



PRESTO SMART E355

Quick Reference Guide.

March 2021.



Get in touch

Merchant Helpdesk



1800 029 749

(available 24 hours a day,
7 days a week)

Cardholder behaving suspiciously



132 415 (Extension 500)

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Getting started

Power terminal up.

To power up the terminal, press and hold the  key for 5 seconds.

Getting your terminal started.

1. Press the  key on the terminal to get started.
2. For Wifi press 1 on the terminal key pad.
3. Please select your Wifi network or search for your network name.
If you cannot find your Wifi network, make sure you refresh and try again.
4. Enter your Wifi password using the keypad.

Activating your terminal

Your Presto Terminal will need to be activated prior to use.

If a technician has attended your premises, they will ensure your terminal is activated and ready to pair with your POS.

If you have received your terminal via satchel, for security reasons you will need to activate it first by simply calling our Merchant Helpdesk on 1800 029 749, 24 hours a day, 7 days a week.

When you call, you will need the serial number of your new terminal handy. This is displayed on the activation screen on the terminal along with your Merchant ID and Terminal ID numbers.

Do not continue until instructed to do so by the banker on the phone.

Connectivity – network & pairing


Connecting your Presto Smart e355 to your Point of Sale (POS) system.

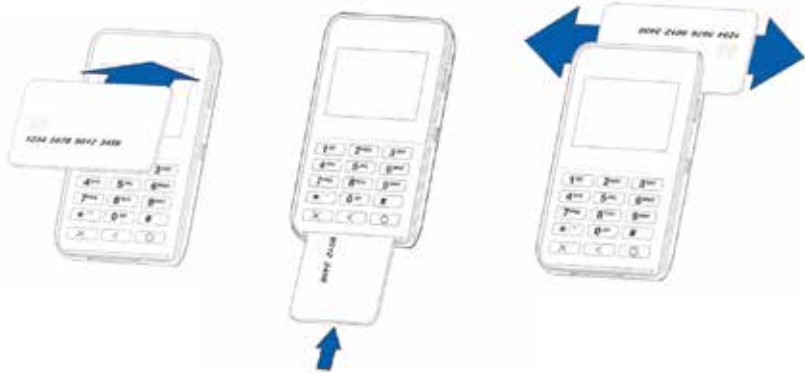
1. The technician will connect your new terminal to your local network (the same network your POS is on) via WiFi. Alternatively, you can connect your new terminal to your local network by following the steps in the ‘Connect to Local Network’ section below.
2. From your POS follow the steps outlined in your POS Pairing Guide and configure your POS to pair with your Presto Smart e355 terminal.

You can find a step-by-step guide to pairing at westpac.com.au/prestosupport or by contacting your POS Provider.
3. Once paired successfully your terminal will display ‘Connected.’



Processing transactions – integrated mode

Processing a purchase.

1. Initiate a ‘Purchase’ transaction via the POS.
2. The terminal will prompt you to Tap, Insert or Swipe the customer’s card.
3. If a contactless card is presented, position the card above the terminal screen for processing.
4. The terminal will advise if the transaction has been approved or declined.
5. Alternatively, for Insert or Swipe card processing, select the account type on the terminal.
6. The terminal will prompt the customer to enter their PIN (if required) and then press the  key.
7. The terminal will advise if the purchase has been approved or declined.



Processing a refund.

1. Initiate a 'Refund' transaction via the POS.
2. Next you'll be prompted to enter your merchant password on the terminal. Type in your password and press the  key.
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.
4. Alternatively, for Insert or Swipe card processing, select the account type on the terminal.
5. The terminal will prompt for the customer to enter their PIN (if required) and then press the  key.
6. The terminal will advise if the refund has been approved or declined.

Receipts.

Note: In Integrated mode all receipt information for the EFTPOS transactions passed to your POS for printing.

Processing a settlement – integrated mode

Manual settlement.

You have the option to perform a manual settlement any time throughout the day. This function allows you to manually settle the current trading day.



Steps.

1. Initiate a 'Settlement' transaction via the POS.
2. The terminal will connect to the bank and begin settlement.



Note: A settlement can only be performed once in a 24-hour period. You will receive a '(000) APPROVED' response with the previous total's response if you have attempted to settle more than once. You cannot settle between 9:30pm and 12:00am (AEST).

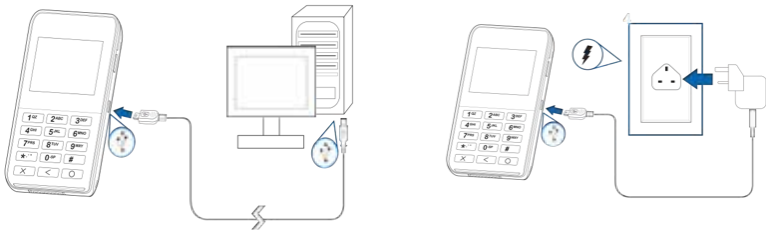
Charging your terminal

Using a USB Cable (provided).

1. Ensure your terminal is connected to a USB power source and place your terminal on a flat surface to charge. Battery symbol will display once charging and your terminal will turn on automatically.
2. Turning your terminal on and off.
 - i. To turn the terminal on, press and hold the green  button for 10 seconds.
 - ii. To turn the terminal off, press and hold the  button for 10 seconds.




Using a wall charger.

1. Ensure your terminal is connected to a wall socket and place your terminal on a flat surface to charge. Battery symbol will display once charging and your terminal will turn on automatically.
2. Turning your terminal on and off.
 - i. To turn the terminal on, press and hold the green  button for 10 seconds.
 - ii. To turn the terminal off, press and hold the  button for 10 seconds.








Connectivity

Un-pairing your terminal from the POS.

1. Press the  key and the  down at the same time.
2. The terminal will now display the Unpair terminal menu. Select "1. Unpair terminal" to continue.
3. The terminal will now display a confirmation prompt for unpairing. Select the  key and you're done.

Note: Your terminal is now in an unconfigured state and unable to process Integrated transactions. The terminal must be paired again with the POS in order to take payments in an Integrated manner. Refer to your POS user guide for further details.

Troubleshooting

| | |
|--|---|
| e355 terminal doesn't connect with POS app. | <ol style="list-style-type: none">1. Ensure WiFi is enabled on the terminal.2. Check the terminal for the  symbol, right next to the battery icon. If there is no  symbol, attempt to connect to WiFi by referring to the 'Connectivity - Connect to Local Network' section of this document.3. If the WiFi symbol on the terminal is  (red), re-attempt to connect to the WiFi network by referring to the 'Connectivity - Connect to Local Network' section of this document. <p>Note: Remember, one POS can connect to only one terminal. If your POS is already connected to another terminal, then unpair that terminal first.</p> |
| e355 terminal does not start. | <ol style="list-style-type: none">1. Ensure the battery charge state is not critically low.2. Connect terminal to a power source for at least 15 minutes. <p>Ensure that you pressed the green  for approximately 4 seconds, until the terminal lights up.</p> |
| e355 terminal not reading cards. | <ol style="list-style-type: none">1. Re-insert/swipe the card when prompted by terminal.2. If there is still no response from the e355 terminal, power off the terminal by pressing the  key down for 10 seconds.3. Power on the terminal and re-connect to your compatible POS app.4. Attempt the transaction again.5. Call the Westpac Merchant Helpdesk if the problem persists. |

Secret menus

The following shortcuts can be used to display further information when necessary.

- [ENTER + 3]** to access the extra function menu. This will allow you to unpair the terminal from the currently paired POS.
- [ENTER + 5]** to access Merchant details (Merchant ID, Terminal ID, Merchant Name). This will provide the necessary information which you will need to provide when talking to the support team.
- [ENTER + 8]** to access advanced terminal information e.g. terminal model, terminal IP address, Terminal S/N, VAA software version, PA software version, POS information.



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