Smart Troubleshooting Guide.

Please keep this guide with your EFTPOS terminal for easy reference.

Can

Communication Error

1. **Swipe Down Twice**
   Place your finger at the top of the screen and swipe down.
   Do this **two times** to open the full menu.

2. **Open the Launcher**
   Tap **'Launcher'** from the menu.

3. **Go to Device Manager**
   Select **'Device Manager'**.

4. **Start Host Logon**
   Tap **'Host Logon'**.

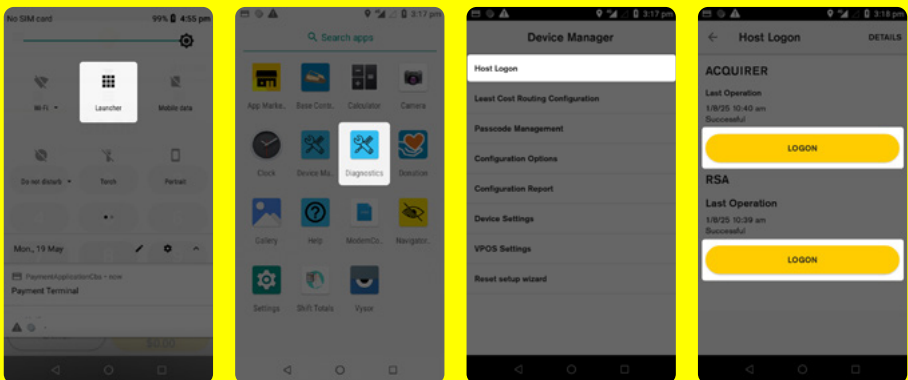5. **Log On to RSA**
   Press the **'LOGON'** button under **RSA**.

6. **Log On to Acquirer**
   Press the **'LOGON'** button under **ACQUIRER**.

7. **Check for Success**
   Look for a message that says **'Successful'.**

Faulty Charger and Battery

1. **Turn Off the Terminal**

   Press the second button on the right side of the terminal and hold it until the power off options appear on the screen.

2. **Shut Down the Terminal**

   Tap **Power off** on the screen, then unplug the power cable from the base.

3. **Restart the Terminal**

   Press the same button again to turn the terminal back on and place it back on the charging base.

4. **Check Charging via USB-C**

   Try charging the terminal using the USB-C cable connected to the base.

   – If the terminal stays off but you see a red flashing light on the back, that means it's flat but charging.
   – A charging battery signal will appear on the screen.

5. **Let It Charge**

   Leave the terminal on the base to charge for at least **15 minutes**.

6. **Clean the Contact Points**

   Gently wipe the brass contact points on both the base and the back of the terminal to ensure a good connection.

Display – Frozen

1. **Restart Terminal**

   To power down the terminal, press and hold the second button from the top on the right side of the terminal.

   Keep holding until the screen goes blank and the **Verifone logo** appears.

2. **Clean the Screen**

   Gently wipe the screen using a **microfibre cloth** or screen-safe wipe.

Poor Printer Quality

1. **Remove the Terminal from the Charging Base**
   Gently lift the terminal off the base.

2. **Turn Off the Terminal**
   Press the second button on the right side of the terminal and hold it until the shutdown options appear on the screen.

3. **Open the Paper Roll Cover**
   Lift the cover to access the paper roll compartment.

4. **Remove the Old Roll**
   Take out the used paper roll.

5. **Insert a New Roll**
   Place the new roll so the paper feeds from the **top**. Leave a bit of paper sticking out of the terminal.

6. **Turn On the Terminal**
   Hold the power button until the Verifone logo appears to turn the terminal back on.

🖨 Test the Printer

7. **Swipe Down Twice**
   Place your finger at the top of the screen and swipe down **two times**
   to open the full menu.

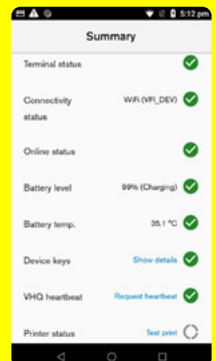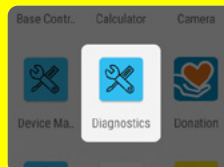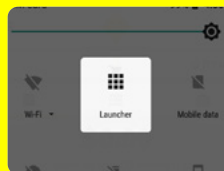8. **Open the Launcher**
   Tap **'Launcher'**.
   Tap **'Diagnostics'.**

9. **Run a Printer Test**
   – Tap **'Summary'.**
   – Tap **'Printer Status'.**
   – Tap **'Test Print'.**

10. **Check the Print Quality**
    If the print is still faint or unclear, please contact **Technical Support**
    for help.

Change SIM from One Carrier to Another

1. Swipe Down Twice
Place your finger at the top of the screen and swipe down twice to open the full menu.

2. Swipe Right
Swipe right to see more icons.

3. Switch SIM
Tap the icon that says **'SIM 1'**. It will change to **'SIM 2'**.

– Tap it again anytime to switch back to **'SIM 1'**.
– This means your terminal has switched to a different mobile network.

🛜 Check Your Connection

1. Swipe Down Twice Again
Just like before, swipe down from the top of the screen **two times**. Swipe to the right.

2. Open the Launcher
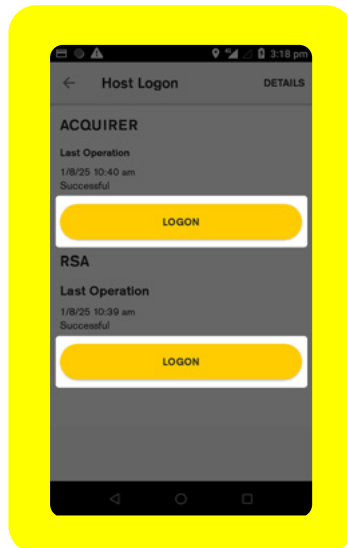Tap **'Launcher'**.

3. Go to Device Manager
Select **'Device Manager'**.

4. Run a Host Logon
– Tap **'Host Logon'**.
– Press the **'LOGON'** button under **RSA**.
– Then press the **'LOGON'** button under **ACQUIRER**.

5. Check for Success
Look for a message that says **"Successful"**.

Protecting Your Business from Chargebacks

- **Understand MOTO Transactions**. Manually keyed transactions (MOTO) are high-risk and the liability for chargebacks sits with you as the merchant.
- **Always Issue Refunds to the Original Card**. Never refund to a different card or via cash or bank transfer. This is a common tactic in refund fraud and can lead to chargebacks.
- **Keep Clear Records**. Maintain detailed records of every transaction, including receipts, delivery confirmations, and customer communications.
- **Use Descriptive Billing Names**. Ensure your business name appears clearly on customer statements to avoid confusion that can lead to 'unrecognised transaction' chargebacks.
- **Learn more** by searching 'chargebacks' on our website.

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.

Response Code	Description	Next steps
00, 08, 09, 11, Y1	Approved	• No further action required
01, 98, Q5, S1	Decline	• Restart terminal • Retry transaction • If issue persists accept another form of payment
03, 13, 58, 82, 91, Z8, R1, Z7, Z6	Decline	Contact Merchant Helpdesk
04-06, 12, 14, 30, 31, 33, 35-44, 51-54, 56, 57, 59- 64, 66, 68, 75, 92-95, 97, Z1, Z4	Decline	Accept another form of payment
19, 96	Decline	Retry the payment or accept another form of payment
55	Decline: Invalid PIN	Re-enter PIN or accept another form of payment
Y3, Z3	Offline Approved	• Switch to 4G or Wi-Fi • Retry the transaction • Call the Merchant Helpdesk if issue persists

We're here to help.

Online Support Referral

Merchant support hub.

Search **merchant support hub** on the Commbank website.

Virtual Assistant

Get instant help from our virtual assistant, who can answer some queries or send your enquiry to a specialist 24/7.

Here's how to message us:

1. Log on to the **CommBank app.**
2. Tap the **Help** ⑦ icon in the top-right corner.
3. Tap **'Message us' t**o chat to our virtual assistant.
4. Our assistant can respond to your questions, show you how to do simple banking tasks, or connect you to a specialist.

Make sure you enable **push notifications for the CommBank app**. If you need to be connected to a specialist, you'll receive an app notification when they reply, so you can message back at a time that suits you.

Existing Merchant Support

We're available 24/7. Ensure you have the following information ready:

✓ Terminal ID (located at the top of your merchant receipt).

✓ Trading name, address and phone number.

Call 1800 230 177 or message us in the CommBank app.