



Setting up

1. Connect the terminal's power cable and plug it into the wall, ensuring the wall socket is on.
2. Plug the supplied phone cable into the terminal and into a phone jack.

Selecting Ezi-Pay

If your terminal has only Ezi-Pay then:

Press ENTER at the idle screen.

If your terminal also has EFTPOS then:

Press 2 from the idle screen. (OR press ENTER and then choose Ezi-Pay from the menu)

Logging on

Your terminal will log you on automatically. To perform a manual logon:

1. Select Ezi-Pay
2. Select option 8 – Admin Menu
3. Select option 1 – Logon
4. After logon is accepted, press CANCEL

Security

After a logon or settlement cutover, you'll be required to enter a PIN. If you have a merchant card, you'll be required to enter your PIN with every transaction. The default PIN is 1834, which can be changed if required. To change the PIN or the security level on your terminal, please contact Ezi-Pay customer care.

PAYMENT FIRST

For your security, ensure you receive confirmed payment BEFORE processing any Ezi-Pay transaction.

Selling mobile top ups

1. Press 9 from the idle screen (OR Select Ezi-Pay and then select Vouchers from the menu)
2. If merchant card security is enabled, swipe merchant card and enter PIN when prompted, then press ENTER
3. Press 1 for a Vodafone top up, 2 for a Telecom top up or 3 for a 2degrees top up. For other vouchers, press the down arrow to scroll.
4. Select the desired amount from the available amounts
5. The terminal will print the top up voucher. To print your copy of the receipt, select YES when prompted, else press NO



Selling plastic phone cards

1. Bend the display backer at the fold and swipe the phone card through the terminal's magstripe reader
2. If merchant card security is enabled, swipe merchant card and enter PIN when prompted
3. If this is a brand new card, select ISSUE or select RECHARGE to top up a card that has previously been used
4. If this is an ISSUE transaction, select the desired amount from the options displayed by pressing the corresponding numeric key and then press ENTER. If this is a RECHARGE, key in the desired amount, which can be from \$1 to \$50 and rounded to the nearest 5c and then press ENTER. To load a value greater than \$50, perform 2 transactions.
5. The terminal will respond 'Recharge Supplied' and will print the transaction receipt. Value will be added to the phone card within a few minutes.
6. To print your copy of the receipt, select YES when prompted, else press NO

Selling thermal phone cards

These phone cards print as a voucher from your terminal.

1. Press 9 from the idle screen (OR Select Ezi-Pay and then select Vouchers from the menu)
2. If merchant card security is enabled, swipe merchant card and enter PIN when prompted, then press ENTER
3. Press the down arrow to scroll through available vouchers, select the brand that applies and press ENTER.
4. Select the desired amount from the available amounts
5. The terminal will print the top up voucher. To print your copy of the receipt, select YES when prompted, else press NO

Selling gift cards

1. Bend the display backer at the fold and swipe the gift card through the terminal's magstripe reader
2. If merchant card security is enabled, swipe merchant card and enter PIN when prompted
3. Select RECHARGE
4. Key in the desired amount (refer to the card backer for minimum and maximum amounts) and press ENTER
5. Terminal will respond ACCEPTED and print the receipt, showing the gift card balance

Reprinting a receipt

You can print a duplicate copy of the previous transaction's receipt. To do this, press 2, then select option 7 – Reprint Receipt.

Reconciling your terminal and printing your weekly invoice

Settle the terminal at the end of each day's trading. This prints your total sales for the day and resets the total to \$0.

1. Select Ezi-Pay
2. Select option 8 – Admin Menu
3. Select option 3 – Settlement Cutover

Print your weekly invoice every Monday

At the end of Monday's trading, carry out the settlement/cutover process above TWICE. The first process will print your invoice for the previous week and the second will settle your terminal for the



day. **IMPORTANT:** On every other day, carry out the cutover process **ONCE** only. Cutting over the terminal more frequently will cause inaccurate data to be displayed.

Checking sales totals during the day

1. Select Ezi-Pay
2. Select option 8 - Admin Menu
3. Select option 2 - Settlement Inquiry. This function will print totals since the cutover, without resetting the totals.

Checking sales totals for your shift

1. Select Ezi-Pay
2. Select option 8 – Admin Menu
3. Select option 4 – Print Shift Totals. This will print the total sales since the last time shift totals were cleared.

Clearing the shift totals

1. Select Ezi-Pay
2. Select option 8 – Admin Menu
3. Select option 5 – Clear Shift Totals. This will print the total sales since the last time shift totals were cleared and will reset the total to \$0.

Signing off your terminal

1. Select Ezi-Pay
2. Select option 8 – Admin Menu
3. Select option 6 – Sign Off

Turning the merchant copy of receipt on or off

Your terminal will print a duplicate copy of every receipt for your records unless you choose otherwise.

1. Select Ezi-Pay
2. Select option 8 – Admin Menu
3. Select option 9 – Preferences
4. Select option 3 – Print Merchant Copy
5. Select YES or NO
6. Select SAVE (Press ALPHA)

Using your terminal's training mode

Your terminal features a training mode, which allows you to practice issuing top ups and cards without processing live transactions. Remember to switch this mode off once training is complete.

1. Select Ezi-Pay
2. Select option 8 – Admin Menu
3. Select option 9 – Preferences
4. Select option 2 – Training Mode
5. Select YES to enable training mode or NO to disable training mode
6. Select SAVE



Setting the PIN on your master merchant card

1. Swipe your master merchant card through the terminal's magstripe reader TWICE
2. Enter your new PIN and press ENTER. Your master merchant card PIN is now set.

Setting the PIN on your merchant card(s)

You must have set the PIN on your master merchant card before completing this process.

1. Swipe your master merchant card through the terminal's magstripe reader
2. Swipe your merchant card through the terminal's magstripe reader
3. Enter your new PIN and press ENTER. Your merchant card PIN is now set.

Loading paper into your terminal

The printer expects a roll of 57x50 thermal paper (that is, 57mm wide, and up to 50mm reel diameter).

1. Open the lid of the printer by pressing the red button that is just to the right of the printer lid
2. Hold the paper reel, so that at least a few inches of the paper are feeding out from underneath the reel and coming towards you
3. Insert the spindle into the paper roll, and drop the reel in. Ensure the roll has located itself on the plastic hubs and can spin freely
4. Hold the flap of paper down over the screen, and close the lid of the printer
5. Release the paper, and make sure the printer lid is firmly pressed down

Feeding paper through your terminal

1. Hold down the FEED button at bottom left of your key pad



Understanding error messages

Transmission Error

If presented with this error message, attempt a manual logon:

1. Select Ezi-Pay
2. Select option 8 – Admin Menu
3. Select option 1 – Logon
4. After logon is accepted, press CANCEL.

If your log on attempt fails, your terminal has lost its connection to the Ezi-Pay server.

1. Check that your phone line is free; if your terminal and your phone share the same line, your Ezi-Pay transactions cannot proceed if someone is on the phone.
2. Check your phone line is firmly plugged in to your terminal and to your wall socket.
3. Check your phone line has dial tone.

If you have verified that your phone line is free and is working but your terminal still cannot connect, please contact Ezi-Pay customer care on 0800 960 000. Please have your Ezi-Pay account number and your 4 digit account security PIN handy to ensure we can help you as quickly as possible. Note that your account PIN is not the same as your terminal's PIN.

Invalid Amount

This error message means that the amount you have selected is outside of the allowed range for the transaction. Please select another amount. For more information on allowed amounts, see the sections in this user guide on selling mobile top ups, phone and gift cards.

If the amount you have chosen is within the allowed range, this error may mean our server is unable to process your transaction at that time. Please try again. If this problem persists, please contact Ezi-Pay customer care.

Card Read Error #4 or #7

This error may display after you have swiped your merchant card. Please try again. If this problem persists, your merchant card may need to be replaced; please contact us.