




GENERAL TROUBLESHOOTING:

- Display says NOT READY. Press **MENU** then **F4** and follow instructions on screen.
- Receipt says VOID and near the bottom says DIAG:
- (93) means user cancelled. Repeat transaction.
- (53) banking overdue. Perform banking report & repeat.
- (62) PIN tries exceeded. Repeat with another card.
- (828282) no connection. Try turning on and off and try again.
For 930G terminals this could be signal related.
- (19) failed due to power failure. Charge battery & repeat.
- (70) bad mac key, security key incorrect. Call support.
- Printing is squashed or jerky. Battery low. Put on charge.

TURNING ON AND CHARGING

Your Chip & PIN terminal can be safely left in the cradle without risk of overcharging. If you wish to turn the terminal on outside the cradle, press the  button.

To turn the terminal off, press the  &  buttons together.

YOUR PASSCODE:

To perform refunds, print reports, and access the supervisor functions, you need your password.

The default passcode is ********. This can be changed in the supervisor mode.

Card Payments Made Simple

Helpdesk Opening Times:

During office hours call: **01279 712600**



CHIP & PIN
SOLUTIONS

A simple guide

to using your Chip & PIN terminal:

EFT 930

TRANSFERRING FUNDS TO YOUR BANK:

A banking or End of Day report MUST be done at least once a week. Failure to do this can mean funds will NOT be transferred into your bank account.
Banking and End of Day are in the reports menu found by pressing menu twice.

MAKING A 'CUSTOMER PRESENT' SALE:

1. From the ready screen, insert the chip card facing up.
2. Enter the amount and press the **OK** button.
3. Hand the customer the terminal to enter their PIN.
4. If correct, the screen will say PIN OK and connect.
5. If approved, the screen will say AUTH CODE _____
6. The first receipt is the merchant copy, The second customer copy.

CARD HOLDER PRESENT REFUNDS:

1. From the Ready screen Press **MENU** then **F2**.
2. Enter password.
3. Insert customer's card and continue as a sale.

MAKING A 'CUSTOMER NOT PRESENT' SALE:

1. From the Ready screen press **MENU** then **F1** and **F4** for sale. Type the full card number into the terminal followed by **OK**.
2. Enter the expiry date and press **OK**.
3. If required, enter issue number or start date.
4. Enter CSC number (last 3 digits on back of card).
5. Enter Postcode Nums (optional) e.g CM23 3DH = 233.
6. Enter the house/ building number (optional) if applicable.
7. Enter amount.
8. The result will state which details have matched.
9. Press **F4** to accept the transaction, or **F1** to void transaction.