YOUR NAB EFTPOS MOBILE TERMINAL
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This guide is for NAB merchants who have signed the Merchant Agreement General Terms and Conditions. Please make yourself familiar with the contents of this guide and do not hesitate to contact NAB should you have any further queries.

NAB is here to help you with your NAB EFTPOS Mobile terminal 24 hours a day, 7 days a week.

**Technical Support for NAB EFTPOS Mobile terminals**
Before contacting the NAB Merchant Service Centre in regard to any error message, please write down all the error information as well as your merchant and terminal numbers so your query can be quickly resolved.

**Call Merchant Service Centre** 1300 369 852
Select Option 1 (not connected to computer)
Then
Select Option 1 (Ingenico Move 5000 terminal)

**Email** Merchant.Service.Centre@nab.com.au

**Technical Support for NAB EFTPOS Mobile terminals integrated with your POS**
Before contacting the NAB Integrated Help Desk please have your terminal and merchant numbers ready. If your query is error related, write down the error information displayed on the terminal or your Point of Sale (POS) so your query can be quickly resolved.

**Call NAB Integrated Help Desk** 1300 369 852
Select Option 2 (terminal connected to computer)
Then
Select Option 1 (technical issues)

**Email** Merchant.Service.Centre@nab.com.au

This help desk service is part of our Merchant Service Centre and is provided by KeyCorp Services on behalf of NAB to assist you with your support needs for the NAB EFTPOS Mobile terminal and PC-EFTPOS software.

**For Authorisations**

- **Credit Cards** 13 25 15 please have your store number ready before calling
- **Debit Cards – Cheque or Savings** 1300 360 852 please have your merchant number ready before calling
- **American Express** 1300 363 614
- **Diners Club** 1800 331 112
For POS Software – NAB EFTPOS Mobile terminals integrated with your POS
Contact your POS Vendor

Sales Enquiries
1300 EFTPOS (1300 338 767)
8am – 6pm Monday to Friday

Fraud Related Enquiries
1300 668 046
8am – 5pm Monday to Friday

Lost or Stolen Cards
Call the above authorisation line appropriate for the card type used (credit or debit).
Ask for extension 500

Service Response Time
It is NAB’s intent to replace a faulty terminal:
• within 4 business hours in metropolitan areas.
• within 24 business hours for country areas
• within 72 business hours for remote areas.

Merchant Details
Please insert your details here for quick reference.
EB Merchant No.
Terminal No.
Store No.
GETTING TO KNOW YOUR
NAB EFTPOS MOBILE TERMINAL

Contactless landing zone
Terminal display/touchscreen
Telephone-style keypad
Swipe reader
Menu key
Cancel key
Clear key
Enter/Power on key
Feed key
Chip card reader
GETTING TO KNOW YOUR
NAB EFTPOS MOBILE TERMINAL (CONTINUED)

Using the Touchscreen
The NAB EFTPOS Mobile terminal has a colour touchscreen. Navigating using the touchscreen is easy and intuitive for your customers. Simply follow the prompts and tap the option on the screen to make a selection.

Using the Keypad

The Menu button is used to access the terminal menu options

The ENTER button on the keypad is used to accept a selected option highlighted or to accept data entry. This button is also used to power on the terminal

The CLEAR button on the keypad is used for clearing entered data or moving back to the previous screen

The CANCEL button on the keypad is used to cancel the current function and return to the Home screen

The Function button on the keypad is used to perform certain advanced functions on the terminal

[F2] [F3]
Press [F2▼] on the touchscreen to scroll down the menu options
Press [F3▲] on the touchscreen to scroll up the menu options

Basic Functions

Power on
Press the green ENTER key

Power off
Remove the terminal from its base and any power source. Press and hold the Func and yellow CLEAR keys together

Cancel an action
Press the red CANCEL button

Change terminal passwords
Contact the Merchant Service Centre

Idle State
If there is no activity on the terminal for 60 seconds, the terminal will return to the Home screen
The NAB EFTPOS Mobile terminal comes ready with the capability to accept Contactless credit card payments, commonly referred to as ‘tap and go’. Your customer’s chip card must have the following symbol in order to use the Contactless feature.

**What are the advantages of Contactless capability?**

Quick and easy to use – simply tap the chip card on the landing zone, where the following icon displays at the top of the terminal.

If the sale is less than $100, there is no need for your customer to enter a PIN or sign the merchant receipt.

If the sale is over $100, your customer will be required to enter a PIN or sign the merchant receipt.

Printing the customer receipt is optional regardless of the transaction amount.

**Are there any restrictions in using Contactless?**

If the sale amount is greater than $250, your customer will be asked by the terminal to insert or swipe their card.

Only a Sale transaction can be made using Contactless.
UNDERSTANDING YOUR
NAB EFTPOS MOBILE TERMINAL INTEGRATED WITH YOUR POS

NAB EFTPOS Mobile terminals integrate with your Point of Sale (POS) solution to process credit, debit and charge card transactions. When the card payment option is selected, the POS integration software provided by PC-EFTPOS, interacts with the NAB EFTPOS Mobile terminal to process the transaction. The outcome of the transaction is then automatically updated in your POS solution, making it easy for you to reconcile the payments and shorten payment processing time.

Using NAB EFTPOS Mobile terminals with a POS

NAB EFTPOS Mobile terminals are designed to work with your PC-EFTPOS-certified POS system. The POS system sends the total amount to the NAB EFTPOS Mobile terminal to finalise the payment.

The solution can be configured to work with different types of communications depending on your environment. These include:

- 3G
- Broadband Internet via Ethernet
- Broadband Internet via WiFi
- Dial Up

Your NAB EFTPOS Mobile terminal and base are paired via Bluetooth. This enables the terminal to continue to operate normally when it is separated from the base.

You can also choose to have all transaction receipts printed directly from your POS system or have the terminal print out the transaction receipt.

Processing transactions with a NAB EFTPOS Mobile terminal integrated with your POS

Your NAB EFTPOS Mobile terminal is integrated with your Point of Sale (POS) system.

For all transaction types, the merchant initiates the transaction on the POS system and follows the system prompts displayed on the POS screen. The customer follows the prompts displayed on the terminal to process the payment.

Considerations

Transactions completed using an Australian-issued card need to be approved by a PIN. Some transactions, such as Refunds, may prompt for a signature.

Transactions completed using an internationally-issued card may need to be approved by a signature.

If the signature does not match that on the card, you need to decline the transaction. The terminal will produce a declined receipt.

As for all transactions types, if a transaction is declined, your customer may need to provide another form of payment to complete the transaction.

For any transaction errors or issues, please refer to your POS manual, or call the NAB Integrated Helpdesk.
Your NAB EFTPOS Mobile terminal can be configured to work with different types of communications depending on your environment. These include:

- 3G
- Broadband Internet via Ethernet
- Broadband Internet via WiFi
- Dial Up

The NAB EFTPOS Mobile terminal and base are paired via Bluetooth. This enables the terminal to continue to operate normally when it is separated from the base.

Navigating the Menu

To access the Menu, press the Menu button.

There are 4 main menu items:

- 1. Transaction
- 2. Print
- 3. Batch
- 4. Terminal

To select a menu option:
1. Tap F2 to scroll down and F3 to scroll up to the menu item, then press ENTER, or
2. Press the menu item number on the keypad

Processing transactions using your NAB EFTPOS Mobile terminal

All cards can be used on the terminal using:
- Tap (using the contactless feature)
- Insert (using the chip), or
- Swipe (using the magnetic stripe)
NAB EFTPOS MOBILE MULTI-MERCHANT TERMINALS

The NAB EFTPOS Mobile terminal can support multiple merchants. This allows multiple merchants to process transactions on one terminal with separate settlements for each individual merchant.

If your terminal supports multiple merchants, then there must be a Primary merchant identified. The Primary merchant is the merchant to whom the terminal is provided under the Merchant Agreement and who is responsible for the terminal rental.

The additional merchants who use the terminal are the Secondary merchants. A Secondary merchant has been granted the use of the terminal by the Primary merchant.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Processing transactions on a terminal that supports multiple merchants**

When you process transactions on a terminal that supports multiple merchants, the **SELECT MERCHANT** screen displays, prompting you to select the relevant merchant.

If the merchant you require is not displayed on the screen, tap **F2** to scroll to the next screen, or tap **F3** to scroll to the previous screen in the list.

Tap the name of the required merchant on the screen and continue with the transaction as described in this guide.

Some functions (such as Logon or Manual Settlement) that display the **SELECT MERCHANT** screen, provide an option on this screen to select **All Merchants**.

Tap **ALL MERCHANTS** when you want to perform the function for all merchants on the terminal at once.
NAB EFTPOS MOBILE SALE – TAP

**Note:** This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

**Step 1**
Enter the *sale amount* directly from the home screen and press **ENTER**

**Step 2**
Ask customer to **TAP** their card

Ensure your customer holds their card over the contactless logo until all four bars ‘light up’ and the terminal sounds a beep. This will only take a few seconds.

**Step 3**
Ask customer to enter a **PIN** and press **ENTER**, if required

**Step 4**
An acknowledgement displays once the sale has been approved and the merchant receipt will print.
Step 5
Press Yes to print the customer receipt if required

Print customer copy?

Yes  No
NAB EFTPOS MOBILE SALE
– INSERT/SWIPE USING PIN

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

Step 1
Enter the sale amount directly from the home screen and press ENTER

Step 2
Ask customer to INSERT or SWIPE their card

Step 3
Ask customer to select their account

Step 4
Ask customer to enter their PIN and press ENTER
Step 5
An acknowledgement displays once the sale has been approved and the merchant receipt will print. Remove card from the terminal if inserted.

Step 6
Press Yes to print the customer receipt if required.
NAB EFTPOS MOBILE SALE
- INSERT/SWIPE USING SIGNATURE

The signature option is only available for cards issued overseas.

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

**Step 1**
Enter the **sale amount** directly from the home screen and press **ENTER**

**Step 2**
Ask customer to **INSERT** or **SWIPE** their card

**Step 3**
Ask customer to select an **account**

**Step 4**
Ask customer to press **ENTER**
Step 5
An acknowledgement displays once the sale has been approved and the merchant receipt with signature request will print.

Remove card from the terminal

Step 6
Ask customer to sign the receipt.

You will need to verify your customer’s signature with the signature on the card. If this is correct, press Yes

Step 7
Press Yes to print the customer receipt if required.
NAB EFTPOS MOBILE SALE
WITH CASH-OUT

The cash-out function is only available on debit (cheque and savings) accounts for EFTPOS transactions. It is an optional feature that you may enable or disable by contacting the Merchant Service Centre. If you have enabled the cash-out feature, an additional screen will display after you enter the sale amount. A sale with cash-out transaction is shown as one total item in the settlement report and on the monthly merchant statement.

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

Step 1
Enter the **sale amount** directly from the home screen and press ENTER

Step 2
Enter the **cash out amount** and press ENTER

Step 3
Ask customer to **INSERT** or **SWIPE** their card

Step 4
Ask customer to **SELECT** an account

---

NAB EFTPOS Mobile Terminal Guide – Version 0.6
Step 5
Ask customer to enter their PIN and press ENTER

Step 6
An “Approved” acknowledgement displays once the sale has been successfully processed and the merchant receipt will print automatically.
Ask customer to remove their card.

Step 7
Press Yes to print the customer receipt if required
NAB EFTPOS MOBILE SALE
WITH TIP

The Tip Amount screen will only display if the tipping feature has been enabled. You may enable or disable the tipping feature by contacting the Merchant Service Centre.

A sale with tip transaction is shown as one total item in the settlement report and on the monthly merchant statement.

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

Step 1
Enter the sale amount directly from the home screen and press ENTER

Step 2
Enter the tip amount and press ENTER

Step 3
Review the total amount and press ENTER

Step 4
Ask customer to TAP, SWIPE or INSERT their card
**NAB EFTPOS MOBILE SALE WITH TIP (CONTINUED)**

**Step 5**
Ask customer to select an account

![Image of a mobile terminal showing account selection options: 1-Cheque, 2-Savings, 3-Credit]

**Step 6**
Ask customer to enter their PIN and press ENTER

![Image of a mobile terminal showing a credit account total of $55.00 and a prompt to enter PIN]

**Step 7**
An acknowledgement displays once the sale has been approved and the merchant receipt will print.
Remove card from the terminal, if inserted

![Image of an approved transaction]

**Step 8**
Press Yes to print the customer receipt if required.

![Image of a prompt to print customer copy with options Yes and No]
The cash-out feature is available on debit (cheque and savings) accounts only for EFTPOS transactions. It is an optional feature that you may enable or disable by contacting the Merchant Service Centre.

**Note:** This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

---

**Step 1**
Press the **Menu** key

**Step 2**
Press 1 to select Transaction

**Step 3**
Press 3 to select Cash Out

**Step 4**
Enter the cash amount and press **ENTER**

**Step 5**
Ask customer to **INSERT** or **SWIPE** their card
NAB EFTPOS MOBILE
CASH-OUT ONLY (CONTINUED)

Step 6
Ask customer to select an account

Step 7
Ask customer to enter their PIN and press ENTER

Step 8
An “Approved” acknowledgement displays once the cash-out has been successfully processed and the merchant receipt will print automatically. Ask customer to remove their card.

Step 9
Press Yes to print the customer receipt if required.
NAB EFTPOS MOBILE REFUNDS

A ‘Refund’ transaction is used to reverse a ‘Sale’ transaction that has already been settled by the Bank. Both the original ‘Sale’ and the ‘Refund’ transactions will appear on the Customer’s account statement.

The Refund feature is optional. You may enable or disable the Refund feature by contacting the Merchant Service Centre. Transaction and terminal refund limits apply.

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

**Step 1**
Press the Menu key

**Step 2**
Press 1 to select Transaction

**Step 3**
Press 4 to select Refund

**Step 4**
Enter the refund amount and press ENTER

**Step 5**
Enter your refund password and press ENTER
**NAB EFTPOS MOBILE REFUNDS (CONTINUED)**

**Step 6**
Ask customer to **INSERT** or **SWIPE** their card

![Step 6 Image]

**Step 7**
Ask customer to select an **account**

![Step 7 Image]

**Step 8**
Ask customer to press **ENTER** to print the refund receipt to sign

**Note:** Even if a PIN is entered, a signed receipt will still be required

![Step 8 Image]

**Step 9**
An acknowledgement displays once the refund has been approved and the merchant receipt with signature request will print

Remove card from the terminal.

![Step 9 Image]
**Step 10**
Ask customer to sign the receipt.

You will need to **verify your customer’s signature** with the signature on the card.

Press **Yes** if the signature matches.

**Step 11**
Press **Yes** to print the customer receipt if required.

The customer will receive the refund within 2 to 4 business days for Visa, MasterCard and EFTPOS transactions and up to 5 business days for UnionPay cards.

**Note:**

For your protection against fraud, please ensure your passwords are changed regularly.

Always compare the signature on the card with the signature on the receipt.

You should always swipe or insert the card through the terminal rather than key entering the card information to reduce your exposure to fraudulent transactions.
NAB EFTPOS MOBILE
REVIEW DETAILS OF THE LAST TRANSACTION

This function allows you to review the details of the last transaction processed on the terminal screen before you proceed to print a duplicate receipt.

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Step 1**
Press the **Menu** key

**Step 2**
Press 3 to select Batch

**Step 3**
Press 3 to select Review Batch

**Step 4**
The details of the last transaction display

**Step 5**
Press F3 to select Info for further details about the transaction
NAB EFTPOS MOBILE
RE-PRINT RECEIPT FOR THE LAST TRANSACTION

This function allows you to print a duplicate receipt for the last transaction processed.

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Step 1**
Press the **Menu** key

**Step 2**
Press **2** to select **Print**

**Step 3**
Press **1** to select **Transactions**

**Step 4**
Press **1** to select **Last**

A duplicate Customer receipt for the last transaction will print
**NAB EFTPOS MOBILE**

**RE-PRINT RECEIPT FOR PAST TRANSACTIONS WITH INVOICE NUMBER**

This function allows you to print a duplicate receipt for a particular transaction (invoice number) within the same settlement period.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Step 1**
Press the **Menu** key

**Step 2**
Press **2** to select Print

**Step 3**
Press **1** to select Transactions

**Step 4**
Press **2** to select Invoice

**Step 5**
Enter the **invoice number** and press **ENTER**

**Step 6**
Press **ENTER** to print the duplicate customer receipt
NAB EFTPOS MOBILE
PRINT TRANSACTION LISTING

This function provides a print out of all transactions processed since the last settlement.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Step 1**
Press the **Menu** key

**Step 2**
Press 2 to select **Print**

**Step 3**
Press 2 to select **Reports**

**Step 4**
Press 1 to select **Audit**

The transaction list will begin printing
This function prints a listing of all transactions performed after the last settlement time until the current time. A pre-settlement does not settle the terminal.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Step 1**
Press the **MENU** button on the home screen

**Step 2**
Press 3 to select Batch

**Step 3**
Press 4 to select Batch Totals

A pre-settlement receipt prints which lists the batch totals.

**Step 4**
Press **Yes** to print a transaction list

A transaction list prints that lists all individual transactions.
NAB EFTPOS MOBILE
PRINT SETTLEMENT TOTALS – LAST SETTLEMENT

This function will reprint the total value of the transactions by card type at Last Settlement.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Step 1**
Press the **Menu** key

**Step 2**
Press 3 to select Batch

<table>
<thead>
<tr>
<th>CHOICE OPTION</th>
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</thead>
<tbody>
<tr>
<td>1.TRANSACTION</td>
</tr>
<tr>
<td>2.PRINT</td>
</tr>
<tr>
<td>3.BATCH</td>
</tr>
<tr>
<td>4.TERMINAL</td>
</tr>
</tbody>
</table>

**Step 3**
Press 2 to select Last Settlement
The last settlement receipt prints automatically.

The last settlement receipt prints automatically.
This function allows you to manually close the batch and settle for the day.

**Note:** Your terminal will settle automatically at 9:30pm AEST daily, unless a manual settlement is performed. You can also set your terminal to automatically settle at a time that suits you. To do this, refer to *NAB EFTPOS Mobile Automatic Settlement Time Set-up* on page 50.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Step 1**
Press the Menu key

**Step 2**
Press 3 to select Batch

**Step 3**
Press 1 to select Settle

The settlement process commences, and when successfully processed, the settlement receipt will print.

**Step 4**
Press Yes to print a transaction list

A transaction list prints that lists all individual transactions.
The Pre-Authorisation feature is optional. You may enable or disable this feature by contacting the Merchant Service Centre. Pre-Authorisation is used to reserve a value amount on a cardholder’s account. The value amount is generally held for up to 7 days depending on the cardholder’s financial institution.

The funds held are not debited from the cardholder’s account until final payment, a Pre-Authorisation Completion, is processed. It is important to retain the Pre-Authorisation merchant receipt as the pre-authorisation completion cannot be completed without the Approval Code from the receipt.

Pre-Authorisations are available for credit cards only.

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

**Step 1**
Press the **Menu** key

**Step 2**
Press 1 to select Transaction

**Step 3**
Press 5 to select Pre-Auth

**Step 4**
Enter the pre-authorisation amount and press **ENTER**
**NAB EFTPOS MOBILE**
**PRE-AUTHORISATION (CONTINUED)**

**Step 5**
Ask customer to **INSERT** or **SWIPE** their card

Step 6
Ask customer to enter their **PIN** and **ENTER**, or press **ENTER** to sign

**Step 7**
An “Approved” acknowledgement displays once the pre-authorisation has been processed successfully and the merchant receipt will print automatically.
Remove card from the terminal

**Step 8**
Ask customer to sign the receipt if required.
You will need to **verify your customer’s signature** with the signature on the card.
Press **Yes** if the signature matches

Verify Signature
Correct?

Yes  No
NAB EFTPOS MOBILE
PRE-AUTHORISATION (CONTINUED)

**Step 9**
Press **Yes** to print the customer receipt if required.
NAB EFTPOS MOBILE
PRE-AUTHORISATION COMPLETION

The Pre-Authorisation Completion process looks up the original pre-authorisation record, confirms the transaction value and puts the pre-authorisation payment through as a transaction.

A Pre-Authorisation Completion transaction should be performed within 7 days from when the Pre-Authorisation was processed. The value amount is generally held for up to 7 days on pre-authorisation, depending on the cardholder’s financial institution.

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

**Step 1**
Press the **Menu** key

**Step 2**
Press **1** to select Transaction

**Step 3**
Press **6** to select Completion

**Step 4**
Enter the **pre-authorisation completion** amount and press **ENTER**
**NAB EFTPOS MOBILE**

**PRE-AUTHORISATION COMPLETION (CONTINUED)**

**Step 5**
Enter the 6 digit **APPROVAL CODE** from the merchant receipt and press **ENTER**.

**Step 6**
Press **ENTER** to confirm the pre-authorisation transaction retrieved by the terminal.

**Step 6a**
Ask customer to **INSERT** or **SWIPE** their card.

**Step 6b**
Enter the last 8 digits of the **RRN** from the merchant receipt and press **ENTER**.

If the pre-authorisation transaction is not found on the terminal, the customer’s credit card will be required.
Proceed to Step 6a.
Otherwise, proceed to Step 7.
**Step 6c**
Enter the **pre-authorisation date** from the merchant receipt in **DD/MM** format and press **ENTER**

---

**Step 6d**
Press **ENTER** to confirm the completion transaction.

---

**Step 6e**
An “Approved” acknowledgement displays once the completion has been processed successfully and the merchant receipt will print automatically.

Remove card from the terminal.

Proceed to Step 8.

---

**Step 7**
Press **ENTER** to confirm the completion transaction.

The merchant receipt will print automatically.
NAB EFTPOS MOBILE
PRE-AUTHORISATION COMPLETION (CONTINUED)

Step 8
Ask customer to sign the receipt if required. You will need to verify your customer's signature with the signature on the card.

Press Yes if the signature matches

Step 9
Press Yes to print the customer receipt if required.
**NAB EFTPOS MOBILE**

**MOTO**

This function is for use when processing card payments for orders received by mail or telephone or initiated over the Internet (ECOM).

MOTO transactions do not incur a surcharge and the transaction will display as MOTO on the receipt and settlement transaction listing. MOTO transactions can be processed on credit or charge cards only.

**Note:** This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

**Step 1**
Press the **Menu** key

**Step 2**
Press 1 to select Transaction

<table>
<thead>
<tr>
<th>CHOOSE OPTION</th>
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</thead>
<tbody>
<tr>
<td>1.TRANSACTION</td>
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<tr>
<td>3.BATCH</td>
</tr>
<tr>
<td>4.TERMINAL</td>
</tr>
</tbody>
</table>

| F1 | F2 | F3 | F4 |

**Step 3**
Press 7 to select MOTO

<table>
<thead>
<tr>
<th>CHOOSE OPTION</th>
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</thead>
<tbody>
<tr>
<td>1.BALANCE ENQUIRY</td>
</tr>
<tr>
<td>2.SALE</td>
</tr>
<tr>
<td>3.CASH OUT</td>
</tr>
<tr>
<td>4.REFUND</td>
</tr>
<tr>
<td>5.PRE-AUTH</td>
</tr>
<tr>
<td>6.COMPLETION</td>
</tr>
<tr>
<td>7.MOTO</td>
</tr>
<tr>
<td>8.PRE-AUTH CANCEL</td>
</tr>
<tr>
<td>9.COMPLETION CANCEL</td>
</tr>
</tbody>
</table>

| F1 | F2 | F3 | F4 |

**Step 4**
Enter the **sale amount** and press **ENTER**

**Step 5**
Commence entering the customer’s **card number**
**NAB EFTPOS Mobile Moto (Continued)**

**Step 6**
Complete entering the customer’s **card number**, and press **ENTER**

![Image of EFTPOS screen with card number entered]

**Step 7**
Enter the **card expiry date** receipt in **MMYY** format and press **ENTER**

![Image of EFTPOS screen with card expiry date entered]

**Step 8**
Enter the **CCV number** from the card and press **ENTER**

![Image of EFTPOS screen with CCV number entered]

**Step 9**
Press the corresponding number to select **type of order**

![Image of EFTPOS screen with MOTO type options]

**MOTO TYPE?**
1. **TELEPHONE ORDER**
2. **MAIL ORDER**
3. **INTERNET ORDER**

![Image of EFTPOS screen with MOTO type options}
Step 10
Press the corresponding number to select frequency of transaction

Step 11
Press ENTER to confirm the MOTO transaction

Step 12
An acknowledgement displays once the sale has been approved and the merchant receipt will print.

Step 13
Press Yes to print the customer receipt if required.
NAB EFTPOS MOBILE
MANUAL KEY ENTRY

The manual key entry function is only available if approved by NAB. To submit a request for this function, contact the Merchant Service Centre.

It is recommended that merchants do not manually enter card details without first attempting to swipe or insert the card in the card readers. Using this function will require customer signature verification, and any surcharge that has been set on the terminal will apply to the sale.

Note: This function is available on NAB EFTPOS Mobile terminals integrated with your POS, however some steps may not apply or may be initiated via the POS.

Step 1
Enter the sale amount directly from the home screen and press ENTER

Step 2
Commence entering the customer’s card number

Step 3
Complete entering the customer’s card number, and press ENTER

Step 4
Enter the card expiry date in MMYY format and press ENTER
Step 5
Enter the **CCV number** from the card and press **ENTER**

Step 6
Press **ENTER** to confirm the transaction

Step 7
An acknowledgement displays once the sale has been approved and the merchant receipt with signature request will print

**Approved**
**NAB EFTPOS MOBILE**
**MANUAL KEY ENTRY (CONTINUED)**

**Step 8**
Ask customer to sign the receipt.
You will need to **verify your customer's signature** with the signature on the card. If this is correct, press Yes.

![Verify Signature](image)

**Step 9**
Press Yes to print the customer receipt if required.

![Print customer copy?](image)
This function allows the last transaction performed to be cancelled. This is an optional feature and you may enable or disable this feature by contacting the Merchant Service Centre.

A void last transaction will not appear on the Merchant Statement, Settlement report or on the cardholder’s statement.

**Note:** This function is only available for credit transactions. If you need to cancel a debit (cheque or savings) transaction, a refund must be processed.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Step 1**
Press the **Menu** key

**Step 2**
Press 3 to select Batch

**Step 3**
Press 5 to select Void Last

The merchant copy of the voided receipt will print automatically.
**Step 5**
An acknowledgement will be displayed once the transaction has been voided.

![Void Transaction Example](image1.png)

**Step 6**
Press **ENTER** to print the customer receipt if required.

![Print Receipt Option](image2.png)
There are several functions and settings that you can set directly on the terminal. These settings enable you to:

- Change how certain functions work (such as changing the time that automatic settlement begins for the terminal, or prompting for a transaction listing printout at settlement)
- Change values used on the terminal (such as changing your merchant password)
- Change the communication method your terminal uses
- Turn some functionality on or off (such as charging a surcharge for certain credit card transactions).
NAB EFTPOS MOBILE
AUTOMATIC SETTLEMENT TIME SET-UP

This function allows you to set-up the terminal to automatically settle every day at a preferred time that you specify. The terminal must be switched on for automatic settlement to occur. For overnight settlements, it is recommended the terminal remains on its charging base.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Step 1**
Press the **Func** key

**Step 2**
Enter **13** using the PINpad and press **ENTER**

**Step 3**
Press **ENTER** to change the time

**Step 4**
Enter the **new time** in the 24 hour **HH:MM** format, and press **ENTER**
**NAB EFTPOS MOBILE**

**AUTOMATIC SETTLEMENT TIME SET-UP (CONTINUED)**

**Step 5**
The new settlement time displays

```
AUTO SETTLE
TIME: 15:30
CHANGE?
```

**Step 6**
Press **CANCEL** to exit
By default, the Transaction Listing does not print automatically at the time of settlement. This applies to both automatic and manual settlement.

This function enables you to display a prompt at the time of settlement to print the Transaction Listing.

Note: When the Transaction Listing printout prompt is turned on, if you are not there at the time of settlement to select yes or no to print, the Transaction Listing will automatically print after 1 – 2 minutes.

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.
Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Step 1**
Press the **Func** key

**Step 2**
Enter **14** using the PINpad and press **ENTER**

**Step 3**
Press **ENTER** to turn on the prompt to print the Transaction Listing

**Step 4**
The prompt is turned on. Press **CANCEL** to exit
NAB EFTPOS MOBILE
TRANSACTION LISTING PRINTOUT – TURN PROMPT OFF

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Step 1**
Press the **Func** key

**Step 2**
Enter **14** using the PINpad and press **ENTER**

**Step 3**
Press **ENTER** to turn off the prompt to print the Transaction Listing

**Step 4**
The prompt is turned off. Press **CANCEL** to exit
NAB EFTPOS Mobile

START SHIFT

This function will start a shift reprint the total value of the transactions by card type at Last Settlement.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Step 1**
Press the **Func** key

**Step 2**
Enter *63* using the PINpad and press **ENTER**

**Step 3**
Press *1* to select Start / End Shift

**Step 4**
The screen shows Shift mode has been activated
NAB EFTPOS MOBILE
END SHIFT

This function will end a shift, print shift totals and deactivate shift mode.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Step 1**
Press the **Func** key

**Step 2**
Enter 63 using the PINpad and press **ENTER**

**Step 3**
Press 1 to select Start / End Shift

**Step 4**
The screen will display the below messages and print the shift report
**Step 5**
Follow the prompts displayed on the screen to Re-print shift totals, clear totals and end shift.

- **Reprint Shift Total?**
- **Shift Cleared**
- **Clear Shift Totals?**
- **Shift Mode Deactivated**
NAB EFTPOS Mobile
Print Current Shift Totals

This function will print current shift totals without ending the shift.
**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Step 1**
Press the **Func** key

**Step 2**
Enter 63 using the PINpad and press **ENTER**

**Step 3**
Press 2 to Print current shift totals

**Step 4**
The screen will display the below messages and print the current shift report
Merchants have the ability to charge customers an additional fee for paying by debit or credit cards – surcharging. The surcharge can be either a fixed fee or a percentage fee based on the value of the transaction.

A surcharge fixed fee amount that is greater than $3 or a percentage amount greater than 15% is prohibited by the terminal. If you do decide to charge customers a fee for paying by a debit or credit card you will need to make sure you do not act in a misleading or deceptive way.

You should ensure customers are aware of:

- The extra charge, and
- The surcharge rate before the transaction is entered into.

This can be done in many ways, including in-store notices or prominent messages on bills. Customers can choose whether to pay the card fee or to use another form of payment, for example cash. The customer will have the option on the terminal screen to not accept the surcharge and cancel the transaction.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.
NAB EFTPOS MOBILE
SURCHARGE – TURN ON/OFF

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Step 1**
Press the **Menu** key

**Step 2**
Press **4** to select Terminal

**Step 3**
Press **5** to select Surcharging

**Step 4**
Press **F1** to select Enable

**Step 5**
Surcharging is enabled. Press **CANCEL**
NAB EFTPOS MOBILE
SURCHARGE – CARD ACCEPTANCE SET-UP

Note: This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

Step 1
Press the Menu key

Step 2
Press 4 to select Terminal

Step 3
Press 5 to select Surcharging

Step 4
Press ENTER

Step 5
Use the F2 and F3 buttons to scroll to the card issuer, and press ENTER
NAB EFTPOS MOBILE
SURCHARGE – CARD ACCEPTANCE SET-UP (CONTINUED)

Step 6
Press 1 to enter a Fixed Fee or 2 to enter a Percentage of the Total

Step 7
Enter the fixed fee amount or percentage of the total rate, and press ENTER

Step 8
Press ENTER to confirm the value entered
**Step 9**
The value entered will display in the Select Issuer screen. Repeat steps 5 to 8 for each card or account type, to apply a surcharge value.

Press **CANCEL** to exit menu.

<table>
<thead>
<tr>
<th>Issuer</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>MasterCard CR</td>
<td>$0.00</td>
</tr>
<tr>
<td>MasterCard DR</td>
<td>0.00%</td>
</tr>
<tr>
<td>Visa CR</td>
<td>$0.00</td>
</tr>
<tr>
<td>Visa DR</td>
<td>0.00%</td>
</tr>
<tr>
<td>EFTPOS Debit</td>
<td>$0.00</td>
</tr>
<tr>
<td>American Express</td>
<td>$0.00</td>
</tr>
<tr>
<td>Diners</td>
<td>$0.00</td>
</tr>
<tr>
<td>JCB</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

**Step 10**
Press **OK** to print surcharge summary receipt or **CANCEL** to exit.

**Surcharge Summary Receipt**

<table>
<thead>
<tr>
<th>Issuer</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>MasterCard CR</td>
<td>$1.00</td>
</tr>
<tr>
<td>MasterCard DR</td>
<td>2.00%</td>
</tr>
<tr>
<td>Visa CR</td>
<td>$2.00</td>
</tr>
<tr>
<td>Visa DR</td>
<td>1.00%</td>
</tr>
<tr>
<td>EFTPOS Debit</td>
<td>$3.00</td>
</tr>
<tr>
<td>American Express</td>
<td>$2.50</td>
</tr>
<tr>
<td>Diners</td>
<td>$1.20</td>
</tr>
<tr>
<td>JCB</td>
<td>2.50%</td>
</tr>
</tbody>
</table>

Note: The surcharge charge amount details will be included on every EFTPOS receipt.
NAB EFTPOS MOBILE
CHANGE MERCHANT PASSWORD

This function allows you to change the Merchant password. This password change feature will change your refund password only.

**Note:** This function is not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Step 1**
Press the **Func** key

**Step 2**
Enter **90** using the PINpad and press **ENTER**

**Step 3**
Press **ENTER** to change the password

**Step 4**
Enter the **current password** and press **ENTER**
**NAB EFTPOS MOBILE**

**CHANGE MERCHANT PASSWORD (CONTINUED)**

**Step 5**
Enter the **new password** and press **ENTER**

![New Password: ****](image1)

**Step 6**
Enter the **new password again** and press **ENTER**

![Verify Password: ****](image2)

**Step 7**
A confirmation message displays

![Merchant Password Change Successful](image3)
In addition to Mobile 3G connectivity, the following communication options are available on NAB EFTPOS Mobile terminals:

- Broadband internet via Ethernet
- Broadband internet via Wi-Fi
- Dial Up

Merchants must have:

- Release 3.14 software (or higher) downloaded on their terminals for the different communication options to be available.
- Broadband and/or dial up capability set up in store according to the communication requirements for the terminal (refer to Requirements for different communication options on NAB EFTPOS Mobile terminals on page 63).

The terminal must have:

- Been set up for the communication options that may be used by the terminal
- Been paired with the base to allow Bluetooth to work with broadband internet and dial up communication options

Contact the Merchant Service Centre or Integrated Help Desk to assist with setting up the terminal for a new communication method or pairing the terminal and base for Bluetooth.

Once the initial set up has been completed, the merchant can switch between the communication options on the terminal at any time as required.
REQUIREMENTS FOR DIFFERENT COMMUNICATION OPTIONS ON NAB EFTPOS MOBILE TERMINALS

Requirements for Different Communication Options on NAB EFTPOS Mobile Terminals

All communication options come configured on new terminals and when a new terminal is installed, it will be set up to operate on either 3G Mobile (GPRS) or the merchant’s preferred communications option that already exists in store.

It is possible to switch to a different communications option after the terminal has been installed, provided that the facility has been set up in store according to the terminal requirements. When these facilities are available in the store, the merchant may initially need assistance from the Merchant Service Centre or Integrated Help Desk to ensure that any specific configuration settings required for that store are set up for the terminals.

What you need to know about each communication option

<table>
<thead>
<tr>
<th>Option</th>
<th>Communicates with NAB using</th>
<th>What you need to use this option</th>
<th>Limitations with this option</th>
<th>Who can use this option</th>
</tr>
</thead>
<tbody>
<tr>
<td>3G Mobile</td>
<td>A Telstra 3G SIM card, much like a mobile phone</td>
<td>A Telstra 3G SIM card – your terminal already has this</td>
<td>3G black spots</td>
<td>Everyone. Available in store and on the road with 3G coverage on the Telstra Mobile Network</td>
</tr>
<tr>
<td>Broadband Internet via Ethernet</td>
<td>The internet, using an Ethernet cable</td>
<td>A router^ with an internet connection and an Ethernet cable.</td>
<td>If using a store network, you need to plug the terminal base in via an Ethernet cable</td>
<td>Everyone with internet access. This is the fastest option for transacting</td>
</tr>
<tr>
<td>Broadband Internet via Wi-Fi</td>
<td>The internet, using a Wi-Fi hotspot</td>
<td>Wi-Fi hotspot and Password</td>
<td>Connecting to a public Wi-Fi network may impact transaction processing</td>
<td>Everyone with internet access plus a Wi-Fi hotspot</td>
</tr>
<tr>
<td>Dial Up</td>
<td>A dedicated phone line^</td>
<td>A dedicated Analogue or PSTN phone line^</td>
<td>Slower communication and functionality download times</td>
<td>Anyone in a 3G network weak spot^ or without access to the internet or Wi-Fi</td>
</tr>
</tbody>
</table>

^ The merchant should contact their Internet provider to help them set up Broadband Internet or dial up facilities in store.
NAB does not provide routers or assistance with setting up Internet access in store.

# For Broadband Internet Ethernet and Wi-Fi connection, you need to configure your network:

- to enable DHCP
- WPA2 secured network – Wi-Fi only
- if your outbound internet connection is filtered via a firewall or any other security appliance, update your security appliance or firewall to allow traffic to the following URL and Port Numbers:

  - URL: prodnabposna3000.nab.com.au
  - Port: 7000-7034

^ Note re firewall/security filtering and network configuration requirements

# Note re firewall/security filtering and network configuration requirements

The merchant should contact their Internet provider to help them set up Broadband Internet or dial up facilities in store.
NAB does not provide routers or assistance with setting up Internet access in store.

# For Broadband Internet Ethernet and Wi-Fi connection, you need to configure your network:

- to enable DHCP
- WPA2 secured network – Wi-Fi only
- if your outbound internet connection is filtered via a firewall or any other security appliance, update your security appliance or firewall to allow traffic to the following URL and Port Numbers:

  - URL: prodnabposna3000.nab.com.au
  - Port: 7000-7034

# Note re firewall/security filtering and network configuration requirements
**SWITCH TO A DIFFERENT COMMUNICATION OPTION**

**Step 1**
Press the **Menu** key

**Step 2**
Press 4 to select Terminal

**Step 3**
Press 4 to select Host Comms

**Step 4**
Use the F2 and F3 buttons to scroll to the communication option, and press **ENTER**

---

**Note:** There will be a slight delay while the terminal connects to the new communication network.
PAIR THE TERMINAL AND BASE FOR BLUETOOTH

The terminal and base must be paired for Bluetooth before dial up or internet communication options can be set up on the terminal.

To Check if the Base and Terminal are Already Paired

**Step 1**
Check for the Bluetooth symbol in the status header bar at the top of the terminal screen

- If the Bluetooth symbol is displayed but shows grey, go to step 2.
- If the Bluetooth symbol is not displayed at all, it indicates that you may need to update the version of the software on your terminal. Contact the Merchant Service Centre or Integrated Help Desk for help with this.

**Step 2**
Remove the terminal from the base, then check if the Bluetooth symbol shows green.

- If the Bluetooth symbol shows green, it indicates that the terminal is currently communicating with a base via Bluetooth. This means the terminal is paired with the base.
- If the Bluetooth symbol remains grey, go to step 3.

**Step 3**
Check that the power to the base is turned on and that the power cable is connected correctly.

**Step 4**
Return the terminal to the base and check the power symbol on the terminal screen to check that it is charging.

**Step 5**
Remove the terminal from the base again and check if the Bluetooth symbol shows green.

- If the Bluetooth symbol still remains grey, it may indicate that the terminal is not paired with the base for Bluetooth. Contact the Merchant Service Centre or Integrated Help Desk for help with pairing the terminal and the base.
PAIR THE TERMINAL AND BASE FOR BLUETOOTH

To Pair the Terminal and the Base for Bluetooth

When you contact the Merchant Service Centre for help to pair the terminal and base for Bluetooth, they will help you to work through the following steps.

**Step 1**
Press the **Menu** key

**Step 2**
Press **4** to select **Terminal**

**Step 3**
Press **3** to select **Other**

**Step 4**
Press **3** to select **Manager Menu**

**Step 5**
Enter the password and press **ENTER**

*Note:* The default password is 1234, unless you have changed it with the Merchant Help Desk.
PAIR THE TERMINAL AND BASE FOR BLUETOOTH (CONTINUED)

Step 6
Tap Control panel

Step 7
Tap Terminal settings

Step 8
Tap Communication means

Step 9
Tap Bluetooth
PAIR THE TERMINAL AND BASE FOR BLUETOOTH

**Step 10**
Tap Base

![Base Pairing Screen]

**Step 11**
Tap Association

![Association Screen]

**Step 12**
Tap New Base

![New Base Screen]

- If the base and terminal are paired successfully, the **Association Complete** confirmation message displays. Go to the next step.
- If the base and terminal are not paired successfully, the **Association Incomplete** message displays. If this occurs, repeat all of the above steps to pair the base and terminal for Bluetooth.

**Step 13**
A message displays on the terminal to warn that the terminal will reboot

![Reboot Warning]

The terminal reboots automatically.
PAIR THE TERMINAL AND BASE FOR BLUETOOTH (CONTINUED)

**Step 14**
The Idle screen redisplay the Bluetooth symbol in the status header bar of the terminal.
SET UP THE TERMINAL FOR DIAL UP COMMUNICATION

The merchant must have a land line in store.
If the merchant does not have this available, the merchant must speak to their telephone provider to help set this up before proceeding.

Make sure that the base and terminal have been paired for Bluetooth (refer to Pair the terminal and base for Bluetooth on page 65).

Step 1
Remove the cover from the bottom of the base and plug the telephone land line into the Phone IN port in the terminal base.

Step 2
On the terminal, press the Menu button then press 4 for Terminal, then 4 for Host Comms, then select Dialup to switch the communications option to Dialup (refer to Switch to a Different Communication Option on page 67).
SET UP THE TERMINAL FOR BROADBAND INTERNET VIA ETHERNET COMMUNICATION

The merchant must have Broadband Internet available in store and have an Ethernet cable.
If the merchant does not have Broadband Internet available, the merchant must speak to their telephone provider to help them set this up.
Make sure that the base and terminal have been paired for Bluetooth (refer to Pair the terminal and base for Bluetooth on page 65).

**Step 1**
Plug the Ethernet cable into the back of the base

**Step 2**
On the terminal, press the Menu button then press 4 for Terminal, then 4 for Host Comms, then select ETH to switch the communications option to Ethernet (refer to Switch to a Different Communication Option on page 67).
SET UP THE TERMINAL FOR BROADBAND INTERNET VIA WI-FI COMMUNICATION

The merchant must have access to a Wi-Fi hotspot.
If the merchant does not have access to a Wi-Fi hotspot, the merchant must speak to their telephone provider to help them set this up.
Make sure that the base and terminal have been paired for Bluetooth (refer to Pair the terminal and base for Bluetooth on page 68).
Call the Merchant Service Centre to help direct you through the steps to set up the terminal for Broadband Internet via Wi-Fi.

**Step 1**
Press the **Menu** key

**Step 2**
Press **4** to select Terminal

**Step 3**
Press **3** to select Other

**Step 4**
Press **3** to select Manager Menu

The merchant copy of the voided receipt will print automatically.
**Step 5**
Enter the password and press ENTER.

**Note:** The default password is 1234, unless you have changed it with the Merchant Help Desk.

**Step 6**
Tap Control panel.

**Step 7**
Tap Terminal settings.

**Step 8**
Tap Communication means.

**Step 9**
Tap Wi-Fi.
**Step 10**
Tap **Enabler**

**Step 11**
Tap **Scan networks** to find available hotspots

**Step 12**
Select the required network

**Step 13**
Use the onscreen keypad to enter the password for the selected Wi-Fi hotspot, then tap the green button to Enter.

When the password is entered correctly the message **New Profile** displays. The Wi-Fi symbol in the status header of the terminal displays green.

**Step 14**
On the terminal, press the **Menu** button then press **4** for Terminal, then **4** for Host Comms, then select WiFi to switch the communications option to **WiFi** (refer to **Switch to a Different Communication Option** on page 64).
# ADDITIONAL PINPAD FUNCTIONS

Below are the additional functions you can complete on the PINPad

**Note:** These functions are not available on your NAB EFTPOS Mobile terminal when your terminal is integrated with your POS.

**Step 1**
Press the **Func** key

**Step 2**
Press the corresponding **function number**

**Step 3**
Press **ENTER**.

The relevant function will display on the PINPad

<table>
<thead>
<tr>
<th>Function</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>View Batch</td>
</tr>
<tr>
<td>5</td>
<td>Display Transaction Totals</td>
</tr>
<tr>
<td>8</td>
<td>View Batch Number</td>
</tr>
<tr>
<td>21</td>
<td>View Transaction By Invoice Number</td>
</tr>
<tr>
<td>58</td>
<td>Print Tip Report</td>
</tr>
<tr>
<td>70</td>
<td>Reprint Last Statement</td>
</tr>
<tr>
<td>71</td>
<td>Reprint Last Statement from Host</td>
</tr>
<tr>
<td>72</td>
<td>Reprint Last Transaction Record</td>
</tr>
<tr>
<td>73</td>
<td>Reprint Specific Transaction Record</td>
</tr>
<tr>
<td>74</td>
<td>View Host Totals</td>
</tr>
<tr>
<td>75</td>
<td>View Transaction List</td>
</tr>
<tr>
<td>120</td>
<td>Display auto settlement time</td>
</tr>
</tbody>
</table>
STATIONERY ORDER
(ORDERING RECEIPT ROLLS)

You may order receipt rolls directly from your terminal. The stationery order will be sent after a logon or the next financial transaction. You will receive an order of 20 rolls within 2-5 business days.

Step 1
Press the **Func** key

Step 2
Enter 30 using the PINpad and press **ENTER**

Step 3
Press **ENTER** to order receipt rolls

Step 4
A message displays to confirm the order has been submitted
CHANGING THE RECEIPT ROLL

**Step 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

Lift catch up

Pull cover open

**Step 2**
Insert the paper roll into the compartment, as shown below

**Step 3**
Pull the paper up towards the top of the terminal

**Step 4**
Maintain the paper and close the cover

**Step 5**
Press simultaneously on both upper corners of the contactless landing zone, as shown by red arrows below, until it clips into position

**Step 6**
If required, press the **Feed** key on the keypad to advance the paper
## COMMON ERROR MESSAGES

Below are some common error messages that may appear on your terminal that you can resolve

<table>
<thead>
<tr>
<th>Message</th>
<th>Description</th>
<th>Action to take</th>
</tr>
</thead>
<tbody>
<tr>
<td>DECLINED</td>
<td>Card is not supported</td>
<td>Decline transaction. Advise customer that the card cannot be accepted by the terminal, and obtain another form of payment</td>
</tr>
<tr>
<td>OPERATOR TIMEOUT</td>
<td>The terminal has reached an inactivity timeout</td>
<td>The transaction is cancelled. Wait for the error message to disappear and the terminal to return to Idle state. Retry the transaction</td>
</tr>
<tr>
<td>SIGNATURE ERROR</td>
<td>Transaction has been cancelled due to signature mismatch</td>
<td>Obtain another form of payment</td>
</tr>
<tr>
<td>TRANSACTION CANCELLED</td>
<td>Transaction has been deliberately cancelled</td>
<td>Wait for the error message to disappear and the terminal to return to Idle state. Retry the transaction</td>
</tr>
<tr>
<td>CARD EXPIRED</td>
<td>An expired card has been presented for payment</td>
<td>Decline transaction. Advise customer that the card has expired, and obtain another form of payment</td>
</tr>
<tr>
<td>BATCH FULL</td>
<td>The transaction batch is full and the terminal is unable to accept further transactions</td>
<td>Decline transaction. Perform manual settlement and retry the transaction</td>
</tr>
<tr>
<td>INVALID NUMBER</td>
<td>Card presented has failed a check when it was read by the terminal</td>
<td>Decline the transaction. Wait for the error message to disappear and the terminal to return to Idle state. Retry the transaction. If the error persists, advise customer the card number is invalid and obtain another form of payment</td>
</tr>
<tr>
<td>NO RESPONSE</td>
<td>Communication error, no response from host</td>
<td>Decline the transaction. Wait for the error message to disappear and the terminal to return to Idle state. Retry the transaction.</td>
</tr>
<tr>
<td>POWER FAILED</td>
<td>No power to PINpad</td>
<td>Remove terminal from base, and turn off terminal. Ensure all cables are plugged in properly, and turn on the terminal again. Ensure the battery symbol is flashing (i.e. the terminal is charging). Retry the transaction</td>
</tr>
<tr>
<td>NO SIGNAL/NETWORK ERROR</td>
<td>No GPRS signal, or terminal is unable to detect the signal</td>
<td>Decline the transaction. Restart the terminal and check for the GPRS signal on the status bar</td>
</tr>
<tr>
<td>SYSTEM ERROR</td>
<td>This is a terminal configuration issue</td>
<td>Call the Merchant Services Centre for help to resolve the issue</td>
</tr>
</tbody>
</table>

Contact the Merchant Services Centre to resolve any other error codes. The numbers to call are noted on page 4.
ELECTRONIC FALBACK PROCEDURE

Visa, Mastercard and EFTPOS chip floor limit rules have changed. A generic floor limit to allow the card chip to approve transactions without communicating with the NAB system or the Card Issuer system, no longer applies.

All transactions are processed by the terminal communicating with the NAB system and the Card Issuer system. In the event either of these 2 systems are unavailable, the terminal may resort to Electronic Fallback (EFB) transaction processing if the function is enabled.

The number of transactions processed in EFB mode will be displayed in the bottom left corner of the terminal screen, where #nnnn refers to: nnnn refers to the number of transactions in EFB mode. These transactions will be sent to NAB when communication with NAB is restored.

# refers to pending reversal transactions and for these transaction, please call the Merchant Help Desk on 1300 369 852 for assistance.

When the terminal processes transactions in EFB mode, it may prompt for an approval authorisation code to be entered on the terminal. For authorisation code, call 13 25 15. Please have your store number ready as you will need it to obtain an authorisation code. If unsure of your store number, please call the Merchant Help Desk.
MANUAL CARD TRANSACTION PROCESSING

In the event your terminal is unable to communicate with NAB, you may need to revert to manual transactions. To complete a manual card transaction, please follow the steps below:

Completing the transaction

• Confirm that the card is a Visa or MasterCard.
• If Diners or AMEX – refer to relevant guides provided by Diners or AMEX.
• If it’s a Bank owned Debit Card – ask the cardholder for another form of payment.

NOTE: Scheme (Visa/MasterCard) Debit cards are accepted.
• Check the validity dates (expiry date) on card.
• While the cardholder is present:
  • Phone NAB Key Auth 13 25 15. You will need:
    − the cardholder’s card
    − Sales Voucher
    − NAB Store Number

NOTE: The Store Number can be found on the first line engraved on the metal plate at the bottom left corner of the imprinter.
• Select option 4 (Purchase) by keying the corresponding option number into your telephone keypad.
• Follow the prompts, and key the details into your telephone keypad when requested:
  − the transaction type – card present, mail order/telephone order, Internet,
  − purchase, or recurring transaction,
  − the amount of the sale in dollars and cents,
  − cardholder’s account number in full,
  − expiry date on card.
• If the request is approved you will be given an authorisation number that must be recorded in the appropriate space on the Sales Voucher (refer to next paragraph “How to complete a sales voucher”).

Important Note! Do not bank the voucher, the transaction is automatically processed, you just need to store the approved voucher for 18 months in accordance with the Payment Card Industry Data Security Standards and the Merchant Agreement Terms & Conditions.
• If the request is declined:
  − request alternative payment from the cardholder, and
  − advise the cardholder to contact the card issuer (do not provide any reason for the authorisation request being declined).

Completing a Sales Voucher

• Place the card face up in the imprinter.
• Place the Sales Voucher face up in the imprinter over the card.
• Firmly slide the imprinter handle across the Sales Voucher, returning it to its original position.
• Retain the cardholder’s card until the transaction has been finalised.
• Remove and destroy the cover sheet of the Sales Voucher. Ensure card and merchant details are clearly imprinted on all copies.
• Fill in the date, a brief and specific description of the goods/services, and the amount of the sale. Tick the box applicable to the credit card type (MasterCard/Visa) and initial. Ask the customer to sign the Sales Voucher.
• Compare signature on the Sales Voucher with the signature on the card.

For further assistance

Contact the Merchant Service Centre on 1300 369 852
24 hours a day, 7 days a week or visit www.nab.com.au
TERMINATION OF EFTPOS MERCHANT SERVICE

Should you elect to terminate your EFTPOS merchant service with NAB, you will need to call the Merchant Service Centre to arrange for all terminals, printers, power packs and cabling to be picked up from you. You will also need to return your imprinter and any unused stationery.

A fee may be charged for early termination/closure or where all equipment is not returned to NAB.

Failure to complete this process will see fees continue to be charged to your account until completion.

Fees will be charged in accordance with the Merchant Agreement and Letter of Offer. Terminal rental fees are charged per calendar month or part thereof. There are no refunds or pro rata calculation of terminal rental fees should you return a terminal or terminate your Merchant Agreement part way through a billing period.