

# Thank you for choosing Smartpay

Getting Started Guide | SmartConnect

SmartConnect is a cloud based integration solution that seamlessly connects your Point of Sale (POS) with your EFTPOS terminal. To find out which functions are supported please check with your POS provider.

**Complete these simple steps to get your terminal integrated with your Point of Sale for the first time.**

## STEP ONE: Set up Smartpay as a payment method in your POS

You will need instructions from your POS provider on how to add Smartpay as a payment method. You can find a link to the instructions at [smartpay.com.au/smartconnect](http://smartpay.com.au/smartconnect) for each POS provider or give us a call on **1800 433 876**.

## STEP TWO: Get a pairing code

Power on the terminal. If the terminal has not been paired previously it will display "terminal is not paired, pair it now?" n.b the screen will display for 60 seconds before disappearing. Select **YES** and an 8-digit pairing code will display.

**If you do not see this screen, you can get a pairing code by following these steps:**

1. Press **MENU**
2. Select **SERVICE MENU**
3. Enter password (767833) and press **ENTER**
4. Select **POS INTERFACE**, press **NEXT**
5. Enter password (539723) and press **ENTER**
6. Select **PAIR TO POS**
7. Press **CANCEL** to go back to the main screen, where you will get a new pairing code, enter pairing code in your POS pairing screen.
8. Select **YES** when prompted to "Pair it Now?", to get your POS Pairing code.
9. Enter your pairing code in your POS pairing Screen.

## STEP THREE: Enter the pairing code into your POS

Enter the 8-digit pairing code into the POS where instructed from step one.



Now you're all ready to take payments **Flip this card over** for the Quick Reference Guide which tells you how to perform key functions in integrated mode.



## Basic Troubleshooting

### How do I know if I have successfully paired?

Press 0 to display your paired register, if connected it should display the screen below.



### How do I pair multiple devices?

Give us a call on **1800 433 876** and we will guide you through the steps.

## Need help?

Get help online at: [smartpay.com.au/help](http://smartpay.com.au/help)  
Call our Technical Helpdesk on **1800 433 876**

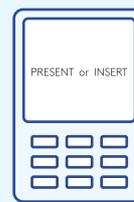
View the full user guide for your terminal at:  
[smartpay.com.au/guides](http://smartpay.com.au/guides)

## Purchase

1. Operator enters a sale in the Point of Sale and selects a payment method from the tender screen.



2. Terminal will prompt the customer to PRESENT or INSERT



3. Customer taps, inserts or swipes card

*a. Insert or swipe* – customer follows screen prompts to select account and enter PIN

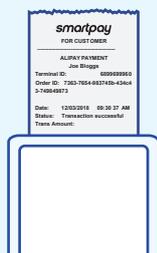
*b. Tap* – for transactions over \$100 the customer will be prompted to enter their PIN



4. EFTPOS terminal and POS display an **ACCEPTED** or **DECLINED** result



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



6. Sale is closed on Point of Sale



## Refund

1. Operator enters a refund in the Point of Sale and selects the refund method.



2. Terminal prompts for **MERCHANT REFUND PIN**



3. Swipe your **MERCHANT REFUND PIN** and press **ENTER**



4. Terminal will display refund amount and prompt the customer to **PRESENT or INSERT**



5. Customer taps, inserts or swipes card

*a. Insert or swipe* – customer follows screen prompts to select account and enter PIN

*b. Tap* – for transactions over \$100 the customer will be prompted to enter their PIN



6. EFTPOS terminal and POS display an **ACCEPTED** or **DECLINED** result



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



8. Sale is closed on Point of Sale

