

Getting Started User Guide

Thank you for choosing Smartpay.
Let's get you ready to begin taking payments.

What's in the box

EFTPOS Terminal

Charging Cables*

Paper Rolls

Base Station

4G LTE Mobile Wi-Fi + SIM Card

Micro-USB Cable


USB Wall Charger

*You may need to use the cables and collateral from your existing terminal. If you require additional cables or collateral, give our customer service team a call on 1800 433 876.

smartpay

Setup is easy

STEP ONE: Switch on

Turn the terminal on by holding the  button on the terminal.



Power button

STEP TWO: Connect to the payment network

Connecting your terminal to the 4G Network

Your terminal is programmed to connect to the **free** 4G Modem* that is included in this box. Leave your 4G Modem plugged in 24/7 and out of the way for best usage across up to 10 Smartpay EFTPOS terminals.

If you need to unplug the device and use it on the go, make sure it's fully charged. It has up to 8 hours of battery life at full capacity and can be charged via the Micro-USB Cable in a car charger with USB compatibility.

*Your 4G Modem will only work with your Smartpay terminal and cannot be used for any other devices. The 4G Modem is property of Smartpay, and must be returned upon completion of usage.

Receipt printing

There are three options when it comes to printing receipts:

1. Dual Copy (*prints two receipts*)
2. Single Copy (*prints one receipt*)
3. No copy (*turns off receipts*)

To adjust, select:

1. **Menu**
2. **7. Miscellaneous**
3. **3. Printer Options**
4. **1. Receipt Options**
5. **CHANGE** to choose any of the options above
6. **ACCEPT** once selected
7. **CANCEL** to return to the main screen

If you select "No Copy" and a customer requires a receipt, you can print a receipt for the last transaction, by:

1. Press **Menu**
2. Press **1 REPRINT**
3. **REPRINT LAST RECEIPT**, choose **YES**

There must be a paper roll in your Smartpay terminal for the terminal to work, regardless if you have receipts turned on.

For more detailed instructions, visit: smartpay.com.au/guides

How to change your terminal network

You can change how your terminal connects to the internet by following the instructions below:

Press: **MENU > 7. Miscellaneous > 7. Comms Setting > 7. Change Comms Type >**

For Wi-Fi

To change connection from the 4G Modem to your existing, Wi-Fi select: **MENU > 7. Miscellaneous > 7. Comms Setting > 1. WIFI Settings.**

From there, follow the steps below:

1. Add WIFI Network
2. Select your WIFI (SSID) Name
3. Enter WPA password
4. Edit WIFI networks
5. Select the WIFI (SSID) you want to connect to
6. Connect
7. After the terminal reboots it is now connected to your Wi-Fi

Please avoid connecting to public networks as this may impact the speed of the terminal.

For Ethernet

You should have received a base station; if not, you will need to order one by giving us a call on **1800 433 876**.

Plug in your B210 base station and place your terminal into the station.

1. Press **QUICK**
2. Press **YES** to connect to B210_XXXXX
3. Press **YES** to "run initialisation process"
4. You're now ready to take payments

Need to connect back to the 4G Modem?

Visit smartpay.com.au/help-centre/technical-support/

Charging the terminal

You can charge the terminal by plugging the cable directly into the terminal or placing it on a base station connected to power (optional accessory).

SmartCharge

If you have SmartCharge enabled, the surcharge amount displays automatically before the customer taps or enters their PIN.

You can choose to pay the surcharge for your customer on a particular transaction by following the steps below.

1. Key in the purchase amount and press **ENTER**
2. If you want to bypass the surcharge amount for a customer, Press **^**
3. Enter "**123456**" as the password to bypass

You will be billed the surcharge amount instead of the customer.

Automatic settlement

A nominated settlement time is applied to the terminal and/or set to the time you provided on your application form.

The terminal will connect to the network and process a settlement automatically every 24 hours. A detailed receipt is printed for your merchant record.

We advise leaving your terminal(s) powered and on charge overnight to allow for your settlement report to come through, as well as any software updates (which normally occur between 1-4 AM).

Refunds

To process refunds you will need to setup a refund PIN. Please call Smartpay merchant services on **1800 433 876** to setup your dedicated refund PIN.

Please note: Your refund PIN will only be provided after you have performed a transaction. Limits may apply

Loading paper rolls

Gently lift the printer cover to open and insert your paper roll. Pull the tongue of the paper roll so it is coming out of the feeder.



Received a terminal due to a technical issue?

Give our technical support team a call on **1800 433 876** and we will guide you through the steps to start transacting again.

Need help or more info?

To download and read more about the functionalities and specifications for your terminal, please refer to our full user guide at: smartpay.com.au/guides

If you need to change your automatic settlement time, please give us a call on **1800 433 876**.



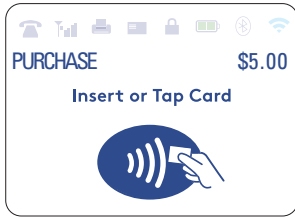
How to do a purchase

1



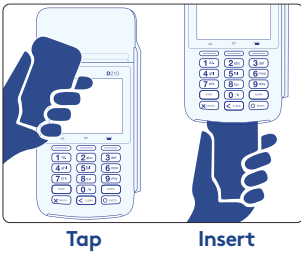
Key in the purchase amount and press **ENTER**

2



Present terminal to customer – they will be prompted on screen to **PRESENT/INSERT**

3

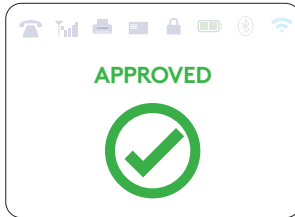


Customer taps or inserts

Insert Customer follows screen prompts to select account and enter PIN

Tap For transactions over \$100 the customer will be prompted to enter their PIN

4

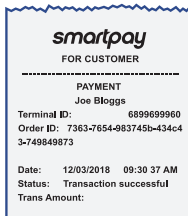


Terminal displays **APPROVED, APPROVED WITH SIGNATURE** or **DECLINED** result

No further action is required with **APPROVED** and **DECLINED**.

If you received the **APPROVED WITH SIGNATURE** result, which is typically common when processing international cards, please obtain and sight your customer's signature. You will be required to press **YES** to accept, otherwise, the transaction will time out and is declined.

5



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