

# **Essential Plus.**

## **Merchant Terminal Guide.**

**Model: Move5000 with PC-EFTPOS integration**



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# Support

For support, please call the dedicated CommBank Merchant helpdesk on **1800 230 177**, 24 hours a day, 7 days a week.

When calling the Helpdesk, please make sure you have the following information ready:

- Terminal ID (located at the top of your merchant receipt)
- Trading name
- Trading address
- Trading phone number

## Offline Authorisation over the Floor Limit

For offline authorisation on all over floor limit debit card transactions, please call **1800 813 700**.

For offline authorisation on all over floor limit credit card transactions, please call **13 26 36**.

## Stationery orders

For stationery orders please visit [eftposstationery.evloveshop.com.au](http://eftposstationery.evloveshop.com.au) or call **1800 230 177**.

If placing an order online, please ensure you have your CommBank Merchant ID and trading address Post Code available to sign in.

## Service Response Time

CommBank will endeavour to replace a faulty terminal within:

- 4 business hours in all locations except remote areas.
- 3 to 5 business days for remote areas. A remote area is not serviced by a technician and only phone support is available.

For more information on CommBank merchant services, please visit [commbank.com.au/merchantservices](http://commbank.com.au/merchantservices)

# Getting to know your Essential Plus terminal



# Parts and cables

Terminal base for charging and cable connection



Charging cable for terminal base



3 metre OCLR232 EFT30 Cable



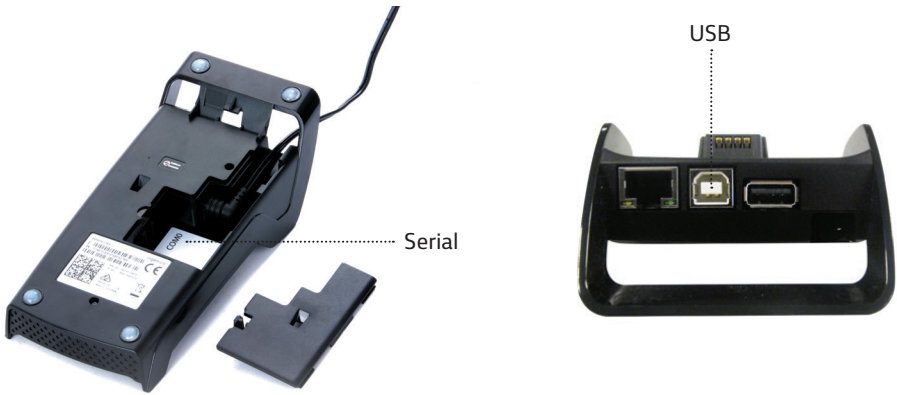
USB Type B to Type A 3m straight Cable



# Integrating the Essential Plus terminal with your POS

The Essential Plus terminal can integrate with your PC-EFTPOS-certified POS system by the following two methods:

- Using the serial cable (OCLR232 EFT30 Cable) which should connect to either the COM0 or COM1 port on the bottom of the base
- Using the USB cable (USB Type B to Type A Cable) which should be connected to the USB type B Jack of the base



## 3G Backup

If the Point Of Sale loses internet connection, the Essential Plus terminal can fall back to 3G connection via the internal modem in the terminal. The PC EFTPOS client on the POS will need to be configured to use the terminals 3G fall back capability for 3G backup to work.

# Status bar

When the terminal is powered-on, the terminals' Operating System provides data to display the Status Bar as follows, and consisting of the information as described below.



Information	Indicator	Description
System Date and Time		This shows the current system time and date.
Power Condition		This indicates that the terminal is connected to mains power.
Battery Level		This is the charge level on the portable device and indicates whether or not the battery is currently charging.
Bluetooth Icon		This is the status of the Bluetooth link between the portable device and the base. <b>Note:</b> The manufacturer's recommended maximum operating distance for Bluetooth connectivity is 70m.
		This indicates there is a weak Bluetooth signal between the terminal and the base.
		This indicates the terminals has lost Bluetooth connection with the base.

# Terminal and base pairing

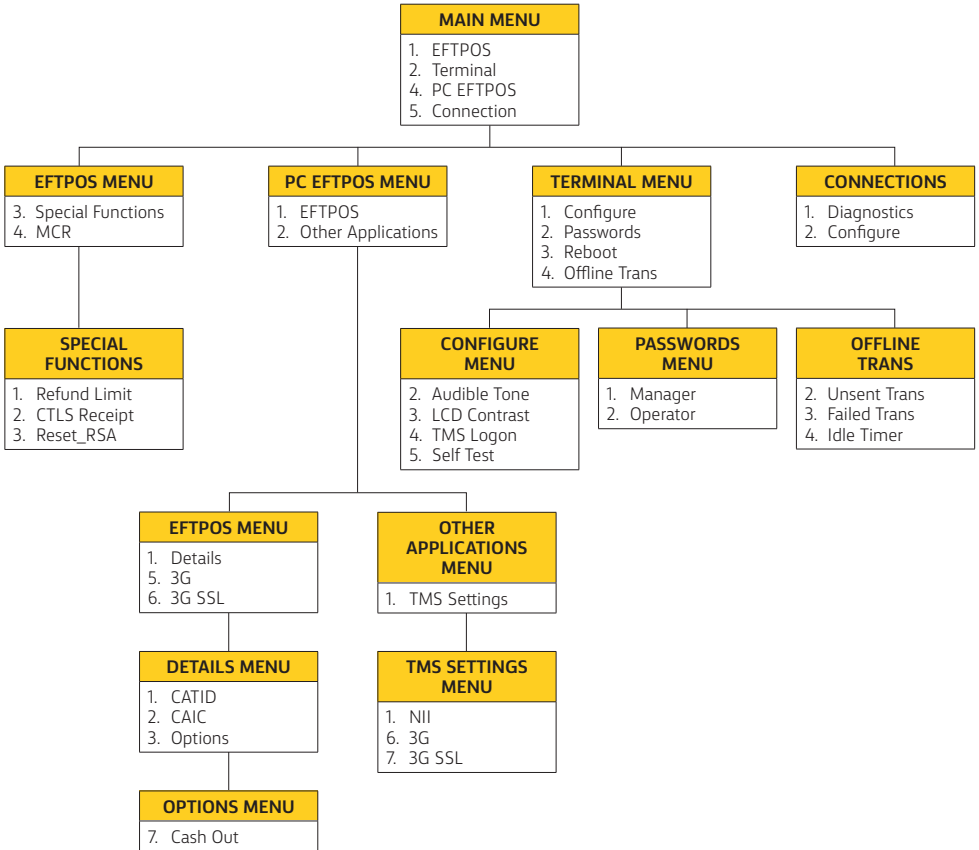
The terminal will come paired with the base that is provided.

**Note: to avoid any issues please take care to ensure you place the terminal back on the base it was installed with. The terminal will not function correctly if it is placed on a different base.**

# Key functions

## Terminal functions menu

Provided below is a Menu Map to assist you with navigating through the terminal.



## Power ON/OFF and Reboot

To POWER ON, simply place the terminal on its base (with the base's external power cable plugged in) and it will power up automatically. Alternatively, hold down the [OK] key while the terminal is off the base with a sufficiently charged battery. To POWER OFF, remove the terminal from its base and hold down both the [FUNC] and [CLEAR] keys at the same time.

To REBOOT, place the terminal on its base and hold down both the [FUNC] and [CLEAR] keys on the terminal at the same time.



## **Purchase – Contactless (total purchase amount less than \$100)**

1. Initiate a Purchase transaction on the POS
2. If tipping enabled, enter tip and press [OK] or to bypass just press [OK]  
**To enable tipping, please contact the CommBank 24Hr Merchant Helpdesk on 1800 230 177**
3. Tap the card on the contactless reader once “Present Card” sign is displayed
4. Transaction is approved
5. \*MCR Applied\* will appear at the bottom of the receipt if the merchant’s choice of routing has been applied to the transaction

## **Purchase - Contactless (total purchase amount above \$100)**

1. Initiate a Purchase transaction on the POS
2. If tipping is enabled, enter tip and press [OK] or to bypass just press [OK]  
**To enable tipping, please contact the CommBank 24Hr Merchant Helpdesk on 1800 230 177**
3. Tap card on the contactless reader once “Present Card” sign is displayed
4. Enter PIN and press [OK]
5. Transaction is approved
6. \*MCR Applied\* will appear at the bottom of the receipt if the merchant’s choice of routing has been applied to the transaction

**Note:** For contactless transactions, the merchant receipt will only be printed if a signature is required (based on the terminal and contactless card processing rules). A customer copy or a duplicate receipt may be printed on request.

## **Purchase – Swipe and EMV with PIN/Signature**

1. Initiate a purchase transaction on the POS
2. If tipping enabled, enter tip and press [OK] or to bypass just press [OK]  
**To enable tipping, please contact the CommBank 24Hr Merchant Helpdesk on 1800 230 177**
3. Swipe or insert the card
4. Select the account by pressing the function keys below the CHQ, SAV, CR text
5. Enter PIN or press [OK] for signature (Note: signature is only for credit transactions)
6. Wait for processing to be completed
7. Remove card when prompted by the terminal
8. Verify signature if it is a signature transaction. Press [YES] to approve or [NO] to decline
9. Transaction is approved and merchant copy of the receipt is printed
10. Press [YES] to print customer copy or [NO] to suppress

## **Purchase with cash out**

1. Initiate a purchase with cash out transaction on the POS
2. If tipping enabled, enter tip and press [OK] or to bypass just press [OK]  
**To enable tipping, please contact the CommBank 24Hr Merchant Helpdesk on 1800 230 177**
3. Swipe or insert the card
4. Select the account by pressing the function keys below the CHQ or SAV text
5. Enter PIN and press [OK]
6. Wait for processing to be completed
7. Transaction is approved
8. Remove card when prompted

## Cash out

1. Initiate a cash out transaction on the POS
2. Swipe or insert the card
3. Select the account by pressing the function keys below the CHQ or SAV account
4. Enter PIN and press [OK]
5. Wait for processing to be completed
6. Transaction is approved
7. Remove card when prompted

## Refund

1. Initiate a refund transaction on the POS
2. If prompted by the terminal, enter the operator password or manager password and press [OK]
3. As per our Merchant Agreement, the refund is required to go to the same account used for the original purchase transaction
4. Swipe, insert or tap the card
5. The remainder of the refund transaction flow is the same as that of a purchase transaction
6. \*MCR Applied\* will appear at the bottom of the receipt if the merchant's choice of routing has been applied to the transaction

## MOTO (Mail Order/Telephone Order)

MOTO is the ability to process credit card transactions when the card is not present.

1. Initiate a MOTO transaction (enter the complete card number, expiry date, and CCV) on the POS
2. Transaction type defaults to Credit, press [OK]
3. Wait for processing to be completed
4. Transaction is approved

## Settlement – Manual Settlement

Settlement will occur automatically at 9:45pm AEST daily if a manual settlement is not performed. Only one Settlement can be performed per day.

1. Initiate settlement on the POS
2. Wait for processing to be completed
3. Settlement report is printed

**Note:** The terminal can also typically be set via the POS to automatically settle every day at a particular time. Auto-Settlement cannot occur between 22:00 and 0:00 AEST.

## Cumulative (Pre-Settlement) Totals

Cumulative Totals indicate the amount transacted through the terminal since the last Settlement was processed. A Cumulative total can be done any number of times.

1. Initiate pre-settlement on the POS
2. Wait for processing to be completed
3. Pre-settlement report is printed

## Merchant Choice Routing (MCR)

Follow the below steps to view the Merchant Choice Routing settings applied in the terminal.

1. Press [Menu] key
2. Press [1] to enter EFTPOS menu
3. Press [4] for MCR
4. Enter the manager password and press [OK]
5. The screen will show if Merchant Choice Routing is YES (i.e. Enabled) or NO (i.e. disabled). Press [Next]
6. The screen will show the transaction threshold applied for Debit MasterCard. Press [Next] to continued
7. The screen will show the transaction threshold applied for VISA Debit. Press [Done] to finish

To enable or disable Merchant Choice Routing, or to make changes to the transaction threshold, contact CBA helpdesk on **1800 230 177**.

## Shift Totals Request

Shift Totals indicate the amount transacted through the terminal since the last shift totals request was processed.

1. Initiate settlement on the POS
2. Wait for processing to be completed
3. Shift Totals report is printed

## Store and Forward (SAF)

Store and Forward (SAF) is the ability to process offline transactions. The PINpad will display 'SAF' in the top right hand corner of the screen to indicate that there are one or more entries in the store and forward memory of the terminal.

'Settlement Sending Stored Transactions' is displayed if a settlement is triggered and there are SAF entries that need to be forwarded to the Bank. 'Sending Stored Transactions' is displayed when a stored transaction is sent online after the idle timer has been triggered or the cumulative totals report has been requested.

When a transaction that exceeds your floor limit is performed in the SAF mode, an authorisation number will need to be obtained by calling the authorisation centre.

## Obtaining a duplicate receipt

This request is actioned from the POS. Allows you to reprint the last completed transaction, showing all details of the transaction including whether the transaction was approved.

## Setting the manager refund limit

1. Press [Func] or Menu key (with circle icon)
2. Select Option 1 – EFTPOS
3. Enter the Manager Password
4. Select Option 3 – Special Functions
5. Select Option 1 – Refund Limit
6. Select Option 1 – Operator to set the Operator Refund Limit or Option 2 – Manager to set the Manager Refund Limit

## Changing your password

1. Press [Func] or Menu key (with circle icon)
2. Select Option 2 – Terminal
3. Enter the Manager Password
4. Select Option 2 – Passwords
5. Select Option 1 – MANAGER to set the Manager Password or Option 2 – OPERATOR to set the Operator Password
6. Enter the password and press [OK]. Repeat to confirm the new password

## Forgotten Password

If you have forgotten your Manager Password, please contact the CommBank 24 Hour Merchant Helpdesk on **1800 230 177** in order to have your password reset.

# Basic troubleshooting

## Common Terminal Error Messages

Below is a list of decline responses you may come across while operating your terminal. If you are unable to resolve an issue or encounter an issue or decline response not listed below, please contact the CommBank 24 Hour Merchant Helpdesk on **1800 230 177**.

Codes	Terminal Display	Description	Recommended Next Steps
01	DECLINED – 01 CONTACT CARD ISSUER	Refer to card issuer	Advise the cardholder to contact their card issuer for specific details. Ask the Customer for another form of payment (e.g. different card).
05	DECLINED – 05 SYSTEM ERROR	“SECURITY DECLINE” BY CARD ISSUER (DO NOT HONOR)	Advise the cardholder to contact their card issuer for specific details. Ask the Customer for another form of payment (e.g. different card).
13	DECLINED – 13 INVALID AMOUNT	Invalid amount	Different limits apply to different types of transactions as defined in the merchant agreement. For instance, there is a cash out limit and a refund limit, and if either one is exceeded, an error message will be displayed. The user must simply enter a value lower than the relevant limit defined in the agreement.
41	DECLINED – 41 PHONE AUTH CENTRE	Lost Card	Advise the cardholder to contact their card issuer for specific details. Ask the Customer for another form of payment (e.g. different card).
51	DECLINED – 51 REFER CARD ISSUER	No Sufficient Funds	There are insufficient funds on the card. Ask the Customer for another form of payment. (e.g. different card).
55	DECLINED – 55 INCORRECT PIN	Incorrect PIN	Incorrect PIN entered. Customer may retry or call their bank.
57	DECLINED – 57 TRAN NOT ALLOWED	Transaction not permitted to cardholder	Advise the cardholder to contact their card issuer for specific details. Ask the Customer for another form of payment (e.g. different card).
58	DECLINED – 58 TRANS NOT ALLOWED	Transaction not permitted to terminal	Contact the CommBank 24 Hour Merchant Helpdesk on 1800 230 177 for support.
67	DECLINED – 67 PHONE AUTH CENTRE	Black listed card	Advise the cardholder to contact their card issuer for specific details. Ask the Customer for another form of payment (e.g. different card).

<b>Codes</b>	<b>Terminal Display</b>	<b>Description</b>	<b>Recommended Next Steps</b>
<b>91</b>	DECLINED – 91 ISSUER NOT AVAILABLE	Issuer or Switch Inoperative	Cardholder's bank is currently not responding. Advise Customer to use another card from another bank or pay cash.
<b>IE</b>	DECLINED – IE LOW BATTERY	Insufficient battery level to process transaction	Place terminal/PINpad back on its base and re-initiate transaction on POS.
<b>S0</b>	DECLINED – S0 MODEM ERROR	Modem error	This can represent an error with an external modem, or if the terminal is set to fall back to internal modem and no phone line has been plugged in. Check communications link on base and wall plug. Ensure cables are properly connected.
<b>S2</b>	DECLINED – S2 NO ANSWER	No answer	Contact the CommBank 24 Hour Merchant Helpdesk on 1800 230 177 for support.
<b>S8</b>	DDECLINED – S8 NO EFT SERVER	Link not setup on EFT Server	Contact the CommBank 24 Hour Merchant Helpdesk on 1800 230 177 for support.
<b>X0</b>	DECLINED – X0	No response from host	Check communications link. Try processing the transaction again. If still no response, invoke SAF.

# Charging the battery



When does the battery need to be charged?

- On initial start-up, keep the terminal on its base for 16 hours to fully charge the battery.
- The terminal recharges its batteries each time it is placed on its base. Charging is automatic.
- It is recommended that the terminal be kept on its base when not in use, and placed back on its base after a transaction is performed.

How can the battery be charged?

- Using the base
  - Place the terminal on its base
  - Check if the battery symbol is flashing or moving ( = battery charging)

**Note:** If the base is powered off for any reason, please re-connect the base to the power source, place the terminal back on the base, and then reboot the terminal. To reboot the device press [FUNC] and [CLEAR] keys together.

# Changing the receipt roll



Printer  
Compartment Lid

1. 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
2. Insert the paper roll into the compartment
3. Pull the paper up towards the top of the terminal
4. Maintain the paper and close the cover
5. Press simultaneously on both upper corners of the contactless landing zone, until it clips into position
6. If required, press the Feed key on the keypad to advance the paper



# Training Mode instructions

## Training Mode instructions

1. User enables training mode on the POS and initiates a purchase transaction  
**Note:** Only financial transactions can be performed whilst in training mode. Training mode can also only be enabled when the terminal is in a ready state and when there are no reversal or advices pending.
2. Card is swiped, tapped or inserted
3. Wait for processing “Training Mode” to be completed
4. Cardholder selects their account type (if applicable)
5. Wait for transaction to be processed. A delay of 2 seconds is added at this stage to simulate the bank response.
6. The final response is displayed based on the cents received in the total amount of the POS request.

For example: ‘APPROVED’ would appear when ‘00’ is passed in the cents field.  
‘SIGNATURE REQUIRED’ would appear when ‘08’ is passed in the cents field.

**Note:** All transactions processed in training mode will have the following printed on the receipt in place of the Merchant Name and Address.

**\*\*\*\* TRAINING ONLY \*\*\*\***  
**NOT A VALID TRANSACTION**





