

# USER GUIDE Ezi-Pay Hypercom T7Plus



## 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.

## Logging on

Your terminal will log you on automatically. If your terminal displays *Acquirer Not Logged*, complete a manual log on:

1. Press LOGON
2. Press 1 to log on to EFTPOS or 3 to log on to Ezi-Pay, then press ENTER. If you do not see Ezi-Pay at option 3, choose the option labelled RECHARGE.
3. The terminal will print a receipt displaying ACCEPTED
4. Your terminal may perform a series of tasks once logged on; it is ready when SWIPE CARD appears on its screen.

## Security

If you have sign on security enabled, you must enter your PIN once per day. The default PIN is 12369, 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 VOUCHER
2. Select the brand required. To view available brands, press ← (Vodafone is usually option 2, Telecom option 3 and 2degrees option 4)
3. If merchant card security is enabled, swipe merchant card and enter PIN when prompted, then press ENTER
4. Key in amount and press ENTER. To view available amounts, press HELP.
5. The terminal will print the top up voucher. To print your copy of the receipt, press ENTER

# USER GUIDE Ezi-Pay Hypercom T7Plus



## 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, key in the desired amount, which can be from \$5 to \$50, in \$5 increments. 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 'Card Activated' 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, press ENTER.

Ezi-Pay phone cards are identified with the Ezi-Pay logo

## Selling thermal phone cards

These phone cards print as a voucher from your terminal.

1. Press VOUCHER
2. Press **←** to scroll through available vouchers, select the brand that applies and press ENTER.
3. If merchant card security is enabled, swipe merchant card and enter PIN when prompted, then press ENTER
4. Key in amount and press ENTER. To view available amounts, press HELP.
5. The terminal will print the top up voucher. To print your copy of the receipt, press ENTER

## Selling gift cards

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

# USER GUIDE Ezi-Pay Hypercom T7Plus



## Reprinting a receipt

You can print a duplicate copy of the previous transaction's receipt. To do this

1. Press HELP
2. Press ENTER when prompted REPRINT PREV TRANS. Y/N?
3. Press 1 for an EFTPOS receipt or 3 for an Ezi-Pay receipt, then press ENTER. If you do not see Ezi-Pay at option 3, choose the option labelled RECHARGE.
4. The terminal will print the 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. Press SETTLE
2. Press ENTER when prompted SETTLEMENT CUTOVER? Y/N.
3. Select 1 for EFTPOS, 3 for Ezi-Pay or 0 for all. This will print all transactions since the last cutover. If you do not see Ezi-Pay at option 3, choose the option labelled RECHARGE.

## 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. Press SETTLE
2. Press CLEAR when prompted SETTLEMENT CUTOVER? Y/N.
3. Press ENTER when prompted SETTLEMENT INQUIRY? Y/N.
4. Select 1 for EFTPOS, 3 for Ezi-Pay or 0 for all. This will print all transactions since the last cutover. If you do not see Ezi-Pay at option 3, choose the option labelled RECHARGE. This will print totals since the cutover without resetting the total to zero.
5. Enter the date in DDMMYYYY format and press ENTER

## Checking sales totals for your shift

# USER GUIDE Ezi-Pay Hypercom T7Plus



1. Press TOTALS
2. Press ENTER when prompted SHIFT TOTALS? Y/N
3. Press CLEAR when prompted ZERO AFTER PRINT? This will print shift totals without resetting the shift total to zero. To reset the shift total to zero, press ENTER instead.
4. Select 1 for EFTPOS, 3 for Ezi-Pay or 0 for all. This will print all transactions since the last zero after print. If you do not see Ezi-Pay at option 3, choose the option labelled RECHARGE.

## 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. Press HELP
2. Press CLEAR when prompted REPRINT PREV TRANS?
3. Press CLEAR when prompted PRINT PENDING TRANSACTION?
4. Press ENTER when prompted ENTER MERCHANT MODE?
5. Use the PIN pad to enter 80 and press ENTER
6. Press ENTER when prompted ENTER TRAINING MODE? Your terminal will now display 'Training Mode'
7. To exit training mode, press CANCEL, then press ENTER when prompted LEAVE TRAINING MODE?

## 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.

## Understanding error messages

### Transmission Error

# USER GUIDE Ezi-Pay Hypercom T7Plus



If presented with this error message, attempt a manual log on:

1. Press LOGON
2. Press 1 to log on to EFTPOS or 3 to log on to Ezi-Pay, then press ENTER. If you do not see Ezi-Pay at option 3, choose the option labelled RECHARGE.
3. The terminal will print a receipt displaying ACCEPTED

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.

## **Cannot Read Card**

This error may mean the card's magstripe is damaged. Please make several attempts to swipe the card, in both directions. If you are not successful, please use another phone or gift card.

If this error persists after you have swiped your merchant card, please contact us for a replacement.