

Keep your business trading.

Here to help during a service
interruption for EFTPOS 1.



The EFTPOS 1 terminal connects to the bank through the Telstra 3G mobile network.

- If your terminal is unable to communicate with the bank, the terminal will automatically switch to Electronic Fall Back (EFB) Mode; or
- If the mobile network is unavailable, you can continue to process transactions by connecting to an available WiFi connection+.

In this guide, you'll learn more about Electronic Fall Back mode and how to connect to WiFi.



Contactless (tap and go) transactions are not available in Electronic Fall Back mode. To initiate an EFB transaction, ensure the customer inserts or swipes their card.

Electronic Fall Back (EFB) Mode.

EFB will allow the terminal to continue to process transactions even when network is unavailable.

Transactions are stored offline by the terminal, once service has been restored – the terminal will forward the transactions to the bank for processing.

We have certain floor limits in place for EFB. These floor limits are available in your Merchant Letter of Offer. For credit card transactions that are over your floor limit, you will be required to call 132 415 to obtain an authorisation number.

Note:

- Contactless transactions are not available in Electronic Fall Back mode. To initiate an EFB transaction, ask your customer to insert or swipe their card.
- EFB is only available when enabled on the terminal and for certain card types.
- Signature capture is required on all EFB transactions regardless of the account selection or whether a PIN was entered.
- Please ensure the terminal remains powered ON and placed on the base (where applicable) during all EFB processing. If the terminal has been powered OFF, the terminal must perform a successful bank logon to continue EFB processing.



Remember: You must not 'split' a sale to avoid obtaining authorisation.

+WiFi and internet connectivity is dependent on your Internet Service Provider (ISP) and may be unavailable if your ISP is down. The EFTPOS 1 3G network provider is Telstra.

WiFi Connectivity.

If the mobile network is unavailable, we recommend you switch over to a WiFi connection. This could be through a standard WiFi connection if available, or by using your mobile phone to create a WiFi hotspot – which will enable you to connect through an alternative mobile network.

Scan for WiFi.

1. Select “Utility” on the main menu of the EFTPOS 1 terminal
2. Select “Network”
3. Select “WiFi”
4. Select “Scan New”
5. Available WiFi networks will be shown on the screen
6. Enter the WiFi password then press the [enter] key
7. The WiFi signal icon will now display on the idle screen.



We recommend you undertake these set up steps now so that in the event of a service interruption it is easy to switch to WiFi.

Disabling WiFi.

1. Select “Utility” on the main menu
2. Select “Network”
3. Select “WiFi”
4. Select “Disable”
5. The terminal will confirm you wish to disable WiFi. Select “Yes”.

Note:

For more information on how to create a WiFi hotspot using your mobile phone, please refer to the relevant user guide supplied by your mobile phone provider.

We're here to help.



1800 029 749
24 hours a day, 7 days a week



Visit our merchant support site
westpac.com.au/merchantsupport



The information provided in this document is current as at February 2019. It is a general statement for information purposes only and should only be used as a guide. While all care has been taken in preparation of this document, no member of the Westpac Group, nor any of their employees or directors gives any warranty of accuracy or reliability nor accepts any liability in any other way, including by reason of negligence for any errors or omissions contained herein, to the extent permitted by law.

Unless otherwise specified, the products and services described in this document are available only in Australia. © Westpac Banking Corporation ABN 33007 457 141 AFSL and Australian credit licence 233714 WBCEFTNCG001E1 0819