


# EFTPOS 1i

Here to help explain your EFTPOS 1i Terminal.



# Get in touch


## Westpac Merchant Business Solutions Help Desk

-  Service, Sales and Support  
Terminal Difficulties  
Stationery Orders  
1800 029 749  
(24 hours a day, 7 days a week.)


## Cardholder behaving suspiciously

-  132 415 (Extension 500)

## Linkly Support


-  Linkly provides the software that allows communication between your terminal and your point of sale software.

[linkly.com.au](https://linkly.com.au)

-  02 9998 9800  
Monday to Friday: 8:30am - 10:00pm  
(Sydney time)  
Saturday: 10:00am - 5:00pm  
(Sydney time)  
Sunday: 10:00am - 3:00pm  
(Sydney time)

Please have your merchant and terminal numbers ready.

Being aware of error messages you are experiencing will come in handy to ensure your issues are resolved.

-  For more information, please refer to the EFTPOS 1i User Guide located at [westpac.com.au](https://westpac.com.au)

# 3G/GPRS and Bluetooth® connectivity

<b>Setting up 3G/GPRS backup communications</b>	<p>To configure 3G/GPRS, please follow the below steps:</p> <ol style="list-style-type: none"><li>1. Press #998 on the PINpad.</li><li>2. Press 8 to configure GPRS.</li></ol> <p>In the event that your main communication method is down, the terminal will automatically failover to 3G/GPRS backup communications.</p>
<b>Setting up Bluetooth to base connectivity</b>	<ol style="list-style-type: none"><li>1. Connect the terminal base to a power point using the provided power cable.</li><li>2. Please then plug in the terminal's base to your POS using a supported communications method (serial or USB connections).</li><li>3. Place your terminal on the base for charging.</li><li>4. The terminal will prompt to turn on Bluetooth on the base to configure the pairing.</li><li>5. Once paired the screen will display 'pairing successful'.</li></ol> <p>Note: The terminal can function in a wireless mode whilst connected with its base using Bluetooth communications.</p>

## Processing transactions

<b>Processing a purchase</b>	<ol style="list-style-type: none"><li>1. Initiate a purchase transaction via the POS interface.</li><li>2. The terminal will prompt you to Tap, Insert or Swipe the customer's card.</li><li>3. If a contactless card is presented, position the card above the terminal screen for processing.</li><li>4. The terminal will advise if the transaction has been approved or declined and print a receipt.</li><li>5. Alternatively, for Insert or Swipe card processing, select the account type on the terminal.</li><li>6. The terminal will prompt for the customer to enter their PIN (if required) and then press ENTER.</li><li>7. The terminal will advise if the purchase has been approved or declined.</li></ol> <p>Note: If the terminal is in standalone-lite mode, then the purchase amount is entered on the terminal and not the POS interface.</p> <p>Settlement and all other functions are completed on the terminal as the terminal is not connected to the POS.</p>
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<b>Processing a cash only transaction</b>	<ol style="list-style-type: none"> <li>1. Initiate a cash only transaction via the POS interface.</li> <li>2. Insert/swipe the customer's card.</li> <li>3. Select the account type (Cheque and savings accounts only).</li> <li>4. Have the customer enter their PIN and press ENTER.</li> <li>5. The terminal will advise if the transaction has been approved or declined.</li> </ol>
<b>Processing a refund</b>	<ol style="list-style-type: none"> <li>1. Initiate a refund on the POS interface.</li> <li>2. The terminal will prompt you to Tap, Insert or Swipe the customer's card.</li> <li>3. If a contactless card is presented, position the card above the terminal screen. The terminal will advise if the transaction has been approved or declined and print a receipt.</li> <li>4. Alternatively, for Insert or Swipe card processing, select the account type on the terminal.</li> <li>5. The terminal will prompt for the customer to enter their PIN (if required) and then press ENTER.</li> <li>6. The terminal will advise if the refund has been approved or declined.</li> </ol>

## Processing a Settlement

<b>Processing a Settlement</b>	<p><b>Automatic Settlement</b></p> <ol style="list-style-type: none"> <li>i. Your terminal will settle automatically every day at a pre-programmed time.</li> <li>ii. This is set up when your facility is first established. If required, you can contact Merchant Business Solutions to change your Auto Settlement time.</li> </ol> <p><b>Manual Settlement</b></p> <ol style="list-style-type: none"> <li>i. You have the option to perform a manual settlement anytime throughout the day prior to the auto settlement. This function allows you to manually settle the current trading day.</li> <li>ii. Initiate a settlement transaction via the POS interface.</li> <li>iii. The terminal will connect to the bank and begin settlement.</li> </ol> <p>Note: A settlement can only be performed once in a 24-hour period. You will receive a (97) CANNOT SETTLE response if you have attempted to settle more than once. You cannot settle between 9:30pm and 11:00pm (AEST).</p>
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# Transaction reporting

<b>Reprinting the last transaction</b>	<ol style="list-style-type: none"><li>1. Initiate reprint receipt via the POS.</li><li>2. The last transaction receipt will be printed.</li></ol>
<b>Printing a pre-settlement report</b>	<ol style="list-style-type: none"><li>1. Initiate the transaction via the POS.</li><li>2. An “approved” message will display when the pre-settlement report is successful.</li></ol>
<b>Manual terminal settlement</b>	<ol style="list-style-type: none"><li>1. Initiate a settlement via the POS.</li><li>2. The terminal will connect to the bank and begin settlement.</li></ol> <p>Note: This function is not applicable for auto Settlement and is not available between 9:30pm and 11:00pm (AEST).</p>
<b>Reprinting the last Settlement</b>	<ol style="list-style-type: none"><li>1. Initiate last settlement via the POS.</li><li>2. The last transaction receipt will be printed.</li></ol>

# Response codes

## **00: APPROVED**

- The transaction has been approved.

## **01: CALL FOR AUTH**

- Unable to obtain electronic authorisation.
- Obtain another form of payment
- Advise cardholder to contact card issuer.

## **05: CANNOT PAY**

- Obtain another form of payment.
- Advise cardholder to contact card issuer.

## **12: INVALID TRANSACTION**

- Retry the transaction selecting a different account.
- If the transaction is declined again, obtain another form of payment.
- Advise cardholder to contact issuing bank.

## **51: CANNOT PAY**

- Insufficient funds.
- Obtain another form of payment.
- Advise cardholder to contact card issuer.

## **54: EXPIRED CARD CANNOT PAY**

- Check the card expiry date.
- Obtain another form of payment.
- Advise cardholder to contact card issuer.

## **55: INVALID PIN**

- The cardholder has entered the wrong PIN.
- Retry the transaction with the correct PIN.

## **61: CANNOT PAY**

- Obtain another form of payment.
- Advise cardholder to contact card issuer.



