Presto Smart e355

User Guide.

Get in touch

Merchant Helpdesk

1800 029 749
(available 24 hours a day, 7 days a week)

Contents

1.0 Introduction 5
1.1 Merchant Responsibility for Equipment and Materials Provided. 5
1.2 Damaged, Lost or Stolen Equipment. 5
1.3 Merchant Receipts. 6

2.0 Getting Started 6
2.1 Keyboard Layout. 7
2.2 Keyboard Mapping. 7
2.3 Terminal Display. 8
2.4 Charging your Terminal. 9
2.5 Manual Start and Shutdown. 10

3.0 Procedures 10
3.1 Main Menu. 10
3.2 Contactless Transactions. 11
3.3 Chip Card Transactions. 11
3.4 Magnetic Stripe Transactions. 12
3.5 Cancelling a transaction. 12

4.0 Pairing to the Point of Sale 13

5.0 Disconnecting from the Point of Sale 16

6.0 Transaction Procedures 18
6.1 How to process a Purchase Only Transaction. 18
6.2 How to process a Purchase with Cash Out Transaction. 21
6.3 How to process a Cash Out Only Transaction. 23
6.4 Refund. 26
6.5 How to process a Purchase with Tip Transaction. 29
6.6 MOTO. 32
6.7 Pre-Authorisation. 34
6.8 Pre-Authorisation Completion. 36
6.9 Pre-Authorisation Cancellation. 38
6.11 Pre-Authorisation Top-Up. 42
6.12 Pre-Authorisation Extend. 44
6.13 Pre-Authorisation Partial Cancellation. 46

7.0 Surcharging via the Terminal 49

8.0 Settlement 50

9.0 Network Configuration 50

9.1 Wi-Fi Setup. 50

10.0 Glossary 57

11.0 Troubleshooting 58

11.1 Terminal Response Codes. 58

1.0 Introduction

The Presto Smart e355 terminal lets you process online transactions for Debit Cards (savings and cheque accounts), Credit Cards (Visa, Mastercard and UnionPay) and Charge Cards (American Express, Diners Club and JCB). To accept Charge Card transactions please contact the relevant Charge Card Provider.

Presto Smart e355 enables you to process:

- Purchases
- Purchases with Cash Out for eftpos Debit Cards (if enabled)
- Refunds
- Mail/telephone order (MOTO) and eCommerce transactions (subject to Westpac approval)
- Cash Out transactions for eftpos Debit Cards
- Purchase with Tip
- Pre-Authorisation functions, including Completion, Extension and Cancellation (subject to Westpac approval).

Note: The above functionality may vary depending on your chosen POS provider.

1.1 Merchant Responsibility for Equipment and Materials Provided.

Terminals and equipment (where supplied by us), plus any unused stationery and promotional material remain the property of the Bank.

- You must not sell, assign or in any way encumber them.
- You will not permit a third party to have possession of or access to any equipment, or other materials.
- You must ensure that the terminals are covered by your business or contents insurance.

Terminals must not be relocated without prior authorisation.

Terminals must be located where customers can use the PIN pad without the risk of other people seeing them key in their PIN (Personal identification number).

1.2 Damaged, Lost or Stolen Equipment.

If equipment is damaged, lost or stolen, you will be charged for its replacement.

1.3 Merchant Receipts.

You need to retain all merchant receipts printed in a secure manner for reconciliation and in case of terminal failure. Refer to Section 16.0 Records in the Merchant Business Solutions Card Acceptance by Business Terms and Conditions.

You must provide customers with a receipt unless they request otherwise.

Note: The Presto Smart e355 terminal does not have print functionality and all merchant receipts must be printed from the POS.

2.0 Getting Started

The Presto Smart e355 terminal is a complete unit that includes:

- Presto Smart e355 terminal
- Micro USB Cable
- Power adaptor

2.1 Keyboard Layout.

Key Title	Symbol	Key Purpose
Enter		This button on the terminal keypad is used to accept data entry or proceed with a function. This button is also used to power on the terminal when held down for 10 seconds.
Clear/Back		This button on the terminal keypad is used for clearing entered data or moving back to the previous screen.
Cancel		This button on the terminal keypad is used to cancel the current function and return to the home screen.

2.2 Keyboard Mapping.

The Presto Smart e355 keypad uses a mobile phone style for character set navigation. To type the preferred character, press the destined key a number of times to toggle through different values (e.g., 1, Q, Z, q, z, .)

Keys	Characters displayed on each press of the key
1	Q Z 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	- [space]
*	, ‘ “
#	@ $ & ? + & ! % ^ ( ) [ ] { } \ /

2.3 Terminal Display.

Key Title	Symbol	Key Purpose
Wi-Fi		Number of bars indicates strength of the Wi-Fi signal.
No Wi-Fi		Wi-Fi configured but not connected.
Battery		Internal battery power level displayed when terminal is not connected to mains power.
Battery low		Battery symbol turn red when the terminal is low on charge.
Battery charging		Battery symbol turn green when the terminal is plugged into mains power and charging.

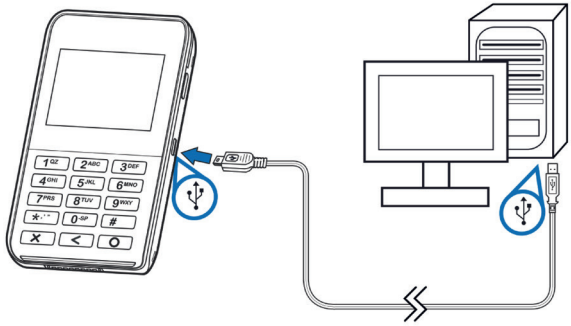
2.4 Charging your Terminal.

There are two options available to charge your terminal, either through connecting the power source directly to a computer or via the power adaptor.

1. Connecting the terminal to a computer:

   i) Insert the micro-USB connector to the micro-USB port found on the side of the terminal.

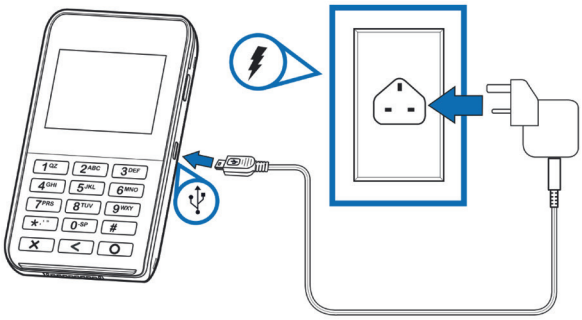
   ii) Plug the USB end of the connector to a USB port on a computer



2. Connecting terminal to power

   i) Insert the micro-USB connector to the micro-USB port found on the side of the terminal.

   ii) Plug the AC power cord into a wall outlet or power surge protector.



2.5 Manual Start and Shutdown.

i. Terminal Start-up:

When connected to power, the Presto Smart e355 terminal will automatically turn on. To turn on the terminal manually, hold the key down for 10 seconds until the start-up screen is displayed on the terminal.

ii. Terminal Shutdown:

Hold the key down for 10 seconds until the terminal displays the shutdown verification screen. Keep holding the key until the Presto Smart e355 terminal shuts down (the terminal must be unplugged from the power supply or removed from the base before attempting a manual shut down).

3.0 Procedures

3.1 Main Menu.

The terminal idle screen displays information such as the battery strength, connection strength, network name, IP address and the button to initiate Pairing with POS.

The payment application main menu/idle screen can be accessed via the key combo 'ENTER+3'.

SPI VAA screen

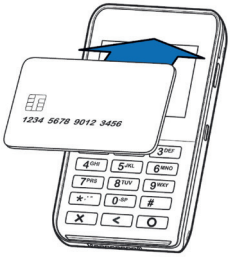
Payment application screen

To choose a main menu item:

1. Select the menu item using up (8) or down (0) keys and press the key.
2. Enter the number of the menu item using the keypad.

3.2 Contactless Transactions.

The Presto Smart e355 terminal is fitted with an in-built contactless card reader, mounted behind the screen, which enables the terminal to process contactless card transactions.



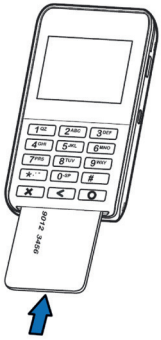
1. When prompted by the terminal, position the contactless card above the terminal screen.
2. Await the confirmation beeps before removing the card.

Note: Contactless transactions are currently unavailable for UnionPay cards.

3.3 Chip Card Transactions.

The Presto Smart e355 terminal supports chip card transactions.

The chip card reader is located at the bottom of the terminal below the keypad.

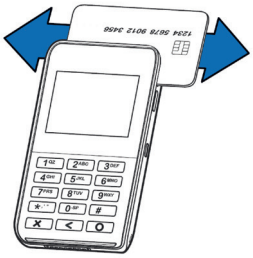


1. Position the chip card with the chip facing upward and toward the terminal.
2. Insert the chip card into the chip card reader slot in a smooth, continual motion as far as it can go.
3. The card should remain inserted in the terminal until the transaction is complete, and the terminal prompts you to remove it.
4. If there is an error with reading the chip on the card, the terminal may prompt you to swipe the card.

3.4 Magnetic Stripe Transactions.

The Presto Smart e355 terminal supports magnetic stripe transactions.

The magnetic stripe reader is located on the top of the terminal.



1. Position a magnetic stripe card in the card reader with the stripe facing inward, towards the keypad.
2. To ensure a proper read of the magnetic stripe card, please insert the magnetic stripe card from the top of the unit.
3. Swipe the card smoothly through the magnetic card reader.
4. If there is no response from the terminal, or CARD ERROR message is displayed, swipe the card again. You may be required to swipe faster or slower.

Note: If you have attempted to swipe a chip card, the terminal will prompt you to insert the card (See Section 3.3: Chip Card transactions).

3.5 Cancelling a transaction.

	To cancel a transaction during processing, press the X key on the terminal.

4.0 Pairing to the Point of Sale

Your Presto Smart e355 terminal needs to be paired to the Point of Sale (POS) prior to use.

Note: The actions of the POS will differ depending on the POS vendor solution.

Step	Terminal Display	Action
1		The Network name and the IP address associated with the terminal will be displayed on the home screen. Press 'Pair with POS' on the terminal screen to continue.
2		This screen will display the IP address required by the POS to initiate the pairing.

Step	Terminal Display	Action
3		The terminal will display the following screen when it has established a connection with the POS to begin the pairing process.
4		The terminal will now display a 6-digit secret key. This 6-digit secret key will also be displayed on the POS. Please ensure both POS and terminal is showing the same key to continue with the pairing. Press 'Yes' on the terminal screen to confirm the key.
5		The terminal will now enter the final stage of pairing.

Step	Terminal Display	Action
6		The terminal will now display 'Pairing successful' with the name of the POS it is connected to.
7		Once the terminal has paired successfully, it will display the following screen. This screen will also display the name of the POS that the terminal is paired with.

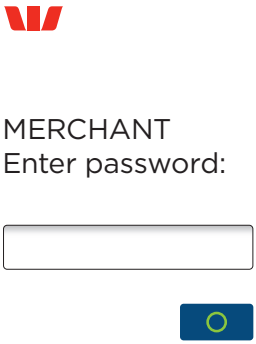
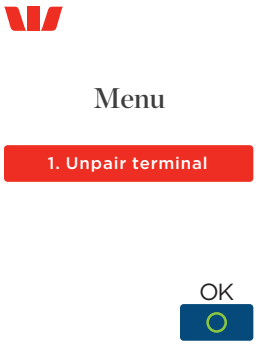
5.0 Disconnecting from the Point of Sale

This function will have to be performed in the event of:

- Connecting the terminal to another POS.
- Swapping the terminal.

Access this function by pressing ‘ENTER + 3’ on the terminal keypad.

Step	Terminal Display	Action
1	 Open for Business Connected to ‘SALSAPOS’	Press ‘ENTER + 3’ on the terminal keypad to disconnect the terminal from the POS when the terminal is showing either ‘Connected’ or ‘Disconnected’.
2	 Please reconnect Disconnected from ‘SALSAPOS’	**Note:** If the Terminal is showing ‘Connected’, this means there is still a live connection between the terminal and the POS.

Step	Terminal Display	Action
3		Enter your merchant password and press OK.
4		The terminal will now display the ‘Unpair terminal’ menu. Select ‘1. Unpair terminal’ to continue.
5		The terminal will display ‘Unpairing Terminal’

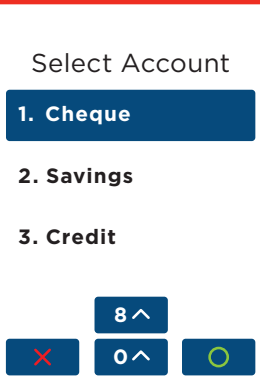
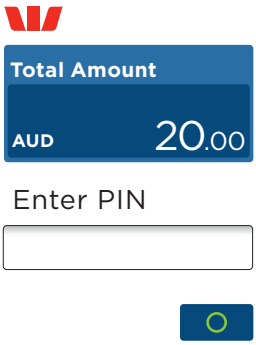
Step	Terminal Display	Action
6	Terminal Unpaired	The terminal will now display 'Terminal Unpaired' if unpairing was successful.

6.0 Transaction Procedures

6.1 How to process a Purchase Only Transaction.

Note: In integrated mode, all transactions need to be initiated from the POS.

Step	Terminal Display	Action
1	Total Amount AUD 20.00 Insert/Swipe card Manual #	Once the Purchase transaction has been initiated from the POS, the terminal will immediately change to the present card screen. Insert, swipe or tap the customer's card (See Section 3.0 Procedures).

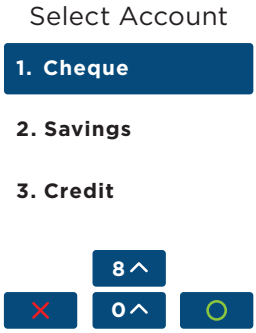
Step	Terminal Display	Action
2		For magnetic stripe and chip cards select the required account by pressing the '1', '2' or '3' key. **Note:** The accounts offered on this screen are dynamic and will change depending on the type of card presented.
3		The cardholder can now enter their PIN. Once entry is complete, the cardholder can press the ○ key. **Note:** If the customer does not wish to enter a PIN it can be bypassed for certain card types by leaving the PIN blank and pressing the ○ key.
4		The terminal will connect to the Bank and begin processing the purchase.

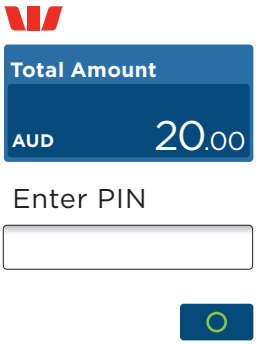
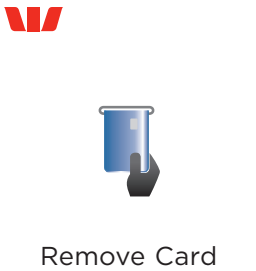
Step	Terminal Display	Action
5	 Approved	The terminal will display the transaction result and send the response back to the POS.
6	 Signature required Signature Approved Signature Declined	If a signature is required, remove the card from the terminal and have the customer sign the receipt printed from the POS and confirm the signature is correct on the POS to finalise the transaction. **Note:** Signatures will still be required for UnionPay Credit card transactions as well as PIN authorisation. Certain cards (for example signature-only cards, payment cards that do not have a chip and some international cards will also require a signature). You will be able to process these cards as normal.

6.2 How to process a Purchase with Cash Out Transaction.

If enabled, your terminal can process purchase with Cash Out transactions, available from Cheque or Savings accounts only.

Note: In integrated mode, all transactions need to be initiated from the POS.

Step	Terminal Display	Action
1		Once the Purchase with Cash Out transaction has been initiated from the POS, the terminal will immediately change to the present card screen. The Total Amount displayed will be inclusive of the Cash Out amount. Insert, swipe or tap the customer's card (See Section 3.0 Procedures).
2		Select the required account Cheque or Savings by pressing the '1', '2' or '3' key. **Note:** Cash Out is only available on Cheque and Savings accounts.

Step	Terminal Display	Action
3		The cardholder can now enter their PIN. Once entry is complete the cardholder can press the ○ key. **Note:** If the customer does not wish to enter a PIN it can be bypassed for certain card types by leaving the PIN blank and pressing the ○ key.
4		The terminal will connect to the Bank and begin processing the purchase.
5		If a chip card was inserted, and is yet to be removed, this prompt will appear. Remove the card at this prompt. The terminal will beep as a reminder if the card is not removed.

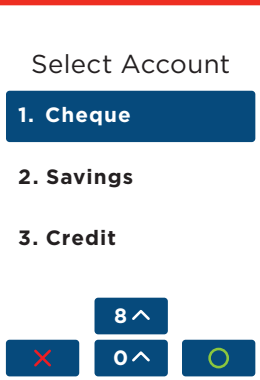
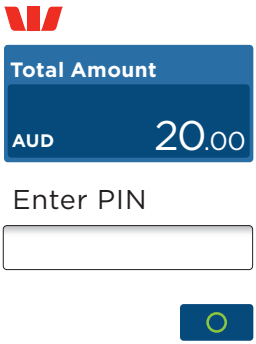
Step	Terminal Display	Action
6		The terminal will display the transaction result and send the response back to the POS.

6.3 How to process a Cash Out Only Transaction.

If 'Cash Out' is enabled on the terminal, customers can be given Cash Out. Cash Out is available from cheque and savings accounts only.

Note: In integrated mode, all transactions need to be initiated from the POS.

Step	Terminal Display	Action
1		Once the Cash Out transaction has been initiated from the POS, the terminal will immediately change to the present card screen. Insert, swipe or tap the customer's card (See Section 3.0 Procedures).

Step	Terminal Display	Action
2		Select the required account 'Cheque' or 'Savings' by pressing the '1', '2' or '3' key. **Note:** Cash Out is only available on Cheque and Savings accounts.
3		The cardholder can now enter their PIN. Once entry is complete the cardholder can press the ○ key.
4		The terminal will connect to the Bank and begin processing the Cash Out.

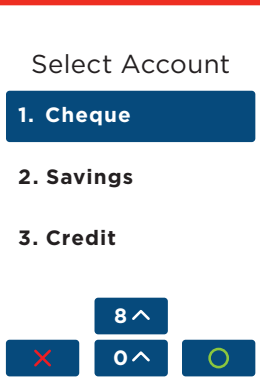
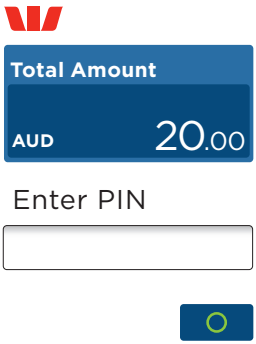
Step	Terminal Display	Action
5		If a chip card was inserted, and is yet to be removed, this prompt will appear. Remove the card at this prompt. The terminal will beep as a reminder if the card is not removed.
6		The terminal will display the transaction result and send the response back to the POS.

6.4 Refund.

If a customer returns a purchase, or if an incorrect amount was charged, a Refund can be processed as follows:

Note: Refunds may only be processed where there was an initial valid transaction on the same card.

Step	Terminal Display	Action
1	MERCHANT Enter password:	Once the Refund transaction has been initiated from the POS, the terminal will immediately change to the merchant password prompt. Key in your merchant password and press the key. **Note:** To obtain your Merchant Password, please call the Merchant Helpdesk.
2	Total Amount AUD 20.00 Insert/ Swipe card Tap card	Insert, swipe or tap the customer's card (See Section 3.0 Procedures).

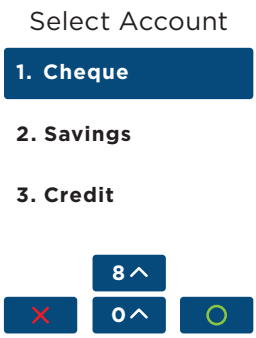
Step	Terminal Display	Action
3		For magnetic stripe and chip cards, select the required account by pressing '1', '2' or '3'. **Note:** The accounts offered on this screen will change depending on the type of card presented.
4		The cardholder can now enter their PIN. Once entry is complete the cardholder can press the key.
5		The terminal will connect to the Bank and begin processing the refund.

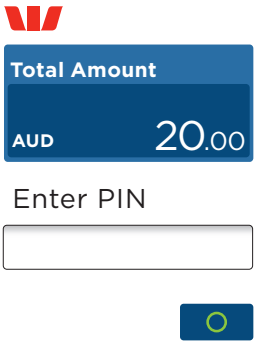
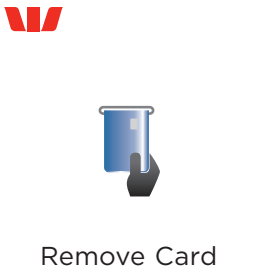
Step	Terminal Display	Action
6	Remove Card	If a chip card was inserted, and is yet to be removed, this prompt will appear. Remove the card at this prompt. The terminal will beep as a reminder if the card is not removed.
7	Approved	The terminal will display the transaction result and send the response back to the POS.

6.5 How to process a Purchase with Tip Transaction.

The Tip Amount screen will only display if the tipping feature has been enabled.

You may enable or disable the tipping feature by contacting the Merchant Helpdesk.

Step	Terminal Display	Action
1		Once the Purchase with Tip transaction has been initiated from the POS, the terminal will immediately change to the present card prompt. The Total Amount displayed will be inclusive of the Tip amount. Insert, swipe or tap the customer's card (See Section 3.0 Procedures).
2		Select the required account by pressing the '1', '2' or '3' key.

Step	Terminal Display	Action
3		The cardholder can now enter their PIN. Once entry is complete the cardholder can press the ○ key. **Note:** If the customer does not wish to enter a PIN it can be bypassed for certain card types by leaving the PIN blank and pressing the ○ key.
4		The terminal will connect to the Bank and begin processing the purchase.
5		If a chip card was inserted, and is yet to be removed, this prompt will appear. Remove the card at this prompt. The terminal will beep as a reminder if the card is not removed.

Step	Terminal Display	Action
6	 Approved	The terminal will display the transaction result and send the response back to the POS.

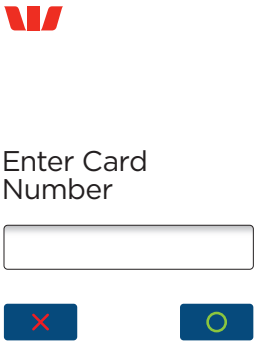
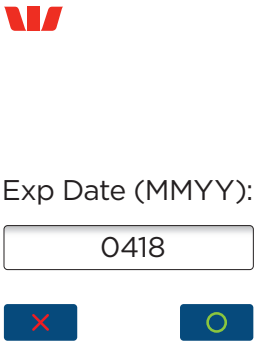
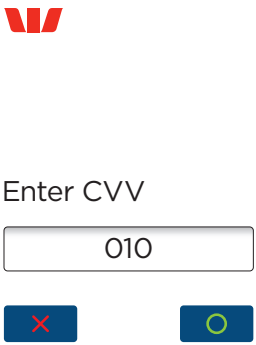
6.6 MOTO.

Transactions initiated by mail or telephone are known as MOTO (Mail Order or Telephone Order) transactions. MOTO transactions can only be processed on Credit and Charge cards and will only be available if your POS supports this functionality, and is subject to Westpac approval. For more information on how to register as a MOTO merchant, contact the Merchant Helpdesk.

Note:

- Until you are registered as a MOTO or eCommerce merchant, you must not process MOTO transactions.
- An authorisation of a MOTO transaction only establishes that the funds are available in the cardholder's account and that the card has not been reported lost or stolen. It does not guarantee that the person whose name appears on the card is making the purchase or that the purchase will not be subject to a chargeback.
- You will be liable for all chargebacks on MOTO transactions.
- You must retain all merchant receipts for at least 18 months from the initial transaction date.

Step	Terminal Display	Action
1	MOTO 1. Telephone Order 2. Mail Order 8 ^ 0 ^	Once the MOTO transaction has been initiated from the POS, the terminal will immediately change to the MOTO screen. Select the Mail Order or Telephone Order option and press the ○ key.

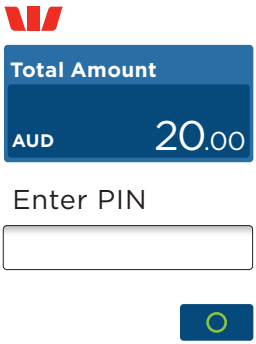
Step	Terminal Display	Action
2		Key in the cardholder's card number. If a correction is required press the < key, once the value is correct press the ○ key.
3		Key in the cardholder's card expiry date in MMYY format. If a correction is required press the < key, once the value is correct press the ○ key.
4		**Telephone Order Only** – The terminal will now display the control number (CCV/CVV/CVV2) entry screen. Enter the cardholders card control number, if a correction is required press the < key, once the value is correct press the ○ key. If no number is present leave blank and press the ○ key and proceed to Step 7.

Step	Terminal Display	Action
5	No CVV Entry **1. No CVV on Card** **2. CVV Not Readable** **3. CVV Bypassed** 8 ^ ✕ 0 ^ ○	Select from one of the 3 options and press the ○ key.
6	 Approved	The terminal will display the transaction result and send the response back to the POS.

6.7 Pre-Authorisation.

The Pre-Authorisation feature is optional. Pre-Authorisation functionality will be subject to Westpac approval and scheme rules and enabled for eligible merchant category codes. You may enable or disable this feature by contacting the Merchant Helpdesk.

A Pre-Authorisation is used to reserve funds on a card for a sale to be processed at a later date. The funds are not debited from the cardholder's account until the final payment is processed. A Pre-Authorisation completion must be performed to process the final payment.

Step	Terminal Display	Action
1		Once the Pre-Authorisation transaction has been initiated from the POS, the terminal will immediately change to the present card prompt. The terminal will now display the Insert/Swipe card screen or press '#' for manual card number input.
2		The cardholder can now enter their PIN. Once entry is complete the cardholder can press the ○ key. **Note:** If the customer does not wish to enter a PIN it can be bypassed for certain card types by leaving the PIN blank and pressing the ○ key.
3		The terminal will connect to the Bank and begin processing the Pre-Authorisation.

Step	Terminal Display	Action
4	Remove Card	If a chip card was inserted, and is yet to be removed, this prompt will appear. Remove the card at this prompt. The terminal will beep as a reminder if the card is not removed.
5	Approved	The terminal will display the transaction result and send the response back to the POS.

6.8 Pre-Authorisation Completion.

A Pre-Authorisation Completion is used to complete an earlier Pre-Authorisation transaction and charge the cardholder the final transaction amount.

Note: A Pre-Authorisation Completion transaction should be performed up to 30 days (scheme dependant) from when the Pre-Authorisation was processed.

Step	Terminal Display	Action
1	RETRIEVING INFORMATION Please Wait	Once the Pre-Authorisation Completion transaction has been initiated from the POS, the terminal will begin locating the stored transaction.
2	COMPLETING PRE-AUTH Please Wait	Once located the terminal will connect to the Bank and begin processing the Pre-Auth Completion.
3	 Approved	The terminal will display the transaction result and send the response back to the POS.

6.9 Pre-Authorisation Cancellation.

A Pre-Authorisation Cancellation is used to cancel a Pre-Authorisation that is no longer required.

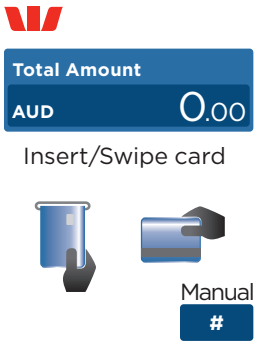
Note: A Pre-Authorisation cancellation transaction can only be performed within 30 days (scheme dependant) from when the Pre-Authorisation was processed.

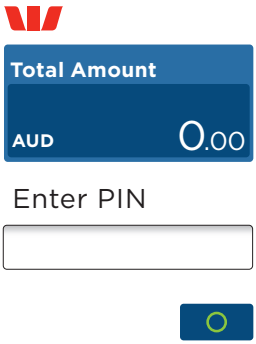
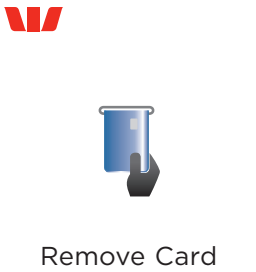
Step	Terminal Display	Action
1	RETRIEVING INFORMATION Please Wait	Once the Pre-Auth Cancellation transaction has been initiated from the POS, the terminal will begin locating the stored transaction.
2	CANCELLING PRE-AUTH Please Wait	Once located the terminal will begin processing the Pre-Auth Cancellation. The terminal will display the transaction result and send the response back to the POS.

Step	Terminal Display	Action
3		The terminal will display the transaction result and send the response back to the POS.

6.10 Account Verify.

The Account Verify function is used to confirm the validity of a card.
No transaction value is processed for this function. No funds are reserved on the card.

Step	Terminal Display	Action
1		Once the Account Verify has been initiated from the POS, the terminal will immediately change to the present card prompt. The terminal will now display the Insert/ Swipe card screen or press '#' for manual card number input.

Step	Terminal Display	Action
2		The cardholder can now enter their PIN. Once entry is complete the cardholder can press the key. **Note:** If the customer does not wish to enter a PIN it can be bypassed for certain card types by leaving the PIN blank and pressing the key.
3		The terminal will connect to the Bank and begin processing the transaction.
4		If a chip card was inserted, and is yet to be removed, this prompt will appear. Remove the card at this prompt. The terminal will beep as a reminder if the card is not removed.

Step	Terminal Display	Action
5	 Approved <Declined Reason>	The terminal will display the transaction result and send the response back to the POS. Refer to section 11 for an explanation of terminal response codes and decline reasons.

6.11 Pre-Authorisation Top-Up.

A Pre-Authorisation Top-Up is used to increase the value of the original Pre-Authorisation transaction, where the expected value of the final transaction is higher than initially Pre-Authorised. The expiry date of the original Pre-Authorisation transaction processed on a Mastercard will also be extended.

Step	Terminal Display	Action
1	RETRIEVING INFORMATION Please Wait	Once the Top-Up transaction has been initiated from the POS, the terminal will begin locating the stored transaction.
2	 Please Wait 	The terminal will begin processing the Pre-Auth Top-Up.

Step	Terminal Display	Action
3	 Approved <Declined Reason>	The terminal will display the transaction result and send the response back to the POS. Refer to section 11 for an explanation of terminal response codes and decline reasons.

6.12 Pre-Authorisation Extend.

A Pre-Authorisation Extend is used to increase the number of days that the Pre-Authorisation is in effect, up to a further 30 days (scheme dependant). The value of the original Pre-Authorisation is not changed.

Step	Terminal Display	Action
1	RETRIEVING INFORMATION Please Wait	Once the Pre-Authorisation Extend has been initiated from the POS, the terminal will begin locating the stored transaction.
2	 Please Wait 	The terminal will begin processing the Pre-Auth Extend.

Step	Terminal Display	Action
3	 Signature required	Terminal will now prompt for signature approval.
4	 Approved <Declined Reason>	The terminal will display the transaction result and send the response back to the POS. Refer to section 11 for an explanation of terminal response codes and decline reasons.

6.13 Pre-Authorisation Partial Cancellation.

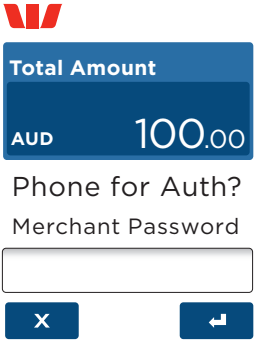
A Pre-Authorisation Partial Cancellation is used to partially cancel a Pre-Authorisation, where the expected value of the final transaction is lower than the initial Pre-Authorised amount. The expiry date of the original Pre-Authorisation transaction is not changed.

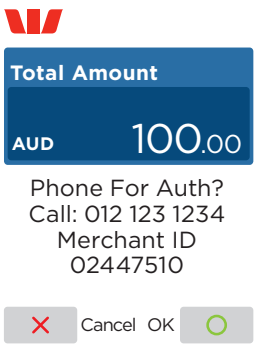
Step	Terminal Display	Action
1	RETRIEVING INFORMATION Please Wait	Once the Pre-Authorisation Partial Cancellation has been initiated from the POS, the terminal will begin locating the stored transaction.
2	 Please Wait 	Once the Pre-Authorisation Partial Cancellation has been initiated from the POS, the terminal will begin locating the stored transaction.

Step	Terminal Display	Action
3		The terminal will display the transaction result and send the response back to the POS.

6.14 Phone for Auth.

The Phone for Auth screens are displayed when the terminal is offline (EFB mode) and a transaction above the terminal floor limit has been requested. The terminal will prompt for and validate the authorisation number before continuing.

Step	Terminal Display	Action
1		This screen will display when the terminal is unable to approve the transaction due to the amount exceeding the permitted off-line approval limits. Enter your Merchant password to proceed. **Note:** To obtain your Merchant Password, please call the Merchant Helpdesk.

Step	Terminal Display	Action
2		Confirm you wish to process using Phone for Auth and call the authorisation number listed on screen.
3		Proceed to enter the authorisation number.

7.0 Surcharging via the Terminal

Merchants have the ability to charge customers an additional fee for paying by debit or credit cards. The Surcharge can be either a fixed fee or a percentage fee based on the value of the transaction.

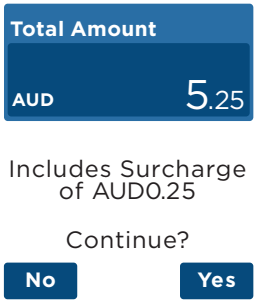
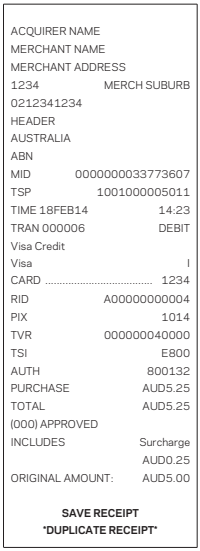
To add a Surcharge fee the merchant must contact the Merchant Helpdesk to activate the feature on the terminal.

The terminal will apply Surcharging to the purchase component of the transactions only for the following transaction types:

- Purchase
- Purchase + Tip
- Purchase + Cashout
- MOTO

Note:

- Transactions completed with a Contactless card will not have surcharge applied.
- When using Surcharging via the Terminal you must not also add surcharge amounts via the POS. This will result in a duplicate Surcharge being applied.

Step	Terminal Display	Action
1		

8.0 Settlement

Step	Terminal Display	Action
1		Initiate Settlement from the POS. The terminal will indicate Approved once the settlement has been completed. The Settlement report will appear on the POS.

9.0 Network Configuration

9.1 Wi-Fi Setup.

9.1.1 Enabling Wi-Fi communication type.

Step	Terminal Display	Action
1		Press the key to access the main menu and select '4. Utility'.

Step	Terminal Display	Action
2	Utility **1. Reset Terminal** **2. Delete S&F** **3. Network** **4. Bluetooth Config** *⌃⌃ 8⌃ #⌄⌄ ✕ 0⌃ ○	Under the 'Utility' menu select 3. 'Network'.
3	Network Select Type **1. Wi-Fi** 8⌃ ✕ 0⌃ ○	Select '1. Wi-Fi' as the communication method.
4	Wi-Fi Enabled **1. Scan New** **2. VFI_Guest** **3. Enable** 8⌃ ✕ 0⌃ ○	Select '3. Enable' to enable Wi-Fi communication type for the terminal.

Step	Terminal Display	Action
5	Connecting Wi-Fi Please wait	The terminal will now enable Wi-Fi.

9.1.2 Auto Scan Wi-Fi Network.

Step	Terminal Display	Action
1	Wi-Fi Enabled **1. Scan New** **2. VFI_Guest** **3. Enable** 8 ^ 0 ^	While in standalone mode, press the key to access the main menu and select '4. Utility'. Select '1. Wi-Fi'. Select '1. Scan New' to scan for an available Wi-Fi network. **Note:** Option 3 is dynamic and will change between 'Enable' or 'Disable' depending on the status of the network connection.

Step	Terminal Display	Action
2	Scanning for Wi-Fi APs	Terminal will now scan for Wi-Fi networks in the area.
3	Select SSID **1. VFI_GUEST** **2. etComm Wireless** **3. VFI_LAN** **3. VfiCarbonTest** *⌃ 8⌃ #⌄ ✕ 0⌃ ○	The available networks will be shown on the screen. Use 'up' '8' or 'down' '0' to scroll through the list in the same page (or) use page up '*' and page down '#' to scroll through the list across pages. Keep the blue horizontal bar over the 'Wi-Fi SSD' name and press the ○ key to connect to that Wi-Fi network.
4	Enter Wi-Fi Password ********* ✕ ○	Enter the Wi-Fi password then press the ○ key. **Note:** This password field will be pre-populated after the first input. Ensure you re-enter the password each time to prevent issues when connecting to the Wi-Fi network.

Step	Terminal Display	Action
5	Connecting Wi-Fi Please wait	Terminal will now attempt to connect to the selected Wi-Fi.
6	**Wi-Fi Setup** SSID: VFI_GUEST Auth Type: WPA2-PSK Data Encryption: CCMP Network Type: Infrastructure **Press any key**	Upon successful connection, the terminal will show the Wi-Fi network details and then return to the idle screen.
7	13:22 Saturday 4 August 2018 Menu	The Wi-Fi signal icon will now appear on the idle screen.

9.1.3 Disable Wi-Fi Function.

Step	Terminal Display	Action
1	Wi-Fi Enabled **1. Scan New** **2. VFI_Guest** **3. Disable** 8 ^ ✕ 0 ^ ○	Select '3. Disable' to disable Wi-Fi function. **Note:** The Wi-Fi network menu will now show '2. Wi-Fi 1' instead of '2. Add Wi-Fi' as this is the Wi-Fi connection remembered by the terminal.
2	Wi-Fi Disable? ✕ No Yes ○	Terminal will prompt to re-confirm disabling Wi-Fi. Press 'Yes' to continue or 'No' to cancel out.
3	Disabling Wi-Fi Please wait	Terminal will now disable Wi-Fi and once done, terminal will return to idle screen.

Step	Terminal Display	Action
4		The Wi-Fi signal icon will be removed from the idle screen.

10.0 Glossary

Charge Card American Express, Diners Club or JCB card.

Credit Card Mastercard, Visa or UnionPay.

CCV Number (Card Check Value) An additional security feature used in transactions where the cardholder is not present (MOTO).

Debit Card A card that gives the customer access to a cheque or savings account. The customer must be present when accessing these account types. Details cannot be hand-keyed into an EFTPOS terminal.

Electronic Fall Back (EFB) The ability to continue performing transactions on the terminal when communication with the Westpac System has been lost.

Merchant ID An eight-digit number used to obtain an authorisation code for Credit card transactions. This number is unique to your terminal, and can be found on any of the following:

- A receipt printed via your POS.
- Your merchant statement.

Merchant Password A merchant password is required for refunds and certain terminal functions. Ensure you keep your password secure so only authorised personnel can access these functions.

MOTO (Mail Order or Telephone Order) Transactions initiated by mail or telephone are known as MOTO. This is only available for approved merchants and if your Point of Sale device supports this functionality.

PAN (Primary Account Number) The unique payment card number (typically for Credit or Debit cards) that identifies the issuer and the particular cardholder account).

PIN (Personal Identification Number) A number used as a security access code for EFTPOS transactions.

POS (Point of Sale) A POS system is used to record when goods or services are sold to customers. POS software is usually included on cash registers at retail locations to record a sale. This allows merchants to quickly review sales reports on a consistent basis.

TRAN (Transaction Reference Number) The transaction reference number is an invoice number and can be found on your terminal receipt.

11.0 Troubleshooting

11.1 Terminal Response Codes.

The following table lists an explanation and action for common response codes that your terminal and receipts may display. All other response codes can be found on our website: westpac.com.au/business-banking/merchants-and-payments/manage/response-codes/

Status	Terminal Display	Receipt Text	Explanation	Action To Be Taken
401	POWER FAILURE	POWER FAILURE	The terminal has experienced a power failure.	Ensure terminal is not low on charge.
412	CARD REMOVED	CARD REMOVED	The cardholder has prematurely removed the card.	Retry transaction and advise cardholder to leave card in terminal until prompted by terminal to remove card.
413	CHIP DECLINED CONTACT ISSUER	CHIP DECLINED CONTACT ISSUER	The EMV chip card has declined the transaction offline.	Contact the issuer or seek another form of tender.
415	COMMS ERROR	COMMS ERROR	The terminal has experienced a communication error and therefore was unable to complete the transaction.	Check terminal has connectivity. Check the signal strength status icon on terminal if connected via Wi-Fi. Retry transaction.

We're here to help

westpac.com.au/merchantsupport

1800 029 749, 24/7

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