



# Essential Lite Reference Guide

Please keep this guide with your terminal for easy reference.



## How to process a sale

1. Initiate transaction by entering the amount and press [OK]
2. For contactless cards, tap the card on the contactless reader once 'Present Card' sign is displayed
3. For swipe and chip, select the account by pressing the number keys to select CHQ or SAV or CR
4. If the amount is greater than \$100, enter PIN and press [OK], or press [OK] for signature
5. Transaction is approved and merchant receipt is printed.
6. Remove card when prompted by the terminal and verify signature if applicable and press [YES] to approve or [NO] to decline (signature transaction only)
7. Press [YES] to print customer copy or [NO] if customer copy is not required

## How to print a Cumulative Totals (Pre-Settlement)

Cumulative totals indicate the amount transacted through the terminal since the last settlement was processed.

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

## How to print a duplicate receipt

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

## How to process a refund

1. Press the [F3] key below OTHER to process a refund
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].  
The refund is required to go to the same account used for the original purchase transaction.
5. Swipe, insert or tap the card, select account type and enter PIN as prompted or press [OK].
6. Remove card when prompted and verify signature if applicable and press [YES] to approve
7. Press [YES] to print customer copy or [NO] if customer copy is not required

## 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

### How to set the manager refund limit

1. Press [MENU] key
2. Press Option 1 – EFTPOS
3. Press Option 3 – Special Functions
4. Enter the Manager Password
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
7. Enter limit and press [OK]

### How to change your password

1. Press [MENU] key
2. Press Option 2 – Terminal
3. Select Option 2 – Passwords
4. Enter the Manager Password and press [OK]
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

### Changing the Paper roll

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

### 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 do a 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

## Support

For further support, please call the Merchant Helpdesk on **1800 230 177**, 24 hours a day 7 days or visit [commbank.com.au/merchantsupport](http://commbank.com.au/merchantsupport)

### 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 [commbankstationery.com.au/stationery](http://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.

