



Westpac

PC-EFTPOS Quick Reference Guide



PX328



NPT-710

Version 1.06
March 2007

Table of Contents

PC-EFTPOS Contact Details	2
Terminal Functionality Supported by Westpac	3
PC-EFTPOS Overview	4
Hardware Installation.....	5
P66 Dial Up Modem.....	6
Installation Steps.....	6
Function Key Menu's	7
Configuration of Standalone Mode.....	8
System timeouts	10
TMS Logon.....	10
PC-EFTPOS Generated Response codes	10
Bank Generated Response Codes	12
Argent Error Codes	16
Settlement Receipts and Options	18
Receipt Layouts	21
Trouble Shooting	23

PC-EFTPOS Contact Details

- PC-EFTPOS Reception: Phone (02) 9998 9800
- Support Website: www.pceftpos.com.au
- General Enquiries: support@pceftpos.com.au
- Craig Godden cgodden@pceftpos.com.au - PC-EFTPOS Director
- Andrew Sammons asammons@pceftpos.com.au - National Sales & Marketing
- Irena Zezelj izezelj@pceftpos.com.au - PC-EFTPOS Administration Manager
- Clinton Dean cdean@pceftpos.com.au - Technical Support & Development
- Nathan Goodchild ngoodchild@pceftpos.com.au - Technical Support & Development
- Dale Fish dfish@pceftpos.com.au - Warehouse and OCV Support
- Renae Godden rgodden@pceftpos.com.au - Customer Support
- Brooke Lindsay blindsay@pceftpos.com.au - Customer Support
- Jenna Roberts jroberts@pceftpos.com.au - Customer Support

Introduction

The PC-Eftpos terminal allows online transactions to be processed for Debit Cards (Savings and Cheque accounts), Credit Cards (Bankcard, Visa and MasterCard) and Charge Cards (American Express, Diners Club and JCB)

The features of PC-Eftpos include:

- Process Purchases, Cashout, Refunds
- Process Mail/Telephone Order Transactions
- Integrate to POS
- Standalone EFTPOS terminal (model NPT710 only)
- PSTN, Argent ISDN or WAN communications

Using PC-EFTPOS with a POS

When PC-EFTPOS is configured to be used with a POS, all the EFTPOS functionality is initiated through the POS.

Consult your POS vendor on the operation of EFTPOS through your POS.

Important Note:

Standalone Lite Mode should only be used when you are unable to connect to your computer. The functionality of Standalone Lite is not as extensive as the functions that can be used via your POS when connected to the computer.

Westpac Specific Details

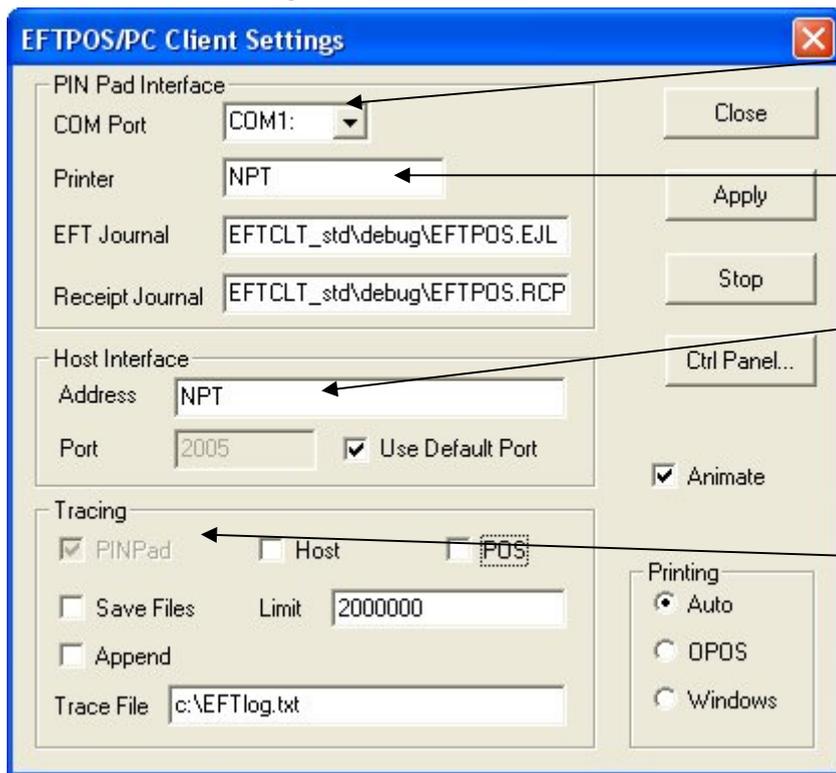
- Westpac Help Desk Number: 1800 029 749
- Requires a terminal ID (8 digits), Merchant ID (8 digits)
- Dial-up system uses TPDU headers. The default NII is 020
- Symbolic Host Address for Argent systems is: 8000004D.

Terminal Functionality Supported by Westpac

Functionality	
EFTPOS Functionality:	
• Purchase	✓
• Cash Out	✓
• Refund	✓
• MOTO processing	✓
• Pre-Authorisation	✓
• Completion	✓
• Tipping	✓
• Training Mode	✓
• Balance Enquiry	
• Voucher Entry	
• Electronic Fallback (EFB)	✓
• EMV processing	
Settlement Options	
• Settlement	✓
• Pre-Settlement	✓
• Last Settlement	
• Sub-Totals	
• Summary Totals	
• Shift Totals	✓
Hardware Options:	
• PX318 Pinpad	
• PX328 Pinpad	✓
• PX368 Pinpad	
• NPT Terminal	✓

PC-EFTPOS Overview

EFT-Client Settings:



COM port: that the pinpad is plugged into.

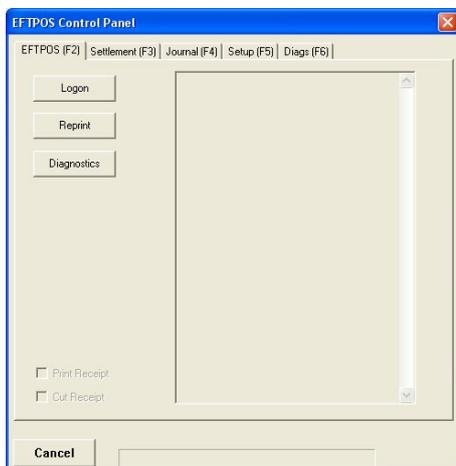
Printer: (Not used when POS is printing). NPT denotes using the internal printer of NPT

Host Interface: This is normally blank. It is the IP address of the EFTSRV which is normally on this machine. NPT indicates to use the internal NPT modem.

Tracing: This is enabled by default and records information on the hard-drive to help us track down any issues.

Eftpos Control Panel

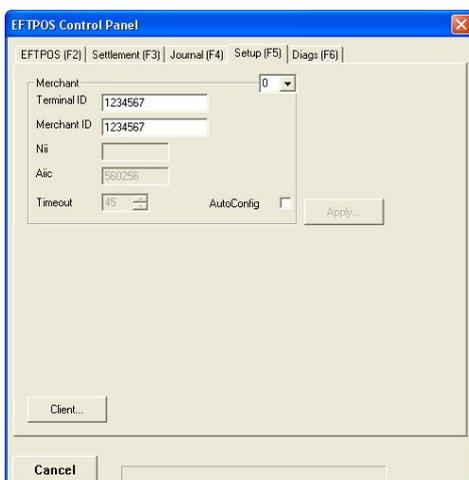
Press the control panel button on the Client settings page (above) to activate the control panel.



Logon: Performs a logon to the host

Reprint: reprints last receipt

Diagnostics:
Provides reports on s/w configuration and version



Setup Page:

Enter terminal details.
Press APPLY and then 7410 as the password

Hardware Installation

PX328 Eftpos Pinpad



Supplied Equipment with terminal:

EFTPOS Pinpad
Pin Pad Power Supply

Installation Steps

1. Plug the supplied power adaptor into a power point
2. Connect the power supplies DB9 connector into the PC Com Port that will be used for the pinpad
3. Plug the pinpad into the RJ45 connector on the powered adaptor

NPT-710 Eftpos Terminal



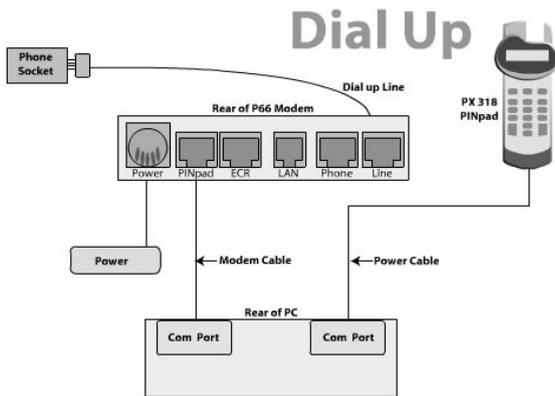
Supplied Equipment with terminal:

NPT-710 Terminal
Power brick and cord
POS connector cable (RS232 Cable)
Dial-up phone cable

Installation Steps

1. Power the terminal. Connect the brick and cord then plug into a power point.
2. Connect the power adaptor to the power socket on the back of the terminal
3. Connect the RS232 cable (supplied) to the COM port on the back of the PC (normally COM 1)
4. For a terminal integrated to a POS, connect the other end of the RS232 cable to the RS232 connector on the back of the terminal. (The slot next to the power supply)
5. If the terminal is using the internal modem, plug the phone cable in to the phone connector on the back of the terminal.

P66 Dial Up Modem



Supplied Equipment:

- P66 Modem
- Power brick and cord
- P60 Load Cable (Modem cable)
- Dial Up Phone Cable

Installation Steps

1. Power the P66 modem
2. Connect the power adaptor to the power socket on the back of the modem, and plug the cord into a power socket.
3. Connect the P60 Load cable (modem cable) into the “pinpad” slot and the other end to the com port on the pc.
4. Connect the Dial Up phone cable into the “Line” slot and the other end into the phone socket in the wall.

PC-EFTPOS Software Installation

1. Install Terminal

See Hardware Installation for pinpad (page 6)

2. Install Software

If the POS does not have the latest PC-EFTPOS software installed, install the software from the PC-EFTPOS installation CD, or the setup file available for download from our website.

Follow installation wizard closely

3. Configure Terminal

To configure the terminal, either

- Press Function 7410 and then enter the Terminal ID (8 digits) and Merchant ID (15 digits) supplied by Commonwealth Bank)
- From the Client Control Panel, go to the setup page and enter the details and press APPLY. The confirmation password is 7410.

OR

Consult your POS provider to see how the details are entered into the POS

4. TMS Logon (optional)

When the Pinpad is in the idle state (EG the bank logo is displayed), press function 11113333 and wait for the pinpad to complete the TMS logon.

5. Ready to Go

If the previous steps were successful the pinpad is ready to use.

Function Key Menu's

To access the functions, press the FUNC key on the pinpad when the terminal is in its IDLE mode. The following function menus are available:

Function Number	Description
3824	View terminal config
11112222	Switch to standalone mode
11112223	Configure Standalone mode
11112224	Configure Idle Display
11112225	Show or Hide EFTPOS Menu for standalone Mode
11113333	TMS Logon
11113334	TMS Configuration for PC-EFTPOS TMS
11114440	Show EFT-Client on POS
11114441	Show EFTSRV on POS
11114442	Show EMS-client on POS
11114455	N-TMS only
11114456	Set Date/Time in terminal
2 + 3824	TMS Configuration
4 + 3824	Turn Auto Settlement receipt printing ON/OFF
10 + 3824	Set Date/Time
102 + 3824	TMS Logon

3824 - (Maintenance Functions - Display Only)

Option	Description
0	Display S/W Version
1	Display TID
2	Display MID
3	Display PPID
4	Tran\$end ID
5	SAF and TIP count.

8	Display Dallas Version
9	Card Read Test

99 + 787237 + 9 +

Option	Description
1	Memory Reset
2	Clear Batch
6	Clear All Reversals

Configuration of Standalone Mode

1. If using the internal NPT modem, ensure Dial-up parameters are set up.
2. Configure Standalone Mode options (Function 11112223), refer to table below.
3. Switch to Standalone Mode by pressing [Func] button then enter, followed by 11112222 then enter. The terminal will prompt witch to standalone mode, press enter to accept.

Terminal display	Comment
FUNCTION *****	Press [FUNC] then enter [1] [1] [1] [1] [2] [2] [2] [3] and press [ENTER].
SWITCH TO STANDALONE MODE?	If the terminal is in Integrated Mode, pressing ENTER will convert the terminal to Integrated Mode.
INTERNAL PRINT?	Pressing [ENTER] will enable the terminal to use the internal printer. Pressing [CLEAR] will allow the terminal to send receipts to the POS to be printed.
USE WINDOWS DEFAULT PRINTER?	If the operator selected [ENTER] from above, this will prompt. Select [ENTER] if the default Windows printer is to be used on the POS. Select [CLEAR] if the POS printer is to be used for printing.
INTERNAL MODEM?	Pressing [ENTER] will enable the terminal to use the internal modem. Pressing [CLEAR] will allow the terminal to use the POS to send messages to and from the bank.
JOURNAL TXNS?	If both Internal Print and Internal modem were both selected, this option will be displayed. It allows the terminal to journal the transactions to the EFT-Client on the POS. It should only be selected if the POS will be connected and the Eft-client is running.
PRINT SECOND RECEIPT?	Selecting [ENTER] will allow the standalone mode to prompt for the printing of a customer receipt after the merchant receipt has been printed. Selecting [CLEAR] will only print the customer copy of debit card receipts.
SWIPE START TRANSACTIONS?	Selecting [ENTER] will allow the standalone mode to start a transaction by the customer swiping a card or selecting the option from the menu, Selecting [CLEAR] will only allow a transaction to be started by the menu.

Using Standalone Mode

Terminal Menu Screens

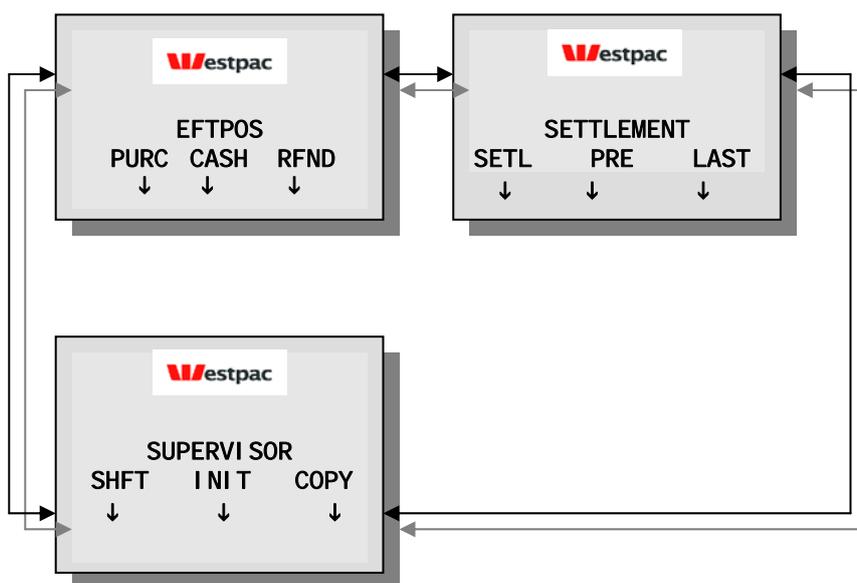
The menu system represents the user interface for the terminal. The menu allows the operator to access

all of the terminal functionality without the need for a POS system.

The terminals functionality is grouped with similar functions and is accessed via menus. A menu contains up to 3 menu items. Each of the menu items allows access to a function or sub menu. If the terminal as other applications installed, these menu's will follow on from EFTPOS

Key	Description
ENTER	Cycles clockwise through the menus.
CLEAR	Cycles anti-clockwise through the menus.
CANCEL	Exit from Totals Sub-menu
CHQ	Selects the menu item directly above the soft function key.
SAV	Selects the menu item directly above the soft function key.
CR	Selects the menu item directly above the soft function key.

The diagram below illustrates the terminal's menu structure



(Configure idle mode.) - 11112224

Terminal display	Comment
FUNCTION *****	Press [FUNC] then enter [1] [1] [1] [1] [2] [2] [2] [4] and press [ENTER].

Terminal display	Comment
ENABLE IDLE MODE?	If the operator selects [ENTER], the terminal will revert to Idle mode after a defined timeout when in Standalone-lite mode.
ENABLE IDLE IMG	Pressing [ENTER] will allow the terminal to display its customer logo on the Idle screen.
DISPLAY THE DATE	Pressing [ENTER] will display the current date on the bottom line of the Idle display
DISPLAY THE TIME	Pressing [ENTER] will display the current time on the bottom line of the Idle display
IDLE TIMEOUT -10 20 +10	This allows the setting of the Idle Timeout. The middle value indicates the current value (inc seconds). Selecting the function key under -10 decreases the value by 10 and the function key under the +10 increases the value by 10. Pressing [ENTER] selects the new value

11112222 - Invoke Stand-Alone Lite Mode.

This function will switch the terminal to/from standalone mode.

System timeouts

The PINpad will support the following 'time outs' for its PCEFTPOS Client and Network interface:

PINPAD TIMEOUT	EVENT
3 seconds	PCEFTPOS Client ACK to PINpad request – See Note
3 seconds	PCEFTPOS Client ACK to send Host message request – See Note
10 seconds	PCEFTPOS Client response to display request
10 seconds	PCEFTPOS Client response to print request
45 seconds	Host response to Financial Transaction requests
45 seconds	Host response to administration requests
45 seconds	Host response to Reversals and SAF uploads
60 seconds	Customer response to Card entry prompt
60 seconds	Customer response to Account prompt
60 seconds	Customer response to PIN entry prompt
180 seconds	PCEFTPOS Client response to insert slip request
180 seconds	PCEFTPOS Client response to verify signature request

TMS Logon

Once a terminal has been configured with a Terminal ID the display will read TMS REQUIRED. This means that the terminal needs to download configuration information from the Westpac TMS host. To complete a TMS initialization press the Function key and enter 102 followed by the Enter key, the password is 3824. The terminal will now connect to the TMS host. Once done the display will read INIT REQUIRED.

PC-EFTPOS Generated Response codes

*For assistance with the following codes, contact your POS Vendor.

CODE	DESCRIPTION	PINPAD DISPLAY
T0	PINpad is in the Idle mode awaiting a PCEFT Client request.	READY
T8	Invalid amount or zero amount (when not allowed) was received from the PCEFT Client System	TRAN CANCELLED SYSTEM ERROR
TB	No CPAT entry for swiped card.	DECLINED
TE	No cash out allowed on credit card sales.	DECLINED
TF	The pinpad is not logged on.	DECLINED SYSTEM ERROR
TH	Printer Error	
TI	The customer has exceeded the PINpad's time out limit.	TRAN CANCELLED OPERATOR TIMEOUT
TJ	TMS Init required.	TMS INIT REQUIRED
TL	The operator has cancelled the transaction because of an invalid signature.	DECLINED SIGNATURE ERROR
TM	The operator has cancelled the transaction when a card or PIN or Account retry prompt is being displayed.	TRAN CANCELLED BY OPERATOR
TQ	Expiry error.	DECLINED
TV	PINpad has a Reversal and cannot be re-configured	DECLINED REVERSAL PENDING
TX	The PINpad is unable to process the request because it is not ready or the Host has rejected a Reversal or Payment advice transaction.	TRAN CANCELLED CANNOT PROCESS
TY	Card rejected by Pinpad.	DECLINED
TZ	Account error.	INVALID ACCOUNT
X0	No answer was received from the Bank for the transaction request.	DECLINED NO RESPONSE
X4	The PINpad has received a Host message with an incorrect System Trace Audit Number (STAN).	DECLINED SYSTEM ERROR
X6	The PINpad has received a Host message with an incorrect Terminal Id.	DECLINED SYSTEM ERROR
X7	The PINpad has received a message from the Bank that failed its authentication.	DECLINED SYSTEM ERROR
X8	An error code has been returned from the Tran\$end network - 'XX' represents the PDU error and 'YY' the PDU Code.	DECLINED SYSTEM ERROR
X9	A message with an incorrect length was received from the network.	DECLINED SYSTEM ERROR

CODE	DESCRIPTION	PINPAD DISPLAY
XA	A message with an incorrect address was received from the network.	DECLINED SYSTEM ERROR
XB	A message with an incorrect Response Code has been received from the Bank.	DECLINED SYSTEM ERROR
XC	A message with an incorrect Message Type has been received from the Bank OR the message received is greater than 360 bytes.	DECLINED SYSTEM ERROR
XD	The luhn check on a manual card read has failed.	
XE	The month of the expiry date on a manual card read is invalid	
XG	The transaction is not supported by the pinpad.	
XN	Transaction not allowed.	
XT	Configuration required.	
XU	No cashout allowed	
XV	No refund allowed	
XW	No pre-auth allowed	
Z0	General modem error	DECLINED MODEM ERROR
Z1	No dial tone.	DECLINED NO DIAL TONE
Z2	No Answer. The number that was dialled did not answer.	
Z3	Line Busy. The number that was dialled was engaged.	
Z4	No phone number programmed in terminal	
Z5	Power fail. The terminal has power failed during processing	
Z6	No Carrier. The modem lost carrier during processing	
Z7	No EFT Server. The connection from the client to the EFTSRV is missing.	

Bank Generated Response Codes

*For assistance with the following codes, contact your Bank.

CODE	DESCRIPTION	PINPAD DISPLAY
00	Approved or completed successfully	APPROVED
01	Declined-refer to card issuer <ul style="list-style-type: none"> • Unable to obtain electronic authorisation • Call for authorisation from appropriate card issue and then complete manual sales voucher if approved. 	CONTACT BANK
02	Declined-issuer's special conditions <ul style="list-style-type: none"> • Unable to obtain electronic authorisation 	CONTACT BANK

CODE	DESCRIPTION	PINPAD DISPLAY
	<ul style="list-style-type: none"> Call for authorisation from appropriate card issue and then complete manual sales voucher if approved. 	
03	Invalid sequence number <ul style="list-style-type: none"> Power reset terminal Call Westpac if problems continues 	CONTACT BANK
04	Contact Card Issuer <ul style="list-style-type: none"> Obtain another form of payment Cardholder to contact issuing bank 	CONTACT CARD ISSUER
05	Do not honour <ul style="list-style-type: none"> Obtain another form of payment Cardholder to contact issuing bank 	CANNOT PAY
06	Error <ul style="list-style-type: none"> Obtain another form of payment Cardholder to contact issuing bank 	CANNOT PAY
08	Honour with identification. <ul style="list-style-type: none"> The transaction is approved if the signature is correct Cardholder should sign the receipt. 	VERIFY SIGNATURE
12	Invalid Transaction <ul style="list-style-type: none"> Retry the transaction using a different account Obtain another form of payment if the problem continues 	INVALID TRANS
13	Invalid Amount <ul style="list-style-type: none"> Obtain another form of payment Cardholder to contact issuing bank 	CANNOT PAY
14	Invalid card number (no such number) <ul style="list-style-type: none"> Obtain another form of payment Cardholder to contact issuing bank 	CONTACT ISSUER
15	No such issuer	DECLINED
21	No action taken	DECLINED
30	Format Error <ul style="list-style-type: none"> Power reset the terminal and retry the sale Contact Westpac if the problem continues 	CALL HELP – FE
31	Bank not supported by switch	CALL HELP – NS
33	Expired card	DECLINED
34	Suspected fraud	DECLINED
36	Restricted card	DECLINED
38	Allowable PIN retries exceeded	DECLINED
39	No credit account <ul style="list-style-type: none"> Retry the transaction using a different account Obtain another form of payment if the problem continues 	WRONG ACCOUNT
41	Lost card. <ul style="list-style-type: none"> Contact Manual Credit Card Authorisations Ask for extension 500 	CONTACT ISSUER
43	Stolen card <ul style="list-style-type: none"> Contact Manual Credit Card Authorisations 	CONTACT ISSUER

CODE	DESCRIPTION	PINPAD DISPLAY
	<ul style="list-style-type: none"> • Ask for extension 500 	
51	Not sufficient funds <ul style="list-style-type: none"> • Obtain another form of payment • Cardholder to contact issuing bank 	CANNOT PAY
52	No cheque account. <ul style="list-style-type: none"> • Retry the transaction using a different account • Obtain another form of payment if the problem continues 	DECLINED
53	No savings account <ul style="list-style-type: none"> • Retry the transaction using a different account • Obtain another form of payment if the problem continues 	DECLINED
54	Expired card. <ul style="list-style-type: none"> • Obtain another form of payment • Cardholder to contact issuing bank 	CANNOT PAY
55	Incorrect PIN <ul style="list-style-type: none"> • The cardholder has entered the wrong PIN • Retry transaction with different PIN 	INCORRECT PIN
56	No card record <ul style="list-style-type: none"> • Obtain another form of payment • Cardholder to contact issuing bank 	DECLINED
57	Transaction not permitted to cardholder	DECLINED
58	Transaction not permitted to terminal <ul style="list-style-type: none"> • Obtain another form of payment • Cardholder to contact issuing bank 	INVALID TRANS
61	Exceeds withdrawal amount limit <ul style="list-style-type: none"> • Obtain another form of payment • Cardholder to contact issuing bank 	DECLINED
62	Restricted Card <ul style="list-style-type: none"> • Obtain another form of payment • Cardholder to contact issuing bank 	DECLINED
63	Security Violation <ul style="list-style-type: none"> • Power reset the terminal and try again. 	DECLINED
75	Allowable number of PIN tries exceeded <ul style="list-style-type: none"> • Retry the transaction. • Seek another form of payment if the problem continues 	CANNOT PAY
91	Issuer or switch is inoperative <ul style="list-style-type: none"> • The bank is unavailable. Retry. • For credit card, check Warning Bulletin. If card checks are valid, use paper voucher. • For Debit card, process as a paper voucher if under the floor limits 	ISS NOT AVAIL
94	Duplicate transmission <ul style="list-style-type: none"> • Obtain another form of payment • Cardholder to contact issuing bank 	CANNOT PAY
96	System malfunction <ul style="list-style-type: none"> • Obtain another form of payment • Cardholder to contact issuing bank 	CALL HELP - SE
97	Advises that reconciliation totals have been reset <ul style="list-style-type: none"> • A settlement has already been attempted within the last 24 hours 	SETTLE N/A

CODE	DESCRIPTION	PINPAD DISPLAY
98	MAC error * Power reset the terminal and try the transaction again.	SYSTEM ERROR

Argent Error Codes

Argent Basics

The seven segment display on the Argent Terminal Adaptor will light up and will move through a sequence of numbers on start-up. The numbers displayed will be steady when the call is progressing and the configuration downloading normally on the D-channel during start-up. The display will flash continuously if call progress encounters an error condition during start-up.

The table below provides a list of “start-up status codes ” that the ATA will display in order of sequence when the power is being applied, the call is being set up and the configuration is being downloaded by the Argent Network Management System (NMS).

Argent Error Codes

Display Interpretation

Building Bars.....Program decompressing into memory
Steady 1Power-on test executing. Dot will pulse on/off
Steady 2D-channel interface active for EFTPOS
Steady 3Pre-configuration in progress, learning identity
Steady 4.....Remote management in progress, configuration
Steady 5Software download in progress
Steady 6Reserved
Steady 7Reserved
Steady 8Reserved
Steady 9Reserved
Steady 0Reserved
Steady dot.....Normal Operation (no fault)

ATA Seven Segment Display Start-up Status Codes

Display Interpretation

Flashing 1.....Power up test fails
Flashing 2.....ISDN connection down
Flashing 3.....No carrier on EFTPOS port
Flashing 4.....Data overrun/underrun on Serial V.24 port
Flashing 5No stations responding to polls on EFTPOS port
Flashing 6Last call attempt failed, D-Channel
(X.25 fault or Argent server or NMS unavailable)
Flashing 7Not applicable
Flashing 8NMS has no pre-configuration to download
Flashing 9NMS main configuration failure
Flashing 0Not applicable

CLNP error codes

CLNP error codes are reported as XX/YY where XX =Information code,and YY=Error code as below:

Info Code Meaning

- 0 Unspecified
- 1 Validation failure on incoming Terminal message
- 2 Not Supported
- 3 Reserved
- 4 Reserved
- 5 Validation failure on sign-on command
- 6 Successful sign-on
- 7 Validation failure on sign-off command
- 8 Successful sign-off

Error Code Meaning

- 0 No Error
- 1 Unknown terminal ID.
- 2 Invalid AME
- 3 Not Supported
- 4 Not Supported
- 5 Unknown Host reference
- 6 (Reserved)
- 7 Not Supported
- 8 Destination unreachable
- 9 Not Supported
- 10 Not Supported
- 11-16 (Reserved)
- 17 Not Supported
- 18 Not Supported
- 19 (Reserved)
- 20 Not Supported
- 21 Not Supported
- 22 Undefined Symbolic Host Address
- 23 Invalid Station for Terminal
- 24 Invalid Command from Terminal
- 25 Not Supported
- 26 Not Supported
- 27-29 (Reserved)
- 30 No Data in PDU
- 31 Not Supported
- 32 Unknown Host
- 33 Not Supported

Settlement Receipts and Options

Pre-Settlement Receipt

```

-----
      MERCHANT NAME
      MERCHANT ADDRESS 1
      MERCHANT ADDRESS 2

TERMINAL ID      xxxxxxxxx
SEQUENCE NO      999999

PRE SETTLEMENT AS AT
DD/MM/YY  HH:MM  999999

PRE SETTLEMENT SUMMARY

CREDIT CARD
Purch   nnn      $$$$$$.cc
Ref     nnn      $$$$$$.cc
        nnn      $$$$$$.cc

DEBIT CARD (chq/sav)
Purch   nnn      $$$$$$.cc
Ref     nnn      $$$$$$.cc
Cash    nnn      $$$$$$.cc
        nnn      $$$$$$.cc

TOTALS
Purch   nnn      $$$$$$.cc
Ref     nnn      $$$$$$.cc
Cash    nnn      $$$$$$.cc
        nnn      $$$$$$.cc

Not For Value Totals

CREDIT CARD
Auth    nnn      $$$$$$.cc

DINERS
Purch   nnn      $$$$$$.cc
Ref     nnn      $$$$$$.cc

AMEX
Purch   nnn      $$$$$$.cc
Ref     nnn      $$$$$$.cc

JCB
Purch   nnn      $$$$$$.cc
Ref     nnn      $$$$$$.cc

GREETING TEXT 1
GREETING TEXT 2
-----
    
```

Terminal ID of terminal
STAN

Bank totals for credit and Debit

Totals for non bank affiliated cards.

Settlement Receipt

MERCHANT NAME
MERCHANT ADDRESS 1
MERCHANT ADDRESS 2

TERMINAL ID xxxxxxxxx
SEQUENCE NO 999999

PRE SETTLEMENT AS AT
DD/MM/YY HH:MM 999999

PRE SETTLEMENT SUMMARY

CREDIT CARD
Purch nnn \$\$\$\$\$\$.cc
Ref nnn \$\$\$\$\$\$.cc
 nnn \$\$\$\$\$\$.cc

DEBIT CARD (chq/sav)
Purch nnn \$\$\$\$\$\$.cc
Ref nnn \$\$\$\$\$\$.cc
Cash nnn \$\$\$\$\$\$.cc
 nnn \$\$\$\$\$\$.cc

TOTALS
Purch nnn \$\$\$\$\$\$.cc
Ref nnn \$\$\$\$\$\$.cc
Cash nnn \$\$\$\$\$\$.cc
 nnn \$\$\$\$\$\$.cc

Not For Value Totals

CREDIT CARD
Auth nnn \$\$\$\$\$\$.cc

DINERS
Purch nnn \$\$\$\$\$\$.cc
Ref nnn \$\$\$\$\$\$.cc

AMEX
Purch nnn \$\$\$\$\$\$.cc
Ref nnn \$\$\$\$\$\$.cc

JCB
Purch nnn \$\$\$\$\$\$.cc
Ref nnn \$\$\$\$\$\$.cc

GREETING TEXT 1
GREETING TEXT 2

Terminal ID of terminal
STAN

Shift Totals Receipt

```
-----  
      MERCHANT NAME  
      MERCHANT ADDRESS 1  
      MERCHANT ADDRESS 2  
  
SHIFT TOTALS  
  
DD/MM/YY  HH:MM    999999  
  
TERMINAL ID      tttttttttttt  
  
SHIFT TOTAL  
SUMMARY  
  
PURCHASE nnn      $$$$$$$$.cc  
CASH OUT  nnn      $$$$$$$$.cc  
TIPS      nnn      $$$$$$$$.cc  
REFUND    nnn      $$$$$$$$.cc  
  
NET       nnn      $$$$$$$$.cc  
  
OFFLINE   nnn      $$$$$$$$.cc  
-----
```

Totals calculated by terminal

Receipt Layouts

Logon Receipt

```

-----
      MERCHANT NAME
      MERCHANT ADDRESS 1
      MERCHANT ADDRESS 2

      TERMINAL ID          tttttttt
      SEQUENCE NO         999999

*****
dd/mm/yy                  hh:mm

LOGON SUCCESSFUL

PLEASE RETAIN FOR
YOUR RECORDS

GREETINGLINE 1
GREETINGLINE 2
-----
  
```

System Trace Audit Number

If a response is received from the host within the allowed communication timeout period, then the date from the host's response message shall be printed, otherwise the terminal's local date shall be printed.
 APPROVED - otherwise error lines

Debit Card Receipt

```

-----
      MERCHANT NAME
      MERCHANT ADDRESS 1
      MERCHANT ADDRESS 2

      CUSTOMER COPY

      TERMINAL ID          tttttttt
      CARD                  cccccc...ccc
      ACCT TYPE             YYYYYYY

      tttttttt             AUD $$$$$$.cc
      Ccccccc              AUD $$$$$$.cc

      TOTAL                AUD   $$$$$$.cc

      dd/mm/yy              hh:mm

      APPROVED              00
      AUTH NUMBER           aaaaaa

      GREETING LINE 1
      GREETING LINE 2
-----
  
```

Card number
 Where YYYYYYY is either Credit or Debit

ttttttt - Purchase, Refund / \$\$\$\$\$\$.cc - Transaction amount
 Cash out (only appears if a cash out amount is present)

Total transaction record amount. For a two part transaction, it shall be the sum of both the purchase and cash out amounts. The "AUD" shall be printed immediately to the left of the most significant digit.
 If a response is received from the host within the allowed communication timeout period, then the date from the host's response message shall be printed, otherwise the terminal's local date shall be printed.
 Approved or Declined Text
 Where aaaaaa is the Auth number returned from the bank

Merchant Receipt for signature

```

-----
MERCHANT NAME
MERCHANT ADDRESS 1
MERCHANT ADDRESS 2

CUSTOMER COPY

TERMINAL ID      tttttttt
CARD             cccccc...ccc
ACCT TYPE       YYYYYYYY

tttttttt      AUD $$$$$$.cc
Cccccccc      AUD $$$$$$.cc

TOTAL          AUD  $$$$$$.cc

X_____
SIGNATURE

dd/mm/yy              hh:mm

APPROVED              00
AUTH NUMBER          aaaaaa

GREETING LINE 1
GREETING LINE 2
-----

```

Card number
Where YYYYYY is either Credit or Debit

ttttttt - Purchase, Refund / \$\$\$\$\$\$.cc - Transaction amount
Cash out (only appears if a cash out amount is present)

Total transaction record amount. For a two part transaction, it shall be the sum of both the purchase and cash out amounts. The "AUD" shall be printed immediately to the left of the most significant digit.

If a response is received from the host within the allowed communication timeout period, then the date from the host's response message shall be printed, otherwise the terminal's local date shall be printed.

Approved or Declined Text
Where aaaaaa is the Auth number returned from the bank

Trouble Shooting

Installation Problems

Pinpad offline

The most common reason for this error message is that the pinpad is not connected to the PC correctly.

- Check the power to the pinpad. The pinpad should be showing something on its display screen.
- Check the pinpad is connected to the COM port on the PC
- Check that the PC-Eftpos Client Settings is configured to use the correct COM port, usually COM1.

No Response from bank to logon

- Check the terminal and merchant ID from the logon receipt
- Have the bank verify that the terminal ID being used is setup on the bank system
- If the TID is correct at the bank, check the EFTSRV settings to ensure the message is being sent to the correct bank.

Client Offline

This error means that one of the following has occurred:

- The most common cause of this error on a correctly installed machine is that there are more than one application running that uses our EFTPOS system. Examples are the POS system and our test POS system. There can only be one POS running. Shutdown any other applications that may also use EFTPOS.
- The EFT client is not running (or installed). Check if the client icon (little cents sign) is on the task bar near the clock. (Warning.... Not all POS system show the task bar). Start client by rebooting POS.

Transaction Problems

Transaction Issues

Problem

The EFTPOS systems fails to process one of the following:
Refunds, American Express or Diners cards, Cash Out.

Solution

The PC-EFTPOS system is capable of processing all of these, but the bank may have disabled them. Check with the bank to see if they are enabled on your terminal settings.

Hardware Problems

Does the Pinpad need to be replaced?

The pinpad will need to be replaced if:

Hardware Failure

The pinpad hardware is not functioning properly

- Eg card reader fails card reading on call cards
- Pinpad has been dropped and the display is smashed

- Missing keys on keyboard
- Non-responsive keys on keyboard. Re-power on pinpad and try keys again before replacing

Check if the pinpad display is active

- Try to access one of the supported functions by pressing the function key
- If the pinpad goes into maintenance functions the pinpad hardware is working
- If the pinpad will not respond, it is probably broken

Display is Not active

- Check power & cables
- If possible try another pinpad on this power point
- If there is still no activity on the pinpad screen the pinpad is probably broken

Corrupt Software

- If the pinpad display contains the text APPLI NOT OK, then the pinpad has lost its software. Return the pinpad for repair

Bank Keys lost

- If the terminal response code 63 or 96 after an RSA logon, the pinpad has lost its keys. Return the pinpad for repair.

Communication Problems

The most common reason for a **P66 modem** line to fail is that it is not communicating to the PC. All parameters can be altered manually but if any are wrong it's advised to re-run the installation wizard and answer the questions correctly.

- Ensure all cables are plugged in correctly
- Check that the modem is getting power. The power indicator on the power pack is on. The modem will click while connecting & disconnecting to the power supply
- Check that the modem is connected to a COM port on the PC
- Ensure the correct COM port is configured in EFT server (Lines tab)
- If you are using a PABX line (ie dial 0 for outside line) the number dialled will need to be prefixed eg 0,1800032027

Common Dial-up Errors

No Dial Tone ~ Check the phone is connected

Line Busy ~ Check phone number and PABX

No Answer ~ Check phone number and PABX

No Carrier ~ Check modem settings to see if correct for this bank

Argent Line

An Argent line needs to be configured to run the AABP Protocol at 9600bps. Ensure that Telstra installs this type of line. Telstra will provide an Argent Terminal Adaptor (ATA) and an ISDN line.

Argent Terminal Adaptor Connection to the PC

The Argent TA must be connected to the PC

- Via a 25-pin (V.24 port on TA) to 9-pin (COM port on PC) standard RS-232 modem cable (available from any PC or Electronics Store)

This connection will fail if...

- The cable is incorrect, you CANNOT use a null-modem cable (type 1), you must use a standard

RS232 modem cable.

- The incorrect COM port is configured for the Argent line in EFT server (lines tab)

If the Argent ATA display is a steady dot, then the Argent ATA is configured for AABP and is ready to be connected to the PC running the EFTSRV software.

CLNP Errors

If the EFTSRV can communicate with the ATA, then errors will be reported via CLNP error codes on the display receipt. (Refer to error codes on page 25)

The most common errors are:

X8 CNP 01 08 ~ This means that the Argent systems can't communicate with the bank. Check the POS name and the Host Address, then call Telstra.

X8 CNP 01 01 ~ This means that the POS name is wrong. Confirm it with Telstra.

WHO TO CONTACT FOR HELP

For a financial Transaction enquiry:

Westpac Help Desk
1800 029 749

For hardware and software assistance:

Your POS vendor

Credit Card Authorisations

Visa MasterCard Bankcard 131456

Amex 1300 363 614

Diners 1800 331 112

JCB 1800 807 974

For assistance with Argent:

Telstra Argent Help Desk
1300 137 100 option 4

PC-EFTPOS

(02) 9998 9800

Monday to Friday 9am to 5pm

Email: support@pceftpos.com.au

Web: www.pceftpos.com.au

The web site contains full installation diagrams and instructions.

