.0 | GATEWAY IP ADDR<br>XXX.XXX.XXX.XXX                               | <p>Enter in the gateway IP address to forward the packets from.</p> <p>Example: 192.10.1.1</p>  |
| 7.0 | QUICK DIAL?<br>1-YES 2-NO  | <p>This parameter sets up the speed of the terminal to dial. By default is selected as <b>1-YES</b> or press <b>2-NO</b> to disable quick dial.</p>   |
| 8.0 | DIAL MODE?<br>1-TONE<br>2-PULSE<br>3-TONE/BLIND<br>4-PLUSE/BLIND | <p>This parameter sets up the way that the terminal dials. Select the preferred mode by pressing the corresponding number key.</p> <p><b>1 = Tone</b> - is the default setting.</p> <p>In the default dial mode setting <b>1</b> (Tone), the terminal uses DTMF tones to dial the number, but only after detecting a valid NZ dial tone. If a valid dial tone isn't detected, "Transmission Error" will be displayed.</p> <p><b>2 = Pulse Dial</b> – this communication setting is used for the older PABX systems and is rarely used nowadays.</p> <p><b>3 = Tone/Blind Dial</b> – this is the same as Tone dial, however the modem ignores the health of the dial tone on the line and simply dials the configured phone number to call the host. This is used where the quality of the dial tone is low.</p> <p><b>4 = Pulse/Blind Dial</b> – this communication setting is used for the older PABX systems and is rarely used nowadays.</p> |

- 9.0
- PABX?  
1A  
or  
1W
- Press **ENTER** to bypass if no PABX prefix is required.
- This parameter specifies the PABX numbers that the terminal dials to access an outside line.
- Note:** The terminal pauses for 1 second after dialling if a control character 'A' is inserted or to pauses for couple of seconds after dialling if a control character 'W' is inserted after the PABX number. To insert a control character 'A' or 'W', press the corresponding number key and then the **FUNC** key.
- To remove a PABX number from the PABX field, press **1** and then press **FUNC** key until space is displayed followed by **ENTER**.
- 
- 10.0
- HOST PHONE NO?  
08797
- This parameter specifies the phone number of Paymark network to dial to. By default, the host phone number is set as **08797**. Press **ENTER**.
- NOTE: If the merchant has the Toll Bar on the site, then key in this phone number 1797 to obtain connectivity to Paymark network.**
- 
- 11.0
- USE DNS Y/N  
1-YES 2-NO
- Press the corresponding number key and press **ENTER** to set for DNS or IP
- Option 1** – to allow the terminal to use Paymark DNS address. **Option 1 is selected by default.**
- 
- 12.0
- IP Primary  
HOST DNS  
direct.paymark.co.nz
- This parameter specifies the Paymark Primary DNS address. By default, it is set to **direct.paymark.co.nz**. Press **ENTER**
- 
- 13.0
- IP Secondary  
Host DNS  
direct2.paymark.co.n
- This parameter specifies the Paymark Secondary DNS address. By default, it is set to **direct2.paymark.co.nz**. Press **ENTER**
- 
- 14.0
- USE DNS Y/N  
2-NO
- Option 2** – to allow the terminal to use Paymark IP address.
- 
- 15.0
- IP Primary  
HOST IP ADDRESS  
117.120.34.110
- This parameter specifies the Primary Host IP Address. By default, it is set to **117.120.34.110**. Press **ENTER**.
- 
- 16.0
- IP Secondary  
HOST IP ADDRESS  
117.120.32.110
- This parameter specifies the Secondary Host IP Address. By default, it is set to **117.120.32.110**. Press **ENTER**.
- 
- 17.0
- SAVE CONFIG Y/N
- Terminal prompts to save configuration. Press **ENTER** to save configuration on the terminal or **CLEAR** to exit and return to idle screen.
- 
- 18.0
- START TCP-IP Y/N
- Terminal prompts to start TCP-IP link. Press **ENTER** to start the link or **CLEAR** to exit without starting.

## 6.2 TCP-IP Configuration



- |      |  |   |
|------|--|---|
| 1.0  | IP PRIMARY<br>HOST PORT<br>33876               | This parameter specifies the Primary TCP/IP Port Number of Paymark network. Press <b>ENTER</b> .  |
| 2.0  | IP SECONDARY<br>HOST PORT<br>33876             | This parameter specifies the Secondary TCP/IP Port Number of Paymark network. Press <b>ENTER</b> .  |
| 3.0  | ENABLE DHCP Y/N<br>1-YES 2-NO                  | <p>Press the corresponding number key and press <b>ENTER</b> to set the IP address for the terminal.</p> <p><b>Option 1</b> – to allow the terminal to dynamically obtain its IP address and proceed with step 7.0. <b>Option 1 is selected by default.</b></p> <p><b>Option 2</b> – to enter in static IP address for the terminal and proceed with step 4.0</p> |
| 4.0  | TERM IP ADDRESS<br>XXX.XXX.XXX.XXX             | <p>Enter in the static IP address for the terminal.</p> <p>Example: 192.10.1.14</p> <p><b>Note:</b> Press the <b>FUNC</b> key to insert a dot in between numbers.</p>   |
| 5.0  | SUBNET MASK<br>XXX.XXX.XXX.XXX                 | <p>Enter in the subnet mask for the static IP address.</p> <p>Example: 255.255.255.0</p>  |
| 6.0  | GATEWAY IP ADDR<br>XXX.XXX.XXX.XXX             | <p>Enter in the gateway IP address to forward the packets from.</p> <p>Example: 192.10.1.1</p>  |
| 7.0  | DNS1 IP ADDR<br>XXX.XXX.XXX.XXX                | <p>Enter in the gateway IP address to forward the packets from.</p> <p>Example: 192.10.1.1</p>  |
| 8.0  | DNS2 IP ADDR<br>XXX.XXX.XXX.XXX                | <p>Enter in the gateway IP address to forward the packets from.</p> <p>Example: 192.10.1.1</p>  |
| 9.0  | USE DNS Y/N<br>1-YES 2-NO                      | <p>Press the corresponding number key and press <b>ENTER</b> to set for DNS or IP</p> <p><b>Option 1</b> – to allow the terminal to use Paymark DNS address. <b>Option 1 is selected by default.</b></p>  |
| 10.0 | IP Primary<br>HOST DNS<br>direct.paymark.co.nz | <p>This parameter specifies the Paymark Primary DNS address. By default, it is set to <b>direct.paymark.co.nz</b>. Press <b>ENTER</b></p>   |

- 11.0 **IP Secondary  
Host DNS  
direct2.paymark.co.n** This parameter specifies the Paymark Secondary DNS address. By default, it is set to **direct2.paymark.co.nz**. Press **ENTER**
- 12.0 **USE DNS Y/N  
2-NO** **Option 2** – to allow the terminal to use Paymark IP address.
- 13.0 **IP Primary  
HOST IP ADDRESS  
117.120.34.110** This parameter specifies the Primary Host IP Address. By default, it is set to **117.120.34.110**. Press **ENTER**.
- 14.0 **IP Secondary  
HOST IP ADDRESS  
117.120.32.110** This parameter specifies the Secondary Host IP Address. By default, it is set to **117.120.32.110**. Press **ENTER**.
- 15.0 **SAVE CONFIG Y/N** Terminal prompts to save configuration. Press **ENTER** to save configuration on the terminal or **CLEAR** to exit and return to idle screen.
- 16.0 **START TCP-IP Y/N** Terminal prompts to start TCP-IP link. Press **ENTER** to start the link or **CLEAR** to exit without starting.

## 6.3 GPRS Configuration

- |      |   |  |
|------|---|--|
| 1.0  | <b>SELECT SERVICE PROVIDER</b><br>1-PAYMARK<br>2-Vodafone<br>3-Black and white<br>4-2 Degrees<br>5-Spark<br>6-Kore wireless<br>7-Globa1 M2M<br>8- | This parameter specifies the GPRS service Provider. By default 1 is selected for Paymark SIM card. <b>Press ENTER.</b><br><br>These options are pre-configured and automatically configure the terminal to different SIM providers.<br><br><b>Option 8- Allows you to manually configure the APN</b> |
| 2.0  | <b>GPRS USER NAME?</b>  | This parameter specifies the <b>GPRS USERNAME</b> . By default this field will be blank. Press <b>ENTER</b> .  |
| 3.0  | <b>GPRS PRIMARY HOST PORT</b><br>33876  | This parameter specifies the GPRS Primary Port Number of Paymark network. By default the host port number is set to <b>33876</b> . Press <b>ENTER</b> .  |
| 4.0  | <b>GPRS SECONDARY HOST PORT</b><br>33876  | This parameter specifies the GPRS Secondary Port Number of Paymark network. By default the host port number is set to <b>33876</b> . Press <b>ENTER</b> .  |
| 5.0  | <b>USE DNS Y/N</b><br>1-YES 2-NO  | Press the corresponding number key and press <b>ENTER</b> to set for DNS or IP<br><br><b>Option 1 – to allow the terminal to use Paymark DNS address. Option 1 is selected by default.</b>   |
| 6.0  | <b>GPRS Primary HOST DNS</b><br>gprs.paymark.co.nz  | This parameter specifies the Paymark Primary DNS address. By default, it is set to <b>gprs.paymark.co.nz</b> . Press <b>ENTER</b>  |
| 7.0  | <b>GPRS Secondary Host DNS</b><br>gprs2.paymark.co.nz   | This parameter specifies the Paymark Secondary DNS address. By default, it is set to <b>gprs2.paymark.co.nz</b> . Press <b>ENTER</b>   |
| 8.0  | <b>USE DNS Y/N</b><br>2-NO  | <b>Option 2 – to allow the terminal to use Paymark IP address.</b>   |
| 9.0  | <b>GPRS Primary HOST IP ADDRESS</b><br>117.120.35.3   | This parameter specifies the GPRS Primary IP address. By default, it is set to <b>117.120.35.3</b> . Press <b>ENTER</b> .  |
| 10.0 | <b>GPRS Secondary HOST IP ADDRESS</b><br>117.120.33.3   | This parameter specifies the GPRS Secondary IP Address. By default, it is set to <b>117.120.33.3</b> . Press <b>ENTER</b> .  |



- 11.0  Terminal prompts to save configuration. Press **ENTER** to save configuration on the terminal or **CLEAR** to exit and return to idle screen.
- 12.0  Terminal prompts to start GPRS link. Press **ENTER** to start GPRS or **CLEAR** to exit without starting GPRS link to Paymark.

### 6.3.1 GPRS with Dialup as Backup Configuration

- |     |   |   |
|-----|---|---|
| 1.0 | <b>SELECT SERVICE PROVIDER</b><br>1-PAYMARK<br>2-Vodafone<br>3-Black and white<br>4-2 Degrees<br>5-Spark<br>6-Kore wireless<br>7-Global M2M<br>8- | <p>This parameter specifies the GPRS service Provider. By default 1 is selected for Paymark SIM card. <b>Press ENTER.</b></p> <p>These options are pre-configured and automatically configure the terminal to different SIM providers.</p> <p><b>Option 8- Allows you to manually configure the APN</b></p>   |
| 2.0 | <b>GPRS USER NAME?</b>  | <p>This parameter specifies the <b>GPRS USERNAME</b>. By default this field will be blank. Press <b>ENTER</b>.</p>  |
| 3.0 | <b>GPRS PRIMARY HOST PORT</b><br>33876  | <p>This parameter specifies the GPRS Primary Port Number of Paymark network. By default the host port number is set to <b>33876</b>. Press <b>ENTER</b>.</p>  |
| 4.0 | <b>GPRS SECONDARY HOST PORT</b><br>33876  | <p>This parameter specifies the GPRS Secondary Port Number of Paymark network. By default the host port number is set to <b>33876</b>. Press <b>ENTER</b>.</p>  |
| 5.0 | <b>QUICK DIAL?</b><br>1-YES 2-NO  | <p>This parameter sets up the speed of the terminal to dial. By default is selected as <b>1-YES</b> or press <b>2-NO</b> to disable quick dial.</p>   |
| 6.0 | <b>DIAL MODE?</b><br>1-TONE<br>2-PULSE<br>3-TONE/BLIND<br>4-PLUSE/BLIND   | <p>This parameter sets up the way that the terminal dials. Select the preferred mode by pressing the corresponding number key.</p> <p><b>1 = Tone</b> - is the default setting.</p> <p>In the default dial mode setting <b>1 (Tone)</b>, the terminal uses DTMF tones to dial the number, but only after detecting a valid NZ dial tone. If a valid dial tone isn't detected, "Transmission Error" will be displayed.</p> <p><b>2 = Pulse Dial</b> – this communication setting is used for the older PABX systems and is rarely used nowadays.</p> <p><b>3 = Tone/Blind Dial</b> – this is the same as Tone dial, however the modem ignores the health of the dial tone on the line and simply dials the configured phone number to call the host. This is used where the quality of the dial tone is low.</p> <p><b>4 = Pulse/Blind Dial</b> – this communication setting is used for the older PABX systems and is rarely used nowadays.</p> |

- 7.0
- PABX?  
 1A  
 or  
 1W
- Press **ENTER** to bypass if no PABX prefix is required.
- This parameter specifies the PABX numbers that the terminal dials to access an outside line.
- Note:** The terminal pauses for 1 second after dialling if a control character 'A' is inserted or to pauses for couple of seconds after dialling if a control character 'W' is inserted after the PABX number. To insert a control character 'A' or 'W', press the corresponding number key and then the **FUNC** key.
- To remove a PABX number from the PABX field, press **1** and then press **FUNC** key until space is displayed followed by **ENTER**.
- 
- 8.0
- HOST PHONE NO?  
 08797
- This parameter specifies the phone number of Paymark network to dial to. By default, the host phone number is set as **08797**. Press **ENTER**.
- NOTE: If the merchant has the Toll Bar on the site, then key in this phone number 1797 to obtain connectivity to Paymark network.**
- 
- 9.0
- USE DNS Y/N  
 1-YES 2-NO
- Press the corresponding number key and press **ENTER** to set for DNS or IP
- Option 1** – to allow the terminal to use Paymark DNS address. **Option 1 is selected by default.**
- 
- 10.0
- GPRS Primary  
 HOST DNS  
 gprs.paymark.co.nz
- This parameter specifies the Paymark Primary DNS address. By default, it is set to **gprs.paymark.co.nz**. Press **ENTER**
- 
- 11.0
- GPRS Secondary  
 Host DNS  
 gprs2.paymark.co.nz
- This parameter specifies the Paymark Secondary DNS address. By default, it is set to **gprs2.paymark.co.nz**. Press **ENTER**
- 
- 12.0
- USE DNS Y/N  
 2-NO
- Option 2** – to allow the terminal to use Paymark IP address.
- 
- 13.0
- GPRS Primary  
 HOST IP ADDRESS  
 117.120.35.3
- This parameter specifies the GPRS Primary IP address. By default, it is set to **117.120.35.3**. Press **ENTER**.
- 
- 14.0
- GPRS Secondary  
 HOST IP ADDRESS  
 117.120.33.3
- This parameter specifies the GPRS Secondary IP Address. By default, it is set to **117.120.33.3**. Press **ENTER**.
- 
- 15.0
- SAVE CONFIG Y/N
- Terminal prompts to save configuration. Press **ENTER** to save configuration on the terminal or **CLEAR** to exit and return to idle screen.
- 
- 16.0
- START GPRS Y/N
- Terminal prompts to start GPRS link. Press **ENTER** to start GPRS or **CLEAR** to exit without starting GPRS link to Paymark.

### 6.3.2 TCP-IP with GPRS Backup Configuration

- |     |   |  |
|-----|---|--|
| 1.0 | <b>SELECT SERVICE PROVIDER</b><br>1-PAYMARK<br>2-Vodafone<br>3-Black and white<br>4-2 Degrees<br>5-Spark<br>6-Kore wireless<br>7-Global M2M<br>8- | This parameter specifies the GPRS service Provider. By default 1 is selected for Paymark SIM card. <b>Press ENTER.</b><br><br>These options are pre-configured and automatically configure the terminal to different SIM providers.<br><br><b>Option 8- Allows you to manually configure the APN</b>   |
| 2.0 | <b>GPRS USER NAME?</b>  | This parameter specifies the <b>GPRS USERNAME</b> . By default this field will be blank. Press <b>ENTER</b> .  |
| 3.0 | <b>IP PRIMARY HOST PORT</b><br>33876  | This parameter specifies the Primary TCP/IP Port Number of Paymark network. Press <b>ENTER</b> .   |
| 4.0 | <b>IP SECONDARY HOST PORT</b><br>33876  | This parameter specifies the Secondary TCP/IP Port Number of Paymark network. Press <b>ENTER</b> .   |
| 5.0 | <b>ENABLE DHCP Y/N</b><br>1-YES 2-NO  | Press the corresponding number key and press <b>ENTER</b> to set the IP address for the terminal.<br><br><b>Option 1</b> – to allow the terminal to dynamically obtain its IP address and proceed with step 7.0. <b>Option 1 is selected by default.</b><br><br><b>Option 2</b> – to enter in static IP address for the terminal and proceed with step 6.0<br><br><b>NOTE: When configuring the terminal for Static IP address, ensure to obtain the IP address, subnet mask and default gateway IP address from your ISP (Internet Service Provider) for connectivity to Paymark network.</b> |
| 6.0 | <b>TERM IP ADDRESS</b><br>XXX.XXX.XXX.XXX   | Enter in the static IP address for the terminal.<br><br>Example: 192.10.1.14<br><br><b>Note:</b> Press the <b>FUNC</b> key to insert a dot in between numbers.   |
| 7.0 | <b>SUBNET MASK</b><br>XXX.XXX.XXX.XXX   | Enter in the subnet mask for the static IP address.<br><br>Example: 255.255.255.0  |
| 8.0 | <b>GATEWAY IP ADDR</b><br>XXX.XXX.XXX.XXX   | Enter in the gateway IP address to forward the packets from.<br><br>Example: 192.10.1.1  |

- |      |   |   |
|------|---|---|
| 7.0  | DNS1 IP ADDR<br>XXX.XXX.XXX.XXX                   | Enter in the gateway IP address to forward the packets from.<br>Example: 192.10.1.1   |
| 8.0  | DNS2 IP ADDR<br>XXX.XXX.XXX.XXX                   | Enter in the gateway IP address to forward the packets from.<br>Example: 192.10.1.1   |
| 9.0  | GPRS PRIMARY<br>HOST PORT<br>33876                | This parameter specifies the GPRS Primary Port Number of Paymark network. By default the host port number is set to <b>33876</b> .  |
| 10.0 | GPRS SECONDARY<br>HOST PORT<br>33876              | This parameter specifies the GPRS Secondary Port Number of Paymark network. By default the host port number is set to <b>33876</b> .  |
| 11.0 | USE DNS Y/N<br>1-YES 2-NO                         | Press the corresponding number key and press <b>ENTER</b> to set for DNS or IP<br><b>Option 1</b> – to allow the terminal to use Paymark DNS address. <b>Option 1 is selected by default.</b> |
| 12.0 | IP Primary<br>HOST DNS<br>direct.paymark.co.nz    | This parameter specifies the Paymark IP Primary DNS address. By default, it is set to <b>direct.paymark.co.nz</b> . Press <b>ENTER</b>  |
| 13.0 | IP Secondary<br>Host DNS<br>direct2.paymark.co.n  | This parameter specifies the Paymark IP Secondary DNS address. By default, it is set to <b>direct2.paymark.co.nz</b> . Press <b>ENTER</b>   |
| 14.0 | GPRS Primary<br>HOST DNS<br>gprs.paymark.co.nz    | This parameter specifies the Paymark GPRS Primary DNS address. By default, it is set to <b>gprs.paymark.co.nz</b> . Press <b>ENTER</b>  |
| 15.0 | GPRS Secondary<br>Host DNS<br>gprs2.paymark.co.nz | This parameter specifies the Paymark GPRS Secondary DNS address. By default, it is set to <b>gprs2.paymark.co.nz</b> . Press <b>ENTER</b>   |
| 16.0 | START TCP-IP Y/N                                  | Terminal prompts to start TCP-IP link. Press <b>ENTER</b> to start the link or <b>CLEAR</b> to exit without starting.   |
| 17.0 | START GPRS Y/N                                    | Terminal prompts to start GPRS link. Press <b>ENTER</b> to start GPRS or <b>CLEAR</b> to exit without starting GPRS link to Paymark.  |

### 6.3.3 TCP-IP with GPRS Backup with Dial up Backup Configuration

- |     |   |  |
|-----|---|--|
| 1.0 | <b>SELECT SERVICE PROVIDER</b><br>1-PAYMARK<br>2-Vodafone<br>3-Black and white<br>4-2 Degrees<br>5-Spark<br>6-Kore wireless<br>7-Global M2M<br>8- | This parameter specifies the GPRS service Provider. <b>By default 1 is selected for Paymark SIM card. Press ENTER.</b><br><br>These options are pre-configured and automatically configure the terminal to different SIM providers.<br><br><b>Option 8- Allows you to manually configure the APN</b>   |
| 2.0 | <b>GPRS USER NAME?</b><br><br>  | This parameter specifies the <b>GPRS USERNAME</b> . By default this field will be blank. Press <b>ENTER</b> .  |
| 3.0 | <b>IP PRIMARY HOST PORT</b><br>33876  | This parameter specifies the Primary TCP/IP Port Number of Paymark network. Press <b>ENTER</b> .   |
| 4.0 | <b>IP SECONDARY HOST PORT</b><br>33876  | This parameter specifies the Secondary TCP/IP Port Number of Paymark network. Press <b>ENTER</b> .   |
| 5.0 | <b>ENABLE DHCP Y/N</b><br>1-YES 2-NO<br><br><br><br><br><br><br><br><br>  | Press the corresponding number key and press <b>ENTER</b> to set the IP address for the terminal.<br><br><b>Option 1</b> – to allow the terminal to dynamically obtain its IP address and proceed with step 7.0. <b>Option 1 is selected by default.</b><br><br><b>Option 2</b> – to enter in static IP address for the terminal and proceed with step 6.0<br><br><b>NOTE: When configuring the terminal for Static IP address, ensure to obtain the IP address, subnet mask and default gateway IP address from your ISP (Internet Service Provider) for connectivity to Paymark network.</b> |
| 6.0 | <b>TERM IP ADDRESS</b><br>XXX.XXX.XXX.XXX<br><br>   | Enter in the static IP address for the terminal.<br><br>Example: 192.10.1.14<br><br><b>Note:</b> Press the <b>FUNC</b> key to insert a dot in between numbers.   |
| 7.0 | <b>SUBNET MASK</b><br>XXX.XXX.XXX.XXX<br><br>   | Enter in the subnet mask for the static IP address.<br><br>Example: 255.255.255.0  |
| 8.0 | <b>GATEWAY IP ADDR</b><br>XXX.XXX.XXX.XXX<br><br>   | Enter in the gateway IP address to forward the packets from.<br><br>Example: 192.10.1.1  |

- 7.0 **DNS1 IP ADDR**  
XXX.XXX.XXX.XXX
- Enter in the gateway IP address to forward the packets from.  
Example: 192.10.1.1
- 8.0 **DNS2 IP ADDR**  
XXX.XXX.XXX.XXX
- Enter in the gateway IP address to forward the packets from.  
Example: 192.10.1.1
- 9.0 **GPRS PRIMARY  
HOST PORT**  
33876
- This parameter specifies the GPRS Primary Port Number of Paymark network. By default the host port number is set to **33876**.
- 10.0 **GPRS SECONDARY  
HOST PORT**  
33876
- This parameter specifies the GPRS Secondary Port Number of Paymark network. By default the host port number is set to **33876**.
- 11.0 **QUICK DIAL?**  
1-YES 2-NO
- This parameter sets up the speed of the terminal to dial. By default is selected as **1-YES** or press **2-NO** to disable quick dial.
- 12.0 **DIAL MODE?**  
1-TONE  
2-PULSE  
3-TONE/BLIND  
4-PLUSE/BLIND
- This parameter sets up the way that the terminal dials. Select the preferred mode by pressing the corresponding number key.
- 1 = Tone** - is the default setting.
- In the default dial mode setting **1** (Tone), the terminal uses DTMF tones to dial the number, but only after detecting a valid NZ dial tone. If a valid dial tone isn't detected, "Transmission Error" will be displayed.
- 2 = Pulse Dial** – this communication setting is used for the older PABX systems and is rarely used nowadays.
- 3 = Tone/Blind Dial** – this is the same as Tone dial, however the modem ignores the health of the dial tone on the line and simply dials the configured phone number to call the host. This is used where the quality of the dial tone is low.
- 4 = Pulse/Blind Dial** – this communication setting is used for the older PABX systems and is rarely used nowadays.
- 13.0 **PABX?**  
1A  
or  
1W
- Press **ENTER** to bypass if no PABX prefix is required.
- This parameter specifies the PABX numbers that the terminal dials to access an outside line.
- Note:** The terminal pauses for 1 second after dialling if a control character '**A**' is inserted or to pauses for couple of seconds after dialling if a control character '**W**' is inserted after the PABX number. To insert a control character '**A**' or '**W**', press the corresponding number key and then the **FUNC** key.
- To remove a PABX number from the PABX field, press **1** and then press **FUNC** key until space is displayed followed by **ENTER**.
- 14.0 **HOST PHONE NO?**  
08797
- This parameter specifies the phone number of Paymark network to dial to. By default, the host phone number is set as **08797**. Press **ENTER**.
- NOTE: If the merchant has the Toll Bar on the site, then key in this phone number 1797 to obtain connectivity to Paymark network.**

- 15.0 USE DNS Y/N  
1-YES 2-NO Press the corresponding number key and press **ENTER** to set for DNS or IP  
**Option 1** – to allow the terminal to use Paymarks DNS address. **Option 1 is selected by default.**
- 16.0 IP Primary  
HOST DNS  
direct.paymark.co.nz This parameter specifies the Paymark IP Primary DNS address. By default, it is set to **direct.paymark.co.nz**. Press **ENTER**
- 17.0 IP Secondary  
Host DNS  
direct2.paymark.co.n This parameter specifies the Paymark IP Secondary DNS address. By default, it is set to **direct2.paymark.co.nz**. Press **ENTER**
- 18.0 GPRS Primary  
HOST DNS  
gprs.paymark.co.nz This parameter specifies the Paymark GPRS Primary DNS address. By default, it is set to **gprs.paymark.co.nz**. Press **ENTER**
- 19.0 GPRS Secondary  
Host DNS  
gprs2.paymark.co.nz This parameter specifies the Paymark GPRS Secondary DNS address. By default, it is set to **gprs2.paymark.co.nz**. Press **ENTER**
- 20.0 START TCP-IP Y/N Terminal prompts to start TCP-IP link. Press **ENTER** to start the link or **CLEAR** to exit without starting.
- 21.0 START GPRS Y/N Terminal prompts to start GPRS link. Press **ENTER** to start GPRS or **CLEAR** to exit without starting GPRS link to Paymark.



### 6.3.4 Dial up with GPRS Backup

- |     |   |   |
|-----|---|---|
| 1.0 | <b>SELECT SERVICE PROVIDER</b><br>1-PAYMARK<br>2-Vodafone<br>3-Black and white<br>4-2 Degrees<br>5-Spark<br>6-Kore wireless<br>7-Global M2M<br>8- | <p>This parameter specifies the GPRS service Provider. By default 1 is selected for Paymark SIM card. <b>Press ENTER.</b></p> <p>These options are pre-configured and automatically configure the terminal to different SIM providers.</p> <p><b>Option 8- Allows you to manually configure the APN</b></p>   |
| 2.0 | <b>GPRS USER NAME?</b><br><br>  | <p>This parameter specifies the <b>GPRS USERNAME</b>. By default this field will be blank. Press <b>ENTER</b>.</p>  |
| 3.0 | <b>GPRS PRIMARY HOST PORT</b><br>33876  | <p>This parameter specifies the GPRS Primary Port Number of Paymark network. By default the host port number is set to <b>33876</b>. Press <b>ENTER</b>.</p>  |
| 4.0 | <b>QUICK DIAL?</b><br>1-YES 2-NO  | <p>This parameter sets up the speed of the terminal to dial. By default is selected as <b>1-YES</b> or press <b>2-NO</b> to disable quick dial.</p>   |
| 5.0 | <b>DIAL MODE?</b><br>1-TONE<br>2-PULSE<br>3-TONE/BLIND<br>4-PLUSE/BLIND   | <p>This parameter sets up the way that the terminal dials. Select the preferred mode by pressing the corresponding number key.</p> <p><b>1 = Tone</b> - is the default setting.</p> <p>In the default dial mode setting <b>1</b> (Tone), the terminal uses DTMF tones to dial the number, but only after detecting a valid NZ dial tone. If a valid dial tone isn't detected, "Transmission Error" will be displayed.</p> <p><b>2 = Pulse Dial</b> – this communication setting is used for the older PABX systems and is rarely used nowadays.</p> <p><b>3 = Tone/Blind Dial</b> – this is the same as Tone dial, however the modem ignores the health of the dial tone on the line and simply dials the configured phone number to call the host. This is used where the quality of the dial tone is low.</p> <p><b>4 = Pulse/Blind Dial</b> – this communication setting is used for the older PABX systems and is rarely used nowadays.</p> |
| 6.0 | <b>PABX?</b><br>1A<br>or<br>1w  | <p>Press <b>ENTER</b> to bypass if no PABX prefix is required.</p> <p>This parameter specifies the PABX numbers that the terminal dials to access an outside line.</p> <p><b>Note:</b> The terminal pauses for 1 second after dialling if a control character '<b>A</b>' is inserted or to pauses for couple of seconds after dialling if a control character '<b>W</b>' is inserted after the PABX number. To insert a control character '<b>A</b>' or '<b>W</b>', press the corresponding number key and then the <b>FUNC</b> key.</p> <p>To remove a PABX number from the PABX field, press <b>1</b> and then press <b>FUNC</b> key until space is displayed followed by <b>ENTER</b>.</p>   |

- 7.0 **HOST PHONE NO?**  
**08797**
- This parameter specifies the phone number of Paymark network to dial to. By default, the host phone number is set as **08797**. Press **ENTER**.
- NOTE: If the merchant has the Toll Bar on the site, then key in this phone number 1797 to obtain connectivity to Paymark network.**
- 8.0 **USE DNS Y/N**  
**1-YES 2-NO**
- Press the corresponding number key and press **ENTER** to set for DNS or IP
- Option 1** – to allow the terminal to use Paymark DNS address. **Option 1 is selected by default.**
- 9.0 **GPRS Primary**  
**HOST DNS**  
**gprs.paymark.co.nz**
- This parameter specifies the Paymark Primary DNS address. By default, it is set to **gprs.paymark.co.nz**. Press **ENTER**
- 10.0 **GPRS Secondary**  
**Host DNS**  
**gprs2.paymark.co.nz**
- This parameter specifies the Paymark Secondary DNS address. By default, it is set to **gprs2.paymark.co.nz**. Press **ENTER**
- 11.0 **USE DNS Y/N**  
**2-NO**
- Option 2** – to allow the terminal to use Paymark IP address.
- 12.0 **GPRS Primary**  
**HOST IP ADDRESS**  
**117.120.35.3**
- This parameter specifies the GPRS Primary IP address. By default, it is set to **117.120.35.3**. Press **ENTER**.
- 13.0 **GPRS Secondary**  
**HOST IP ADDRESS**  
**117.120.33.3**
- This parameter specifies the GPRS Secondary IP Address. By default, it is set to **117.120.33.3**. Press **ENTER**.

## 6.4 WIFI Configuration

- 1.0 **IP PRIMARY**  
**HOST PORT**  
**33876**
- This parameter specifies the Primary TCP/IP Port Number of Paymark network. Press **ENTER**.
- 2.0 **IP SECONDARY**  
**HOST PORT**  
**33876**
- This parameter specifies the Secondary TCP/IP Port Number of Paymark network. Press **ENTER**.
- 3.0 **ENABLE DHCP Y/N**  
**1-YES 2-NO**
- Press the corresponding number key and press **ENTER** to set the IP address for the terminal.
- Option 1** – to allow the terminal to dynamically obtain its IP address and proceed with step 7.0. **Option 1 is selected by default.**
- Option 2** – to enter in static IP address for the terminal and proceed with step 4.0

- 4.0 **TERM IP ADDRESS**  
XXX.XXX.XXX.XXX
- Enter in the static IP address for the terminal.  
Example: 192.10.1.14  
**Note:** Press the **FUNC** key to insert a dot in between numbers.
- 5.0 **SUBNET MASK**  
XXX.XXX.XXX.XXX
- Enter in the subnet mask for the static IP address.  
Example: 255.255.255.0
- 6.0 **GATEWAY IP ADDR**  
XXX.XXX.XXX.XXX
- Enter in the gateway IP address to forward the packets from.  
Example: 192.10.1.1
- 7.0 **DNS1 IP ADDR**  
XXX.XXX.XXX.XXX
- Enter in the gateway IP address to forward the packets from.  
Example: 192.10.1.1
- 8.0 **DNS2 IP ADDR**  
XXX.XXX.XXX.XXX
- Enter in the gateway IP address to forward the packets from.  
Example: 192.10.1.1
- 9.0 **USE DNS Y/N**  
1-YES 2-NO
- Press the corresponding number key and press **ENTER** to set for DNS or IP  
**Option 1** – to allow the terminal to use Paymark DNS address. **Option 1 is selected by default.**
- 10.0 **IP Primary**  
**HOST DNS**  
direct.paymark.co.nz
- This parameter specifies the Paymark Primary DNS address. By default, it is set to **direct.paymark.co.nz**. Press **ENTER**
- 11.0 **IP Secondary**  
**Host DNS**  
direct2.paymark.co.n
- This parameter specifies the Paymark Secondary DNS address. By default, it is set to **direct2.paymark.co.nz**. Press **ENTER**
- 12.0 **USE DNS Y/N**  
2-NO
- Option 2** – to allow the terminal to use Paymark IP address.
- 13.0 **IP Primary**  
**HOST IP ADDRESS**  
117.120.34.110
- This parameter specifies the Primary Host IP Address. By default, it is set to **117.120.34.110**. Press **ENTER**.
- 14.0 **IP Secondary**  
**HOST IP ADDRESS**  
117.120.32.110
- This parameter specifies the Secondary Host IP Address. By default, it is set to **117.120.32.110**. Press **ENTER**.
- 15.0 **SAVE CONFIG Y/N**
- Terminal prompts to save configuration. Press **ENTER** to save configuration on the terminal or **CLEAR** to exit and return to idle screen.

- 16.0 START TCP-IP Y/N Terminal prompts to start TCP-IP link. Press **ENTER** to start the link or **CLEAR** to exit without starting.

### 6.4.1 TCP-IP with WIFI as Backup Configuration

- 1.0 IP PRIMARY  
HOST PORT  
33876 This parameter specifies the Primary TCP/IP Port Number of Paymark network. Press **ENTER**.
- 2.0 IP SECONDARY  
HOST PORT  
33876 This parameter specifies the Secondary TCP/IP Port Number of Paymark network. Press **ENTER**.
- 3.0 ENABLE DHCP Y/N  
1-YES 2-NO Press the corresponding number key and press **ENTER** to set the IP address for the terminal.  
**Option 1** – to allow the terminal to dynamically obtain its IP address and proceed with step 7.0. **Option 1 is selected by default.**  
**Option 2** – to enter in static IP address for the terminal and proceed with step 4.0
- 4.0 TERM IP ADDRESS  
XXX.XXX.XXX.XXX Enter in the static IP address for the terminal.  
Example: 192.10.1.14  
**Note:** Press the **FUNC** key to insert a dot in between numbers.
- 5.0 SUBNET MASK  
XXX.XXX.XXX.XXX Enter in the subnet mask for the static IP address.  
Example: 255.255.255.0
- 6.0 GATEWAY IP ADDR  
XXX.XXX.XXX.XXX Enter in the gateway IP address to forward the packets from.  
Example: 192.10.1.1
- 7.0 DNS1 IP ADDR  
XXX.XXX.XXX.XXX Enter in the gateway IP address to forward the packets from.  
Example: 192.10.1.1
- 8.0 DNS2 IP ADDR  
XXX.XXX.XXX.XXX Enter in the gateway IP address to forward the packets from.  
Example: 192.10.1.1
- 9.0 USE DNS Y/N  
1-YES 2-NO Press the corresponding number key and press **ENTER** to set for DNS or IP  
**Option 1** – to allow the terminal to use Paymark DNS address. **Option 1 is selected by default.**
- 10.0 IP Primary  
HOST DNS  
direct.paymark.co.nz This parameter specifies the Paymark Primary DNS address. By default, it is set to **direct.paymark.co.nz**. Press **ENTER**

- 11.0 

IP Secondary  
Host DNS  
direct2.paymark.co.n

 This parameter specifies the Paymark Secondary DNS address. By default, it is set to **direct2.paymark.co.nz**. Press **ENTER**
- 12.0 

USE DNS Y/N  
2-NO

**Option 2** – to allow the terminal to use Paymark IP address.
- 13.0 

IP Primary  
HOST IP ADDRESS  
117.120.34.110

 This parameter specifies the Primary Host IP Address. By default, it is set to **117.120.34.110**. Press **ENTER**.
- 14.0 

IP Secondary  
HOST IP ADDRESS  
117.120.32.110

 This parameter specifies the Secondary Host IP Address. By default, it is set to **117.120.32.110**. Press **ENTER**.
- 15.0 

SAVE CONFIG Y/N

 Terminal prompts to save configuration. Press **ENTER** to save configuration on the terminal or **CLEAR** to exit and return to idle screen.
- 16.0 

START TCP-IP Y/N

 Terminal prompts to start TCP-IP link. Press **ENTER** to start the link or **CLEAR** to exit without starting.


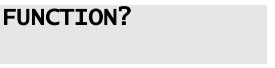

## 6.5 WIFI

The Move 5000 terminal supports WiFi connection. If the site has WiFi available, the terminal can be enabled to communicating via WiFi connection.


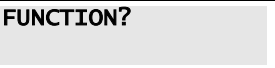


### 6.5.1 Activate/Deactivate WIFI Support

The following steps will be performed to activate or deactivate WiFi support on Move 5000 terminal.

#### Activate WIFI Support

Step	Terminal Display	Comment
1.0	 Paymark EFTPOS	Press <b>FUNC</b>
2.0		Enter <b>71</b> and press <b>ENTER</b> .
3.0		<b>ACTIVATE WIFI SUPPORT</b> will be displayed. Press <b>ENTER</b> to activate WIFI connection. Terminal will then returned to idle screen.


#### Deactivate WIFI Support

Step	Terminal Display	Comment
1.0	 Paymark EFTPOS	Press <b>FUNC</b>
2.0		Enter <b>71</b> and press <b>ENTER</b> .
3.0		<b>DEACTIVATE WIFI SUPPORT</b> will be displayed. Press <b>ENTER</b> to deactivate WIFI connection.
4.0		Terminal will then restart and then return to idle screen.

## 6.5.2 WIFI Setup

This function allows the terminal to scan for available WIFI connection at the site to connect to for transacting.






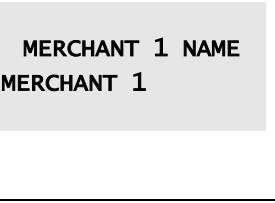

Perform the following steps to scan for WIFI connection at the site to connect to.

Step	Terminal Display	Comment
1.0		Press <b>FUNC</b>
2.0	FUNCTION?	Enter <b>72</b> and press <b>ENTER</b> .
3.0	CONFIG WI-FI? ENTER OR CLEAR	<b>CONFIG WI-FI? ENTER OR CLEAR</b> will be displayed. Press <b>ENTER</b> to configure WIFI.
4.0	WI-FI ACTIVE CONFIG WI-FI? ENTER OR CLEAR	<b>WI-FI ACTIVE CONFIG WI-FI? ENTER OR CLEAR</b> will be displayed. Press <b>ENTER</b> to scan to available WIFI connection.
	SCANNING.....	<b>SCANNING</b> will be displayed. Terminal will take few seconds or a minute to scan for available WIFI connection at site.
	1 WIFI 1 2 WIFI 2 3 WIFI 3 4 WIFI 4	Once the scanning has been completed, the available WIFI connection will be displayed on the terminal screen for selection. Press the corresponding number key to select the preferred WIFI to connect to.
	SELECT WI-FI CYPHER 1-NONE 2-WEP64 3-WEP128 4-WPA / WPA2	<b>SELECT WI-FI CYPHER</b> will be displayed, Press the corresponding number to select the WIFI security that is used by the WIFI that is been connected to.
	WIFI PASSWORD	<b>WIFI PASSWORD</b> will be displayed. Key in the WIFI password followed by <b>ENTER</b> . <b>NOTE: The WIFI password will be case sensitive. Press corresponding number key once then FUNC key to scroll through upper and lower case alpha characters.</b>
	PLEASE WAIT	<b>PLEASE WAIT</b> will be displayed.
	RESTARTING TERMINAL...	Terminal will then restart and then return to idle screen.

## 6.6 Multi-Merchant Configuration

This function is used to configure the terminal for Multi-merchant operation. The terminal can support up to 8 Merchants.

**NOTE:** After activating the Multi-Merchant configuration, please return to EFTPOS configuration for Multi-Merchant **Function 3824** to enter the Terminal and Merchant ID's for the active merchants.


Step	Terminal Display	Description
1.0		Press <b>FUNC</b>
2.0		Enter <b>7418</b> , press <b>ENTER</b>
3.0		Terminal is now in configuration mode. Go to following steps to proceed or press <b>CANCEL</b> to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity
4.0		<p><b><u>Press 3 to Set Active Merchants</u></b></p> <p>Enter the number (from 1 – 8) for each individual merchant you wish to activate and press <b>ENTER</b></p> <p>Example: To activate merchants 1 to 5, enter 12345</p>
5.0		Terminal is now in configuration mode. Go to following steps to proceed or press <b>CANCEL</b> to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity
6.0		<p><b><u>Press 4 to Manually Set Merchant Name</u></b></p> <p>To change the merchant name, use the numeric keypad then the <b>FUNC</b> key to access the alpha characters. Press <b>ENTER</b> to advance to the next merchant name</p> <p><b>NOTE: If the merchant name is not set, then terminal will automatically use the names that are on the Paymark receipt header</b></p>
7.0		Terminal is now in configuration mode. Go to following steps to proceed or press <b>CANCEL</b> to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity



## 6.7 EFTPOS Configuration for Multi-Merchant

For a multi-merchant terminal each merchant has its own configuration.

Prior to configuring the terminal for multi-merchant, refer to page 47 to setup the required number of active merchants on the terminal. Once assigned then proceed with the following steps to configure the terminal for multi merchant.






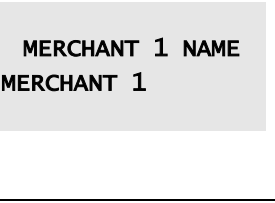

Step	Terminal Display	Comment
1.0		Press <b>FUNC</b>
2.0	FUNCTION?	Enter <b>3824</b> and press <b>ENTER</b> .
3.0	CONFIG PARAMS? ENTER OR CLEAR	<b>ENTER</b> to configure the parameters, <b>CLEAR</b> to cancel and exit to idle prompt.
4.0	1 MERCHANT 1 2 MERCHANT 2 3 MERCHANT 3	Select the corresponding number on the terminal to select the Merchant to proceed with configuration followed by <b>ENTER</b> .
5.0	TERMINAL ID? XXXXXXXX	This parameter specifies the Terminal ID that Paymark assigns to the terminal. Press <b>ENTER</b> .
6.0	MERCHANT ID? XXXXXXXXXXXX	This parameter specifies the Merchant ID assigned by Paymark. Press <b>ENTER</b> .
7.0	NII? 001	This parameter specifies the Network International Identifier (by default 001) that the terminal uses to route messages to Paymark. Press <b>ENTER</b> .
8.0	COMMS MODE? 1-DIAL-UP	To configure COMMS mode: Press <b>1</b> for <b>Dial-up configuration</b> followed by <b>ENTER</b> and proceed with the configuration as on page 26.
	2-TCP-IP / DIAL	Press <b>2</b> for <b>TCP-IP/Dial as backup configuration</b> followed by <b>ENTER</b> and proceed with the configuration as on page 27.
	3-TCP-IP	Press <b>3</b> for <b>TCP-IP configuration</b> followed by <b>ENTER</b> and proceed with the configuration as on page 29.
	4-GPRS	Press <b>4</b> for <b>GPRS configuration</b> followed by <b>ENTER</b> and proceed with the configuration as on page 30.
	5- GPRS / Dial	Press <b>5</b> for <b>GPRS with Dialup as backup configuration</b> followed by <b>ENTER</b> and proceed with the configuration as on page 31.

	6-TCP-IP / GPRS	Press <b>6</b> for <b>TCP-IP/GPRS as backup configuration</b> followed by <b>ENTER</b> and proceed with the configuration as on page 33.
	7-TCP-IP/GPRS/DIAL	Press <b>7</b> for <b>TCP-IP/GPRS/Dial-up as backup configuration</b> followed by <b>ENTER</b> and proceed with the configuration as on page 35.
	8-DIAL / GPRS	Press <b>8</b> for <b>DIAL/GPRS as backup configuration</b> followed by <b>ENTER</b> and proceed with configuration as on page 37.  Proceed with the configuration as normal, until <b>CONFIG TO ALL MERCHANT Y/N</b> prompt and proceed as below.
	9-WIFI	Press <b>9</b> for <b>WIFI configuration</b> followed by <b>ENTER</b> and proceed with the configuration.  <b>NOTE: WIFI will only be available when enabled under FUNC 71</b>
	0-TCP-IP / WIFI	Press <b>0</b> for <b>TCP-IP/WIFI as backup configuration</b> followed by <b>ENTER</b> and proceed with the configuration.  <b>NOTE: WIFI will only be available when enabled under FUNC 71</b>
9.0	COPY CONFIG TO ALL MERCHANT Y/N	This feature allows the merchant to copy the configuration from COMMS mode and below to the entire active merchants if communicating through same medium.  Press <b>ENTER</b> to copy the current configuration to the entire active merchants or <b>CLEAR</b> to cancel and proceed with configuring each merchant for its required COMMS mode.
10.0	PLEASE WAIT	<b>PLEASE WAIT</b> will be displayed while copying the current merchant configuration to the other active merchants.
11.0	CONFIG ANOTHER MERCHANT Y/N	Press <b>ENTER</b> to proceed with the configuration of the next merchant or <b>CLEAR</b> to cancel and exit out from the merchant configuration.

## 6.8 Multi-Merchant Configuration





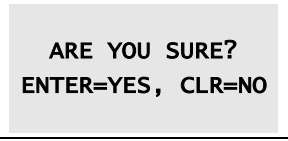
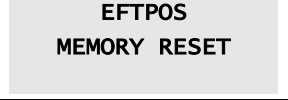

This function is used to configure the terminal for Multi-merchant operation. The terminal can support up to 8 Merchants.

**NOTE:** After activating the Multi-Merchant configuration, please return to EFTPOS configuration for Multi-Merchant **Function 3824** to enter the Terminal and Merchant ID's for the active merchants.

Step	Terminal Display	Description
1.0		Press <b>FUNC</b>
2.0		Enter <b>7418</b> , press <b>ENTER</b>
3.0		Terminal is now in configuration mode. Go to following steps to proceed or press <b>CANCEL</b> to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity
4.0		<p><b><u>Press 3 to Set Active Merchants</u></b></p> <p>Enter the number (from 1 – 8) for each individual merchant you wish to activate and press <b>ENTER</b></p> <p>Example: To activate merchants 1 to 5, enter 12345</p>
5.0		Terminal is now in configuration mode. Go to following steps to proceed or press <b>CANCEL</b> to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity
6.0		<p><b><u>Press 4 to Manually Set Merchant Name</u></b></p> <p>To change the merchant name, use the numeric keypad then the <b>FUNC</b> key to access the alpha characters. Press <b>ENTER</b> to advance to the next merchant name</p> <p><b>NOTE: If the merchant name is not set, then terminal will automatically use the names that are on the Paymark receipt header</b></p>
7.0		Terminal is now in configuration mode. Go to following steps to proceed or press <b>CANCEL</b> to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity






### 6.8.1 Master Memory Reset

This function allows the merchant to reset the memory of the entire active merchants on the terminal.

Step	Terminal Display	Description
1.0		Press <b>FUNC</b>
2.0		Enter <b>7418</b> , press <b>ENTER</b>
3.0		Terminal is now in configuration mode. Go to following steps to proceed or press <b>CANCEL</b> to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity
4.0		<b><u>Press 8 to Delete Terminal Configuration</u></b> To delete the Terminal Configuration of the entire active merchants, press <b>ENTER</b> or <b>CLEAR</b> to return to <b>MULTI MERCHANT SETUP</b> screen.
4.1		Press <b>ENTER</b> to proceed with deleting the entire active merchants terminal configuration or <b>CLEAR</b> to return to <b>MULTI MERCHANT SETUP</b> screen.
4.2		This message will be displayed on the terminal for few seconds when resetting the memory to factory default.
5.0		Terminal is now in configuration mode. Press <b>CANCEL</b> to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity

## 6.8.2 To Deactivate Multi-Merchant Configuration

This function allows the merchant to deactivate multi-merchants on the terminal if not required.

Step	Terminal Display	Description
1.0		Press <b>FUNC</b>
2.0		Enter <b>7418</b> , press <b>ENTER</b>
3.0		Terminal is now in configuration mode. Go to following steps to proceed or press <b>CANCEL</b> to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity
4.0		<b><u>Press 3 to Deactivate Active Merchants</u></b> Terminal will display with all active merchants that was previous configured. To deactivate multi-merchant from the terminal, key in the active merchant number that the merchant desire to have active followed by the <b>ENTER</b> . This will result in deactivating the other active merchants on the terminal. Example: To deactivate merchants <b>2 to 5</b> , enter the merchant number <b>1</b> to have active and other active merchants will be deactivated.
5.0		Terminal is now in configuration mode. Press <b>CANCEL</b> to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity

## 6.9 Contactless

All new Contactless cards include the latest advanced security features required by the payment card industry. Payments are processed through the same secure Visa/MasterCard technology as Chip and PIN transactions.

Contactless transactions are covered by the same fraud protection as Chip and PIN transactions. Contactless also offers an extra level of security by allowing the customer to retain control of their card at all times, preventing behind the counter fraud from taking place.

Payments are made via radio wave communication between the customer's contactless credit card and the contactless device; contactless cards have an antenna embedded in the card plastic.

By simply holding the contactless card within a few centimetres of the contactless device, at the point of sale, the card is detected and the chip in the card is powered on. This allows a wireless communication link to be established between the card and the reader enabling the transfer of information which takes less than half a second to complete.

As soon as the transaction is complete, the contactless device will display a row of four green lights, indicating that the contactless card can be moved away from the reader.

Ingenico terminals are fully compatible with the global EMV standards, as well as Visa's PayWave and MasterCard's PayPass. American Express ExpressPay and JCB JSpeedy.

Contactless card processing is fast, secure and convenient, no more fumbling for change or traditional card reading to hold up queues.







### 6.9.1 Contactless Configuration

This function allows the merchant to activate the contactless functionality on the Move 5000 device.

The contactless is pre-activated from the hardware level of Move 5000 and will only require activating the contactless from software end.







### 6.9.2 Activate Contactless

To activate contactless from software end, perform the steps below:

Step	Terminal Display	Description
1.0		Press <b>FUNC</b>
2.0		Key in <b>7418</b> followed by <b>ENTER</b>
3.0		At <b>MULTI MERCHANT SETUP</b> , press <b>7</b>
4.0		<b>ACTIVATE CTL?</b> will be displayed. Press <b>ENTER</b> to activate contactless
5.0		Contactless has now been activated on the terminal.
6.0		Press <b>CANCEL</b> to return to idle screen

### 6.9.3 Deactivate Contactless



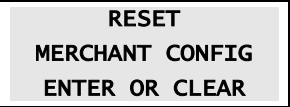
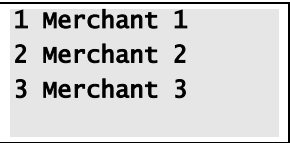

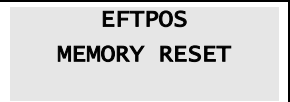
To deactivate contactless from software end, perform the steps below:

Step	Terminal Display	Description
1.0		Press <b>FUNC</b>
2.0		Key in <b>7418</b> followed by <b>ENTER</b>
3.0		At <b>MULTI MERCHANT SETUP</b> , press <b>7</b>
4.0		<b>DISABLE CTL?</b> will be displayed. Press <b>ENTER</b> to deactivate contactless
5.0		Contactless has now been deactivated on the terminal.
		Press <b>CANCEL</b> key to return to idle screen



## 6.10 Single Merchant Memory Reset Configuration

This function allows the merchant configuration to be reset to factory default values.

Step	Terminal Display	Description
1.0		Press <b>FUNC.</b>
2.0		Enter <b>9902</b> and press <b>ENTER.</b>
3.0		Press <b>ENTER</b> to reset the merchant configuration or <b>CLEAR</b> to cancel and return to idle screen.
4.0		<b>Only applicable with Multi-Merchant setup.</b> Select the corresponding number on the terminal to select the Merchant followed by <b>ENTER.</b>
5.0		Terminal displays <b>PLEASE WAIT</b> while retrieving the default merchant configuration.
6.0		Terminal prompts <b>EFTPOS MEMORY RESET</b> while resetting the merchant configuration and returns to idle.

**NOTE:** The above function is performed to delete the configuration for the selected merchant only.





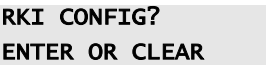

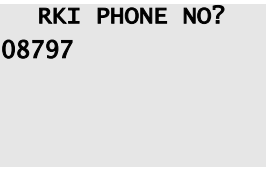

## 6.11 Remote Key Injection (PKMS)

The Ingenico Move 5000 terminal supports Remote Key Injection technology to enable automated injection of security keys from Paymark.





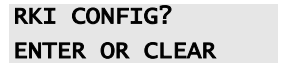
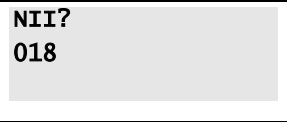
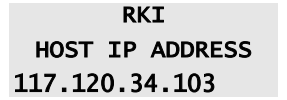


### 6.11.1 Remote Key Injection (PKMS) Configuration

This function is used to configure the Remote Key Injection operation and can be performed through Dial-up, TCP-IP (Broadband) and GPRS mode.


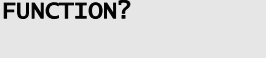


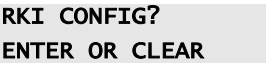

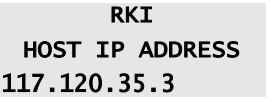



### 6.11.2 Dial-up RKI Configuration

Step	Terminal Display	Description
1.0		Press <b>FUNC</b>
2.0		Enter <b>7418</b> , press <b>ENTER</b>
3.0		Terminal is now in configuration mode. Go to following Steps to proceed or Press <b>CANCEL</b> to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity
4.0		Select <b>option 5</b> for <b>RKI configuration</b> by pressing the corresponding number key.
5.0		Press <b>ENTER</b> to proceed with the RKI configuration or <b>CLEAR</b> to cancel and exit to idle screen
6.0		This parameter specifies the Network International Identifier that the terminal uses to route messages to Paymark. Press <b>ENTER</b> .
7.0		This parameter specifies the Phone number of the Paymark Host, where it will be connecting to download the keys. By default, the RKI phone number is set as <b>08797</b> . <b>NOTE: If the merchant has the Toll Bar on the site, then key in this phone number 1797 to obtain connectivity to Paymark network.</b>
8.0		Terminal is now in configuration mode. Press <b>CANCEL</b> to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity

### 6.11.3 TCP-IP (Broadband) RKI Configuration





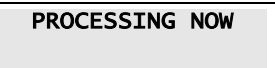

Step	Terminal Display	Description
1.0		Press <b>FUNC</b>
2.0		Enter <b>7418</b> , press <b>ENTER</b>
3.0		Terminal is now in configuration mode. Go to following Steps to proceed or Press <b>CANCEL</b> to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity
4.0		Select <b>option 5</b> for <b>RKI configuration</b> by pressing the corresponding number key.
5.0		Press <b>ENTER</b> to proceed with the RKI configuration or <b>CLEAR</b> to cancel and exit to idle screen
6.0		This parameter specifies the Network International Identifier that the terminal uses to route messages to Paymark. Press <b>ENTER</b> .
7.0		This parameter specifies the <b>RKI HOST IP ADDRESS</b> of the Paymark, where it will be connecting to download the keys. By default, the RKI (PKMS) Host IP Address is set as <b>117.120.34.103</b> .
8.0		This parameter specifies the <b>RKI HOST PORT</b> of the Paymark, where it will be connecting to download the keys. By default, the RKI (PKMS) Host Port is set as <b>7540</b> .
9.0		Terminal is now in configuration mode. Press <b>CANCEL</b> to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity

## 6.11.4 GPRS RKI Configuration

Step	Terminal Display	Description
1.0		Press <b>FUNC</b>
2.0		Enter <b>7418</b> , press <b>ENTER</b>
3.0		Terminal is now in configuration mode. Go to following Steps to proceed or Press <b>CANCEL</b> to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity
4.0		Select <b>option 5</b> for <b>RKI configuration</b> by pressing the corresponding number key.
5.0		Press <b>ENTER</b> to proceed with the RKI configuration or <b>CLEAR</b> to cancel and exit to idle screen
6.0		This parameter specifies the Network International Identifier that the terminal uses to route messages to Paymark. Press <b>ENTER</b> .
7.0		This parameter specifies the <b>RKI HOST IP ADDRESS</b> of Paymark, where it will be connecting to download the keys. By default, the RKI (PKMS) Host IP Address is set as <b>117.120.35.3</b> .
8.1		For third Party SIM card configuration, the RKI HOST IP ADDRESS of Paymark would be <b>117.120.34.103</b> . By default the RKI (PKMS) Host IP Address is set as <b>117.120.35.3</b> .
8.0		This parameter specifies the <b>RKI HOST PORT</b> of the Paymark, where it will be connecting to download the keys. By default, the RKI (PKMS) Host Port is set as <b>7540</b> .
9.0		Terminal is now in configuration mode. Press <b>CANCEL</b> to exit, otherwise the terminal will automatically exit after 30 seconds of inactivity

### 6.11.5 Remote Key Injection (PKMS) Initialisation

This function allows the Paymark security keys to be injected into the terminal through the following steps below.


Step	Terminal Display	Description
1.0		Press <b>FUNC.</b>
2.0		Key in <b>87</b> and press <b>ENTER</b>
3.0		Key in <b>6987</b> and press <b>ENTER</b>
4.0		Terminal starts to download remote keys into the terminal from the Paymark host.
5.0		Terminal has begun to download the keys into the terminal.
6.0		RKI logon was successful to download the keys to the terminal.

After a successful RKI (PKMS) key injection into the terminal, reseller will then need to contact Paymark Key Assist helpline on 0800 653 875 to get the keys released against the terminal ID. A merchant logon can then be initiated and successfully completed with an ACCEPTED response, the terminal is ready to process transaction.

## 6.12 Enable/Disable Terminal Functions

This menu allows certain terminal functions to be enabled or disabled as required.

**NOTE:** To enable or disable any function in the terminal, press the **F1** key to toggle between **ON** and **OFF** and to scroll back to the previous function, press the **CLEAR** key.

Step	Terminal Display	Comment
1.0		Press <b>FUNC</b>
2.0	FUNCTION?	Key in <b>7415</b> followed by <b>ENTER</b>
3.0	CASH OUT ON	Press <b>F1</b> to enable or disable the <b>CASH OUT</b> function followed by <b>ENTER</b> .
4.0	PURCHASE + CASH OFF	Press <b>F1</b> to enable or disable the <b>PURCHASE + CASH</b> function followed by <b>ENTER</b> .
5.0	CTL RECEIPT ON	Press <b>F1</b> to enable or disable the <b>CONTACTLESS RECEIPT</b> function followed by <b>ENTER</b> .
6.0	PRE-PRINTING OFF	Press <b>F1</b> to enable or disable the <b>PRE-PRINTING</b> function followed by <b>ENTER</b> . By default the Pre-printing is disabled.
7.0	CHEQUE AUTH OFF	Press <b>F1</b> to enable or disable the <b>CHEQUE AUTHORISATION</b> function followed by <b>ENTER</b> .
8.0	CC TIPPING OFF	Press <b>F1</b> to enable or disable the <b>CREDIT CARD TIPPING</b> function followed by <b>ENTER</b> .
9.0	INSTANT TIPPING OFF	Press <b>F1</b> to enable or disable the <b>INSTANT TIPPING</b> function followed by <b>ENTER</b> .
10.0	CC HOSPITALITY OFF	Press <b>F1</b> to enable or disable the <b>CREDIT CARD HOSPITALITY</b> function followed by <b>ENTER</b> .
11.0	PRINT CUST COPY ON	Press <b>F1</b> to enable or disable the <b>CUSTOMER COPY</b> function followed by <b>ENTER</b> . This function enables the merchant to print only merchant copy receipt

12.0

**PROMPT CUST COPY**  
**OFF**

Press **F1** to enable or disable the **PROMPT CUSTOMER COPY** function followed by **ENTER**. This function gives the merchant an option to print both merchant and customer copy or just a merchant copy.

13.0

**ALERT DECLINE**  
**ON**

Press **F1** to enable or disable the **ALERT DECLINE** function followed by **ENTER**.

14.0

**INTERFACED**  
**OFF**




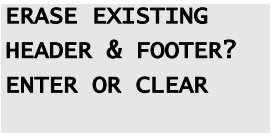

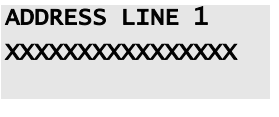
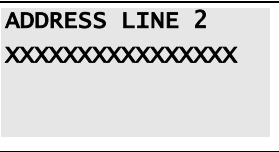
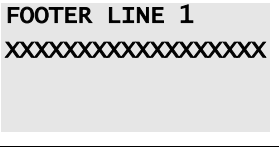
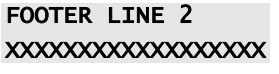
Press **F1** to enable or disable the **INTERFACED** function followed by **ENTER**.

**NOTE:** Reseller's are no longer required to contact Skyzer Technologies to obtain SKYLink interface License key.

## 6.13 Configure Receipt Header and Footer

This function allows the merchant to customize the receipt merchant name and address lines.

**NOTE:** The footer lines will only be printed off on the customer copy of the receipt.

Step	Terminal Display	Comment
1.0		Press <b>FUNC</b>
2.0		Enter <b>3825</b> , press <b>ENTER</b>
3.0		Press <b>ENTER</b> to configure the parameters or <b>CLEAR</b> to cancel and return to idle screen
4.0		<b>Only applicable if header and footer was previously configured</b> Press <b>ENTER</b> to erase the existing header and footer or <b>CLEAR</b> to keep the previous configuration and make minor alteration to the header and footer.
5.0		This parameter specifies the Merchant Name. It can be configured by entering the desired Merchant Name using the numeric keypads then the FUNC key to access the alpha characters then press <b>ENTER</b> <b>Note:</b> Up to 20 characters can be entered per line.
6.0		This parameter specifies the address in which you would like to appear on printed receipt. <b>NOTE:</b> Two address lines can appear on printed receipt Example: Address Line 1 -      1066 COOKS RD
7.0		This parameter specifies the address in which you would like to appear on printed receipt. It can be configured by entering desired use the numeric keypads then the FUNC key to access the alpha characters then press <b>ENTER</b> Example: Address Line 2 -      PENROSE
8.0		This parameter allows up to ten lines of text to be printed at the bottom of the cardholder's copy of the receipt. It can be configured by entering desired footer use the numeric keypads then the <b>FUNC</b> key to access the alpha characters then press <b>ENTER</b>
9.0		Prompts will be shown for successive footer lines.



**NOTE: To centre text** – begin the line by adding the required number of spaces before keying in text. To insert a space, press **1** followed by the function (**FUNC**) key 5 times for a single space. Repeat until required numbers of spaces have appeared.

Refer below for **Alphanumeric Key Entry** guide.



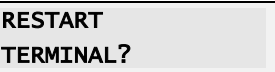
The alphanumeric keys are grouped in the following way.

<b>1</b> Q Z <space>? – q z	<b>2</b> A B C a b c	<b>3</b> D E F d e f
<b>4</b> G H I g h i	<b>5</b> J K L j k l	<b>6</b> M N O m n o
<b>7</b> P R S p r s	<b>8</b> T U V t u v	<b>9</b> W X Y w x y
	<b>0.</b> , # * % \$ & @	

To enter an alpha letter, first press the corresponding number key, and then press the **FUNC** key to scroll through the alpha letters for that key.


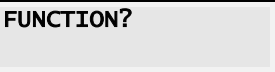
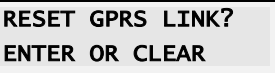

## 6.14 Restart Terminal

This function allows the merchant to restart the terminal by following the steps below:

Step	Terminal Display	Description
1.0		Press <b>FUNC</b> .
2.0		Enter <b>86</b> and press <b>ENTER</b> .
3.0		Press <b>ENTER</b> to restart the terminal or <b>CLEAR</b> to cancel and return to idle screen.

## 6.15 Reset GPRS Link

This function allows the merchant to reset GPRS link on Move5000 terminal.



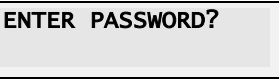

Step	Terminal Display	Description
1.0		Press <b>FUNC</b>
2.0		Enter <b>3823</b> and press <b>ENTER</b>
3.0		Press <b>ENTER</b> to select to reset GPRS link or <b>CLEAR</b> to exit and return to idle screen.
4.0		Resets the GPRS link and then returns to idle screen.

## 6.16 Credit Account Prompt

### 6.16.1 Disable Credit Account Prompt





This function allows merchant to disable the credit account prompt from displaying at the account selection screen.

**Note:** This will apply to merchants that support debit cards only.

Step	Terminal Display	Description
1.0		Press <b>FUNC</b>
2.0		Enter <b>11</b> and press <b>ENTER</b>
3.0		Enter the password <b>8099</b> followed by <b>ENTER</b> .
4.0		Press <b>ENTER</b> to disable credit account or <b>CLEAR</b> to exit out without disabling the credit account. Terminal will return to idle screen afterwards.

### 6.16.2 Enable Credit Account Prompt

This function allows merchant to enable the credit account prompt from displaying at the account selection screen.


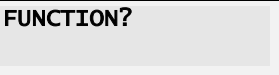
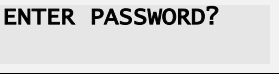

Step	Terminal Display	Description
1.0		Press <b>FUNC</b>
2.0		Enter <b>11</b> and press <b>ENTER</b>
3.0		Enter the password <b>8099</b> followed by <b>ENTER</b> .
4.0		Press <b>ENTER</b> to Enable credit account or <b>CLEAR</b> to exit out without enabling the credit account. Terminal will return to idle screen afterwards.

## 6.17 Merchant Receipt

### 6.17.1 Disable Printing Merchant Copy



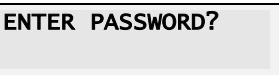

This function allows merchant to disable the merchant receipt copy from printing.

**Note:** if merchant receipt is turned off, any offline, signature or declined transactions are automatically printed off and retained

Step	Terminal Display	Description
1.0		Press <b>FUNC</b>
2.0		Enter <b>41</b> and press <b>ENTER</b>
3.0		Enter the password <b>6337</b> followed by <b>ENTER</b> .
4.0		Press <b>ENTER</b> to disable printing merchant copy or <b>CLEAR</b> to exit out without disabling the merchant copy. Terminal will return to idle screen afterwards.

### 6.17.2 Enable Printing Merchant Copy

This function allows merchant to enable the merchant receipt copy.

Step	Terminal Display	Description
1.0		Press <b>FUNC</b>
2.0		Enter <b>41</b> and press <b>ENTER</b>
3.0		Enter the password <b>6337</b> followed by <b>ENTER</b> .
4.0		Press <b>ENTER</b> to Enable printing merchant copy or <b>CLEAR</b> to exit out without enabling the merchant copy. Terminal will return to idle screen afterwards.

## 7 TERMINAL MANAGEMENT SYSTEM (TMS)



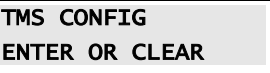

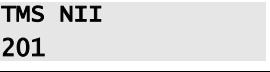
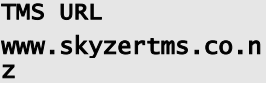
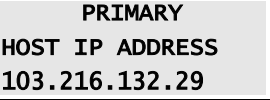


The terminal can be configured to receive software updates from the Skyzer TMS. This feature is provided solely to allow the terminal to be remotely upgraded.

### 7.1 TMS Configuration


TMS Configuration must be completed to enable the terminal to download software upgrades via Broadband, GPRS and WIFI.

**TMS is not available over dial-up**

#### 7.1.1 TCP/IP (Broadband) and WiFi Configuration


Step	Terminal Display	Comment
1.0		Press <b>FUNC</b>
2.0		Enter <b>2467</b> and press <b>ENTER</b> .
3.0		Press <b>ENTER</b> to configure the TMS parameters, <b>CLEAR</b> to cancel and exit to idle prompt.
4.0		This parameter specifies the TMS Terminal ID which is by default the last 8 digits of the terminal serial number.
6.0		This parameter specifies the Network International Identifier that the terminal uses to route messages to TMS. Press <b>ENTER</b> .
7.0		This parameter specifies the TMS URL. By default is set to <b>www.skyzertms.co.nz</b> . Press <b>ENTER</b> .
8.0		This parameter specifies the Primary Host IP Address. By default it is set to <b>103.216.132.29</b> . Press <b>ENTER</b> .
9.0		This parameter specifies the Primary Host Port number. By default is set to <b>3200</b> . Press <b>ENTER</b> .
10.0		Press <b>ENTER</b> to save the configuration or <b>CLEAR</b> to exit without saving configuration.

## 7.1.2 GPRS Configuration

Step	Terminal Display	Comment
1.0	 Paymark EFTPOS	Press <b>FUNC</b>
2.0	FUNCTION?	Enter <b>2467</b> and press <b>ENTER</b> .
3.0	TMS CONFIG ENTER OR CLEAR	Press <b>ENTER</b> to configure the TMS parameters, <b>CLEAR</b> to cancel and exit to idle prompt.
4.0	TMS TERMINAL ID? XXXXXXXX	This parameter specifies the TMS Terminal ID which is by default the last 8 digits of the terminal serial number.
6.0	TMS NII 201	This parameter specifies the Network International Identifier that the terminal uses to route messages to TMS. Press <b>ENTER</b> .
7.0	TMS URL www.skyzertms.co.n z	This parameter specifies the TMS URL. By default is set to <b>www.skyzertms.co.nz</b> . Press <b>ENTER</b> .
8.0	PRIMARY HOST IP ADDRESS 103.216.132.29	This parameter specifies the Primary Host IP Address. By default is set to <b>103.216.132.29</b> . Press <b>ENTER</b> .
9.0	PRIMARY HOST PORT 3200	This parameter specifies the Primary Host Port number. By default is set to <b>3200</b> . Press <b>ENTER</b> .
9.0	APN? paymarkfreedom.co. nz	This parameter specifies the Access Point Name of the Paymark network or any third party SIM card which has been configured for.
10.0	SAVE CONFIG Y/N	Press <b>ENTER</b> to save the configuration or <b>CLEAR</b> to exit without saving configuration.

## 7.2 TMS Download



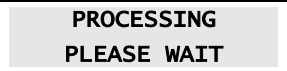
This function allows the merchant to initiate the download of the updated software for the terminal.

Step	Terminal Display	Comment
1.0		Press <b>FUNC</b>
2.0	FUNCTION?	Enter <b>2468</b> and press <b>ENTER</b> .
3.0	TMS LOGON? ENTER OR CLEAR	<b>ENTER</b> to download upgraded software or <b>CLEAR</b> to cancel and return to the idle screen.
4.0	TMS ACTION CONNECTING	Establishing the link between the terminal and the TMS host.
5.0	TMS ACTION LOGON	The terminal logs on to the TMS host.
6.0	TMS ACTION PLEASE WAIT	The terminal briefly displays "PLEASE WAIT" and then starts to download the application software on the terminal.
7.0	TMS ACTION FILE DOWNLOAD NZXXXXXXXXXX XXXXXX/XXXXXX	The terminal starts to download the first application software.
8.0	TMS ACTION FILE DOWNLOAD NZXXXXXXXXXX XXXXXX/XXXXXX	The terminal starts to download the second application software.

**NOTE:** When the terminal has finished downloading the application, the terminal will then restart itself.

### 7.3 Reset TMS Download

This function allows the merchant to reset the TMS download if the download was failed on the previous attempt.

Step	Terminal Display	Comment
1.0		Press <b>FUNC</b>
2.0		Enter <b>1234</b> and press <b>ENTER</b> .
3.0		Terminal is resetting the TMS download and returns to the idle screen.

**NOTE:** Upon completion of the reset TMS download, perform **FUNC 2468** to begin EFTPOS application software download again.



## 8 OPERATION OF TERMINAL

### 8.1 Merchant Logon

To initiate a Merchant logon, follow the steps below or press the **F4** key to perform a logon:

Step	Terminal Display	Description
1.0	<div>           PAYMARK EFTPOS            1.EFTPOS MENU            2.TIPPING MENU            3.HOSPITALITY MENU            4.ADMIN MENU            5.SUPERVISOR MENU         </div>	Press <b>MENU</b> key and then scroll through using down arrow key until <b>SUPERVISOR MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access supervisor menu.
2.0	<div>           SUPERVISOR MENU            1.XTRA            2.LOGON            3.DUPLICATE RECEIPT         </div>	Press the corresponding number key or down arrow key to select <b>LOGON</b> to perform a merchant logon.
3.0	<div>           1 Merchant 1            2 Merchant 2            3 Merchant 3            4 ALL MERCHANTS         </div>	<b>Only applicable with Multi-Merchant setup.</b>  Press the corresponding number or down arrow key on the terminal to select the Merchant followed by <b>ENTER</b> .  Press <b>CANCEL</b> to exit from the menu.
4.0	<div>PROCESSING NOW</div>	<b>PROCESSING NOW</b> will be displayed
5.0	<div>ACCEPTED</div>	<b>ACCEPTED</b> will be displayed when the terminal has made the connection with Paymark network.
6.0	<div>           PROCESSING            XX OF XX         </div>	Terminal will start downloading required files from Paymark where XX represents the number of files currently being downloaded.

### 8.2 Pending Reversal

Prior to removing a terminal from a merchant's site, or reprogramming it with a new merchant ID, it is important to perform a logon to ensure there are no pending reversals stored on the terminal.

To clear any pending reversals stored on the terminal, simply initiate a merchant logon.

Stored pending reversals must be cleared from the terminal in order that all stored transaction data can be processed through the host.

Until stored pending reversals are cleared, it will not be possible to access the merchant configuration menu and new merchant details will not be accepted by the terminal.

For quick view, terminal will display the type of transaction stored on the top right hand side of the screen. If it is a reversal that needs to be uploaded the terminal will display "**R**" and if there are pending transaction (EOV, TIP, HOSPO) terminal will display "**xxx**" indicating the number of pending transaction stored on the terminal. To print the pending transaction list, press "**0**" key from the idle screen.



### 8.3 Surcharge


This functionality allows the merchant to apply a Credit card surcharge to the cardholder for goods and services paid by credit card.

## 8.4 Eftpos Configuration for Credit Card Surcharging

This function allows the merchant to enable or disable the credit card surcharge on the terminal.

### 8.4.1 Enable Credit Card Surcharging




Perform the steps below to enable credit card surcharge.

Step	Terminal Display	Comment
1.0	 Paymark EFTPOS	Press <b>FUNC</b>
2.0	FUNCTION?	Enter <b>8</b> and press <b>ENTER</b>
3.0	ENABLE SURCHARGING?	Press <b>ENTER</b> to enable Surcharging.
4.0	ENTER SURCHARGE PERCENT (1-10) 0.00	This parameter specifies the credit card surcharge percent to apply for credit card transaction. Please enter surcharge percent between 1 and 10 with 2 decimal points. Press <b>ENTER</b>
5.0	ENTER SURCHARGE MINIMUM AMOUNT 1.00	This parameter specifies minimum amount to have to apply the credit card surcharge. Press <b>ENTER</b> .

### 8.4.2 Disable Credit Card Surcharging

Perform the steps below to disable credit card surcharge.


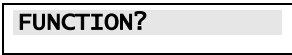


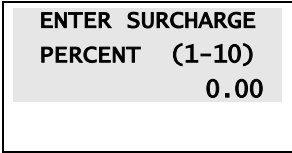
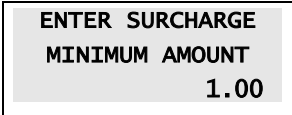
Step	Terminal Display	Description
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- 1.0  Press **FUNC**
- 2.0  Enter **8** and press **ENTER**
- 3.0  Press **ENTER** to disable credit card surcharge or **CLEAR** for credit card surcharge configuration.

### 8.4.3 Enable Surcharging for contactless


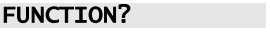


This functionality allows the merchant to apply a surcharge to the cardholder for goods and services paid by debit or credit card.

Perform the steps below to enable debit/credit card surcharge on contactless.

Step	Terminal Display	Description
1.0		Press <b>FUNC</b>
2.0		Enter <b>8</b> and press <b>ENTER</b>
3.0		Press <b>ENTER</b> to enable/disable credit card surcharge or <b>CLEAR</b> to go next step.
4.0		Press <b>ENTER</b> to ENABLE contactless surcharge
5.0		This parameter specifies the credit card AND contactless surcharge percent to apply for transaction. Please enter surcharge percent between 1 and 10 with 2 decimal points. Press <b>ENTER</b>
6.0		This parameter specifies minimum amount to have to apply for the credit card AND contactless surcharge. Press <b>ENTER</b> .

### 8.4.4 Disable Surcharging for contactless


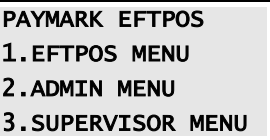
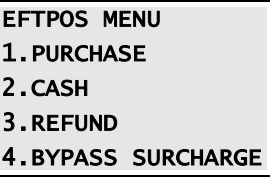
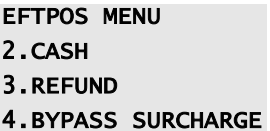
Perform the steps below to disable debit/credit card surcharge on contactless.

Step	Terminal Display	Description
1.0		Press <b>FUNC</b>
2.0		Enter <b>8</b> and press <b>ENTER</b>
3.0		<b>Press ENTER</b> to enable/disable credit card surcharge or <b>CLEAR</b> to go next step.
4.0		<b>Press ENTER</b> to DISABLE contactless surcharge

### 8.4.5 Bypass Surcharge

This function allows the merchant to bypass the surcharge if they do not wish to surcharge the cardholder.


Perform the steps below to bypass surcharge transaction.



Step	Terminal Display	Description
1.0		Press <b>Menu</b>
2.0		Press <b>1</b> to select <b>EFTPOS MENU</b>
3.0		Use down arrow key to scroll down to <b>BYPASS SURCHARGE</b> or Press <b>4</b> to select <b>BYPASS SURCHARGE</b>
4.0		Press <b>4</b> to select <b>BYPASS SURCHARGE</b>

### 8.4.6 Credit Card Surcharge Transaction Process

This functionality allows the merchant to apply a Credit card surcharge to the cardholder for goods and services paid by credit card.

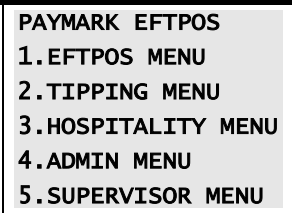
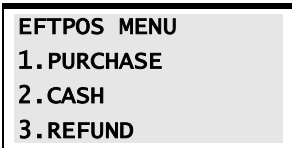

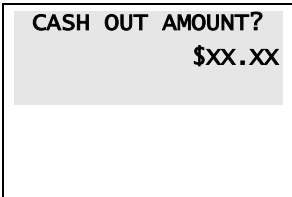
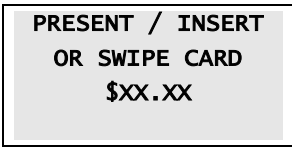
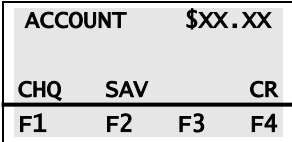

Perform the steps below to surcharge transaction.




Step	Terminal Display	Description
1.0		<b>Press Menu</b>
2.0	<div>           PAYMARK EFTPOS            1.EFTPOS MENU            2.TIPPING MENU            3.HOSPITALITY MENU            4.ADMIN MENU            5.SUPERVISOR MENU         </div>	Press <b>MENU</b> key and then scroll through using down arrow key until <b>EFTPOS MENU</b> is shown on the display. Press the corresponding number key or <b>ENTER</b> to access EFTPOS menu.
3.0	<div>           EFTPOS MENU            1.PURCHASE            2.CASH            3.REFUND         </div>	Press the corresponding number key or down arrow key to select <b>PURCHASE</b> to perform a purchase transaction.
4.0	<div>           PURCHASE AMOUNT?            \$XX.XX         </div>	Key in the purchase amount and press <b>ENTER</b> .
5.0	<div>           PRESENT/INSERT            OR SWIPE CARD            \$XX.XX         </div>	Card holder should Present / Insert or Swipe their card
6.0	<div>           AMOUNT      \$XX.XX            CHQ    SAV      CR            F1    F2    F3    F4         </div>	The cardholder presses the corresponding soft key to select their account type. Example: <b>Press F4 to select CREDIT</b>
7.0	<div>           TRANS INCLUDES            SURCHARGE OF            \$X.XX            PRESS ENTER TO            ACCEPT         </div>	Press <b>ENTER</b> to accept surcharge or <b>CANCEL/CLEAR</b> to decline the transaction
8.0	<div>           CR-PIN      \$XX.XX            ****         </div>	The cardholder keys in their PIN number followed by <b>ENTER</b> .
10.0	<div>           PROCESSING NOW         </div>	<b>PROCESSING NOW</b> will be displayed on the terminal and pinpad.

- 11.0  Transaction has been **ACCEPTED** with PIN entry and prints the transaction receipt.
- 12.0  Transaction has been **DECLINED** with PIN entry and prints the transaction receipt.

## 8.5 Purchase Transaction

To perform a **purchase** transaction, follow the steps below or **press F1 key** for quick access:

Step	Terminal Display	Description
1.0		Press <b>MENU</b> key and then scroll through using down arrow key until <b>EFTPOS MENU</b> is shown on the display. Press the corresponding number key or <b>ENTER</b> to access EFTPOS menu.
2.0		Press the corresponding number key or down arrow key to select <b>PURCHASE</b> to perform a purchase transaction.
3.0		Key in the purchase amount and press <b>ENTER</b> .
4.0		<b>Only applicable if the CASH OUT is turned on.</b> Press <b>ENTER</b> to bypass the "CASH OUT" or enter the cash withdrawal amount followed by the <b>ENTER</b> key. <b>NOTE:</b> Cash amounts must be multiples of the minimum currency increment (10 cents).
5.0		Card holder should Present / Insert or Swipe their card
6.0		The cardholder presses the corresponding soft key to select their account type. Example: <b>Press F1 to select CHQ</b>
7.0		The cardholder keys in their PIN number followed by <b>ENTER</b> .

- 8.0  **PROCESSING NOW** will be displayed on the terminal and pinpad.
- 9.0  Transaction has been **ACCEPTED** with PIN entry and prints the transaction receipt.
- 10.0  Transaction has been **DECLINED** with PIN entry and prints the transaction receipt.




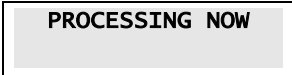

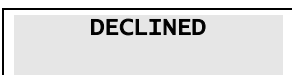
## 8.6 Contactless Purchase Transaction

The contactless solution supports Purchase, Refund and Hospitality Pre-Auth and Completion transactions only.

When executing the Purchase transaction, perform the following steps.

### 8.6.1 Up to the CVM (Card Verification Method) Limit of \$80

All contactless transactions will now be processed online due to Paymark requirements.

Step	Terminal Display	Description
1.0		Select <b>PURCHASE</b> transaction by pressing <b>1 key</b> Example: Press <b>F1</b> key to select a purchase transaction.
2.0		Key in the purchase amount and press <b>ENTER</b>
3.0		Card holder should Present / Insert or Swipe their card
4.0		This parameter will be displayed on the terminal screen to advise the cardholder and merchant the transaction is been process.
5.0		Terminal and Contactless reader will display <b>ACCEPTED</b> if the transaction was successful.
6.0		Terminal and Contactless reader will display <b>DECLINED</b> if the transaction was unsuccessful.



### 8.6.2 Above the CVM (Card Verification Method) Limit of \$80

Any contactless transaction that is executed above the CVM limit of \$80 will be processed online with a PIN or Signature.

Step	Terminal Display	Description
1.0	<div>EFTPOS MENU</div> <div>1. PURCHASE</div> <div>2. CASH</div> <div>3. REFUND</div>	Select <b>PURCHASE</b> transaction by pressing <b>1 key</b> Example: Press <b>F1</b> key to select a purchase transaction.
2.0	<div>PURCHASE AMOUNT?</div> <div>\$XX.XX</div>	Key in the purchase amount and press <b>ENTER</b>
3.0	<div>PRESENT / INSERT</div> <div>OR SWIPE CARD</div> <div>\$XX.XX</div>	Card holder should Present / Insert or Swipe their card
4.0	<div>PIN OR ENTER</div>	Terminal will display <b>PIN OR ENTER</b> . Ask cardholder to key in their PIN and proceed with step 8.0 or press <b>ENTER</b> for Signature transaction and proceed with step 11.0.
5.0	<div>PROCESSING NOW</div>	This parameter will be displayed on the terminal screen to advise the cardholder and merchant the transaction is been process.
6.0	<div>ACCEPTED</div>	Terminal will display <b>ACCEPTED</b> if the transaction was successful.
7.0	<div>DECLINED</div>	Terminal will display <b>DECLINED</b> if the transaction was unsuccessful.
8.0	<div>SIGN RECEIPT</div>	<b>SIGN RECEIPT</b> will be displayed on both terminal and contactless screen. Tear the receipt off and ask the cardholder to sign receipt.
9.0	<div>SIGNATURE OK? Y/N</div> <div>ENTER=YES, CLR=NO</div>	Verify the cardholder's signature with the signature on the back of the card. If the signature matches: Press <b>ENTER</b> to accept and proceed with step 12.0 If not, press <b>CLEAR</b> to decline and proceed with step 13.0
12.0	<div>SIG ACCEPTED</div>	<b>SIG ACCEPTED</b> will be displayed on both terminal and contactless screen. The merchant presses the <b>ENTER</b> key to accept the cardholder's signature after signature matches with the card.
13.0	<div>SIG DECLINED</div>	<b>SIG DECLINED</b> will be displayed on both terminal and contactless screen. The merchant presses the <b>CLEAR</b> key to decline the cardholder's signature after signature fails to match with the card.

## 8.7 Cash Out Transaction

EFTPOS allows the merchant to give cash to a cardholder, in order to lower the amount of cash held on site. A **CASH** transaction transfers funds equivalent to the amount of cash withdrawn from the cardholders account to the merchants account.

To perform **CASH OUT** transaction using a debit card (i.e. cheque or savings account), follow the steps below:

Step	Terminal Display	Description
1.0	<div>PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU</div>	<p>Press <b>MENU</b> key and then scroll through using down arrow key until <b>EFTPOS MENU</b> is shown on the display.</p> <p>Press the corresponding number key or <b>ENTER</b> to access supervisor menu.</p>
2.0	<div>EFTPOS MENU 1.PURCHASE 2.CASH 3.REFUND</div>	<p>Press the corresponding number key or down/up arrow key to select <b>CASH</b> to perform cash out transaction.</p>
3.0	<div>CASH OUT AMOUNT? \$XX.XX</div>	<p>Enter the cash withdrawal amount followed by <b>ENTER</b></p> <p><b>NOTE:</b> Cash amounts must be multiples of the minimum currency increment (10 cents).</p>
4.0	<div>PRESENT / INSERT OR SWIPE CARD \$XX.XX</div>	<p>Card holder should Present / Insert or Swipe their card</p>
5.0	<div>ACCOUNT\$XX.XX CHQ SAV CR F1 F2 F3 F4</div>	<p>The cardholder presses the corresponding soft key to select their account type.</p> <p>Example: <b>Press F1 to select CHQ</b></p>
7.0	<div>CHQ-PIN\$XX.XX ****</div>	<p>The cardholder to keys in their PIN number followed by <b>ENTER</b>.</p>
8.0	<div>PROCESSING NOW</div>	<p><b>PROCESSING NOW</b> will be displayed on the terminal.</p>
9.0	<div>ACCEPTED</div>	<p>Transaction has been <b>ACCEPTED</b> with PIN entry and prints the transaction receipt.</p>
10.0	<div>DECLINED</div>	<p>Transaction has been <b>DECLINED</b> with PIN entry and prints the transaction receipt.</p>

## 8.8 Refund Transaction




The terminal can be used to refund a previous sale. If it is necessary for a cardholder to return goods then the terminal can be used to give the cardholder a **REFUND**. This transaction transfers funds from the merchant's account to the cardholder's account.

To perform a **REFUND** transaction, follow the steps below:

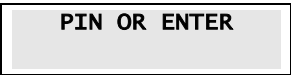



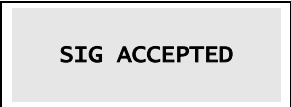
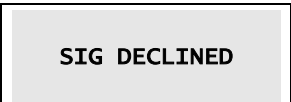
**NOTE:** The merchant requires a **Merchant Refund Card** to perform a refund transaction.

Step	Terminal Display	Description									
1.0	<div>PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU</div>	Press <b>MENU</b> key and then scroll through using down arrow key until <b>EFTPOS MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access supervisor menu.									
2.0	<div>EFTPOS MENU 1.PURCHASE 2.CASH 3.REFUND</div>	Press the corresponding number key or down/up arrow key to select <b>REFUND</b> to perform a Refund transaction.									
3.0	<div>MERCHANT CARD</div>	Swipe the Merchant Card on the terminal.									
4.0	<div>MERCHANT PIN?</div>	Key in the Merchant PIN number followed by <b>ENTER</b>									
5.0	<div>REFUND AMOUNT? \$XX.XX</div>	Enter the refund amount followed by the <b>ENTER</b> .									
6.0	<div>PRESENT / INSERT OR SWIPE CARD \$XX.XX</div>	Card holder should Present / Insert or Swipe their card									
9.0	<div><table><tr><td>ACCOUNT</td><td>\$XX.XX</td></tr><tr><td>CHQ</td><td>SAV</td><td>CR</td></tr><tr><td>F1</td><td>F2</td><td>F3</td><td>F4</td></tr></table></div>	ACCOUNT	\$XX.XX	CHQ	SAV	CR	F1	F2	F3	F4	The cardholder presses the corresponding soft key to select their account type. Example: <b>Press F4 to select CR</b>
ACCOUNT	\$XX.XX										
CHQ	SAV	CR									
F1	F2	F3	F4								
<b>For PIN Entry Transaction</b>											
10.0	<div>PIN OR ENTER ****</div>	The cardholder keys in their PIN number followed by <b>ENTER</b>									

### For PIN Entry Transaction

- 11.0  **PROCESSING NOW** will be displayed on the terminal.
- 12.0  Transaction has been **ACCEPTED** with PIN entry and prints the transaction receipt.
- 13.0  Transaction has been **DECLINED** with PIN entry and prints the transaction receipt.

### For Signature Transaction

- 14.0  The cardholder presses the **ENTER** to proceed with Signature transaction.
- 15.0  **PROCESSING NOW** will be displayed on the terminal.
- 16.0  **SIGN RECEIPT** will be displayed on both terminal and pinpad screen. Tear the receipt off and ask the cardholder to sign receipt.
- 17.0  Verify the cardholder's signature with the signature on the back of the card. If the signature matches:  
Press **ENTER** to accept and proceed with step 18.0  
If not, press **CLEAR** to decline and proceed with step 19.0
- 18.0  **SIG ACCEPTED** will be displayed on both terminal and pinpad screen. The merchant presses the **ENTER** key to accept the cardholder's signature after signature matches with the card.
- 19.0  **SIG DECLINED** will be displayed on both terminal and pinpad screen. The merchant presses the **CLEAR** key to decline the cardholder's signature after signature fails to match with the card.

## 8.9 Card Not Present Transaction

Credit Card numbers can be entered manually, simply by entering the card number into the keypad when required transaction has been selected.

Example: **Purchase, Refund, Tipping Authorisation, Hospitality Authorisation.**

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press <b>MENU</b> key and then scroll through using down arrow key until <b>EFTPOS MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access EFTPOS menu.
2.0	EFTPOS MENU 1.PURCHASE 2.CASH 3.REFUND	Press the corresponding number key or down arrow key to select <b>PURCHASE</b> to perform a purchase transaction.
3.0	PURCHASE AMOUNT? \$XX.XX	Key in the purchase amount and press <b>ENTER</b>
4.0	PRESENT / INSERT OR SWIPE CARD	Rather than swiping or inserting card, press <b>dot(.)</b> key
5.0	CARD NUMBER: XXXXXXXXXXXXXXXXXXXX	Terminal will then prompt for the card number to be manually entered. Key in the card number as advised by cardholder and press <b>ENTER</b> .
6.0	EXPIRY <MMYY>: XXXX	Enter the expiry date as advised by the cardholder. Ensure that numbers are in month/year format.  Key in expiry date and press <b>ENTER</b> .
7.0	CSC ON CARD Y/N	Terminal will prompt whether card has a CSC (Card Security Code = a 3-4 digit number on back of card.)  Ask the cardholder to advice of the CSC number. If <b>YES</b> , press <b>ENTER</b> to select ' <b>YES</b> ' to key in the Card Security Code number and proceed with step 6.0 or <b>CLEAR</b> to select ' <b>NO</b> ' and proceed with step 7.0.
8.0	ENTER CSC CODE	If <b>YES</b> is selected, key in the CSC code as advised by the cardholder followed by <b>ENTER</b> .

9.0

<b>SELECT REASON</b>
1. NOT ON CARD
2. CANNOT READ
3. CUST ADVISED

If **NO** is selected, choose the appropriate reason by pressing the corresponding number key.

10.0

<b>SELECT TYPE</b>
1. MOTO
2. UNSECURE ECOM

Select the Transaction Type by pressing the corresponding number key:

1. MOTO (Mail order Telephone Order)
2. Unsecure ECOM (Electronic Commerce .e.g. Internet)

If **1** is pressed, then follow through to step 11.0.

If **2** is pressed, then follow through to step 12.0

11.0

<b>1. SINGLE</b>
<b>2. RECURRING</b>
<b>3. INSTALLMENT</b>
<b>4. UNKNOWN</b>

Select option by pressing the corresponding number key:

1. SINGLE
2. RECURRING
3. INSTALLMENT
4. UNKNOWN

12.0

<b>ACCOUNT</b>	<b>\$XX.XX</b>
CHQ SAV CR	
F1 F2 F3 F4	

Press the corresponding soft key to select their account type.

Example: **Press F4 to select CR**

13.0

<b>PROCESSING NOW</b>
-----------------------

**PROCESSING NOW** will be displayed on the terminal.

14.0

<b>SIGN RECEIPT</b>
---------------------

**SIGN RECEIPT** will be displayed on terminal screen. Tear the receipt off.

15.0

<b>SIGNATURE OK? Y/N</b>
<b>ENTER=YES, CLR=NO</b>

Press **ENTER** to accept the transaction and proceed with step 17.0 or **CLEAR** to decline and proceed with step 18.0

16.0

<b>SIG ACCEPTED</b>
---------------------

**SIG ACCEPTED** will be displayed on terminal screen.

17.0

<b>SIG DECLINED</b>
---------------------

**SIG DECLINED** will be displayed on terminal screen.

## 8.10 Card Not Present Refund Transaction

This function allows the merchant to perform a refund transaction on the terminal when the card is not present.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press <b>MENU</b> key and then scroll through using down arrow key until <b>EFTPOS MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access EFTPOS menu.
2.0	EFTPOS MENU 1.PURCHASE 2.CASH 3.REFUND	Press the corresponding number key or down arrow key to select <b>REFUND</b> to perform a refund transaction.
3.0	MERCHANT CARD	Swipe the Merchant Card on the terminal.
4.0	AWAITING MER PIN	Terminal prompts <b>AWAITING MER PIN</b> on the terminal.
5.0	MERCHANT PIN?	Key in the Merchant PIN number followed by <b>ENTER</b> on the pinpad
6.0	REFUND AMOUNT? \$0.00	Key in the refund amount and press <b>ENTER</b>
7.0	PRESENT / INSERT OR SWIPE CARD	Rather than swiping or inserting card, press <b>dot(.)</b> key
8.0	CARD NUMBER: XXXXXXXXXXXXXXXXXXXX	Terminal will then prompt for the card number to be manually entered.  Key in the card number as advised by cardholder and press <b>ENTER</b> .
9.0	EXPIRY <MMYY>: XXXX	Enter the expiry date as advised by the cardholder. Ensure that numbers are in month/year format.  Key in expiry date and press <b>ENTER</b> .
10.0	REFUND AMOUNT? \$0.00	Key in the refund amount and press <b>ENTER</b> .

11.0

<b>SELECT TYPE</b>	
1. MOTO	
2. UNSECURE ECOM	

Select the Transaction Type by pressing the corresponding number key:

1. MOTO (Mail order Telephone Order)
2. Unsecure ECOM (Electronic Commerce .e.g. Internet)

If **1** is pressed, then follow through to step 10.0.If **2** is pressed, then follow through to step 11.0

12.0

<b>1. SINGLE</b>	
<b>2. RECURRING</b>	
<b>3. INSTALLMENT</b>	
<b>4. UNKNOWN</b>	

Select option by pressing the corresponding number key:

1. SINGLE
2. RECURRING
3. INSTALLMENT
4. UNKNOWN

13.0

<b>ACCOUNT</b>		<b>\$XX.XX</b>	
CHQ	SAV	CR	
F1	F2	F3	F4

Press the corresponding soft key to select their account type.

Example: **Press F4 to select CR**

14.0

<b>PROCESSING NOW</b>
-----------------------

**PROCESSING NOW** will be displayed on the terminal.

15.0

<b>SIGN RECEIPT</b>
---------------------

**SIGN RECEIPT** will be displayed on terminal screen. Tear the receipt off.

16.0

<b>SIGNATURE OK? Y/N</b>
<b>ENTER=YES, CLR=NO</b>

Press **ENTER** to accept the transaction and proceed with step 16.0 or **CLEAR** to decline and proceed with step 17.0

17.0

<b>SIG ACCEPTED</b>
---------------------

**SIG ACCEPTED** will be displayed on terminal.

18.0

<b>SIG DECLINED</b>
---------------------

**SIG DECLINED** will be displayed on terminal screen.



## 8.11 EMV Chip Card Transaction

An EMV chip/smart card is a plastic payment card with an embedded microprocessor.

When processing EMV chip card transactions, merchants and cardholders have the choice of either a PIN or signature transaction. The Move5000 terminal supports pin bypass should this function be required.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press <b>MENU</b> key and then scroll through using down arrow key until <b>EFTPOS MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access EFTPOS menu.
2.0	EFTPOS MENU 1.PURCHASE 2.CASH 3.REFUND	Press the corresponding number key or down arrow key to select <b>PUR</b> to perform a purchase transaction.
3.0	PURCHASE AMOUNT? \$X.XX	Key in the purchase amount and press <b>ENTER</b>
4.0	CASH OUT AMOUNT? \$X.XX	<b><u>Only</u> applicable if the CASH OUT is turned on.</b> Press <b>ENTER</b> to bypass "CASH OUT"
5.0	PRESENT / INSERT OR SWIPE CARD	Insert the cardholder's chip card into the chip card reader at the front of the terminal. <b>NOTE:</b> The chip card must remain in the terminal until the ' <b>REMOVE CARD</b> ' prompt is displayed. If the card is removed too early the transaction will be cancelled.
6.0	ACCOUNT      \$XX.XX CHQ      SAV      CR F1      F2      F3      F4	The cardholder presses the corresponding soft key to select their account type. Example: <b>Press F4 to select CR</b>
7.0	PIN OR ENTER	The cardholder keys in their PIN number and proceeds with step 7.0 or presses <b>ENTER</b> to proceed with the Signature step 12.0.

### For PIN Entry Transaction

- |      |                      |  |
|------|----------------------|--|
| 8.0  | PIN OR ENTER<br>**** | The cardholder to keys in their PIN number followed by <b>ENTER</b> .  |
| 9.0  | PROCESSING NOW       | <b>PROCESSING NOW</b> will be displayed on the terminal.   |
| 10.0 | REMOVE CARD          | Remove card from the chip card reader.<br><b>NOTE:</b> If no action is taken within 7 seconds, the terminal will proceed with printing of the receipts and <b>REMOVE CARD</b> prompt will display again. |
| 11.0 | ACCEPTED             | Transaction has been <b>ACCEPTED</b> with PIN entry and transaction receipt is printed.  |
| 12.0 | DECLINED             | Transaction has been <b>DECLINED</b> with PIN entry and transaction receipt is printed.  |

### For Signature Transaction

**NOTE:** If the cardholder cannot remember their PIN or does not have a PIN, then the merchant has the option to accept a signature transaction.

#### Complete steps 1-6 of the transaction process first

- |      |  |  |
|------|--|--|
| 13.0 | PIN OR ENTER                           | The cardholder to press <b>ENTER</b> on the terminal to proceed with a Signature transaction.  |
| 14.0 | PROCESSING NOW                         | <b>PROCESSING NOW</b> will be displayed on the terminal.   |
| 15.0 | REMOVE CARD                            | Remove card from the chip card reader.<br><b>NOTE:</b> If no action is taken within 7 seconds, the terminal will proceed with printing of the receipts and <b>REMOVE CARD</b> prompt will display again.                               |
| 16.0 | SIGN RECEIPT                           | <b>SIGN RECEIPT</b> will be displayed on terminal screen. Tear the receipt off and ask the cardholder to sign receipt.   |
| 17.0 | SIGNATURE OK? Y/N<br>ENTER=YES, CLR=NO | Verify the cardholder's signature with the signature on the back of the card. If the signature matches:<br>Press <b>ENTER</b> to accept and proceed with step 17.0<br>If not, press <b>CLEAR</b> to decline and proceed with step 18.0 |
| 18.0 | SIG ACCEPTED                           | <b>SIG ACCEPTED</b> will be displayed on both the terminal and pinpad screen.  |
| 19.0 | SIG DECLINED                           | <b>SIG DECLINED</b> will be displayed on both the terminal and pinpad screen.  |

## 8.12 Credit Card Tipping Transaction

This function allows the merchant to add a TIP amount to a credit card transaction.

### 8.12.1 Tipping Authorisation

This transaction requests the approval for the Purchase to proceed. The transaction is not a financial transaction, but verifies that the cardholder has the funds available for the intended purchase. If approved, the authorised amount is held until the purchase is completed.

Step	Terminal Display	Description
1.0	<div> <b>TIPPING</b>  <b>1.AUTHORISATION</b>  <b>2.TIP ADJUST</b>  <b>3.UTIL</b> </div>	Press <b>ENTER</b> to scroll through the menu options until the <b>TIPPING</b> menu is shown on the display. Press <b>1</b> to select <b>AUTHORISATION</b> .
2.0	<div> <b>PURCHASE AMOUNT?</b>  <b>\$X.XX</b> </div>	Enter the Purchase amount to process the transaction and press <b>ENTER</b>
3.0	<div> <b>PRESENT / INSERT</b>  <b>OR SWIPE CARD</b> </div>	Card holder should Present / Insert or Swipe their card
4.0	<div> <b>AWAITING ACCOUNT</b> </div>	The terminal waits on the account selection from the cardholder on the pinpad.
5.0	<div> <b>ACCOUNT    \$XX.XX</b>   <b>CHQ        SAV        CR</b> </div>	The pinpad will prompt for account selection. Ask the cardholder to select the <b>CR</b> account on the pinpad. <b>NOTE: If the card used has only one account type which is credit, the terminal will process the transaction without prompting to select account type. However, if a transaction is executed using Chip Card, then all the account type will be displayed for cardholder to select their account type from.</b>
6.0	<div> <b>PROCESSING NOW</b> </div>	<b>PROCESSING NOW</b> will be displayed on the terminal while processing the transaction.
7.0	<div> <b>SIG REQUIRED</b> </div>	<b>SIG REQUIRED</b> will be displayed on terminal screen. Tear the receipt off and ask the cardholder to sign the receipt.
8.0	<div> <b>SIGNATURE OK? Y/N</b>  <b>ENTER=YES ,CLR=NO</b> </div>	Verify the cardholder's signature with the signature on the back of the card. If the signature matches: Press <b>ENTER</b> to accept or if not, press <b>CLEAR</b> to decline
9.0	<div> <b>SIG ACCEPTED</b> </div>	<b>SIG ACCEPTED</b> will be displayed on the terminal screen.
10.0	<div> <b>SIG DECLINED</b> </div>	<b>SIG DECLINED</b> will be displayed on the terminal screen.

**NOTE:** All credit card tipping transactions will be processed as a signature based transaction. As domestic cards are set to require PIN in the future, Credit Card Tipping transactions may receive declined responses confusing merchant and cardholder alike. Where transactions are declined due to issues with card holder

verification, it is recommended that merchants use the Purchase with Tip transaction instead of Credit Card Tipping.

There are changes for the maximum amount for the credit card tipping as below:

- 120% is the maximum amount for Credit Card Tipping
- 20% is the Tip amount that can be added.

### 8.12.2 Tip Transactions

Adding or adjusting the tip amount to a transaction.

Step	Terminal Display	Description
1.0	<b>TIPPING</b> 1.AUTHORISATION 2.TIP ADJUST 3.UTIL	Press <b>ENTER</b> to scroll through the menu options until the <b>TIPPING</b> menu is shown on the display. Press <b>2</b> to select <b>TIP ADJUST</b> .
2.0	<b>RETRIEVE BY</b> 1. TRANS NUMBER 2. CARD NUMBER 3. AUTH NUMBER 4. PURCHASE AMOUNT 5. TIP AMOUNT 6. TOTAL AMOUNT	Select the desired search criteria by pressing the corresponding number on the terminal to retrieve the stored transaction. Example: 1 for TRANS NUMBER <b>NOTE:</b> The <b>option 5 TIP AMOUNT</b> will not work if that particular transaction does not have the TIP amount entered. Once the transaction has got the TIP amount added, then the merchant will be able to retrieve the transaction through TIP amount.
3.0	<b>ENTER TRAN NUM</b>	Enter transaction number which can be obtained from the receipt. Example: 000001
4.0	<b>PLEASE WAIT</b>	Terminal will display <b>PLEASE WAIT</b> while retrieving the selected transaction from the terminal.
5.0	TRAN           XXXXXX AUTH           XXXXXX CARD XXXXXX...XXXX TOTAL AMT   NZ\$XX.XX REQUIRED TRANS. Y/N	Transaction details are displayed. Press <b>ENTER</b> to select that transaction and proceed through step 6.0. Press <b>CLEAR</b> to exit and return to step 2.0.
6.0	PUR       \$XX.XX TIP       \$0.00 TOTAL     \$XX.XX ADJUST TIP Y/N	To add or adjust the TIP amount: Press <b>ENTER</b> to proceed with adding/adjusting the TIP amount or Press <b>CLEAR</b> to exit and return to Step 2.0
7.0	TIP AMT       \$0.00 NEW TIP AMOUNT? \$XX.XX	The TIP amount will be displayed as \$0.00 if not previously entered. Key in the <b>TIP AMOUNT</b> that has been specified by the cardholder then followed by <b>ENTER</b> .

8.0

TIP                      \$XX.XX  
AMT CORRECT Y/N

Press **ENTER** if the Tip amount entered is correct or **CLEAR** to cancel the Tip amount and return to the previous screen to re-enter correct amount.

**NOTE:** The terminal is to limit the total amount of the purchase completion to a maximum of **120%** of the value of the accepted authorization i.e. the **TIP** amount cannot exceed **20%** of the authorised amount.

9.0

TIP ACCEPTED

TIP amount has been accepted.

10.0

RETRIEVE BY  
1. TRANS NUMBER  
2. CARD NUMBER  
3. AUTH NUMBER  
4. PURCHASE AMOUNT  
5. TIP AMOUNT  
6. TOTAL AMOUNT

Repeat **steps 2-9** to finalize any remaining tip transactions or press **CLEAR** to return to idle screen.

### 8.12.3      Tipping Utilities

There are three functions under the Tipping Utility menu, as follows:

## 8.12.4 Void Tip

This function allows the merchant to void a Credit Card Tipping transaction.

**Note:** When voiding TIP, the entire TIP transaction will be voided.

Step	Terminal Display	Description
1.0	<div>TIPPING</div> <div>1. AUTHORISATION</div> <div>2. TIP ADJUST</div> <div>3. UTIL</div>	Press <b>ENTER</b> to scroll through the menu options until the <b>TIPPING</b> menu is shown on the display. Press <b>3</b> to select <b>UTIL</b> .
2.0	<div>SELECT FUNCTION</div> <div>1. VOID TIP</div> <div>2. UPLOAD</div> <div>3. PRINT</div>	Select the desired function by pressing the corresponding number key. Example: Select 1 to perform <b>VOID TIP FUNCTION</b> .
3.0	<div>RETRIEVE BY</div> <div>1. TRANS NUMBER</div> <div>2. CARD NUMBER</div> <div>3. AUTH NUMBER</div> <div>4. PURCHASE AMOUNT</div> <div>5. TIP AMOUNT</div> <div>6. TOTAL AMOUNT</div>	Select the desired search criteria by pressing the corresponding number on the terminal to retrieve the stored transaction. Example: 1 for TRANS NUMBER
4.0	<div>ENTER TRAN NUM</div>	Enter the transaction number which can be obtained from the receipt. Example: 000001
5.0	<div>PLEASE WAIT</div>	Terminal will display <b>PLEASE WAIT</b> while retrieving the selected transaction.
6.0	<div>TRAN XXXXXX</div> <div>AUTH XXXXXX</div> <div>CARD XXXXXX...XXXX</div> <div>TOTAL AMT NZ\$XX.XX</div> <div>REQUIRED TRANS. Y/N</div>	Transaction details are displayed. Press <b>ENTER</b> to select that transaction and proceed through step 7.0. Press <b>CLEAR</b> to exit and return to step 3.0.
7.0	<div>CANCEL?</div> <div>TIP TRANSACTION</div>	Press <b>ENTER</b> to cancel the <b>TIP Transaction</b> and follow through step 8.0 Press <b>CLEAR</b> to exit and return to TIPPING menu.
8.0	<div>PLEASE WAIT</div>	Void TIP Transaction is processing
9.0	<div>PRINTING</div>	'Transaction Void' receipt is printed.

### 8.12.5 Uploading Tip Transactions

This function is used by the merchant to transmit all stored credit card tip transactions.

Step	Terminal Display	Description
1.0	<b>TIPPING</b> 1. AUTHORISATION 2. TIP ADJUST 3. UTIL	Press <b>ENTER</b> to scroll through the menu options until the <b>TIPPING</b> menu is shown on the display. Press <b>3</b> to select <b>UTIL</b> .
2.0	<b>SELECT FUNCTION</b> 1. VOID TIP 2. UPLOAD 3. PRINT	Select the desired function by pressing the corresponding number key. Example: Select 2 to perform <b>UPLOAD FUNCTION</b> .
3.0	<b>TIP TRANSACTIONS</b> TOTAL      \$XX.XX TOTAL OK? Y/N	Displays the total tip transactions that are currently stored on the terminal. ( <b>NOTE:</b> Check to see if the Total Amount matches the Total Amount of your tip transaction receipts) If the <b>TOTAL</b> is correct, press <b>ENTER</b> to upload the stored TIP transactions and if the <b>TOTAL</b> is not correct, press <b>CLEAR</b> to exit and proceed with <b>step 6.0</b>
4.0	<b>PROCESSING NOW</b> X OF XX	<b>PROCESSING NOW X OF XX</b> displays while uploading the stored tip transactions and once finished, returns to idle screen. Example: Processing 1 of 10, etc.
5.0	<b>TRANSMISSION</b> <b>COMPLETE</b>	Once all the transactions are sent, the screen will display " <b>TRANSMISSION COMPLETE</b> "
6.0	<b>VIEW TRANS Y/N</b>	Press <b>ENTER</b> to view transactions to modify the tip transaction amounts of the stored advices or <b>CLEAR</b> to exit and return to idle screen.

**NOTE:** If the terminal is in the process of uploading the stored tip transactions to Paymark network and merchant wishes to use the EFTPOS terminal, they can interrupt the upload by simply swiping the card at any stage where it may take few seconds before terminal prompts "**TEMPORARILY HALT TRANSMISSION Y/N**". The merchant can then press **ENTER** to halt the upload transmission and perform a transaction or **CLEAR** to proceed with uploading stored tip transactions.

### 8.12.6 Printing Tips

This function allows the merchant to print the pending tip transactions individually that are currently stored on the terminal.

Step	Terminal Display	Description
1.0	<b>TIPPING</b> 1. AUTHORISATION 2. TIP ADJUST 3. UTIL	Press <b>ENTER</b> to scroll through the menu options until the <b>TIPPING</b> menu is shown on the display. Press <b>3</b> to select <b>UTIL</b> .
2.0	<b>SELECT FUNCTION</b> 1. VOID TIP 2. UPLOAD 3. PRINT	Select the desired function by pressing the corresponding number key. Example: Select 3 to perform <b>PRINT FUNCTION</b> .
3.0	<b>RETRIEVE BY</b> 1. TRANS NUMBER 2. CARD NUMBER 3. AUTH NUMBER 4. PURCHASE AMOUNT 5. TIP AMOUNT 6. TOTAL AMOUNT	Select the desired search criteria by pressing the corresponding number to retrieve and print the pending tip transaction. Example: 1 for TRAN NUMBER
4.0	<b>ENTER TRAN NUM</b>	Enter the transaction number which can be obtained from the receipt. Example: 000001
5.0	<b>PLEASE WAIT</b>	Terminal will display <b>PLEASE WAIT</b> while retrieving the stored transaction.
6.0	TRAN           XXXXXX AUTH           XXXXXX CARD XXXXXX...XXXX TOTAL AMT   NZ\$XX.XX REQUIRED TRANS. Y/N	Details of selected transaction are displayed. Press <b>ENTER</b> to print the pending transaction. Press <b>CLEAR</b> to exit and return to previous screen.
7.0	<b>PRINTING</b>	Pending tip transaction receipt is being printed.

### 8.12.7 Instant Tipping Transaction

This function allows a merchant to accept a tip through a debit or credit card on a purchase transaction.

**NOTE: The new maximum amount percentage has been changed from 140% to 130% where 30% is the tip amount.**



Step	Terminal Display	Description
1.0	<div> PAYMARK EFTPOS  1.EFTPOS MENU  2.TIPPING MENU  3.HOSPITALITY MENU  4.ADMIN MENU  5.SUPERVISOR MENU </div>	<p>Press <b>MENU</b> key and then scroll through using down arrow key until <b>EFTPOS MENU</b> is shown on the display.</p> <p>Press the corresponding number key or <b>ENTER</b> to access EFTPOS menu.</p>
2.0	<div> EFTPOS MENU  1.PURCHASE  2.CASH  3.REFUND </div>	<p>Press the corresponding number key or down arrow key to select <b>PURCHASE</b> to perform a purchase transaction.</p>
3.0	<div> PURCHASE AMOUNT?  \$XX.XX </div>	<p>Key in the purchase amount and press <b>ENTER</b>.</p>
4.0	<div> AMOUNT \$XX.XX  ADD TIP?   NO YES  F1 F2 F3 F4 </div>	<p><b>AMOUNT \$XX.XX ADD TIP?</b> will be displayed on a pinpad. Cardholder to press the corresponding key to add or not a TIP to the transaction.</p> <p><b>PLEASE NOTE:</b> Tip amount will be only 30% of the purchase amount.</p>
5.0	<div> TIP AMOUNT?  \$XX.XX </div>	<p>Staff member will enter the tip amount and press <b>ENTER</b>.</p>
6.0	<div> CASH OUT AMOUNT?  \$0.00 </div>	<p><b>Only applicable if the CASH OUT is turned on.</b></p> <p>Press <b>ENTER</b> to bypass the "CASH OUT" or enter the cash withdrawal amount followed by the <b>ENTER</b> key.</p> <p><b>NOTE:</b> Cash amounts must be multiples of the minimum currency increment (10 cents).</p>
7.0	<div> PRESENT / INSERT  OR SWIPE CARD </div>	<p>Card holder should Present / Insert or Swipe their card</p>
8.0	<div> ACCOUNT \$XX.XX  CHQ SAV CR  F1 F2 F3 F4 </div>	<p>The cardholder presses the corresponding soft key to select their account type. Example: <b>F1 for CHQ or F2 for SAV</b></p>
9.0	<div> CHQ-PIN \$10.00  **** </div>	<p>The cardholder keys in their PIN number followed by <b>ENTER</b>.</p>
10.0	<div> PROCESSING NOW </div>	<p><b>PROCESSING NOW</b> will be displayed on the terminal.</p>
11.0	<div> ACCEPTED </div>	<p>Transaction has been <b>ACCEPTED</b> and prints off transaction receipt.</p>

12.0

**DECLINED**Transaction has been **DECLINED** and prints off transaction receipt.

## 8.13 Credit Card Hospitality Transaction

This function allows the merchant to perform hospitality transactions.

### 8.13.1 Hospitality Card Status Check

This transaction requests a check that the card is valid. It is not a preauthorisation and does not guarantee any available funds and does not store in the terminal.

The card status check may be used on any card type and is performed online.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press <b>MENU</b> key and then scroll through using down arrow key until <b>HOSPITALITY MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access <b>HOSPITALITY</b> menu.
2.0	HOSPITALITY MENU 1.AUTHORISATION 2.COMPLETION 3.UTIL	Press the corresponding number key or down arrow key to select <b>AUTHORISATION</b> to perform a pre-authorisation transaction.
3.0	SELECT AUTH TYPE 1. CARD CHECK 2. INITIAL AUTH 3. TOP-UP AUTH	Press <b>1</b> to select <b>CARD CHECK</b>
4.0	PRESENT / INSERT OR SWIPE CARD \$0.00	Card holder should Present / Insert or Swipe their card
5.0	ACCOUNT  CHQ    SAV    CR F1    F2    F3    F4	The cardholder presses the corresponding soft keys to select the account type. <b>NOTE: If the card used has only one account type which is credit, the terminal will process the transaction without prompting to select account. However, if a transaction is executed using Chip Card, then all the account type will be displayed for cardholder.</b>
6.0	PIN OR ENTER ****	The pinpad will now prompt for <b>PIN entry</b> or <b>SIGNATURE</b> . Ask the cardholder to either enter their <b>PIN number</b> on the pinpad or press <b>ENTER</b> for <b>SIGNATURE</b> .
7.0	PROCESSING NOW	<b>PROCESSING NOW</b> will be displayed on the terminal while processing the transaction.
8.0	ACCEPTED	Transaction has been <b>ACCEPTED</b> for <b>PIN entry</b> and prints the transaction receipt.
9.0	DECLINED	Transaction has been <b>DECLINED</b> for <b>PIN entry</b> and prints the transaction receipt.

### 8.13.2 Hospitality Authorisation

This transaction requests the approval for the Purchase to proceed. The transaction is not a financial transaction, but verifies that the cardholder has the funds available for the intended purchase. If approved, the authorised amount is held until the purchase is completed.

**NOTE:** Stored Hospitality Pre-authorisation transactions will automatically auto delete 30 days after time the transaction was first initiated or updated (i.e. Top-up).

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press <b>MENU</b> key and then scroll through using down arrow key until <b>HOSPITALITY MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access <b>HOSPITALITY</b> menu.
2.0	HOSPITALITY MENU 1.AUTHORISATION 2.COMPLETION 3.UTIL	Press the corresponding number key or down arrow key to select <b>AUTHORISATION</b> to perform a pre-authorisation transaction.
3.0	SELECT AUTH TYPE 1. CARD CHECK 2. INITIAL AUTH 3. TOP-UP AUTH	Press <b>2</b> to select <b>INITIAL AUTH</b>
4.0	PURCHASE AMOUNT? \$0.00	Enter the Purchase amount and press <b>ENTER</b> .
5.0	PRESENT/INSERT OR SWIPE CARD \$XX.XX	Card holder should Present / Insert or Swipe their card
6.0	ACCOUNT            \$XX.XX  CHQ    SAV            CR F1    F2    F3    F4	The cardholder presses the corresponding soft keys to select the account type. <b>NOTE: If the card used has only one account type which is credit, the terminal will process the transaction without prompting to select account. However, if a transaction is executed using Chip Card, then all the account type will be displayed for cardholder.</b>
7.0	PIN OR ENTER ****	The pinpad will now prompt for <b>PIN entry</b> or <b>SIGNATURE</b> . Ask the cardholder to either enter their <b>PIN number</b> on the pinpad or press <b>ENTER</b> for <b>SIGNATURE</b> .
8.0	PROCESSING NOW	<b>PROCESSING NOW</b> will be displayed on the terminal while processing the transaction.
9.0	ACCEPTED	Transaction has been <b>ACCEPTED</b> for <b>PIN entry</b> and prints the transaction receipt.
10.0	DECLINED	Transaction has been <b>DECLINED</b> for <b>PIN entry</b> and prints the transaction receipt.

- |      |  |  |
|------|--|--|
| 11.0 | <b>SIGN RECEIPT</b>                                  | <b>SIGN RECEIPT</b> will be displayed on both terminal and pinpad screen. Tear the receipt off and ask the cardholder to sign receipt.   |
| 12.0 | <b>SIGNATURE OK? Y/N</b><br><b>ENTER=YES, CLR=NO</b> | Verify the cardholder's signature with the signature on the back of the card. If the signature matches:<br>Press <b>ENTER</b> to accept and proceed with <b>step 13.0</b><br>If not, press <b>CLEAR</b> to decline and proceed with <b>step 14.0</b> |
| 13.0 | <b>SIG ACCEPTED</b>                                  | <b>SIG ACCEPTED</b> will be displayed on both the terminal and pinpad screen. The merchant presses <b>ENTER</b> to accept the cardholder's signature after verifying signature with the card.  |
| 14.0 | <b>SIG DECLINED</b>                                  | <b>SIG DECLINED</b> will be displayed on both the terminal and pinpad screen. The merchant presses <b>CLEAR</b> to decline the cardholder's signature after verifying signature with the card.   |

### 8.13.3 Hospitality Top-Up Authorisation

An additional Preauthorisation request may be sent if the preauthorised value needs to be increased to cover additional goods or services. The period of authorisation will also be extended by 30 days from the current date.

There is no limitation to the number of preauthorisation top ups for the life of the transaction.

The preauthorisation top up must not be stored independently within the terminal. Accepted preauthorisation top ups must update the authorised amount of the original preauthorisation transaction.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press <b>MENU</b> key and then scroll through using down arrow key until <b>HOSPITALITY MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access HOSPITALITY menu.
2.0	HOSPITALITY MENU 1.AUTHORISATION 2.COMPLETION 3.UTIL	Press the corresponding number key or down arrow key to select <b>AUTHORISATION</b> .
3.0	SELECT AUTH TYPE 1. CARD CHECK 2. INITIAL AUTH 3. TOP-UP AUTH	Press <b>3</b> to perform <b>Top-Up Authorisation</b> transaction.
4.0	RETRIEVE BY 1. TRAN NUMBER 2. CARD NUMBER 3. AUTH NUMBER 4. INITIAL AUTH AMT 5. FUNDS ON HOLD	Select the desired search criteria by pressing the corresponding number on the terminal to retrieve stored hospitality transaction.  Example: 1 for <b>TRAN NUMBER</b>
5.0	ENTER TRAN NUM	Enter the transaction number which can be obtained from the receipt.  Example: 000001
6.0	TRAN XXXXXX AUTH XXXXXX CARD XXXXXX...XXXX TOTAL AMT NZ\$XX.XX REQUIRED TRANS. Y/N	Details of selected transaction are displayed.  Press <b>ENTER</b> to print the pending transaction.  Press <b>CLEAR</b> to exit and return to previous screen.  <b>NOTE:</b> The total amount displayed will include the previously authorised amount plus any top-up amounts already processed for this transaction. This is to notify the merchant that a top-up transaction was performed.
7.0	AUTH AMT \$XX.XX  TOP-UP AMOUNT? \$0.00	Key in the amount to be finalised then press <b>ENTER</b> . This can be greater or lesser than the authorised amount.

8.0	<b>PRINTING</b>	<b>PRINTING</b> will be displayed on the terminal while printing off the receipt for the cardholder to sign. Advise the cardholder to sign the receipt to accept the transaction with the final amount.
9.0	<b>PROCESSING NOW</b>	<b>PROCESSING NOW</b> will be displayed on the terminal while processing the transaction and will print off receipt where cardholder has to sign to accept the transaction.
10.0	<b>SIGN RECEIPT</b>	<b>SIGN RECEIPT</b> will be displayed on both terminal and pinpad screen. Tear the receipt off and ask the cardholder to sign receipt.
11.0	<b>SIGNATURE OK? Y/N</b> <b>ENTER=YES, CLR=NO</b>	Verify the cardholder's signature with the signature on the back of the card. If the signature matches: Press <b>ENTER</b> to accept and proceed with <b>step 12.0</b> If not, press <b>CLEAR</b> to decline and proceed with <b>step 13.0</b>
12.0	<b>SIG ACCEPTED</b>	<b>SIG ACCEPTED</b> will be displayed on both the terminal and pinpad screen. The merchant presses <b>ENTER</b> to accept the cardholder's signature after verifying signature with the card.
13.0	<b>SIG DECLINED</b>	<b>SIG DECLINED</b> will be displayed on both the terminal and pinpad screen. The merchant presses <b>CLEAR</b> to decline the cardholder's signature after verifying signature with the card.

### 8.13.4 Hospitality Completion Transaction

This transaction is a Purchase completion, which provides notification that the authorised purchase has completed. By utilising this combination of transactions, the merchant is provided with the ability to make an authorisation for the

anticipated end value that approves the validity of the card and availability of funds.

The approval and other transaction details are stored in the memory of the terminal for later use. Use of a parameter to recall the pre-authorised transaction in the terminal creates a completion message without necessarily requiring their customer to present their card again.

**NOTE: Prior to completing the transaction, add any extra charges to the transaction for the goods and/or services used by the customer which hasn't been declared.**

#### 8.13.4.1 Hospitality Partial Completion Transaction

The cardholder has received an agreed portion of the goods or services. This indicates that there will be more transactions to follow. This transaction is required for merchants that support multiple completion transactions.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.HOSPITALITY MENU 3.ADMIN MENU 4.SUPERVISOR MENU	Press <b>MENU</b> key and then scroll through using down arrow key until <b>HOSPITALITY MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access HOSPITALITY menu.
2.0	HOSPITALITY MENU 1.AUTHORISATION 2.COMPLETION 3.UTIL	Press the corresponding number key or down arrow key to select <b>COMP</b> to perform a completion on a pre-authorised transaction.
3.0	RETRIEVE BY 1. TRAN NUMBER 2. CARD NUMBER 3. AUTH NUMBER 4. INITIAL AUTH AMT 5. FUNDS ON HOLD	Select the desired search criteria by pressing the corresponding number on the terminal to retrieve stored hospitality transaction.  Example: 1 for <b>TRANS NUMBER</b>
4.0	ENTER TRAN NUM	Enter the transaction number which can be obtained from the receipt.  Example: 000001
5.0	TRAN XXXXXX AUTH XXXXXX CARD XXXXXX...XXXX TOTAL AMT NZ\$XX.XX REQUIRED TRANS. Y/N	Details of selected transaction are displayed.  Press <b>ENTER</b> to print the pending transaction.  Press <b>CLEAR</b> to exit and return to previous screen.  <b>NOTE:</b> The total amount displayed will include the previously authorised amount plus any top-up amounts already processed for this transaction. This is to notify the merchant that a top-up transaction was performed.





6.0	<div> <div>AUTH AMT      \$XX.XX</div> <div>PARTIAL AMOUNT?</div> <div>\$0.00</div> </div>	Key in the partial amount to be finalised followed by <b>ENTER</b> .
7.0	<div>PRINTING</div>	<b>PRINTING</b> will be displayed on the terminal while printing off the receipt for the cardholder to sign. Advise the cardholder to sign the receipt to accept the transaction with the final amount.
8.0	<div>PROCESSING NOW</div>	<b>PROCESSING NOW</b> will be displayed on the terminal while processing the transaction and will print off receipt where cardholder has to sign to accept the transaction.
9.0	<div>SIGN RECEIPT</div>	<b>SIGN RECEIPT</b> will be displayed on both terminal and pinpad screen. Tear the receipt off and ask the cardholder to sign receipt.
10.0	<div> <div>SIGNATURE OK? Y/N</div> <div>ENTER=YES, CLR=NO</div> </div>	<p>Verify the cardholder's signature with the signature on the back of the card. If the signature matches:</p> <p>Press <b>ENTER</b> to accept and proceed with <b>step 11.0</b></p> <p>If not, press <b>CLEAR</b> to decline and proceed with <b>step 12.0</b></p>
11.0	<div>SIG ACCEPTED</div>	<b>SIG ACCEPTED</b> will be displayed on both the terminal and pinpad screen. The merchant presses <b>ENTER</b> to accept the cardholder's signature after verifying signature with the card.
12.0	<div>SIG DECLINED</div>	<b>SIG DECLINED</b> will be displayed on both the terminal and pinpad screen. The merchant presses <b>CLEAR</b> to decline the cardholder's signature after verifying signature with the card.

#### 8.13.4.2 Hospitality Final Completion Transaction

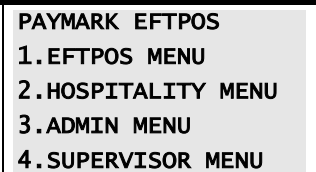
The cardholder has received all the goods or services. This indicates that no more transactions are expected. This transaction is required for all merchants that support preauthorisation transactions.

Step	Terminal Display	Description
------	------------------	-------------

- |      |   |  |
|------|---|--|
| 1.0  | <b>PAYMARK EFTPOS</b><br><b>1.EFTPOS MENU</b><br><b>2.HOSPITALITY MENU</b><br><b>3.ADMIN MENU</b><br><b>4.SUPERVISOR MENU</b>                                 | Press <b>MENU key</b> and then scroll through using down arrow key until <b>HOSPITALITY MENU</b> is shown on the display.<br><br>Press the corresponding number key or <b>ENTER</b> to access HOSPITALITY menu.  |
| 2.0  | <b>HOSPITALITY MENU</b><br><b>1.AUTHORISATION</b><br><b>2.COMPLETION</b><br><b>3.UTIL</b>   | Press the corresponding number key or down arrow key to select <b>COMP</b> to perform a completion on a pre-authorised transaction.  |
| 3.0  | <b>RETRIEVE BY</b><br><b>1. TRAN NUMBER</b><br><b>2. CARD NUMBER</b><br><b>3. AUTH NUMBER</b><br><b>4. INITIAL AUTH AMT</b><br><b>5. FUNDS ON HOLD</b>        | Select the desired search criteria by pressing the corresponding number on the terminal to retrieve stored hospitality transaction.<br><br>Example: 1 for <b>TRAN NUMBER</b>   |
| 4.0  | <b>ENTER TRAN NUM</b>   | Enter the transaction number which can be obtained from the receipt.<br><br>Example: 000001  |
| 5.0  | <b>TRAN</b> <b>XXXXXX</b><br><b>AUTH</b> <b>XXXXXX</b><br><b>CARD</b> <b>XXXXXX...XXXX</b><br><b>TOTAL AMT</b> <b>NZ\$XX.XX</b><br><b>REQUIRED TRANS. Y/N</b> | Details of selected transaction are displayed.<br><br>Press <b>ENTER</b> to print the pending transaction.<br><br>Press <b>CLEAR</b> to exit and return to previous screen.<br><br><b>NOTE:</b> The total amount displayed will include the previously authorised amount plus any top-up amounts already processed for this transaction. This is to notify the merchant that a top-up transaction was performed. |
| 6.0  | <b>AUTH AMT</b> <b>\$XX.XX</b><br><br><b>FINAL AMOUNT?</b><br><b>\$0.00</b>   | Key in the amount to be finalised then press <b>ENTER</b> . This can be greater or lesser than the authorised amount.  |
| 7.0  | <b>PRINTING</b>   | <b>PRINTING</b> will be displayed on the terminal while printing off the receipt for the cardholder to sign. Advise the cardholder to sign the receipt to accept the transaction with the final amount.  |
| 8.0  | <b>PROCESSING NOW</b>   | <b>PROCESSING NOW</b> will be displayed on the terminal while processing the transaction and will print off receipt where cardholder has to sign to accept the transaction.  |
| 9.0  | <b>SIGN RECEIPT</b>   | <b>SIGN RECEIPT</b> will be displayed on both terminal and pinpad screen. Tear the receipt off and ask the cardholder to sign receipt.   |
| 10.0 | <b>SIGNATURE OK? Y/N</b><br><b>ENTER=YES,CLR=NO</b>   | Verify the cardholder's signature with the signature on the back of the card. If the signature matches:<br>Press <b>ENTER</b> to accept and proceed with <b>step 11.0</b><br>If not, press <b>CLEAR</b> to decline and proceed with <b>step 12.0</b>   |

- 11.0  **SIG ACCEPTED** will be displayed on both the terminal and pinpad screen. The merchant presses **ENTER** to accept the cardholder's signature after verifying signature with the card.
- 12.0  **SIG DECLINED** will be displayed on both the terminal and pinpad screen. The merchant presses **CLEAR** to decline the cardholder's signature after verifying signature with the card.

#### 8.13.4.3 Pure Commerce CSE Hospitality Final/Partial Completion Transaction

Step	Terminal Display	Description
1.0		Press <b>MENU key</b> and then scroll through using down arrow key until <b>HOSPITALITY MENU</b> is shown on the display. Press the corresponding number key or <b>ENTER</b> to access HOSPITALITY menu.

- 2.0 **HOSPITALITY MENU**  
1. AUTHORISATION  
2. COMPLETION  
3. UTIL
- Press the corresponding number key or down arrow key to select **COMP** to perform a completion on a pre-authorised transaction.
- 3.0 **RETRIEVE BY**  
1. TRANS NUMBER  
2. CARD NUMBER  
3. AUTH NUMBER  
4. PURCHASE AMOUNT  
5. TOTAL AMOUNT
- Select the desired search criteria by pressing the corresponding number on the terminal to retrieve stored hospitality transaction.  
Example: 1 for **TRAN NUMBER**
- 4.0 **ENTER TRANS NUM**
- Enter the transaction number which can be obtained from the receipt.  
Example: 000001
- 5.0
- |                 |               |
|-----------------|---------------|
| TRAN            | XXXXXX        |
| AUTH            | XXXXXX        |
| CARD            | XXXXXX...XXXX |
| TOTAL AMT       | NZ\$XX.XX     |
| REQUIRED TRANS. | Y/N           |
- Details of selected transaction are displayed.  
Press **ENTER** to print the pending transaction.  
Press **CLEAR** to exit and return to previous screen.  
**NOTE:** The total amount displayed will include the previously authorised amount plus any top-up amounts already processed for this transaction. This is to notify the merchant that a top-up transaction was performed.
- 6.0
- |                       |         |
|-----------------------|---------|
| ORG AMT               | \$XX.XX |
| FINAL/PARTIAL AMOUNT? |         |
|                       | \$0.00  |
- Key in the final or partial amount to be finalised followed by **ENTER**.
- 7.0
- |                 |           |     |      |
|-----------------|-----------|-----|------|
| PURCHASE        | NZ\$XX.XX |     |      |
| SELECT CURRENCY |           |     |      |
| NZD             | AUD       | USD | MORE |
| F1              | F2        | F3  | F4   |
- Select the currency displayed or press **MORE** for more currency option. This will be displayed when the transaction is been performed through swipe using Magnetic Stripe card.  
Example: **PRESS F2 for AUD currency**  
If the card has been inserted, proceed with step 8.0
- 8.0
- |                 |           |
|-----------------|-----------|
| PURCHASE        | AUD 9.44  |
|                 | NZD 10.00 |
| RATE            | 1.0581245 |
| SELECT CURRENCY |           |
| NZD             | AUD       |
- Advise the cardholder to select the currency they wish to process the transaction with
- 9.0
- |                   |          |
|-------------------|----------|
| PURCHASE          | AUD 9.59 |
| FX RATES INCLUDES |          |
| MARGIN OF         | 3.000    |
| CONFIRM           |          |
| NO                | YES      |
- Customer is displayed with the FX rates. Customer needs to confirm to proceed with the home currency or NZD by selecting YES or NO on the terminal by pressing the corresponding keys
- 10.0 **PRINTING**
- PRINTING** will be displayed on the terminal while printing off the receipt for the cardholder to sign. Advise the cardholder to sign the receipt to accept the transaction with the final amount.

- 11.0 **PROCESSING NOW** **PROCESSING NOW** will be displayed on the terminal while processing the transaction and will print off receipt where cardholder has to sign to accept the transaction.
- 9.0 **SIGN RECEIPT** **SIGN RECEIPT** will be displayed on both terminal and pinpad screen. Tear the receipt off and ask the cardholder to sign receipt.
- 10.0 **SIGNATURE OK? Y/N  
ENTER=YES, CLR=NO** Verify the cardholder's signature with the signature on the back of the card. If the signature matches:  
Press **ENTER** to accept and proceed with **step 11.0**  
If not, press **CLEAR** to decline and proceed with **step 12.0**
- 11.0 **SIG ACCEPTED** **SIG ACCEPTED** will be displayed on both the terminal and pinpad screen. The merchant presses **ENTER** to accept the cardholder's signature after verifying signature with the card.
- 12.0 **SIG DECLINED** **SIG DECLINED** will be displayed on both the terminal and pinpad screen. The merchant presses **CLEAR** to decline the cardholder's signature after verifying signature with the card.

SKYZER TECHNOLOGIES  
61E HUGO JOHNSTON DR  
PENROSE

\*-----EFTPOS-----\*

TERMINAL 00901355  
TIME 06Feb18 13:10  
TRAN 000156 CREDIT  
VISA  
CARD ...0000  
AUTH

AUTH \$10.00  
RATE 1.05847000042  
Includes Commission  
of 3.000

TOTAL AUD 9.44  
Transaction Currency

I DECLARE THAT I  
HAVE BEEN GIVEN A  
CHOICE OF PAYMENT  
CURRENCY. I AGREE  
TO PAY THE ABOVE  
TOTAL AMOUNT, AND  
UNDERSTAND THAT  
THE CHOICE OF  
CURRENCY IS FINAL

THIS SERVICE IS  
SUPPLIED BY BNZ

ACCEPT WITH SIG

**8.13.4.4 CSE**

**PREPAID CURRENCY CAR**  
**\*-----\***  
**MERCHANT COPY**

**Hospitality      Final/Partial      Completion**  
**Transaction Receipt Format**

### 8.13.5 Hospitality Utilities

Under Hospitality Utility menu, the following function:





### 8.13.6 Hospitality Cancellation Transaction

Preauthorised cancellation transactions are designed to be used if a preauthorised transaction will not be completed.

The pre authorisation cancellation should be used if:

- the cardholder cancels
- the transaction has expired (30 days since approved preauthorisation or last top up)
- the merchant cannot deliver goods or services

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.HOSPITALITY MENU 3.ADMIN MENU 4.SUPERVISOR MENU	Press <b>MENU</b> key and then scroll through using down arrow key until <b>HOSPITALITY MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access HOSPITALITY menu.
2.0	HOSPITALITY MENU 1.AUTHORISATION 2.COMPLETION 3.UTIL	Press <b>3</b> to select <b>UTIL</b> .
3.0	SELECT FUNCTION 1. VOID 2. EXTRA CHARGES 3. CARD CHECK	Press <b>1</b> to select <b>VOID</b>
4.0	RETRIEVE BY 1. TRAN NUMBER 2. CARD NUMBER 3. AUTH NUMBER 4. INITIAL AUTH AMT 5. FUNDS ON HOLD	Select the desired search criteria by pressing the corresponding number on the terminal to retrieve stored hospitality transaction.  Example: 1 for <b>TRAN NUMBER</b>
5.0	ENTER TRAN NUM	Enter the transaction number which can be obtained from the receipt.  Example: 000001
6.0	TRAN               XXXXXX AUTH               XXXXXX CARD XXXXXX...XXXX TOTAL AMT   NZ\$XX.XX REQUIRED TRANS. Y/N	Details of selected transaction are displayed.  Press <b>ENTER</b> to print the pending transaction.  Press <b>CLEAR</b> to exit and return to previous screen.  <b>NOTE:</b> The total amount displayed will include the previously authorised amount plus any top-up amounts already processed for this transaction. This is to notify the merchant that a top-up transaction was performed.

- 7.0  To cancel the hospitality pre authorisation transaction, press the **ENTER** key.
- 8.0  **PRINTING** will be displayed on the terminal while printing off the receipt for the cardholder to sign. Advise the cardholder to sign the receipt to accept the transaction with the final amount.
- 9.0  **PROCESSING NOW** will be displayed on the terminal while processing the transaction and will print off receipt where cardholder has to sign to accept the transaction.
- 10.0  **ACCEPTED** will be displayed to indicate the pre authorisation transaction was cancelled successfully.






### 8.13.7 Hospitality Delayed (Extra Charges) Completion

This functionality is used for additional charges after the final completion.



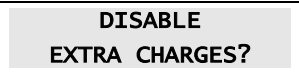
### 8.13.8 Enable/Disable Delayed (Extra Charges) Completion

The below function will be performed to enable and disable delayed (extra charges) completion.

#### Enable Delayed (Extra Charges)

Step	Terminal Display	Comment
1.0		Press <b>FUNC</b>
2.0		Enter <b>100</b> and press <b>ENTER</b> .
3.0		Press <b>ENTER</b> to enable the extra charges or <b>CLEAR</b> to cancel and exit to idle prompt.

#### Disable Delayed (Extra Charges)

Step	Terminal Display	Comment
1.0		Press <b>FUNC</b>
2.0		Enter <b>100</b> and press <b>ENTER</b> .
3.0		Press <b>ENTER</b> to disable the extra charges or <b>CLEAR</b> to cancel and exit to idle prompt.

### 8.13.9 Hospitality Delayed (Extra Charges) Completion

If there are additional charges to be applied after the final completion, the delayed (extra charges) completion can be performed.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.HOSPITALITY MENU 3.ADMIN MENU 4.SUPERVISOR MENU	Press <b>MENU</b> key and then scroll through using down arrow key until <b>HOSPITALITY MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access HOSPITALITY menu.
2.0	HOSPITALITY MENU 1.AUTHORISATION 2.COMPLETION 3.UTIL	Press <b>3</b> to select <b>UTIL</b> .
3.0	SELECT FUNCTION 1. VOID 2. EXTRA CHARGES 3. CARD CHECK	Press <b>2</b> to select <b>EXTRA CHARGES</b>
4.0	RETRIEVE BY 1. TRAN NUMBER 2. CARD NUMBER 3. AUTH NUMBER	Select the desired search criteria by pressing the corresponding number on the terminal to retrieve stored hospitality transaction.  Example: 1 for <b>TRAN NUMBER</b>
5.0	ENTER TRAN NUM	Enter the transaction number which can be obtained from the receipt.  Example: 000001
6.0	TRAN XXXXXX AUTH XXXXXX CARD XXXXXX...XXXX TOTAL AMT NZ\$XX.XX REQUIRED TRANS. Y/N	Details of selected transaction are displayed.  Press <b>ENTER</b> to print the pending transaction.  Press <b>CLEAR</b> to exit and return to previous screen.  <b>NOTE:</b> The total amount displayed will include the previously authorised amount plus any top-up amounts already processed for this transaction. This is to notify the merchant that a top-up transaction was performed.
7.0	PURCHASE AMOUNT? \$0.00	Key in the amount to charge followed by <b>ENTER</b> .
8.0	PRINTING	<b>PRINTING</b> will be displayed on the terminal while printing off the receipt for the cardholder to sign. Advise the cardholder to sign the receipt to accept the transaction with the final amount.
9.0	PROCESSING NOW	<b>PROCESSING NOW</b> will be displayed on the terminal while processing the transaction and will print off receipt where cardholder has to sign to accept the transaction.

10.0

ACCEPTED

**ACCEPTED** will be displayed to indicate the pre authorisation transaction was cancelled successfully.

## 8.14 Cheque Verification Authorisation

A Cheque Verification transaction allows the merchant to authorise a cheque, to verify that the cheque is valid for cheque payments.

**NOTE:** This function must first be activated by request through the company called TeleCheck.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press <b>MENU</b> key and then scroll through using down arrow key until <b>EFTPOS MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access EFTPOS menu.
2.0	EFTPOS MENU 1.PUR 2.CASH 3.REFUND 4.CHQ	Press the corresponding number key or down arrow key to select <b>CHQ</b> to perform a cheque verification transaction.
3.0	CHQ SERIAL # ? XXXXXX	Key in the cheque serial number and press <b>ENTER</b>
4.0	CHQ BRANCH # ? XXXXXX	Key in the cheque branch number and press <b>ENTER</b>
5.0	CHQ ACCOUNT # ? XXXXXX	Key in the cheque account number and press <b>ENTER</b>
6.0	PURCHASE AMOUNT? \$0.00	Key in the purchase amount and press <b>ENTER</b>
7.0	PROCESSING NOW	<b>PROCESSING NOW</b> will be displayed on the terminal and pinpad while communicating with the host and the transaction is being processed.
8.0	ACCEPTED XXXXXX PRESS ENTER	If the transaction is accepted then the terminal will display <b>ACCEPTED</b> followed by the authorization ID number. <b>NOTE:</b> The terminal beeps and requires the merchant to press <b>ENTER</b> for the completion of the transaction and returns to idle screen.
9.0	DECLINED XXXXXX PRESS ENTER	If the transaction is declined then the terminal will display <b>DECLINED</b> followed by the authorization ID number. <b>NOTE:</b> The terminal beeps and requires the merchant to press <b>ENTER</b> for the completion of the transaction and returns to idle screen.

**NOTE:** There is no receipt printed for this transaction since the only requirement is for the merchant to obtain approval for the cheque. The response message stays on the display until the merchant presses **ENTER**

## 8.15 Merchant Administration Functions

The following standard merchant administration functions are available:

**NOTE:** When set up as a multi-merchant device, the terminal will first prompt for the selection of the particular merchant for each of the administration functions above.

### 8.15.1 Terminal Totals

This function allows the merchant to determine the total count and amount of all accepted transactions supported by the terminal since the totals were last reset by the merchant.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press <b>MENU</b> key and then scroll through using down arrow key until <b>ADMIN MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access ADMIN menu.
2.0	ADMIN MENU 1.TOTAL 2.INQUIRY 3.CUTOVER	Press the corresponding number key or down arrow key to select <b>TOTAL</b> to perform a shift totals.
3.0	1 Merchant 1 2 Merchant 2 3 Merchant 3	<b><u>Only applicable with Multi-Merchant setup.</u></b>  Select the corresponding number on the terminal to select the Merchant followed by <b>ENTER</b> .
4.0	PRINTING	Totals will be printed immediately.
5.0	RESET TOTALS? ENTER=YES, CLR=NO	The user will be prompted whether the totals should be reset.  - If <b>YES</b> is selected, the terminal will return to idle and totals will have been reset. (To check this, repeat steps 1-2. Totals should all appear as \$0.00 on the printout.)  - If <b>NO</b> is selected, terminal will return to idle without resetting the totals. (To check this, repeat steps 1-2. Totals should remain the same.)

## 8.15.2 Terminal Totals with Instant Tip

This function allows the merchant to determine the total count and amount of all accepted transactions supported by the terminal since the totals were last reset by the merchant.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press <b>MENU</b> key and then scroll through using down arrow key until <b>ADMIN MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access ADMIN menu.
2.0	ADMIN MENU 1.TOTAL 2.INQUIRY 3.CUTOVER	Press the corresponding number key or down arrow key to select <b>TOTAL</b> to perform a shift totals.
3.0	1 Merchant 1 2 Merchant 2 3 Merchant 3	<b>Only applicable with Multi-Merchant setup.</b>  Select the corresponding number on the terminal to select the Merchant followed by <b>ENTER</b> .
4.0	PRINTING	Totals will be printed immediately.  <b>NOTE:</b> This will include the instant tip amounts under purchase that were performed for merchant's knowledge.
5.0	RESET TOTALS? ENTER=YES, CLR=NO	The user will be prompted whether the totals should be reset.  - If <b>YES</b> is selected, the terminal proceed to step 5.0 with totals to be reset. (To check this, repeat steps 1-2. Totals should all appear as \$0.00 on the printout.)  - If <b>NO</b> is selected, terminal will return to idle without resetting the totals. (To check this, repeat steps 1-2. Totals should remain the same.)
6.0	PRINT TIP REPORT AND RESET?	The user will be prompted whether print the tip report and reset.  - If <b>YES</b> is selected, the terminal proceed with totals to be reset and print off the instant tip report for the merchant outlining the number of tip transactions that were performed.  - If <b>NO</b> is selected, terminal will return to idle without resetting the totals.

### 8.15.3 Terminal Totals with Credit Card Surcharging

This function allows the merchant to determine the total count and amount of all accepted surcharging transactions supported by the terminal since the totals were last reset by the merchant.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press <b>MENU</b> key and then scroll through using down arrow key until <b>ADMIN MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access ADMIN menu.
2.0	ADMIN MENU 1.TOTAL 2.INQUIRY 3.CUTOVER	Press the corresponding number key or down arrow key to select <b>TOTAL</b> to perform a shift totals.
3.0	1 Merchant 1 2 Merchant 2 3 Merchant 3	<b><u>Only</u> applicable with Multi-Merchant setup.</b>  Select the corresponding number on the terminal to select the Merchant followed by <b>ENTER</b> .
4.0	PRINTING	Totals will be printed immediately.  <b>NOTE:</b> This will include the surcharging amounts under purchase that were performed for merchant's knowledge.
5.0	RESET TOTALS? ENTER=YES, CLR=NO	The user will be prompted whether the totals should be reset.  - If <b>YES</b> is selected, the terminal proceed to step 5.0 with totals to be reset. (To check this, repeat steps 1-2. Totals should all appear as \$0.00 on the printout.)  - If <b>NO</b> is selected, terminal will return to idle without resetting the totals. (To check this, repeat steps 1-2. Totals should remain the same.)

## 8.15.4 Settlement Inquiry

This function is used by the merchant to retrieve either the current subtotals or historical settlement information from Paymark.

**NOTE:** Settlement inquiry data can be retrieved retrospectively to a maximum of 14 days.

Step	Terminal Display	Description
1.0	<div> <b>PAYMARK EFTPOS</b>  <b>1.EFTPOS MENU</b>  <b>2.TIPPING MENU</b>  <b>3.HOSPITALITY MENU</b>  <b>4.ADMIN MENU</b>  <b>5.SUPERVISOR MENU</b> </div>	<p>Press <b>F</b> key and then scroll through using down arrow key until <b>ADMIN MENU</b> is shown on the display.</p> <p>Press the corresponding number key or <b>ENTER</b> to access ADMIN menu.</p>
2.0	<div> <b>ADMIN MENU</b>  <b>1.TOTAL</b>  <b>2.INQUIRY</b>  <b>3.CUTOVER</b> </div>	<p>Press the corresponding number key or down arrow key to select <b>INQ</b> to perform a settlement inquiry.</p>
3.0	<div> <b>1 Merchant 1</b>  <b>2 Merchant 2</b>  <b>3 Merchant 3</b> </div>	<p><b>Only applicable with Multi-Merchant setup.</b></p> <p>Select the corresponding number on the terminal to select the Merchant followed by <b>ENTER</b>.</p>
4.0	<div> <b>SELECT OPTION</b>  <b>XX/XX          OTHER</b> </div>	<p>- Press <b>F1</b> to initiate a settlement inquiry for the current settlement period (date will be shown). Proceed with step 4.0.</p> <p>- Press <b>F4</b> to enter a date for a different settlement period. Proceed with step 4.1</p>
4.1	<div> <b>DATE – DDMMYYYY</b>  <b>XX/XX/XXXX</b> </div>	<p>Enter date for which you would like to make a settlement inquiry, ensuring that date is entered in DDMMYYYY format. Press <b>ENTER</b> when correct date has been entered, <b>CLEAR</b> if you wish to re-enter date, <b>CANCEL</b> if you wish to cancel settlement inquiry.</p>
5.0	<div> <b>PROCESSING NOW</b> </div>	<p><b>PROCESSING NOW</b> will be displayed on the terminal while processing to retrieve the transaction.</p> <p><b>NOTE:</b> Terminal will prompt for any stored Tip Transactions and/or Electronic Offline Voucher to be transmitted. Press <b>ENTER</b> to transmit or <b>CLEAR</b> to proceed with settlement cutover.</p>
6.0	<div> <b>TRANS. COMPLETE</b> </div>	<p>Settlement inquiry record is printed.</p>

**NOTE:** Any expired stored Hospitality, EOv offline and/or Contactless transactions, will be prompted to upload when Settlement Inquiry is performed. To upload these stored transactions at that time, press **ENTER** or **CLEAR** to cancel upload and proceed with Settlement Inquiry.



### 8.15.5 Settlement Cutover

This function allows the merchant to settle the current settlement period and to cut over to a new settlement period. This can only be performed successfully when the terminal is within the 'settlement window' defined by Paymark for the particular merchant and terminal.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press <b>MENU</b> key and then scroll through using down arrow key until <b>ADMIN MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access ADMIN menu.
2.0	ADMIN MENU 1.TOTAL 2.INQUIRY 3.CUTOVER	Press the corresponding number key or down arrow key to select <b>CUTOVER</b> to perform a settlement cutover.
3.0	1 Merchant 1 2 Merchant 2 3 Merchant 3	<b>Only applicable with Multi-Merchant setup.</b>  Select the corresponding number on the terminal to select the Merchant followed by <b>ENTER</b> .
4.0	CUTOVER NOW? ENTER=YES, CLR=NO	Press <b>ENTER</b> to initiate a settlement cutover or <b>CLEAR</b> to cancel and return to the previous state.  <b>NOTE:</b> Terminal will prompt for any stored Tip Transactions and/or Electronic Offline Voucher to be transmitted. Press <b>ENTER</b> to transmit or press <b>CLEAR</b> to proceed with settlement cutover.
5.0	PROCESSING NOW	<b>PROCESSING NOW</b> will be displayed on the terminal while processing the transaction.
6.0	TRANS. COMPLETE	Settlement cutover record is printed.

**NOTE:** Any expired stored Hospitality, EOv offline and/or Contactless transactions, will be prompted to upload when Settlement Cutover is performed. To upload these stored transactions at that time, press **ENTER** or **CLEAR** to cancel upload and proceed with Settlement Cutover.

### 8.15.6 Duplicate Receipt

This function causes the terminal to print a duplicate of the receipt generated as a result of the last cardholder transaction. This function is used if the original receipt is damaged or illegible. A financial transaction reprint receipt should still be available after a non-financial transaction is completed or after a second or subsequent acquirer transaction.

This function can also be accessed through shortcut key by pressing **3** from idle screen.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press <b>MENU</b> key and then scroll through using down arrow key until <b>SUPERVISOR MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access SUPERVISOR menu.
2.0	SUPERVISOR MENU 1.XTRA 2.LOGON 3.DUPLICATE	Press the corresponding number key or down arrow key to select <b>DUPLICATE</b> to reprint a duplicate transaction receipt.
3.0	1 Merchant 1 2 Merchant 2 3 Merchant 3	<b>Only applicable with Multi-Merchant setup.</b>  Select the corresponding number on the terminal to select the Merchant followed by <b>ENTER</b> .
4.0	PRINTING	Prints the last cardholder transaction.

## 8.16 Electronic Offline Vouchers (EOV)

This function allows the terminal to accept offline transactions in the event of a communications failure with Paymark or the banking network.

Only Purchase transactions can be accepted in EOV mode. A pre-set limit is in place for both the number of transactions accepted per card and the amount of the purchase.

All the transaction details are held on the terminal until connectivity with Paymark has been restored, at which time all EOV transactions will be uploaded to the Paymark network. During the course of the upload, a receipt will automatically be printed for any stored transactions that are declined.

This function is only available where a merchant has bank approval to accept EOV transactions.

The following notes relate to the operation to the terminal's EOV operation:

- Only Purchase transactions can be accepted in EOV mode.
- Both debit and credit cards can be used for purchase transactions in EOV mode.
- A pre-set limit is in place for both the number of transactions accepted per card and the purchase amount.
- If the terminal is a multi-merchant unit, 'EFTPOS OFFLINE' will be displayed on screen at the Merchant selection prompt and the PAYMARK EFTPOS menu prompt will be changed to EFTPOS OFFLINE to indicate terminal is in the EOV mode.
- Purchase transactions are held in the memory of the terminal until connectivity with the host has been restored.
- The terminal will attempt a logon every ten minutes to check the network status, alternatively a manual log on can be performed by the merchant.
- For all swipe card transactions processed in EOV mode, the cardholder will be prompted to sign the merchant copy of the receipt, whereas chip card transactions could require the cardholder to enter their PIN. If the correct PIN is entered, the transaction will be accepted and the cardholder does not sign the EFTPOS receipt.
- Manual PAN (MANPAN) entry is not permitted in the EOV mode.
- If a transaction other than a Purchase is attempted whilst in EOV mode, the terminal will respond with the error message: "INVALID OFFLINE TRANSACTION".

**NOTE: Under PCI compliance, merchant needs to keep the cardholder's data/receipts in a safe and secure location manner. Our recommendation would be to keep all these data/receipts locked in the cash drawer.**

### 8.16.1 Notification of EOVS Mode

When a terminal receives two consecutive network errors, such as Transmission Error, System Faults or Failed to clear a pending transaction, the terminal will then prompt **"PROCESS TRANSACTION OFFLINE? Y/N"** If **YES/ENTER** is selected, the terminal will then go into EOVS mode and process the failed transaction in offline mode and is stored in the terminal memory. Any subsequent transactions executed will be stored in the terminal memory as an EOVS transaction. If **NO/CLEAR** is selected, the terminal will go into EOVS mode without processing the failed transaction. All the swipe card transaction executed in EOVS mode will always require Signature, whereas chip card transactions could require the cardholder to enter PIN to accept the transaction.

### 8.16.2 To Exit Out of EOVS Mode




To exit out of EOVS mode, simply perform a merchant logon (page 66) and if the terminal is successful in re-establishing connectivity to Paymark network, an ACCEPTED merchant logon receipt will be printed.

If the terminal fails the merchant logon, then the terminal will still operate in the EOVS mode.

### 8.16.3 Upload Electronic Offline Transactions

Once the terminal has re-established connectivity to Paymark network, it will automatically start to upload the stored electronic offline transaction in batches of five with two minutes interval until all has been uploaded to Paymark network.




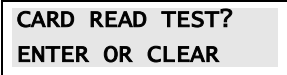


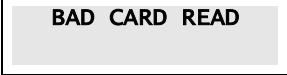
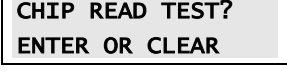
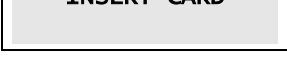

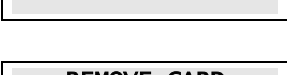
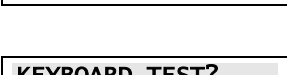
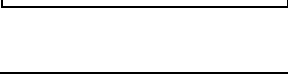
If required, the merchant can also perform this function to manually upload any electronic offline transactions stored on the terminal to Paymark network.


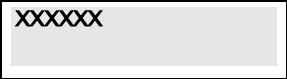
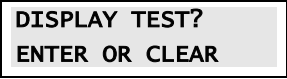



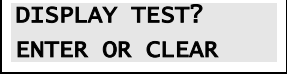
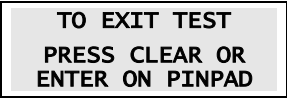
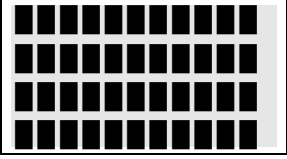
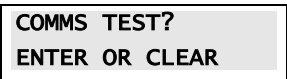


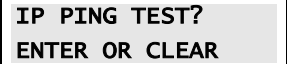
Step	Terminal Display	Description
1.0		Press <b>FUNC.</b>
2.0		Enter <b>88</b> and press <b>ENTER.</b>
3.0		The terminal starts to upload the stored offline transactions which were stored on the terminal.

**NOTE:** If the terminal is in the process of uploading the offline transactions to Paymark network and merchant wishes to use the EFTPOS terminal, they can interrupt the upload by simply swiping the card at any stage where it may take few seconds before terminal prompts "TEMPORARILY HALT TRANSMISSION Y/N". The merchant can then press **ENTER** to halt the upload transmission and perform a transaction or **CLEAR** to proceed with uploading offline transactions.

## 9 DIAGNOSTICS

This function allows the merchant to perform diagnostic functions to aid in the maintenance of the terminal.

Step	Terminal Display	Description
1.0		Press <b>FUNC.</b>
2.0		Enter <b>9904</b> , press <b>ENTER.</b>
3.0		Press <b>ENTER</b> to continue with the self test <b>CLEAR</b> to cancel and return to idle prompt.
4.0		Press <b>ENTER</b> to start <b>CARD READ TEST</b> , <b>CLEAR</b> to bypass <b>CARD READ TEST</b> or <b>CANCEL</b> to cancel and return to idle prompt.
4.1		Swipe a magnetic stripe card through the magnetic stripe card reader. Press <b>ENTER</b> or <b>CLEAR</b> to go to chip read test.
4.2		Displays if the terminal is successful to read the magnetic stripe data.
4.3		Displays if the terminal is unable to read the magnetic stripe data.
5.0		Press <b>ENTER</b> to start <b>CHIP READ TEST</b> , <b>CLEAR</b> to bypass <b>CHIP READ TEST</b> or <b>CANCEL</b> to cancel and return to idle prompt.
5.1		Insert the chip card into the chip card reader slot in the terminal. Press <b>ENTER</b> or <b>CLEAR</b> to go to keyboard test.
5.2		Displays if the terminal is successful to read the chip card contact.
5.3		Displays if the terminal is unable to read the chip card contact.
5.4		Remove card from the chip card reader slot.
6.0		Press <b>ENTER</b> to start <b>KEYBOARD TEST</b> , <b>CLEAR</b> bypass <b>KEYBOARD TEST</b> or <b>CANCEL</b> to cancel the function and return to idle prompt.

- 6.1  Press **CLEAR** to exit and perform display test.
- 6.2  The terminal echoes the keys as the merchant presses them on the terminal. If **CLEAR** is pressed, terminal exits out from the keyboard test.
- 7.0  Press **ENTER** to perform a display test, **CLEAR** to bypass the display test, **CANCEL** to cancel the function and return to idle prompt.
- 7.1  Screen should display this during display test. Press **ENTER** or **CLEAR** to go onto next test, **CANCEL** to return to idle prompt.
- 8.0  Press **ENTER** to perform **PRINTER TEST**, **CLEAR** to bypass PRINTER TEST or **CANCEL** to cancel the function and return to idle prompt.
- 8.1  Terminal will print a test receipt immediately when **ENTER** key is pressed.
- 9.0  Press **ENTER** to perform a display test, **CLEAR** to bypass the display test, **CANCEL** to cancel the function and go to **COMMS TEST**.
- 9.1  Terminal will prompt **TO EXIT TEST PRESS CLEAR OR ENTER ON PINPAD**.
- 9.2  Screen should display this during display test. Press **ENTER** or **CLEAR** to go onto next test.
- 10.0  **ENTER** to start **COMMS TEST**, **CLEAR** to bypass **COMMS TEST** or **CANCEL** to cancel the function and return to idle prompt.
- 10.1  If **COMMS** test is performed, terminal screen will display **PROCESSING NOW** and then will return with response.
- 10.2  Terminal screen will display **ACCEPTED** if **COMMS** test is successful. Press **ENTER**.
- 11.0  Press **ENTER** to start **IP PING TEST**, **CLEAR** to bypass **IP PING TEST** or **CANCEL** to cancel the function and return to idle prompt.

11.1

PING TEST  
PASSED  
PRESS ENTER

Terminal screen will display **PASSED** if the IP ping test is successful. Press **ENTER**.

11.2

PING TEST  
FAILED  
PRESS ENTER

Terminal screen will display **FAILED** if the IP ping test is unsuccessful. Press **ENTER**.



## 9.1 Extra Terminal Functions

The terminal provides extra terminal functions which are accessible from the Supervisor menu.

Step	Terminal Display	Description
1.0	PAYMARK EFTPOS 1.EFTPOS MENU 2.TIPPING MENU 3.HOSPITALITY MENU 4.ADMIN MENU 5.SUPERVISOR MENU	Press <b>MENU</b> key and then scroll through using down arrow key until <b>SUPERVISOR MENU</b> is shown on the display.  Press the corresponding number key or <b>ENTER</b> to access SUPERVISOR menu.
2.0	SUPERVISOR MENU 1.XTRA 2.LOGON 3.DUPLICATE	Press the corresponding number key or down arrow key to select <b>XTRA</b> to access Xtra functions.
3.0	1 Merchant 1 2 Merchant 2 3 Merchant 3	<b>Only applicable with Multi-Merchant setup.</b>  Select the corresponding number on the terminal to select the Merchant followed by <b>ENTER</b> .
4.0	TERMINAL FUNCTIONS	Select desired function from option table listed below by pressing the corresponding number key to activate chosen option.  Example: To print stored transactions totals, press 0 key

**NOTE:** Upon completion of desired function, terminal will return to idle screen. Repeat steps 1-3 if required.

Press #	Terminal Display	Description
<b>PRESS 0: Print Stored Transaction Totals</b>		
	PRINTING	Terminal will display <b>PRINTING</b> and will print a record of all stored transactions awaiting transmission in the terminal.
<b>PRESS 1: Terminal Restart</b>		
	RESTART TERMINAL?	Press <b>ENTER</b> to restart the terminal <b>CANCEL</b> to return to idle prompt. If <b>ENTER</b> key is pressed, terminal will restart and soon return to idle prompt.
<b>PRESS 2: Display KVC and print Terminal Configuration</b>		
	PRINTING	Terminal will display KVC and prompt to PRINT CONFIG Y/N. Press <b>ENTER</b> to print off the terminal configuration report or <b>CLEAR</b> to exit and return to idle screen.

**PRESS 3: Print EMV or CTL Public Keys**

PRINT  
1. EMV PUBLIC KEYS  
2. CTL PUBLIC KEYS

Press **1** to print off the EMV public keys or **2** to print off the CTL public keys.

PRINTING

Displays while printing the check sum value of all EMV or CTL public keys stored within the terminal. If the terminal has no stored EMV public keys then it will display "NO PUBLIC KEYS" and "NO CTL KEYS" if no stored CTL public keys.

**PRESS 4: Print EMV Enable Applications or CTL Configurations**

PRINT  
1. EMV APPS  
2. CTL CONFIG

Press **1** to print off the current enabled EMV Application Identifiers (AIDs) or **2** to print off the CTL configuration records.

PRINTING

Displays while printing a list of all the currently enable EMV Application Identifiers (AIDs) or CTL configuration records supported by the terminal. If the terminal has no EMV applications it will display "NO EMV APPS" and "NO CTL RECORDS" if no CTL configuration records.

**PRESS 5: Print Pending Transactions**

PRINT PENDING  
TRANS.  
SELECT OPTION  
1. PRINT ALL  
2. PRINT HOSP  
TRANS  
3. PRINT TIP TRANS

Press **1** to print all the pending transactions that are stored on the terminal or **2** to print off a specific Hospitality transaction or **3** to print off a specific Tipping transaction.

PRINTING

**PRINTING** displays while printing the pending transactions. If the terminal has no pending transactions it will display "NO PENDING TRANSACTIONS".

**PRESS 6: Print Last EMV Transaction**

PRINTING

**PRINTING** displays while printing the last EMV transaction. If the terminal has no EMV transactions it will display "NO EMV TRANSACTIONS".

**PRESS 7: Print Card Prefix Table**

PRINTING

**PRINTING** displays while printing Card Prefix Table.

Terminal returns to admin menu.

**PRESS 8: To change Date and Time of the terminal**

DATE - DDMMYY 19/01/18
TIME - HHMMSS 12:49


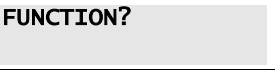
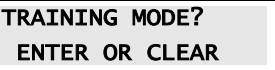

To change the **Date**, enter the day, month and the year on the keyboard and press **ENTER**

To change the **Time**, enter the hour and minutes on the keyboard and press **ENTER**

**NOTE: When the Merchant logon is accepted, the current date and time are automatically updated on the terminal.**

## 9.2 Training Mode

The terminal has a training mode that can be toggled through the following steps:

Step	Terminal Display	Description
1.0		Press <b>FUNC</b>
2.0		Enter <b>9999</b> , press <b>ENTER</b>
3.0		Press <b>ENTER</b> to enter Training Mode, or <b>CLEAR</b> to exit Training Mode
4.0		The terminal briefly displays "PLEASE WAIT" and then returns to the idle prompt

When the terminal is in training mode, a large indication will appear on the display that the terminal is currently in training mode. To exit Training Mode, repeat steps 2 and 3.

**NOTE:** Before the terminal can operate in training mode, the terminal, merchant ID's must be configured and the functions that you would like to demonstrate on. Once the terminal is in the training mode, transactions can be executed. When executing transaction in the training mode, the amount will be the response code for the transaction, principally the "cent" area. For example, if a transaction has been executed for an amount of \$1.00 or \$1.08, the transaction will be accepted, where 00 is for ACCEPTED response code and 08 is for SIGN ACCEPTED. Any other amount in the "cent" area will result the transaction to decline.

Ensure that any pending transactions that are stored on the terminal have been settled before exiting the training mode.

## **9.3 New Features of the Terminal**

### **9.3.1 Declined Alert**

To notify the merchant of a declined transaction the terminal will beep, displaying 'declined' and a receipt will not be printed until the merchant presses enter.

### **9.3.2 Full message Encryption**

Merchants and cardholders can have confidence in the benefits of increased security standards with full message encryption, allowing the secure transmission of EFTPOS transactions across wireless or internet communications links.

### **9.3.3 Customer Receipt Copy**

Merchants now have the option available to print or not a customer copy receipt.

### **9.3.4 Communication**

The Ingenico Move 5000 terminal allows the choice of various communication methods as below:

- Broadband
- GPRS
- Dial up
- WiFi
- Bluetooth

## 10 SAFETY AND MAINTENANCE

### 10.1 Cleaning of the Terminal

First of all, unplug all the wires from the terminal.

- DO NOT allow any water to enter inside the case. Remove any dust, accumulated dirt or grime from the case using a damp cloth.
- DO NOT use solvents, cleaning fluids or abrasives. These materials could damage the plastic housing and any exposed contacts.
- DO NOT clean the electrical connections.
- DO NOT put anything into the slot of the smart card reader.

### 10.2 General Safety Information

This equipment has been designed and manufactured to meet international safety standards but, like any electrical apparatus, due care must still be taken:

- Do read and understand the instructions before using the equipment
- DO NOT expose this apparatus to rain or moisture. This product is approved for indoor use only. Where necessary, use a protection cover that prevents ingress of water.
- DO NOT remove any screws or non-operator accessible covers.
- DO NOT insert any metallic objects.
- DO NOT allow liquid to spill into the terminal's openings.
- DO NOT allow anything to rest on the power or telecom cords and ensure that all cables are routed to prevent damage or accidental contact.
- DO NOT continue to operate the equipment if you are in any doubt about it working normally, or if it is damaged in any way. Withdraw the mains plug and consult your service agent.

### 10.3 External Power Supply

- Only an Ingenico approved power supply (CE Marked) specified for use with this terminal must be used.
- Operate only from a power source as specified on the Power Supply Unit.

### 10.4 Opening the

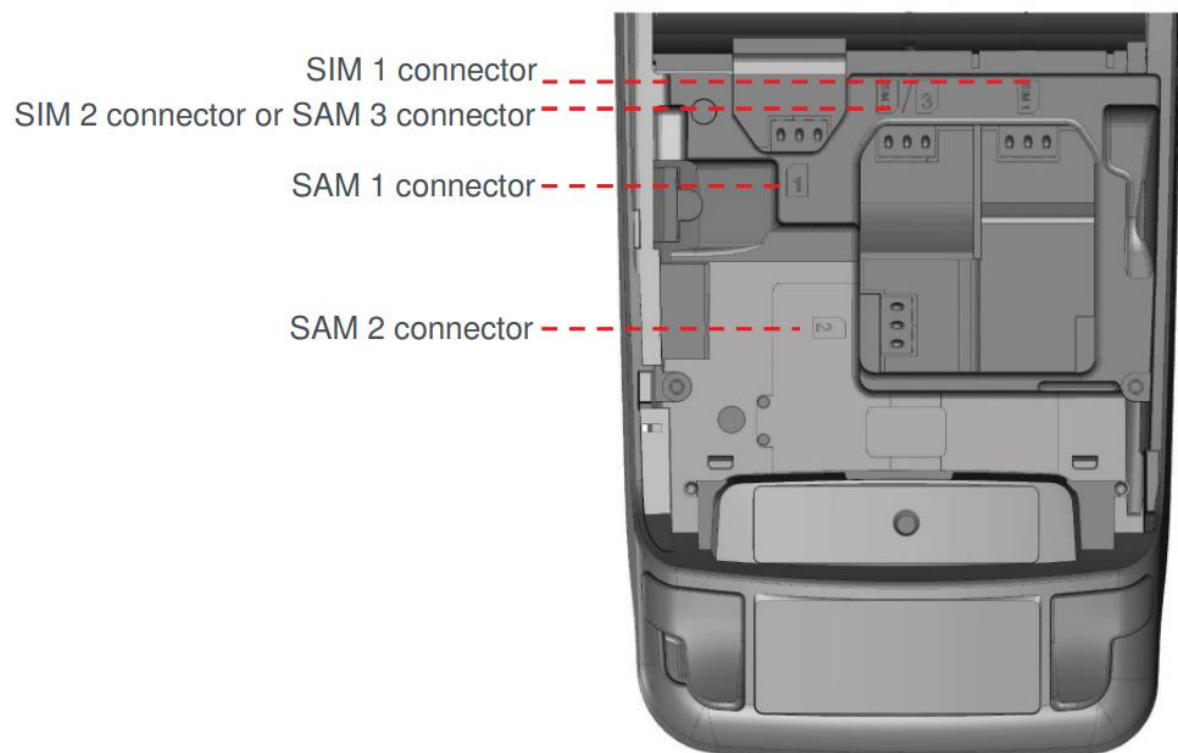
- Switch off the terminal before opening the back cover.

- Turn the terminal over and unclip the back cover by pushing on the clip in the direction of the arrows in the picture.



## 10.5 SAMs & SIMs

- The connector modules security SAM / SIM are located inside the terminal in a closed compartment.
- SAMs / SIMs are identified by the engraved marks on the lower housing.
- When introducing a SAM / SIM in its slot, be sure to put the cut corner as indicated on the engraved markings.

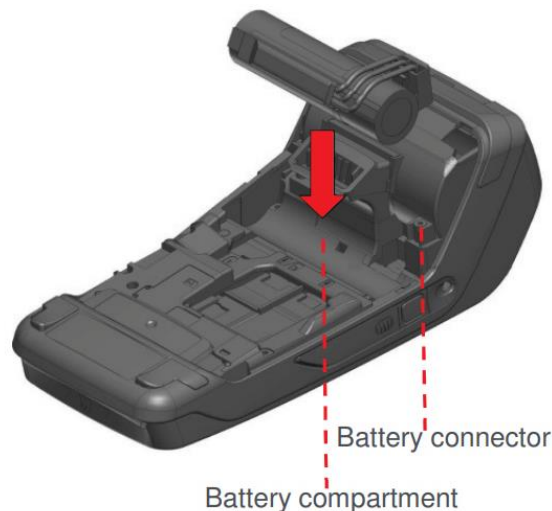


## 10.6 Battery

### 10.6.1 Installing the Battery

**NOTE:** Check that the terminal is not connected to the mains electricity network

- Turn the terminal over and unclip the back cover by pushing on the clip
- Take the battery pack included in the box
- Locate the battery pack connector beside the battery compartment
- Plug the battery pack into the battery pack connector
- Verify that it locks
- Place the battery pack in its compartment
- Close the back cover



### 10.6.2 When does the battery need to be charged?

- On initial startup, the battery should be charged for 4 hours under the environmental conditions stated earlier in this guide.
- When used daily on battery power only. The terminal will automatically recharge its battery each time it is placed on its base.

### 10.6.3 Charging the Battery Using the base

- Place the terminal on its base, charging will automatically begin.

### 10.6.4 Charging the Battery Using the Terminal Power Supply

- Connect the terminal power supply unit to the terminal charging port on the left of the terminal.
- The battery symbols are:



Battery charge greater than 80%



Battery charge greater than 60% and less than 80%



Battery charge greater than 40% and less than 60%



Battery charge greater than 20% and less than 40%

Battery charge less than 20%

Terminal powered by external power supply, battery full charge

- The environment in which the charge takes place influences battery lifetime and autonomy (number of transactions)
- The optimal conditions are as follows:
  - Charge away from any external heat source (radiator, sun, enclosed area etc.)
  - The optimal temperature is between +15°C and +25°C

## 10.7 Paper Roll

Main characteristics of Ingenico paper roll:

- Colour White
- Width 58 mm
- Diameter 40 mm
- Length Approximately 18 meters

The quality of the thermal paper can be deteriorated by poor storage conditions; it is therefore recommended that the following are avoided:

- Storage in hot wet places (near air-conditioners, humidity above 85%)
- Exposure to sunlight or ultraviolet for long periods
- Contact with organic solvents (solvent type adhesives)
- Direct contact with materials containing plasticizers (PVC transparent folders or envelopes)
- Direct contact with "diaz" papers
- Direct contact with water
- Rubbing or pressing the paper too strongly

**NOTE:** For best performance use only heat sensitised paper roll approved by Ingenico. The use of non-approved paper is likely to damage the terminals printer

## 10.8 Installing a Paper Roll

- Open the paper compartment by lifting the catch located at the rear of the terminal and pull the cover to the rear of the terminal.





- Insert the paper roll in the compartment following the directions shown in the picture
- Pull the paper up to the top of the terminal • Hold the paper and close the lid
- Press simultaneously on both upper corners of the paper flap, as shown by arrows on picture, until it clips into position

**NOTE:** When a new paper roll is inserted, tear off the first length (one complete turn) to avoid printing on the residue of the adhesive tape.

## 10.9 GPRS Terminal Header

Your terminal may be 2G, 3G or combined 2G/3G capable



The mobile network status will be represented by the following icons:

No icon No mobile network detected



Searching for a mobile network but has not yet connected to a network



The terminal is connected to a mobile network but the GPRS session has not yet been established



The terminal is connected to a mobile network and the GPRS session has been established



Maximum reception level (100%)



High reception level (75%)



Medium reception level (50%)



Low reception level (25%)



Very low reception level (<5%)



Network provider name is displayed underneath the signal indicator

## 10.10 Bluetooth Terminal Header

**NOTE:** When an icon is white there is no connection. The Icon will turn **GREEN** when a connection is made.

Terminal header with no connection



Please note that if your terminal is 'Multi Comms Capable' it will show all of the above icons.

The GPRS; Date/Time and battery icons are described in previous sections.



This is the Bluetooth Icon when the terminal is NOT assigned to a base unit



This is the Bluetooth Icon when the terminal IS assigned to a base unit



This is the WiFi Icon when the terminal is NOT connected to a WiFi network



This is the WiFi Icon when the terminal is connected to a WiFi network



This is the Network Icon when the terminal is NOT connected to a network via an Ethernet cable



This is the Network Icon when a network cable IS inserted and a connection is made to a network via an Ethernet cable

## 11 SKYZER TECHNOLOGIES CONTACT DETAILS

**Phone:** NZ +64 9 259 0322

**Address:** Skyzer Technologies  
269 Mount Smart Road, Onehunga  
Auckland  
New Zealand

### Internet Access

<https://www.skyzer.co.nz>

<https://www.skyzertechnologies.co.nz>

### Sales and Service Enquiries

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[service@skyzer.co.nz](mailto:service@skyzer.co.nz)

If you have any comments or suggestions relating to this guide please contact Skyzer Technologies directly.