Essential Lite.
Merchant
Operator Guide.

Model: Move5000

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Support

For support, please call the dedicated CommBank Merchant helpdesk on **1800 230 177**, 24 hours a day, 7 days a week.

When calling the Helpdesk, please make sure you have the following information ready:

- Terminal ID (located at the top of your merchant receipt)
- Trading name
- Trading address
- Trading phone number

Offline Authorisation over the Floor Limit

- For Offline Authorisation on all over Floor Limit debit card transactions, please call **1800 813 700**.
- For Offline Authorisation on all over Floor Limit credit card transactions, please call **13 26 36**.

Stationery orders

- For stationery orders please visit **https://www.commbankstationery.com.au/stationery**
- or call **1800 230 177**.
- If placing an order online, please ensure you have your CommBank Merchant ID and trading address postcode available to sign in.

Service Response Time

CommBank will endeavour to replace a faulty terminal within:

- 4 business hours in all locations except remote areas.
- 3 to 5 business days for remote areas. A remote area is not serviced by a technician and only phone support is available.

For more information on CommBank merchant services, please visit **commbank.com.au/merchantservices**

Getting to know your Essential Lite terminal

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Essential Lite Communication Setup

Your Essential Lite terminal comes with a 4G/3G capable SIM already installed and a complementary Ethernet cable for IP Broadband connection, giving you the ability to choose the communication method that best suits your business. Essential Lite has the capability to connect to your secure Wi-Fi.

You will have the freedom to switch between mobile (4G/3G) , Wi-Fi and IP Broadband via Ethernet at your own convenience by following the instructions provided below.

Mobile 4G/3G

The 4G/3G capable SIM will come already installed in your terminal. To utilise the mobile 4G/3G connection, please ensure the 4G/3G communication method is selected in the terminal menu as described below.

1. Press [MENU] key on the terminal
2. Press [4] to enter CONNECTION menu
3. Press [1] to Change COMMs
4. Press [1] to select 4G/3G
5. The terminal will update to 4G/3G mode when you next initiate a transaction

How to switch between network providers (Telstra and Optus 4G/3G)

1. Press [Menu] key
2. Press [4] to enter CONNECTION menu
3. Press [1] to CHANGE COMMS
4. Press [1] for 4G/3G
5. Press [1] for Telstra or press [2] for Yes Optus.

Note: Reboot is required when changing network providers. Press [YES] to reboot to change network providers

IP Broadband - Ethernet

Follow the below steps to connect the Essential Lite terminal to your IP Broadband internet.

Connect the terminal base to your internet network router or modem using the complementary Ethernet cable that was provided with your terminal. The Ethernet cable connects to the base via the RJ45 Jack as shown below.

RJ45 Jack

Ensure the IP broadband communication method is selected in the terminal menu as described below.

1. Press [MENU] key on the terminal
2. Press [4] to enter CONNECTION menu
3. Press [2] to enter CONFIGURE options
4. Press [2] to select ETHERNET
5. Press [3] to enter IP PARAMETERS in CONNECTION menu
6. Press [2] to enter TERMINAL IP CONFIG
7. To set the connection to DHCP connection
   – Press [1] to select DHCP
8. To set the connection to Static connection
   – Press [2] to select STATIC
   – Enter the IP ADDRESS and press OK
   – Enter the SUBNET MASK and press OK
   – Enter the DEFAULT GATEWAY and press OK
   – Enter the PRIMARY SERVER and press OK
   – Enter the SECONDARY SERVER and press OK
9. The terminal will update to IP Broadband mode when you next initiate a transaction

It is recommended that you open the following hostname and ports in your firewall to ensure there are no communication issues between your Internet and the Bank.

System	Destination address	Port
CBA Transaction Host	i1.paywide.nps.commbank.com.au	9000
CBA TMS	tms.paywide.nps.commbank.com.au	056

The Essential Lite terminal will connect to the base via Bluetooth when it is removed which means you can continue accepting payments when you take your terminal with you around the store (the manufacturer's recommended maximum operating distance for Bluetooth connectivity is 70 m).

How to connect and configure Wi-Fi

1. Press [MENU] key
2. Press [4] for Connection
3. Press [1] for Change Comms
4. Press [3] Wi-Fi
5. Tap Yes on screen to proceed

   (**Please note**: Wi-Fi still needs to be configured)

   Note: If Wi-Fi needs to be configured or if you are connecting to Wi-Fi for the first time, proceed to next step.

6. From the Connection Menu Press [2] Configure
7. Tap Scan Networks on screen
8. Tap on your secure Wi-Fi Network and Enter Password
9. Press [OK]

   Note: Once Wi-Fi is successfully connected, the Wi-Fi signal bar will change to Green reflecting the signal strength.

How to switch from Wi-Fi to 4G/3G

1. Press [MENU] key
2. Press [4] for Connection
3. Press [1] for Change Comms
4. Press [1] 4G/3G
5. Warning message 'YOU ARE CHANGING THE COMMS TYPE DO YOU WANT TO PROCEED' should show. [Select F1] on-screen to proceed
   – 4G/3G icon should show on the left corner

   Note: If you have received the terminal from 13 December 2021 follow the below steps as well:

   – You will be presented with the option to select [1] for Telstra or [2] for Yes Optus if the device has dual SIM capability.
   – Reboot the device if COMMS have not changed.

How to run Wi-Fi Diagnostics

1. Press [MENU] key
2. Press [5] for Diagnostics
3. Wi-Fi / SSL DIAGNOSTICS screen should show

Status bar

When the terminal is powered-on, the terminals' Operating System provides data to display the Status Bar as follows, and consisting of the information as described below.

Information	Indicator	Description
System Date and Time	**17 : 56** 09/03/2018	This shows the current system time and date.
Power Condition		This indicates that the terminal is connected to mains power.
Battery Level		This is the charge level on the portable device and indicates whether or not the battery is currently charging.
Bluetooth Icon		This is the status of the Bluetooth link between the portable device and the base. **Note:** The manufacturer's recommended maximum operating distance for Bluetooth connectivity is 70m.
		This indicates there is a weak Bluetooth signal between the terminal and the base.
		This indicates the terminals has lost Bluetooth connection with the base.
Ethernet Indicator		This indicates the terminal has connected to Ethernet but there is no internet connection.
		This indicates the terminal has connected to Ethernet and there is internet connection.
3G/4G Indicator	4g	This indicates whether the connection is 3G or 4G.
Wi-Fi Indicator		This indicates the terminal has connected to Wi-Fi

Terminal and base pairing

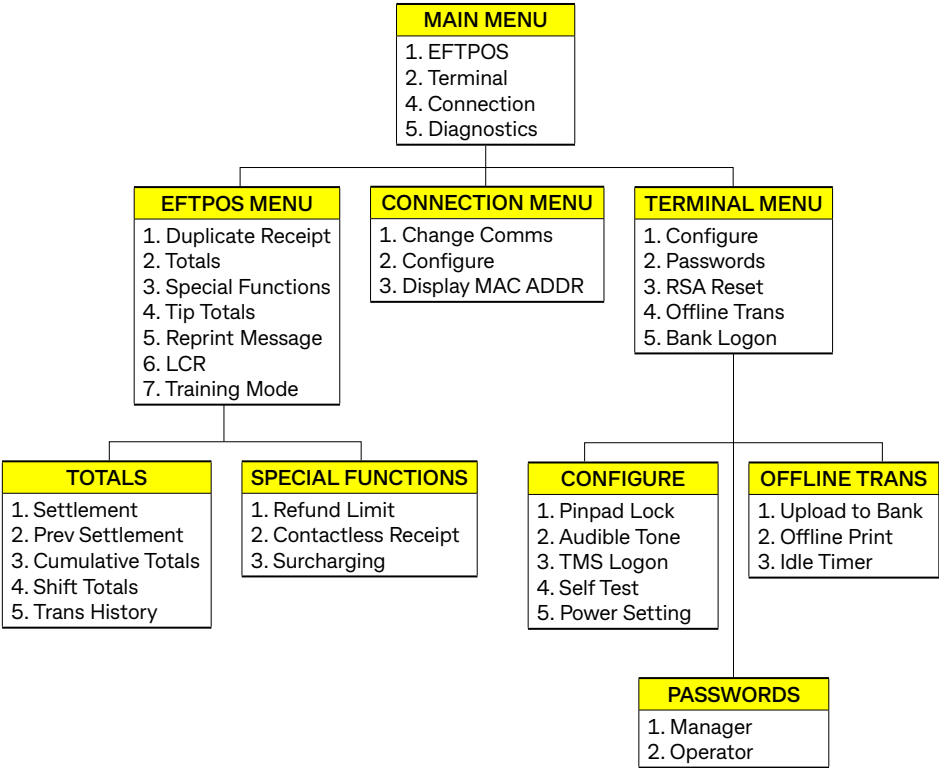The terminal will come paired with the base that is provided.

> 💡 **Note:** for when in IP broadband - Ethernet mode, to avoid any issues please take care to ensure you place the terminal back on the base it was installed with. The terminal will not function correctly if it is placed on a different base.

Key functions

⚙️ Terminal functions menu

Provided below is a Menu Map to assist you with navigating through the terminal.

MAIN MENU
1. EFTPOS
2. Terminal
4. Connection
5. Diagnostics

EFTPOS MENU
1. Duplicate Receipt
2. Totals
3. Special Functions
4. Tip Totals
5. Reprint Message
6. LCR
7. Training Mode

CONNECTION MENU
1. Change Comms
2. Configure
3. Display MAC ADDR

TERMINAL MENU
1. Configure
2. Passwords
3. RSA Reset
4. Offline Trans
5. Bank Logon

TOTALS
1. Settlement
2. Prev Settlement
3. Cumulative Totals
4. Shift Totals
5. Trans History

SPECIAL FUNCTIONS
1. Refund Limit
2. Contactless Receipt
3. Surcharging

CONFIGURE
1. Pinpad Lock
2. Audible Tone
3. TMS Logon
4. Self Test
5. Power Setting

OFFLINE TRANS
1. Upload to Bank
2. Offline Print
3. Idle Timer

PASSWORDS
1. Manager
2. Operator

Power ON/OFF and Reboot

To POWER ON, simply place the terminal on its base (with the base's external power cable plugged in) and it will power up automatically. Alternatively, hold down the [OK] key while the terminal is off the base with a sufficiently charged battery. To POWER OFF, remove the terminal from its base and hold down both the [FUNC] and [CLEAR] keys at the same time.

To REBOOT, place the terminal on its base and hold down both the [FUNC] and [CLEAR] keys on the terminal at the same time.

Terminal Power Setting – Sleep and Shutdown mode

By default the terminal is configured to sleep or shut down after 15min of idle time. The idle time can be amended by contacting the CommBank 24Hr Merchant Helpdesk on **1800 230 177**.

In sleep mode, the terminal screen will turn off but the terminal can still perform auto settlement and TMS logon. In shut down mode, the terminal will completely shut down.

Follow the below steps to configure the terminal to enter sleep mode or shut down mode after the set idle time.

1. Press the [MENU] key
2. Press [2] to enter the TERMINAL menu
3. Press [1] to enter the CONFIGURE menu
4. Press [5] for POWER SETTING
5. Current power setting is displayed
6. Press [F1] to have terminal go into sleep mode or [F3] for shutdown.

To wake the terminal from a sleep or shutdown state press the [OK] key.

Purchase – Contactless (total purchase amount less than $100)

1. Initiate a transaction by entering the amount and press [OK]
2. If tipping enabled, enter tip and press [OK] or to bypass just press [OK]
   To enable tipping, please contact the CommBank 24Hr Merchant Helpdesk on 1800 230 177
3. Tap the card on the contactless reader once "Present Card" sign is displayed
4. Transaction is approved and merchant receipt is printed
5. Press [YES] to print customer copy or [NO] to suppress
6. *LCR Applied* will appear at the bottom of the receipt if the merchant's choice of routing has been applied to the transaction.

Purchase – Contactless (total purchase amount above $100)

1. Initiate a transaction by entering the amount and press [OK]
2. If tipping enabled, enter tip and press [OK] or to bypass just press [OK]
   To enable tipping, please contact the CommBank 24Hr Merchant Helpdesk on 1800 230 177
3. Tap the card on the contactless reader once "Present Card" sign is displayed
4. Enter PIN and press [OK]
5. Transaction is approved and merchant receipt is printed
6. Press [YES] to print customer copy or [NO] to suppress
7. *LCR Applied* will appear at the bottom of the receipt if the merchant's choice of routing has been applied to the transaction

Purchase – Swipe and EMV with PIN/Signature

1. Initiate transaction by swiping or inserting the card
2. If multiple merchant function is enabled, select the required account
3. Enter the amount of the transaction and press [OK]
4. If tipping enabled, enter tip and press [OK] or to bypass just press [OK]
   To enable tipping, please contact the CommBank 24Hr Merchant Helpdesk on 1800 230 177
5. Select the account by pressing the number keys to select CHQ or SAV or CR
6. Enter PIN or press [OK] for signature

7. Merchant receipt is printed
8. Remove card when prompted by the terminal
9. Verify signature. Press [YES] to approve or [NO] to decline (signature transaction only)
10. Press [YES] to print customer copy or [NO] to suppress

Purchase with cash out

1. Initiate a transaction by entering the purchase amount DO NOT press [OK]
2. Press [F2] key to add cash out
3. Enter the cash out amount and press [OK]
4. If tipping enabled, enter tip and press [OK] or to bypass just press [OK]
   To enable tipping, please contact the CommBank 24Hr Merchant Helpdesk on 1800 230 177
5. Swipe or insert the card
6. Select the account by pressing the number keys to select CHQ or SAV
7. Enter PIN and press [OK]
8. Merchant receipt is printed
9. Remove card when prompted by the terminal
10. Press [YES] to print customer copy or [NO] to suppress

Surcharge with fixed dollar amount

1. Press [Main Menu]
2. Press [1] for EFTPOS
3. Press [3] for Special Function and enter Manager's Password
4. Press [1] for Surcharge Rates
5. Select desired card type you wish to surcharge
6. Press [2] for Fixed Fee
7. Enter the fixed dollar amount you wish to surcharge
8. Tap [YES] to confirm surcharge fixed fee

> **Note:** If entered surcharge fixed amount is above warning surcharge fixed amount, RBA warning will be displayed.

Surcharge with percentage

1. Press [Main Menu]
2. Press [1] for EFTPOS
3. Press [3] for Special Function and enter Manager's Password
4. Press [1] for Surcharge Rates
5. Select desired card type you wish to surcharge
6. Press [1] for Percentage
7. Enter the percentage amount you wish to surcharge
8. Tap [YES] to confirm surcharge percentage

> **Note:** If entered surcharge percentage amount is above warning surcharge fixed amount, RBA warning will be displayed.

MOTO (Mail Order/Telephone Order)

MOTO is the ability to process credit card transactions when the card is not present.

1. Initiate a transaction by pressing the [F3] key below OTHER
2. Press [4] MOTO
3. Press [1] Purchase
4. Enter the amount of the transaction and press [OK]
5. Enter the complete card number and press [OK]
6. Enter the card expiry date and press [OK]
7. Enter the CCV and press [OK] (optional)
8. Transaction type defaults to Credit, Validate amount and press [OK]
9. Approved, merchant receipt prints

Refund

1. Initiate a refund by pressing the [F3] key below OTHER
2. Press [1] to select a refund transaction from the menu
3. Enter the amount of the transaction and press [OK]
4. Enter the operator password or the manager password and press [OK]
5. As per our Merchant Agreement, the refund is required to go to the same account used for the original purchase transaction
6. Swipe, insert or tap the card
7. The remainder of the refund transaction flow is the same as that of a purchase transaction
8. *LCR Applied* will appear at the bottom of the receipt if the merchant's choice of routing has been applied to the transaction

Settlement – Manual Settlement

1. Press [MENU] key
2. Press [1] to enter EFTPOS menu
3. Press [2] for TOTALS
4. Enter the manager password and press [OK]
5. Press [1] for SETTLEMENT
6. Settlement report prints

> **Note:** The terminal can also be set to settle automatically every day at a particular time.

Cumulative Totals (Pre-Settlement)

Cumulative Totals indicate the amount transacted through the terminal since the last Settlement was processed. A Cumulative total can be done any number of times.

1. Press [MENU] key
2. Press [1] to enter EFTPOS menu
3. Press [2] for TOTALS
4. Enter the manager password and press [OK]
5. Press [3] for CUMULATIVE TOTALS
6. Wait for processing to be completed
7. Settlement report will be printed

Least Cost Routing (LCR)

Follow the below steps to view the Least Cost Routing settings applied in the terminal.

1. Press [Menu] key
2. Press [1] to enter EFTPOS menu
3. Press [6] for LCR
4. Enter the manager password and press [OK]
5. The screen will show if Least Cost Routing is YES (i.e. Enabled) or NO (i.e. disabled).
   Press [Next]
6. The screen will show the transaction threshold applied for Debit MasterCard. Press [Next] to continue
7. The screen will show the transaction threshold applied for VISA Debit. Press [Done] to finish

To enable or disable Least Cost Routing, or to make changes to the transaction threshold, contact CommBank Merchant Helpdesk on **1800 230 177**.

✅ Preauthorisation

To enable Preauthorisation, please contact the CommBank 24Hr Merchant Helpdesk on **1800 230 177**.

1. Press the [F1] key to below AUTH
2. Press [1] to select PRE-AUTH
3. If multiple merchant function is enabled, select the required account
4. Enter the amount of the transaction and press [OK]
5. Swipe, insert or manually enter the card. Contactless is not accepted for preauthorisation transactions. The account type defaults to credit. If the card being used is a debit card, the "Credit account required" exception will occur.
6. Enter PIN or press [OK]
7. Merchant copy of receipt will print while processing is completed
8. Remove card when prompted
9. Verify signature. Press [YES] to approve or [NO] to decline (signature transaction only)
10. Press [YES] to print customer copy or [NO] to suppress

✅ Preauthorisation – Completion with Reference number

Use this completion method when the customer is present with their card and the transaction is being completed through the original terminal that processed the preauthorisation.

1. Press [F1] key to select the AUTH menu
2. Press [2] to select COMPLETION
3. Enter the manager password and press [OK]
4. Swipe/insert the same card that was used for the original Preauthorisation transaction, followed by expiry date and CCV. Contactless is not accepted for preauthorisation transactions. The account type defaults to credit. If the card being used is a debit card, the "Credit account required" exception will occur.
5. If multiple merchant function is enabled, select the required account
6. Enter the completion amount of the transaction and press [OK]
7. If tipping enabled, enter tip and press [OK] or to bypass just press [OK]
8. Enter the Reference number which can be found on the top of your merchant receipt

9. Terminal will display the correct completion transaction details after processing Press [OK] to confirm the completion transaction and to print the completion receipt.

10. Verify signature. Press [YES] to approve or [NO] to decline (signature transaction only)

11. Press [YES] to print customer copy or [NO] to suppress

Preauthorisation – Completion with date, time and Auth number

Use this completion method when the customer is present with their card and the transaction is being completed through a different terminal to the one that originally processed the preauthorisation.

1. Press [F1] key to select the AUTH menu

2. Press [2] to select COMPLETION

3. Enter the manager password and press [OK]

4. Swipe/insert the same card that was used for the original Preauthorisation transaction. Contactless is not accepted for preauthorisation transactions. The account type defaults to credit. If the card being used is a debit card, the "Credit account required" exception will occur.

5. If multiple merchant function is enabled, select the required account

6. Enter the completion amount of the transaction and press [OK]

7. If tipping enabled, enter tip and press [OK] or to bypass just press [OK]

8. Enter Auth number which can be found near the bottom of your merchant receipt

9. Enter the date from the preauthorisation transaction receipt

10. Enter the time from the preauthorisation transaction receipt

11. Re-enter the Auth number

12. Terminal will prompt for the Reference number, press [OK] to skip

13. Terminal will display the correct completion transaction details after processing. Press [OK] to confirm the completion transaction. Merchant receipt is printed.

14. Verify signature. Press [YES] to approve or [NO] to decline (signature transaction only).

15. Press [YES] to print customer copy or [NO] to suppress

Preauthorisation - Cardless Completion with Reference number

Use this completion method when the customer is not present to complete the transaction with their card (e.g. customer walk out scenario), and you have the original terminal that processed the preauthorisation.

1. Press [F1] key to select the AUTH menu
2. Press [3] to select CARDLESS COMPLETION
3. Enter the manager password and press [OK]
4. Enter the transaction amount and press [OK]
5. If tipping is enabled, enter the tip amount and press [OK] or to proceed without a tip press [OK]
6. Enter the Reference number which can be found at the top of the merchant copy preauthorisation receipt and press [OK]

   If an invalid Reference number is entered, the following error message will appear on the terminal screen "INVALID REFERENCE"

   Press [RETRY] to enter the valid reference number or [CANCEL] to cancel the transaction

7. After a valid reference number is input, the terminal screen will display the Auth Number, Reference number, Date and Amount details. Review that the transaction details displayed on the terminal screen are correct

   After you have validated the transaction details are correct, press [OK] to complete the transaction and print a receipt

Multiple Merchant Selection

Multiple merchant selection will occur for purchase, cash out, refund, preauthorisation and completion transactions when the multiple merchant function is enabled on the terminal. It will occur after the card details are captured or the entry of transaction amount and tips, whichever occurs first.

Store and Forward (SAF)

Store and Forward (SAF) is the ability to process offline transactions. The PINpad will display 'SAF' in the top right hand corner of the screen to indicate that there are one or more entries in the store and forward memory of the terminal.

'Settlement Sending Stored Transactions' is displayed if a settlement is triggered and there are SAF entries that need to be forwarded to the Bank. 'Sending Stored Transactions' is displayed when a stored transaction is sent online after the idle timer has been triggered or the cumulative totals report has been requested.

When a transaction that exceeds your floor limit is performed in the SAF mode, an authorisation number will need to be obtained by calling the authorisation centre.

For Offline Authorisation on all over Floor Limit debit card transactions, please call **1800 813 700**.

For Offline Authorisation on all over Floor Limit credit card transactions, please call **13 26 36**.

Obtaining a duplicate receipt

This request allows you to reprint the last completed transaction, showing all details of the transaction including whether the transaction was approved.

1. Press Menu key
2. Press [1] to enter EFTPOS menu
3. Press [1] to select Duplicate Receipt
4. Duplicate receipt will be printed

Setting the manager refund limit

1. Press Menu key
2. Press Option 1 – EFTPOS
3. Enter the Manager Password
4. Press Option 3 – Special Functions
5. Press Option 1 – Refund Limit
6. Press Option 1 – Operator to set the Operator Refund Limit or
   Option 2 – Manager to set the Manager Refund Limit

Changing your password

1. Press Menu key
2. Select Option 2 – Terminal
3. Enter the Manager Password
4. Select Option 2 – Passwords
5. Select Option 1 – MANAGER to set the Manager Password or Option 2 – OPERATOR to set the Operator Password
6. Enter the password and press [OK]. Repeat to confirm the new password.

Forgotten Password

If you have forgotten your Manager Password, please contact the CommBank 24 Hour Merchant Helpdesk on **1800 230 177** in order to have your password reset.

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**.

Codes	Terminal Display	Description	Recommended Next Steps
01	DECLINED – 01 CONTACT CARD ISSUER	Refer to card issuer	Advise the cardholder to contact their card issuer for specific details. Ask the Customer for another form of payment (e.g. different card).
05	DECLINED – 05 SYSTEM ERROR	"SECURITY DECLINE" BY CARD ISSUER (DO NOT HONOR)	Advise the cardholder to contact their card issuer for specific details. Ask the Customer for another form of payment (e.g. different card).
13	DECLINED – 13 INVALID AMOUNT	Invalid amount	Different limits apply to different types of transactions as defined in the merchant agreement. For instance, there is a cash out limit and a refund limit, and if either one is exceeded, an error message will be displayed. The user must simply enter a value lower than the relevant limit defined in the agreement.
41	DECLINED – 41 PHONE AUTH CENTRE	Lost Card	Advise the cardholder to contact their card issuer for specific details. Ask the Customer for another form of payment (e.g. different card).
51	DECLINED – 51 REFER CARD ISSUER	No Sufficient Funds	There are insufficient funds on the card. Ask the Customer for another form of payment. (e.g. different card).
55	DECLINED – 55 INCORRECT PIN	Incorrect PIN	Incorrect PIN entered. Customer may retry or call their bank.
57	DECLINED – 57 TRAN NOT ALLOWED	Transaction not permitted to cardholder	Advise the cardholder to contact their card issuer for specific details. Ask the Customer for another form of payment (e.g. different card).
58	DECLINED – 58 TRANS NOT ALLOWED	Transaction not permitted to terminal	Contact the CommBank 24 Hour Merchant Helpdesk on 1800 230 177 for support.
67	DECLINED – 67 PHONE AUTH CENTRE	Black listed card	Advise the cardholder to contact their card issuer for specific details. Ask the Customer for another form of payment (e.g. different card).

Codes	Terminal Display	Description	Recommended Next Steps
91	DECLINED – 91 ISSUER NOT AVAILABLE	Issuer or Switch Inoperative	Cardholder's bank is currently not responding. Advise Customer to use another card from another bank or pay cash.
IE	DECLINED – IE LOW BATTERY	Insufficient battery level to process transaction	Place terminal/PINpad back on its base and reinitiate transaction on POS.
S0	DECLINED – S0 MODEM ERROR	Modem error	This can represent an error with an external modem, or if the terminal is set to fall back to internal modem and no phone line has been plugged in. Check communications link on base and wall plug. Ensure cables are properly connected.
S2	DECLINED – S2 NO ANSWER	No answer	Contact the CommBank 24 Hour Merchant Helpdesk on **1800 230 177** for support.
S8	DDECLINED – S8 NO EFT SERVER	Link not setup on EFT Server	Contact the CommBank 24 Hour Merchant Helpdesk on **1800 230 177** for support.
X0	DECLINED – X0	No response from host	Check communications link. Try processing the transaction again. If still no response, invoke SAF.

Charging the battery

When does the battery need to be charged?

- On initial start-up, keep the terminal on its base for 16 hours to fully charge the battery.
- Thereafter, charge for 4 hours if charging by base and 6 hours if charging by USB cable.
- When used daily, the terminal recharges its batteries each time it is placed on its base, or each time the traveller charger is connected. Charging is automatic.

How can the battery be charged?

- Using the base
- Place the terminal on its base
- Check if the battery symbol is flashing or moving (= battery charging)

> **Note:** Make sure to switch off the terminal when not in use for extended periods but remember to power it back up when charging. Do not keep your terminal permanently connected to the mains power.

Changing the receipt roll

Printer
Compartment Lid

1. Open the paper compartment by lifting the catch located at the top of the contactless landing zone, and pull the cover to the rear of the terminal
2. Insert the paper roll into the compartment
3. Pull the paper up towards the top of the terminal
4. Maintain the paper and close the cover
5. Press simultaneously on both upper corners of the contactless landing zone, until it clips into position
6. If required, press the Feed key on the keypad to advance the paper

Training Mode instructions

1. Press Menu key
2. Press Option 1 – EFTPOS
3. Press Option 7 – TRAINING MODE
4. Enter the Manager Password
5. Press [F1] key under ON and press OK to turn on training mode

> 💡 **Note:** Only financial transactions can be performed whilst in training mode. Training mode can also only be enabled when the terminal is in a ready state and when there are no reversal or advices pending.

6. Card is swiped, tapped or inserted
7. Wait for processing "Training Mode" to be completed
8. Cardholder selects their account type (if applicable)
9. Wait for transaction to be processed. A delay of 2 seconds is added at this stage to simulate the bank response.
10. The final response is displayed based on the cents received in the total amount of the POS request.

For example: 'APPROVED' would appear when '00' is passed in the cents field. 'SIGNATURE REQUIRED' would appear when '08' is passed in the cents field.

> 💡 **Note:** All transactions processed in training mode will have the following printed on the receipt in place of the Merchant Name and Address.

**** TRAINING ONLY ****
NOT A VALID TRANSACTION

Notes

Notes