

USER GUIDE Ezi-Pay Nurit 8210



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. To perform a manual log on:

1. Press MENU
2. Select option 8 – Admin Menu
3. Select option 1 – Log On
4. After log on is accepted, press CANCEL

Security

After a log on 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 MENU, then select MOBILE TOP UP from the list displayed
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
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

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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

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 MENU, then select MOBILE TOP UP from the list displayed
2. If merchant card security is enabled, swipe merchant card and enter PIN when prompted, then press ENTER
3. 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 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

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Reprinting a receipt

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

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Signing off your terminal

1. Press ENTER
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. Press ENTER
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

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 ENTER
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.

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Feeding paper through your terminal

1. Hold down the blue function button at top right of your key pad
2. Press ENTER

Understanding error messages

Transmission Error

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

1. Press ENTER
2. Select option 8 – Admin Menu
3. Select option 1 – Log On
4. After log on 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

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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.