

Essential Max Quick Start Guide

Keep this guide near your terminal for fast, everyday reference.



Take a Payment

1. Enter amount → Press the green **OK** button
2. Customer taps, inserts or swipes card
3. Customer enters PIN if prompted
4. Result displays (Approved/Declined)
5. Print receipt if required



Refund a Payment

1. Select **Other** → Select **Refund**
2. Enter amount → Press the green **OK** button
3. Enter supervisor or manager password
4. Customer presents card: Refund confirmed → print receipt if needed

Important: Refunds must be processed on the same card used for the original purchase



Split a Bill

1. Select **Split bill** → Enter full amount → Press the green **OK** button
2. Select one option:
 - **Split Evenly** → Enter number of splits
 - **Pay Amount** → Enter custom amount for each customer
3. Each customer pays in turn until the full amount is paid



Settlements

Your terminal will settle automatically at your selected cut-over time each day. Use the options below if you need to settle earlier or if a settlement has not completed.

- **Settle Now:** Select **Menu** → **Settlements** → Enter password → **Manual Settlement**



Power & Charging

- **Power on:** Hold **Power** ~1.5 seconds
- **Force restart (if frozen):** Hold **Power** for 8 seconds
- **Charge:** USB-C cable or charging base (charging icon shows on screen)



Change Receipt Paper

1. Lift top catch and open cover
2. Remove used roll
3. Insert new roll (feeds from bottom)
4. Pull paper through and close cover until it clicks



Transaction History

1. Select **Menu** → **Transaction History**
2. Search by:
 - Last transaction
 - RRN
 - Card Number (last 4 digits)
 - Date
 - Browse all transactions



Accessibility Mode

1. After entering amount, select the **Eye** icon in the top right-hand corner of the screen
2. Choose high-contrast with or without voice guidance
3. Select **Eye** again to exit



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Integrating your Essential Max with POS



Switching to Integrated Mode

If you have a Point of Sale (POS) system, you can switch to Integrated mode and send transactions directly to your terminal from your POS.



Before You Start

Make sure:

1. POS is powered on
2. Essential Max terminal is activated
3. Internet connection is available (4G, Wi-Fi or Ethernet)
4. You know which mode your POS supports:

Integration Mode	Works when...
Simple Payments Integration (SPI)	POS and terminal are on the same local network
Simple Cloud Integration (SCI)	POS and terminal are not on the same network or terminal uses 4G



Pair your POS and Terminal

1. Select **Menu** → **Manage POS pairing**
2. Select **New POS pairing**
3. Choose your integration mode (SPI or SCI)
4. Enter the pairing details into your POS
5. Confirm the pairing code on both devices



Take an Integrated Payment

1. Start the sale on the POS
2. Transaction details appear on the terminal
3. Customer taps, inserts or swipes their card
4. Payment result is sent back to the POS and Smart Dash



Support

For any questions on above guide or further support, please call the Merchant Helpdesk on 1800 230 177, 24 hours a day, 7 days a week, or visit commbank.com.au/merchantsupport.



Stationery Orders

For stationery orders, please visit commbank.com.au/merchantsupport and search 'stationery', or call 1800 230 177.