

Thank you for choosing EFTPOS powered by Global Payments

Getting Started Guide | D210E

The **D210E** is a secure, stylish and mobile payment terminal. Your terminal has been pre-configured for 3G connection however can also be set up using Wi-Fi or Ethernet (when using the optional Base Station).

Complete these simple steps to get your terminal connected, ready to take a payment.

STEP ONE: Switch on

Turn on the terminal by holding the  button on the terminal. The terminal will go through a start up sequence.

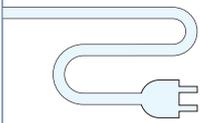
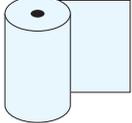


Power button

STEP TWO: Connect to the payment network

Your terminal should already be connected, however if you are replacing an existing terminal you'll need to call us before you can transact. Call our technical support team on **1300 362 812** and we will guide you through the rest of the setup.

What's in the box*

		
D210E Terminal base unit	Charging cable	Pre-loaded paper roll

**If this is a replacement terminal you may need to use the cables from your existing terminal.*

Received a terminal due to a technical issue?

If you are unable to transact, you may need to call our technical support team on **1300 362 812**.



Now you're all ready to take payments **Flip this card over** for the Quick Reference Guide which tells you how to perform key functions in standalone mode.



Need help?

To find the answers to some common questions, you can find supporting documentation at: gpaunz.com/eftpos

Charging the terminal

You can charge the terminal by plugging the cable directly into the terminal or by placing it within the optional Base Station.

For all other questions, please contact our Technical support team on **1300 362 812**.

Basic troubleshooting

Is your terminal able to access the network?

Press **MENU > MANUAL LOGON**

Is your terminal connecting to the payment network?

If you can successfully perform a manual login, but still cannot transact. Please give our technical helpdesk a call on **1300 362 812** and we will guide you through the next steps.

How do I get more paper rolls?

You can get more paper rolls by calling us on **1300 362 812**.

The printer isn't printing?

Check the paper rolls been put in the right way up. Make sure the printer cover is closed.

Automatic Terminal Settlement

A nominated settlement time is stored in the terminal (typically 7pm AEST). The terminal will connect to the network and process a settlement automatically. A detailed receipt is printed for your records. This process settles all transactions from that day to its host and reconciles. Funds settlement will happen as per your existing set up.

If you need to change your automatic settlement time please request this from us by calling **1300 362 812**.

Purchase

1. Key in the purchase amount and press **ENTER**
2. Present terminal to customer – they will be prompted on screen to **PRESENT/INSERT**
3. Customer taps or inserts
 - a. *Insert* - customer follows screen prompts to select account and enter PIN
 - b. *Tap* - for transactions over \$100 the customer will be prompted to enter their PIN

nb. If you have setup **SURCHARGE**, the surcharge amount will automatically calculate before the terminal is presented to the customer. If you have setup **TIPPING** or **CASH OUT**, you will need to enter the amounts before presenting the terminal to the customer. The total amount of the transaction will show.

4. Terminal displays **ACCEPTED** or **DECLINED** result
5. Receipt will be offered (depending on receipt print/prompt settings)

Key buttons



CLEAR/BACK



CANCEL



ENTER

Did you know that you can void a transaction before the transaction is settled? A void transaction will 'cancel' the transaction. We suggest to void transactions instead of refunds where possible. Voided transactions will not appear on the cardholders statement or your merchant statement.

The benefit of a void transaction is you will not be charged for any Merchant Service Fees for that transaction.

Refunds

Our suggestion is that you only perform refund transactions on the same card as the original purchase for the same dollar value or less. To perform a refund:

1. Select **TRANS**
2. Select **REFUND**
3. Type in the **REFUND** amount and press **ENTER**
4. Enter your **REFUND PIN** - *please call 1300 362 812 to set your dedicated refund PIN number.*

Remainder of transaction is as per steps 2-5 of **Purchase**

Changing your Terminal Network Connection

<h4>3G Connection</h4> <ol style="list-style-type: none"> 1. Select MENU 2. Select MISCELLANEOUS (7) 3. Scroll DOWN and select COMMS SETTINGS (8) 4. Select CHANGE COMMS TYPE (6) 5. Select 3G GPRS 6. Your terminal will reboot 7. Your terminal is now ready to take payments via a 3G connection 	<h4>WIFI Connection</h4> <ol style="list-style-type: none"> 1. Select MENU 2. Select MISCELLANEOUS (7) 3. Scroll DOWN and select COMMS SETTINGS (8) 4. Select CHANGE COMMS TYPE (6) 5. Select Wi-Fi 6. Your terminal will reboot 7. Select SCAN –your terminal will scan for available Wi-Fi networks 8. Select your Wi-Fi network 9. Enter your Wi-Fi password 10. Your terminal is now ready to take payments via the connected Wi-Fi network <p><small>*Note: It's advised not to connect to a public Wi-Fi network.</small></p>	<h4>Base Ethernet Connection</h4> <ol style="list-style-type: none"> 1. Select MENU 2. Select MISCELLANEOUS (7) 3. Scroll DOWN and select COMMS SETTINGS (8) 4. Select CHANGE COMMS TYPE (6) 5. Select BASE ETHERNET 6. Your terminal will reboot 7. Place your terminal onto your base station 8. Select QUICK 9. The screen will display "Terminal will connect to B210_XXXX" 10. Check this corresponds with your B210 unit – Press YES to confirm 11. Your terminal is now ready to take payments via Bluetooth from your base station. Your base station will need to be connected to the internet to take payments.
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Common Admin Functions

Manual Log On: MENU > MANUAL LOGON

Reprint last receipt: MENU > REPRINT

Changing terminal font size: MENU > MISCELLANEOUS > PRINTER OPTION > PRINTER FONT.

Press **YES** to change font size
Press **CANCEL** to return to your idle screen

Loading Paper

1. Squeeze and pull printer cover release flap to open printer bay
2. Remove existing roll core and place new roll in printer well. The tongue of paper should be feeding up from underneath and out towards the top of the terminal.
3. Pull out tongue of paper so it is coming out of feeder and close the printer cover.