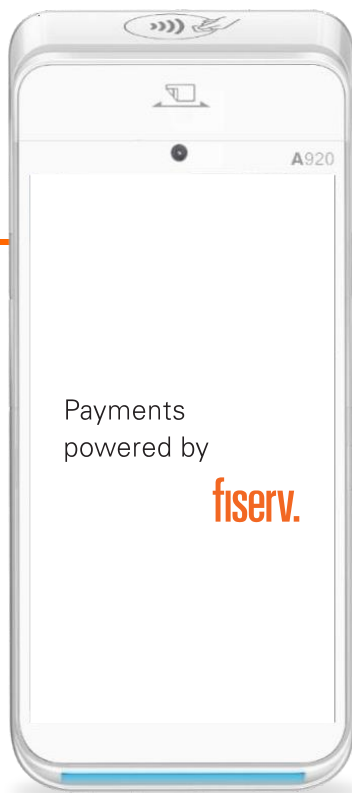


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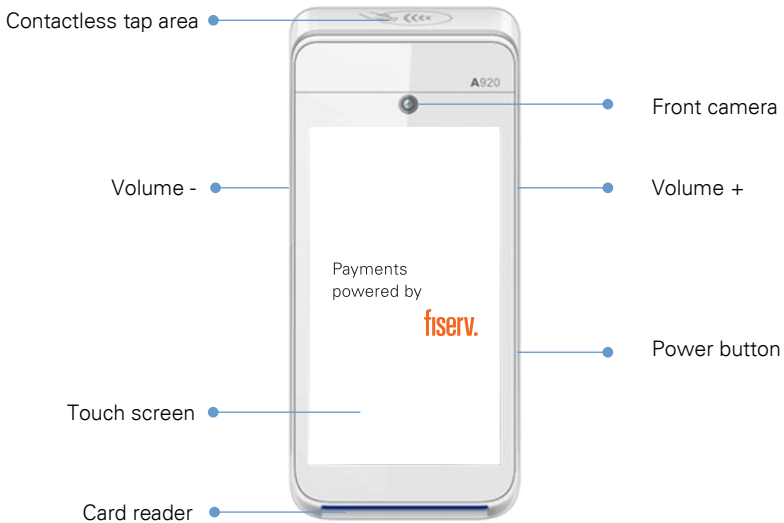


Quick Reference Guide






for Android Smart Terminal

Welcome to Fiserv

Get to Know Your Terminal



Status Bar Icons

Images	Name/Description
	Bluetooth
	Wi-Fi Connection Strength
	Mobile Network
	Battery Strength
	Time

Turn on/off the Terminal

To turn on the device, press and hold for few seconds the Power Button until the screen turns on

To activate sleeping mode or to wake up the device, press the Power Button once without holding it

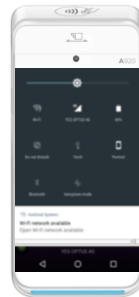
To power off the device, press and hold the Power Button for few seconds, then press Power off

Connect to Wi-Fi

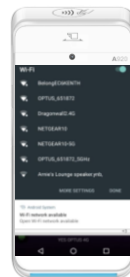
Once the device is turned on, on the home screen swipe your finger from the top of the screen all the way down until the bottom of the screen so the settings menu is exposed.



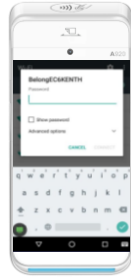
Tap the Wi-Fi icon in the top left corner of the screen



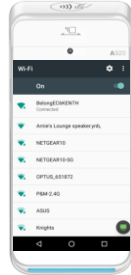
Select your Wi-Fi network. Make sure the Wi-Fi toggle switch is on



Enter your Wi-Fi password and press Connect



Once completed, you will see 'Connected' next to your network's name.



Accessibility PIN Entry Mode (for visually impaired customers)

Plastic accessibility sleeve is designed to assist visually impaired customers to enter a card PIN on a touchscreen independently and securely

Guide the customer to TAP, INSERT or SWIPE their card and if prompted to select their account type: Cheque, Savings or Credit


If prompted to provide a PIN, slide the accessibility sleeve over the terminal screen to allow the customer to enter the PIN

Complete a Sale

Enter the sale amount from idle/home screen and press OK

Ask the customer to TAP, INSERT or SWIPE their card


Where prompted by the terminal, ask the customer to select their account type: Cheque, Savings or Credit

When prompted, allow the customer to enter their PIN and press 

Note: Contactless cards do not require a PIN or signature for amounts under \$100. The \$100 limit is based on RBA guidelines and revised periodically.


Once approved, remove the card if inserted and press OK to print a customer receipt, if requested

Re-print a Receipt

Press MENU key  on the home screen, press Batch Review

In the Detail report tap the transaction and in the drop down menu select Reprint

Process a Refund

Press MENU key  on the home screen, then press the Refund icon.

Enter the refund amount and press OK

Enter your refund password and press Go

Ask the customer to INSERT or SWIPE their card


Ask the customer to select their account type: Cheque, Savings or Credit

On PIN prompt, ask the customer to press OK to print the refund receipt to sign

Print a Transaction List


This will print a list of all transactions processed since the Last Settlement

Press MENU key  on the home screen, press Batch Review

In the top right corner of the screen press the options icon  and select Print Detail


Reports

To access daily reports, press MENU key  on the home screen, press Batch Review. The DETAIL report shows transactions for the day. The TOTAL report provides the summary.


To print reports, on the top right corner of the screen press the options icon  and select Print Summary. There is also an option to print the last settlement report.

Settlement

To print the settlement report, press MENU key  on the home screen, press Settlement, then press the Settlement button.


To exit Settlement screen without settling the device, press  sign at the bottom of the screen.

Tip Adjustment


1. Press  in main menu.
2. Press **ADJUST** and input password.
3. Enter original invoice number and press **ENTER**.
4. Enter new total and press **OK** to confirm amount.
5. Press **PRINT** or **CANCEL** to complete the transaction.

Void

A void can only be performed on a credit card transaction. A refund is the equivalent process for debit transactions. You can only void a transaction prior to performing a settlement on your terminal (this includes forced settlement). There will be no record of the transaction and it is void in your customer's bank account. This is because the transaction is deleted before the bank can complete it, and no funds are removed from your customer's account. The transaction and void will also not appear on your terminal settlement summary for the same reason. A record of the voided transaction will only appear on your transaction list report. If you have already settled your terminal, the incorrect transaction must be refunded and re-processed.

1. Press  in main menu.
2. Press **VOID** and input password.
3. Enter original invoice number.
4. Press **OK**.
5. Insert/swipe/wave or input card number (for CUP only).
6. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
7. Press **PRINT** or **CANCEL** to complete the transaction.

Void Refund

1. Press  in main menu.
2. Choose **OTHER → VOID REFUND**.
3. Input password.
4. Enter original transaction number.
5. Press **OK**.
6. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
7. Press **PRINT** or **CANCEL** to complete the transaction.

Pre-Authorisation

The preauthorisation function allows you to authorise and hold funds on a customer's credit card for a period of up to seven days. A preauthorisation will not debit a customer's account until a completion transaction is processed at a later date. Each 'transaction' consists of two parts: the preauthorisation and the completion. This facility is only available for use in certain industries, such as hotels or lodgings. It is important to retain the preauthorisation merchant receipt as the preauthorisation completion cannot be completed without the Approval Code from the receipt.

Part One: Preauthorisation

A preauthorisation transaction requests verification from a customer's card-issuing bank for the full value of the purchase. The customer's bank will issue a successful preauthorisation request with a six-digit authorisation number.

Part Two: Completion


The Completion transaction is used to process the customer's final payment where a preauthorisation was processed earlier. When processing the completion request, use the following data to retrieve the preauthorisation transaction:

- The six-digit authorisation number
- The invoice number and amount
- The card number or date


The amount of the completion request may not exceed the preauthorisation request by more than 15 percent. If it does, the transaction will be declined. When a completion transaction is successful, the value will be included in the end-of-day settlement to your merchant account.

Preauthorisation is an optional feature. You may enable and disable this feature by contacting Merchant Services at 1800-243-444.


Pre-Auth

1. Press  in main menu.
 2. Choose **PRE-AUTH → PRE-AUTH**.
 3. Enter base amount.
 4. Insert/swipe/wave/Input card number.
 5. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
 6. Press **PRINT** or **CANCEL** to complete the transaction.
-


Pre-Auth Cancel

1. Press  in main menu.
2. Choose **PRE-AUTH → PRE-AUTH CANCEL**.
3. Enter approval code.
4. Insert/swipe/wave/Input card number.
5. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
6. Press **PRINT** or **CANCEL** to complete the transaction.


Pre-Auth Comp

1. Press  in main menu.
2. Choose **PRE-AUTH → PRE-AUTH COMP**.
3. Enter approval code and invoice number.
4. Choose completion scheme.
5. Enter base amount.
6. Insert/swipe/wave/input card number.
7. Once the transaction is completed, ask the customer to sign on the screen, then press **ENTER**.
8. Press **PRINT** or **CANCEL** to complete the transaction.

Pre-Auth Top Up

1. Press  in main menu.
2. Choose **PRE-AUTH → Top Up**
3. Enter top up amount and press OK
4. Enter invoice number (from original pre-auth receipt) and select OK
5. Enter last 4 digits of the PAN/card and OK
6. Enter the **Approval Code** (from original pre-auth receipt)
7. Cardholder to sign on the terminal screen → Enter
8. Terminal will print a Top-Up receipt

Batch Review

1. Press  in main menu.
2. According to the payment type(s) you choose, you can view transaction details and total.
3. According to the transaction you choose, you can then void, adjust, and reprint.

How to Read Your Receipt

Example of the purchase transaction receipt

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Marg Cafe
ABN 1234567890
Surry Hills

DATE: 23/05/22 TIME: 15:12:25
MID: 42298519014701 TID: 25815600
BATCH No.: 000001 INVOICE No.: 000003
STAN: 000010

Sale

CARD **** * 3503 CTLS
VISA CARD EXP DATE: **/**
APPR CODE: 137379 RRN: 214304812876
TSI: 0000 ATC: 0140
TVR: 0000000000
APSN: 00
App Name: VISA DEBIT
AID: A0000000031010

TOTAL AUD \$ 0.02

SIGNATURE NOT REQUIRED

I AGREE TO PAY AS PER CARD ISSUER AGREEMENT

IMPORTANT—retain this copy for records

MERCHANT COPY
A920 P2.00_20220516

- Your business name and address
- Date and time of transaction
- Your Terminal ID number
- Your Merchant ID number
- Masked card number and card entry method
- Total amount

Troubleshooting

Hardware Faults

The terminal does not turn on

- Connect terminal power supply

Cards not read

- Check that the magnetic card is swiped correctly (with magnetic band on terminal side)
- Swipe again the card with the magnetic stripe movement constant and rapid
- Verify that the magnetic stripe is not damaged, grooved or cracked
- Make sure you have inserted the card correctly into the card reader and removed the card only after the transaction is performed

The receipt has not printed

- Check the presence and proper positioning of the paper roll
- Check the type of paper used (thermal paper must be used)
- Re-print the receipt by following instructions in the "Re-print a receipt" section

Need a bit of help? Contact us

Visit the “[Client Support](#)” page on our website

The site is equipped to keep you up to date with news, forms and guides, security and fraud prevention information, access to our online reporting tool and much more.

Or call [1-800-243-444](tel:1-800-243-444)

Our dedicated team of experts can assist you over the phone 24/7 with questions, problem resolution, and extra training. Keep your Merchant ID number handy when you call to help speed up your enquiry.

Email merchantservicesAU@fiserv.com

fiserv.

Fiserv, Inc.

30th Floor,
100 Mount Street, North Sydney,
NSW 2060, Australia

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