

Bank of
Melbourne

EFTPOS Connect.

A quick reference guide to help
you get started right away.



You've got questions? We've got time to talk.

Merchant Helpdesk:

Service, Sales and Support, Terminal Difficulties, Stationery Orders.

 **1300 603 266** (available 24 hours a day, 7 days a week).

Cardholder behaving suspiciously:

 **1300 301 831**

Linkly support:

Linkly provides the software that allows your terminal to communicate with your Point of Sale software.

 **(02) 9998 9800**

Monday to Friday: 8:30am – 10:00pm (AEST)

Saturday: 10:00am – 5:00pm (AEST)

Sunday: 10:00am – 3:00pm (AEST)

Please have your Merchant and Terminal numbers ready.

Make a note of any error messages to help ensure your issues are resolved.

 **linkly.com.au**

For more information:

Please refer to the EFTPOS Connect User Guide.

 **bankofmelbourne.com.au/merchantsupport**

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Let's get your new terminal started.

If you've chosen to have your terminal delivered by post, follow the below steps to help you get started.

If you need any help call our Merchant Helpdesk:

☎ **1300 603 266** (available 24 hours a day, 7 days a week)

Installing the battery.

- First, ensure the terminal isn't connected to a power source.
- Turn your terminal over and unclip the battery compartment cover. Note: You may need to rotate the locking dial to disengage the cover.
- Take the battery pack included in the box.
- Plug in the battery pack and make sure that it clips in securely.
- Close the battery cover and turn the lock to secure.



Installing the receipt 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 a new receipt roll into the paper compartment.
- Pull the paper past the top of the terminal. Hold the paper and close the paper compartment.
- Press both upper corners of the paper compartment cover until it clips into position.
- Press the Paper feed button on the terminal to ensure the paper has been loaded correctly and feeds through the roller smoothly.



Note: The EFTPOS Connect terminal comes with a 4G SIM card inserted in the SIM1 Slot.



Connecting the terminal to the POS.

USB

- Connect the USB cable provided between USB-B (Slave) on the terminal base and USB port on the POS as shown here.



Serial/RS232

- Connect the Serial/RS232 cable provided between the COM0 slot on the terminal base and serial port on the POS as shown here.



Connecting your terminal base to power.

You can connect your terminal base to power as shown below.

Option 1	Option 2
	<ul style="list-style-type: none"><li data-bbox="468 309 986 387">• Please note this option is applicable for Serial/RS232 connectivity. A separate power cable is provided with the terminal. 

Turning the terminal on.

Hold the 'ENTER' key down for about 2 seconds until the terminal displays the start-up screen. Alternatively, place the terminal onto the base.


Configuring your terminal.

Once your EFTPOS Connect terminal is connected, the Linkly Client software needs to be installed and set-up.

If you need assistance with the installation you can contact Linkly Support:

 **(02) 9998 9800**
or your POS Vendor.

Charging your terminal.

Make sure your terminal base is connected to a power source and place your terminal on the base to charge. The charging symbol  will appear on screen once charging begins and your terminal will automatically turn on.

Turning your terminal on and off manually.

To turn on: Hold the 'ENTER' key down for about 2 seconds until the terminal displays the start-up screen.

To turn off: Hold the 'Func' key and the 'CLEAR' key down simultaneously for about 2 seconds. Important: the terminal must be removed from the power supply before attempting a manual shutdown.

Activating your terminal.

Your EFTPOS Connect terminal will need to be activated prior to use.

If a technician has attended your premises, they will ensure your terminal is activated and connected with your POS.

If you've received your terminal in the mail, for security reasons, you will need to activate it first.

To activate, simply call our Merchant Helpdesk:

 **1300 603 266** (available 24 hours a day, 7 days a week)

Connecting to the POS.

You can connect your new terminal to your POS by following the steps below.

1. From the terminal, press the 'Func' key, enter 11112227 into the terminal and press the 'ENTER' key.
2. The terminal will prompt 'Configure Terminal Comms?'. Press the 'ENTER' key.
3. Select POS Comms Method as 'Serial' and press the 'ENTER' key.
4. Select Serial Port from either of the following:
 - **USB SLAVE** - If using the USB cable on the base to connect to POS, as shown in the picture on page 5. Then press the 'ENTER' key.
 - **COM0** - If using the Serial/RS232 cable to connect to POS, as shown in the picture on page 5. Then press the 'ENTER' key.
5. Select Protocol as 'VLI 115200' and press the 'ENTER' key.

Configuring receipt options.

- Use the 'Func' 15 key to configure the merchant receipts to either 'never print' or 'always print'.
- Use the 'Func' 16 key to configure the customer receipts to either 'never print', 'always print' or 'prompt'.

Processing transactions – integrated mode.

Card interface options.



Processing a sale.

1. Initiate a 'Sale' transaction via the POS.
2. The terminal will prompt you to tap, insert, or swipe the customer's card or payment-enabled device (e.g., phone, smartwatch, wristband, etc.).
3. If a contactless card/device is presented, position it above the terminal screen for processing.
4. Alternatively, when a card is being inserted or swiped, select the application or account type on the terminal.
5. Select the required smartcard application (e.g. Visa or Mastercard® Debit/Credit/eftpos CHEQUE/ eftpos SAVINGS) or account type (CHEQUE/SAVINGS/CREDIT) on screen.
6. The terminal will prompt the customer to enter their PIN (if required) and then press the 'ENTER' key.
7. The terminal will advise if the transaction has been approved or declined.

Mastercard® is a registered trademark of Mastercard International Incorporated.

Processing a refund.

1. Initiate a 'Refund' transaction via the POS.
2. The terminal will prompt to tap, insert, or swipe the customer's card/payment-enabled device.
3. If a contactless card/device is presented, position it above the terminal screen for processing.
4. Alternatively, if the card/device is inserted or swiped, select the account type on the terminal.
5. The terminal will prompt to enter the PIN. Enter the PIN and press the 'ENTER' key.
For certain credit cards, you may be able to skip PIN entry and press the 'ENTER' key.
6. The terminal will indicate if the refund has been approved or declined.

Receipts.

In Integrated mode, all receipt information for the EFTPOS Connect transaction is sent to your POS for printing.

Processing a settlement – integrated mode.

Manual settlement.

You've the option to perform a manual settlement anytime throughout the day. This function allows you to manually process a settlement within the current trading day.

1. Initiate a 'settlement' transaction via the POS.
2. Your terminal will connect to the bank and begin settlement.

Note: A settlement can only be performed once in a 24-hour period. If you've attempted to settle more than once, you will receive a message printed on the receipt 'ALREADY SETTLED', indicating the terminal has already been settled within the last 24 hours. You cannot settle between 9:30pm and 11:00pm (AEST).

Connectivity – switching to standalone mode.

Standalone mode allows the terminal to transact on its own in the event of a POS outage, without the need for the POS.


- Press the 'Func' key and enter '11112222' on the terminal.
- Press the 'ENTER' key.

Processing transactions – standalone mode.

Processing a sale in standalone mode.

1. Enter the sale amount in the following format: for example, \$45 should be entered as 4500 on the terminal. Then press the 'ENTER' key.
2. The terminal will now prompt you to either tap, swipe, or insert the customer's card/payment-enabled device.
3. For contactless transactions, ask the customer to hold their card/device to the screen for processing.
4. Next, the screen will indicate if the transaction has been 'Approved' or 'Declined' and the terminal will print a receipt.
5. If the customer has chosen to swipe or insert their card, the terminal will prompt to select the account type the customer wishes to use.
6. The customer can now enter their PIN or sign (if required) and press the 'ENTER' key to complete the transaction.
7. The screen will indicate if the transaction has been 'Approved' or 'Declined' and the terminal will print a receipt.

Processing a refund in standalone mode.


1. Press the 'menu' key  (next to the [3] key) on the idle screen.
2. Press the [1] followed by [3] key to select a refund transaction.
3. Key in the refund amount in the following format: for example: \$45 = 4500.
4. The terminal will prompt you to enter your refund password. If you do not know your refund password, please contact the Merchant Helpdesk.
5. The terminal will now prompt you to either tap, swipe, or insert the customer's card/payment-enabled device.
6. For contactless transactions, ask the customer to hold their card/device to the screen for processing.
7. If the customer has chosen to insert or swipe their card, the terminal will prompt you to select the smartcard application or the account type the customer wishes to use.
8. The customer can now enter their PIN (if required) and/or press the 'ENTER' key.
9. If a signature is required, have the customer sign the receipt. If the signature matches the signature on the card, select the 'ENTER' key to confirm.

Important: Always check the receipt to confirm the refund has been approved.

Processing a settlement – standalone mode.

Manual settlement.

You've the option to perform a manual settlement anytime throughout the day before auto settlement. This function allows you to settle the current trading day manually.

1. Press the 'menu' key  then press [3] for Batch option, followed by [1] for Settle.
2. Enter the settlement password and press the 'ENTER' key.
3. The terminal will connect to the bank and begin the settlement.

Note: A settlement can only be performed once in a 24-hour period. If you've attempted to settle more than once, you will receive a message printed on the receipt 'ALREADY SETTLED', indicating the terminal has already been settled within the last 24 hours. You cannot settle between 9:30pm and 11:00pm (AEST).

Troubleshooting.

If no response is received from the terminal.

1. Ensure that the power cable is securely connected to the terminal.
2. Power off the terminal for 10 seconds and then turn it back on again.
3. Retry the transaction.
4. If the problem persists, call the Merchant Helpdesk.

If the terminal isn't reading cards.

1. Try re-tapping, inserting, or swiping the card again.
2. If there is still no response from the card reader, power off the terminal for 10 seconds and turn it back on again.
3. Try processing the transaction again.
4. If the problem persists, call the Merchant Helpdesk.

Paper/printing faults (in standalone mode only).

1. Remove the receipt roll from the printer to ensure that there is no paper jam.
2. If the existing paper roll is damaged in any way, replace it with a new roll.
3. If the problem continues, power off the terminal for 10 seconds and turn it back on again.
4. To print a sample receipt, navigate through the main menu to the 'reprint receipt' option.
5. If the problem persists, call the Merchant Helpdesk.

Response codes.

00: APPROVED

- The transaction has been approved.

01: CALL FOR AUTH

- Unable to obtain electronic authorisation.
- Request another form of payment.
- Advise the customer to contact their card issuer.

05: CANNOT PAY (Do not honour)

- Request another form of payment.
- Advise the customer to contact their card issuer.

12: INVALID TRANSACTION

- Retry the transaction selecting a different account.
- If the transaction is declined again, request another form of payment.
- Advise the customer to contact their card issuer.

13: AMOUNT OVER MAX

- Amount exceeds daily limit.
- Request another form of payment.
- Advise the customer to contact their card issuer.

19: INVALID ACCOUNT

- Retry the transaction, selecting a different account.
- If the transaction is declined again, request another form of payment.
- Advise the customer to contact their card issuer.

51: CANNOT PAY (Insufficient funds)

- Request another form of payment.
- Advise the customer to contact their card issuer.

54: EXPIRED CARD CANNOT PAY

- Check the card expiry date.
- Request another form of payment.
- Advise the customer to contact their card issuer.

55: INVALID PIN

- The customer has entered the wrong PIN.
- Retry the transaction to allow the customer to correct their PIN.

61: CANNOT PAY (Exceeds withdrawal amount limits)

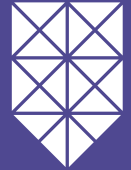
- Request another form of payment.
- Advise the customer to contact their card issuer.

91: UNABLE TO PROCESS TRAN

- Connection with bank is unavailable.
- Retry the transaction by asking the customer to insert or swipe their card to invoke Electronic Fallback (EFB) if applicable.

97: SETTLE NOT ALLOWED

- Settlement cannot be performed more than once in a 24-hour period.
- Terminal settlement has been done within the last 24 hours.
- If you wish to change the settlement time, please contact the Merchant Helpdesk.



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