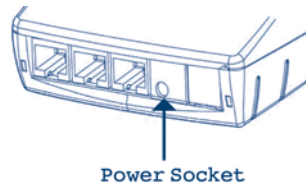


# Quick Start Guide - EFT930G

## Getting Started

- 1 Set up your terminal in a convenient location.
- 2 Plug the power supply unit into a mains socket, and plug the power connector into the power socket on the base unit.
- 3 The base unit has 4 sockets for connections: the only socket that is used is the POWER (⚡). The other sockets are marked with an X to indicate that they are not used for any communication.
- 4 Place the terminal on to the base unit, ensuring that the terminal engages correctly with the base unit. The terminal will automatically turn on when placed on the base unit. To indicate that the terminal has power to it the power icon will be displayed.
- 5 After a short initialisation process, the terminal will display READY or display an idle logo, the terminal is now ready for use.

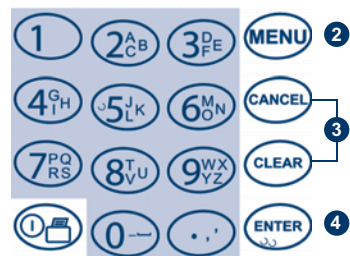


### 01483

**SUPERVISOR CODE:** The default Supervisor Password is 01483.  
**NOTE:** The terminal will request a new password is entered.

## Getting Started

- 1 **FUNCTION KEYS (F1-F4):** Keys: These four function keys enable you to choose the options on screen and correspond to the **F1** and **F4** labels displayed on screen.
- 2 **MENU KEY:** To enter the application menus press the **MENU** from the idle screen. Pressing the key again moves to the next menu (if available).
- 3 **Correction KEYS:** When entering numbers or letters, the yellow **CLEAN** key deletes one character at a time, while the red **CANCEL** key deletes the entire line. The **CANCEL** key also cancels transactions.
- 4 **ENTER KEY:** The green key is used to confirm anything that has been typed into the terminal.
- 5 **Power/Feed Key:** To test the feeding of the paper through the printer press and hold the **CLEAN** key.



See page 4 for instructions to change the Tally roll.

## The Chip Card Reader



Customer cards must be inserted as shown, with the chip upwards. Push the card fully into the slot below the keypad and follow the instructions on screen.

If you see a BAD READ message, check the card orientation and try again.

**DO NOT remove the card until instructed to do so by the terminal.**



## Chip And PIN Transactions - Sale



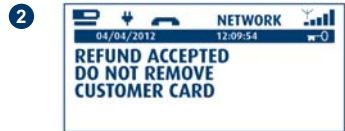
- 1 From the idle screen, insert the customer's card into the card reader. Enter the sale amount for the transaction and press the green **ENTER** key. For example enter £12.34 as 1234.
- 2 The customer must enter their PIN code.  
**NEVER ASK THE CUSTOMER TO DIVULGE THEIR PIN CODE**
- 3 After the customer has entered their PIN and pressed **ENTER** they will be prompted to return the terminal to you.
- 4 The terminal will now connect to the acquirer for authorisation, if the transaction is authorised then an AUTH CODE will be shown.
- 5 The terminal will print two receipts. The Merchant Copy will be printed first, then once you press the **ENTER** key, the Customer Copy will be printed.



## Chip And PIN Transaction - Refund



- 1 From the idle screen, press **(MENU)** then choose REFUND by pressing the **(F2)** Key in Supervisor Password and the press **(ENTER)**. Now insert or swipe the customer's card. Enter the refund amount for the transaction and press **(ENTER)**.
- 2 The terminal will now connect to the acquirer for authorisation, if the refund is authorised then REFUND ACCEPTED will be shown.
- 3 The terminal will print the Merchant Copy which the customer must sign. Remove the card.
- 4 Check the signature on the Merchant Copy with that on the card. If the signature is valid then choose YES **(F4)** otherwise choose NO **(F1)**. The terminal will then print the Customer Copy.



## Mail Order Sales And Refunds



- 1 Press the key, then MAILORDER **(F1)**. Choose either REFUND **(F1)** or SALE **(F4)**. When prompted type the customer's card number in and press **(ENTER)**.
- 2 Enter the Expiry Date, the Start Date (if required), the Issue Number (if required), pressing **(ENTER)** after each entry.
- 3 Enter the Card Security Code (CSC), the numbers from the cardholder's postcode (e.g. GU7 1LG is 71), and the numbers from the cardholder's address (e.g. Flat 1, 28 High Street is 128), pressing **(ENTER)** after each entry. If you do not know any of these then you can press **(ENTER)** without entering anything to bypass the check when appropriate.
- 4 Enter the sale amount and press **(ENTER)**.
- 5 The terminal will connect to gain authorisation, and will prompt you to choose VOID **(F1)** or CONFIRM **(F4)** the result of the CSC/AVS check is shown.
- 6 The terminal will print off the two receipts.



## End of Day Reports



To access the reports menu press the **ENTER** key twice, then **REPORTS** **F7**

Enter the Supervisor Password and press **ENTER**



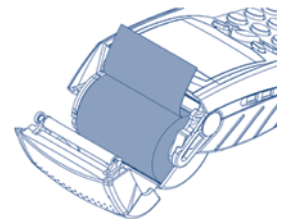
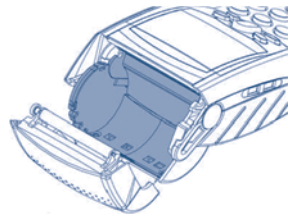
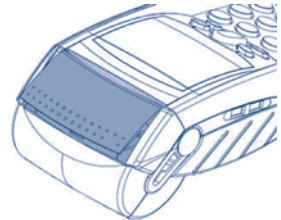
- 1 END OF DAY:** One touch function that prints both the Z REPORT and the BANKING report. This **MUST** be done at the end of each day that you trade.
- 2 BANKING:** Indicates total value of transactions that have been processed and shows that the totals have been confirmed by the Acquirer.
- 3 X REPORT:** Shows the breakdown of transactions in different ways enabling you to check off against individual receipts and the BANKING report.
- 4 Z REPORT:** Exactly the same as the X REPORT, except the (!) indicates that the Z REPORT resets the totals ready for the next days trade.

## Changing The Tally Roll



- Hold the terminal securely in one hand. With the other hand, and by using two fingers, lift the printer cover release as shown. Fully open the printer cover and remove the old roll of paper.
- Unstick the end of the new roll, leaving the end free, hold the paper roll and carefully place into the printer compartment.
- Holding the free end of the paper and the terminal as shown, close the printer cover and push firmly until it locks.

**ONLY OPEN THE PRINTER COVER AS SHOWN  
DO NOT FORCE THE PRINTER COVER.**



## Tips And Advice



- 1 DUPLICATES:** To print a duplicate of the last transaction processed press the **(MENU)** key three times, followed by **DUPLICATE** **(F4)**
- 2 REFERRALS:** If the terminal displays CALL AUTH CENTRE or PLEASE WAIT with a telephone number, then you must refer the transaction and phone for authorisation for that card.
- 3 PIN TRIES EXCEEDED:** If the terminal displays this message then the cards PIN has been locked by the cardholder. They must contact their card issuer or use an ATM to unlock the PIN.

### For Further Information

Global Payments 24 Hour Auth Centre:	0845 770 0600
Global Payments Tally Rolls:	0845 702 3344
Global Payments Terminal Helpdesk:	0845 702 3344

### Helpdesk Opening Hours

Monday-Saturday	8:00am - 11:00pm
Sunday	10:00am - 5:00pm
Bank Holidays	10:00am - 4:00pm

(Lines open 8am to 11pm Monday to Saturday, 10am to 5pm Sundays and 10am to 4pm public holidays)