Essential Plus.

Merchant Terminal Guide.

Model: Move5000 with Linkly integration

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Support

For support, please call the dedicated CommBank Merchant helpdesk on **1800 230 177**, 24 hours a day, 7 days a week.

When calling the Helpdesk, please make sure you have the following information ready:

- Terminal ID (located at the top of your merchant receipt)
- Trading name
- Trading address
- Trading phone number

 Stationery orders

- For stationery orders please visit **commbankstationery.com.au/stationery** or call **1800 230 177**.
- If placing an order online, please ensure you have your CommBank Merchant ID and trading address Post Code available to sign in.

 Service Response Time

CommBank will endeavour to replace a faulty terminal within:

- 4 business hours in all locations except remote areas.
- 3 to 5 business days for remote areas. A remote area is not serviced by a technician and only phone support is available.
- For more information on CommBank merchant services, please visit **commbank.com.au/business/payments**

Getting to know your Essential Plus terminal



Parts

Terminal base for charging and cable connection





Charging cable for terminal base







Cable (USB or Serial)

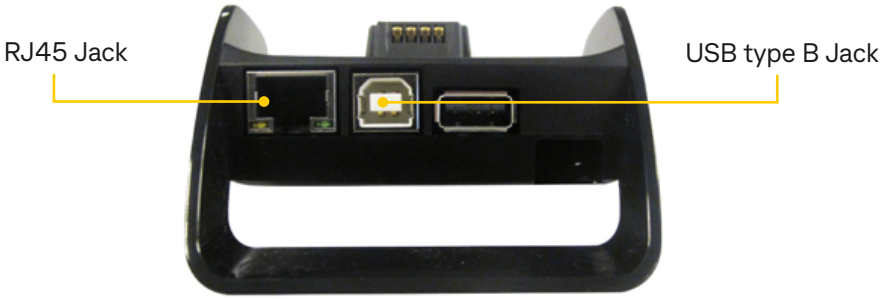




Integrating the Essential Plus terminal with your POS

The Essential Plus terminal can integrate with your Linkly-certified POS system by the following three methods:

- Using the serial cable (OCLR232 EFT30 Cable) which should connect to the COM0 port on the bottom of the base
- Using the USB cable (USB Type B to Type A Cable) which should be connected to the USB type B Jack of the base
- Using the Ethernet cable for Cloud Ethernet configuration only which should be connected to the RJ45 Jack of the base



4G Backup

If the Point Of Sale loses internet connection, the Essential Plus terminal can fall back to 4G connection via the internal modem in the terminal. The Linkly client on the POS will need to be configured to use the terminals 4G fall back capability for 4G backup to work.

Standalone Mode

The terminal has the option to fall back to standalone mode to ensure the terminal can still function if the connectivity of the linked Point Of Sale system is down. Any transactions performed whilst in Standalone Mode will not appear on your Point Of Sale totals.

Status bar

When the terminal is powered-on, the terminals' Operating System provides data to display the Status Bar as follows, and consisting of the information as described below.



Information	Indicator	Description
System Date and Time		This shows the current system time and date.
Power Condition		This indicates that the terminal is connected to mains power.
Battery Level		This is the charge level on the portable device and indicates whether or not the battery is currently charging.
Network		This indicates when the terminal establishes connection with the 4G network.
Ethernet		This indicates that Ethernet connection is available.
Wi-Fi		This indicates that Wi-Fi connection is on and available.
Bluetooth Icon		This is the status of the Bluetooth link between the portable device and the base. **Note:** The manufacturer's recommended maximum operating distance for Bluetooth connectivity is 70m.
		This indicates there is a weak Bluetooth signal between the terminal and the base.
		This indicates the terminals has lost Bluetooth connection with the base.

Terminal and base pairing

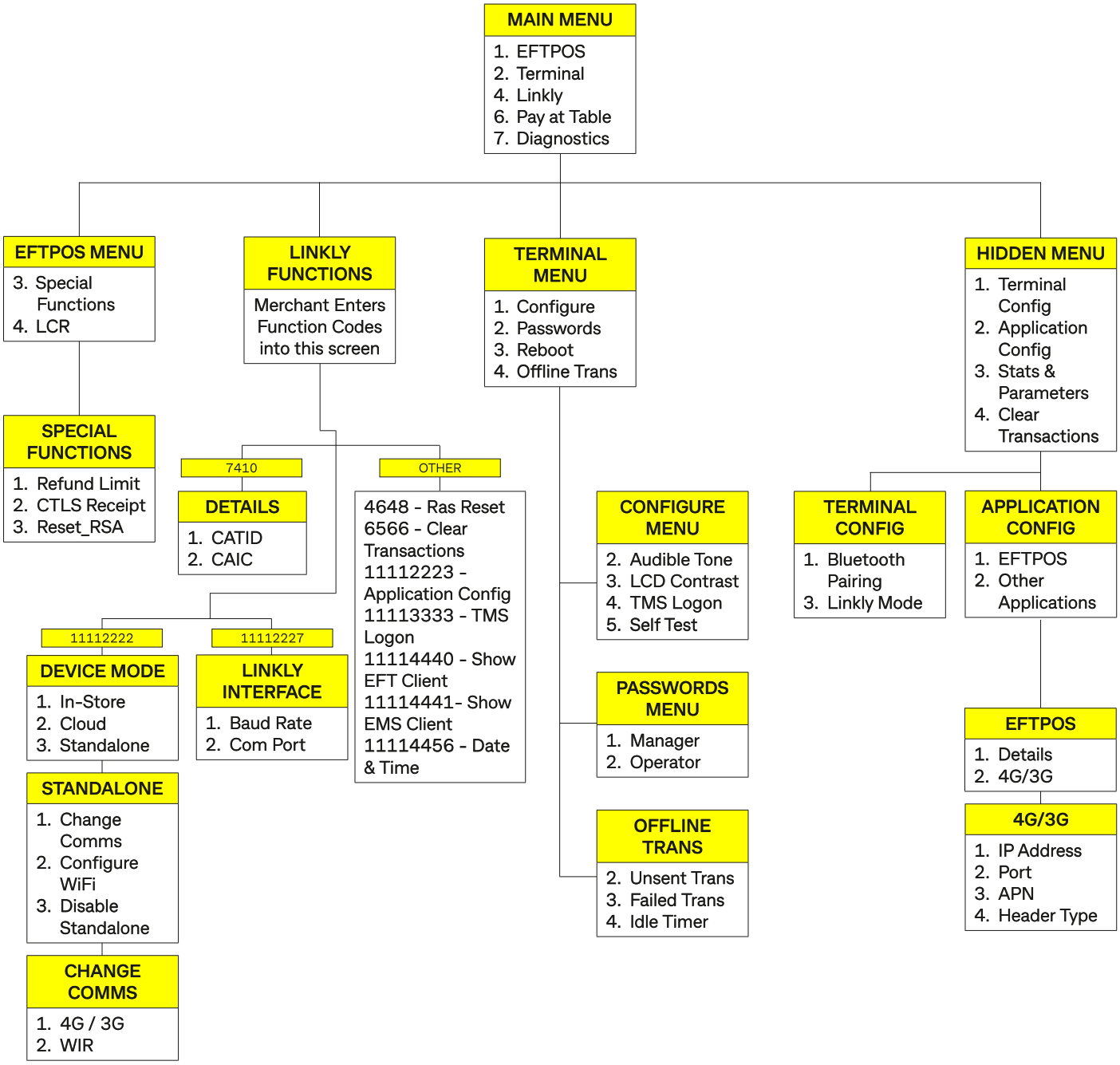
The terminal will come paired with the base that is provided. The power supply connects to this base.

Note: To avoid any issues please take care to ensure you place the terminal back on the base it was installed with. The terminal will not function correctly if it is placed on a different base.

Key functions

Terminal functions menu

Provided below is a Menu Map to assist you with navigating through the terminal.



Power ON/OFF and Reboot

To POWER ON, simply place the terminal on its base (with the base's external power cable plugged in) and it will power up automatically. Alternatively, hold down the [OK] key while the terminal is off the base with a sufficiently charged battery. To REBOOT or POWER OFF the terminal, remove the terminal from its base and hold down both the [FUNC] and [CLEAR] keys at the same time.

Enable In-Store mode

1. Press [Menu] key
2. Press [4] for Linkly
3. Enter code [11112222] then press [OK]
4. Message will appear stating 'This will switch the terminal to Standalone mode.' Tap [YES] to proceed.
   Note: 'GPRS Registering please wait' will appear.

How to switch from In-Store to Cloud mode

1. Press [Menu] key
2. Press [4] for Linkly
3. Enter code [11112222] then press [OK]
4. Press [2] for Cloud
5. Message will appear stating 'You are changing the POS connection type. Do you want to proceed?'.
   Tap [Yes] to proceed.
6. The screen will show CLOUD MENU and Current Comms = WiFi

Enable Cloud Mode

1. Press [Menu] key
2. Press [4] for Linkly
3. Enter code [11112222] then press [OK]
4. Press [2] for Cloud
5. Press [2] for Configure
6. Press [Switch On] and [Scan networks]
7. Select network and enter the network password
8. The screen will show CLOUD MENU and Current Comms = WiFi

Change Cloud comms

1. Press [Menu] key
2. Press [4] for Linkly
3. Enter code [11112222] then press [OK]
4. Press [2] for Cloud
5. Press [1] for Change Comms
6. Select [1] for WiFi or [2] for Ethernet

How to switch from Cloud to In-Store mode

1. Press [Menu] key
2. Press [4] for Linkly
3. Enter code [11112222] then press [OK]
4. Press [1] for In-Store

   Message will appear stating 'You are changing the POS connection type. Do you want to proceed?'.
   Tap [Yes] to proceed. The terminal will register with 4G Internal Modem.

Purchase – Contactless (total purchase amount less than $100)

1. Initiate a Purchase transaction on the POS
2. If tipping is enabled, enter tip and press [OK] or to bypass just press [OK]
   To enable tipping, please contact the CommBank 24Hr Merchant Helpdesk on **1800 230 177**
3. Tap the card on the contactless reader once "Present Card" sign is displayed
4. Transaction is approved

Purchase – Contactless (total purchase amount above $100)

1. Initiate a Purchase transaction on the POS
2. If tipping is enabled, enter tip and press [OK] or to bypass just press [OK]
   To enable tipping, please contact the CommBank 24Hr Merchant Helpdesk on **1800 230 177**
3. Tap card on the contactless reader once "Present Card" sign is displayed
4. Enter PIN and press [OK]
5. Transaction is approved

> **Note:** For contactless transactions, the merchant receipt will only be printed if a signature is required (based on the terminal and contactless card processing rules). A customer copy or a duplicate receipt may be printed on request.

Purchase – Swipe and EMV with PIN/Signature

1. Initiate a purchase transaction on the POS
2. If tipping is enabled, enter tip and press [OK] or to bypass just press [OK]
   To enable tipping, please contact the CommBank 24Hr Merchant Helpdesk on **1800 230 177**
3. Swipe or insert the card
   Select the account by pressing the function keys below the CHQ, SAV, CR
4. Enter PIN or press [OK] for signature (Note: signature is only for credit transactions)
5. Wait for processing to be completed
6. Remove card when prompted by the terminal
7. Verify signature if it is a signature transaction. Press [YES] to approve or [NO] to decline
8. Transaction is approved and merchant copy of the receipt is printed
9. Press [YES] to print customer copy or [NO] to suppress

Purchase with cash out

1. Initiate a purchase with cash out transaction on the POS
2. If tipping is enabled, enter tip and press [OK] or to bypass just press [OK]
   To enable tipping, please contact the CommBank 24Hr Merchant Helpdesk on **1800 230 177**
3. Swipe or insert the card
4. Select the account by pressing the function keys below the CHQ or SAV text
5. Enter PIN and press [OK]
6. Wait for processing to be completed
7. Transaction is approved
8. Remove card when prompted

Cash out

1. Initiate a cash out transaction on the POS
2. Swipe or insert the card
3. Select the account by pressing the function keys below the CHQ or SAV account
4. Enter PIN and press [OK]
5. Wait for processing to be completed
6. Transaction is approved
7. Remove card when prompted

Refund

1. Initiate a refund transaction on the POS
2. If prompted by the terminal, enter the operator password or the manager password and press [OK]
3. As per the Merchant Agreement, the refund is required to go to the same account used for the original purchase transaction
4. Swipe, insert or tap the card
5. The remainder of the refund transaction flow is the same as that of a purchase transaction (see above)

Pre-Authorisation

1. Initiate Pre-Authorisation on the POS
2. Present card
3. Wait for processing to be completed
4. Transaction is approved

Note: To enable Pre-Authorisation, please contact the CommBank 24Hr Merchant Helpdesk on **1800 230 177**.

Pre-Authorisation – Completion

1. Initiate Completion on the POS
2. Present card
3. Wait for processing to be completed
4. Transaction is approved

Note: To enable Pre-Authorisation, please contact the CommBank 24Hr Merchant Helpdesk on **1800 230 177**.

MOTO (Mail Order/Telephone Order)

1. MOTO is the ability to process credit card transactions when the card is not present.
2. Initiate a MOTO transaction (enter the complete card number, expiry date, and CCV) on the POS
3. Transaction type defaults to Credit, press [OK]
4. Wait for processing to be completed
5. Transaction is approved

Pay@Table with Split Billing

For Hospitality merchants, Pay@Table with Split Bill is the ability to recall a table order on the terminal to process a payment. The payment can be split equally or by custom amounts.

1. If Pay@Table is enabled, initiate a Pay@Table transaction (on Main Menu select 6. Pay At Table) on the terminal To enable Pay@Table, please contact your POS vendor
2. Input or select the table number to initiate tender
3. Customer can choose to either pay the full amount or split the bill
4. To pay the full amount, press [OK] then select tender type
5. To split the bill, press [Split Billing] then add number of splits or [Custom Amount]. Press [OK] then select tender type
6. Tap the card on the contactless reader once “Present Card” sign is displayed
7. For purchase amounts above $100, enter PIN and press [OK]
8. Transaction is approved

Settlement – Manual Settlement

Settlement will occur automatically at 9:45pm AEST daily if a manual settlement is not performed.
Only one Settlement can be performed per day.

1. Initiate settlement on the POS
2. Wait for processing to be completed
3. Settlement report is printed



Note: The terminal can also typically be set via the POS to automatically settle every day at a particular time. Auto-Settlement cannot occur between 22:00 and 0:00 AEST.

Settlement Via Terminal

1. Press [Menu] key
2. Press [1] for EFTPOS
3. Enter Manager Password
4. Press [2] for Totals
5. Press [1] for Settlement



Note: Settlement Via Terminal will need to be enabled. Contact CBA Helpdesk on **1800 230 177**.

Last Settlement Via Terminal

1. Press [Menu] key
2. Press [1] for EFTPOS
3. Enter Manager Password
4. Press [2] for Totals
5. Press [2] for Last Settlement

Cumulative (Pre-Settlement) Totals

Cumulative Totals indicate the amount transacted through the terminal since the last Settlement was processed.
A Cumulative total can be done any number of times.

1. Initiate pre-settlement on the POS
2. Wait for processing to be completed
3. Pre-settlement report is printed

Pre-Settlement Via Terminal

1. Press [Menu] key
2. Press [1] for EFTPOS
3. Enter Manager Password
4. Press [2] for Totals
5. Press [3] for Pre-Settlement

Fallback to Standalone

How to enable Fallback to Standalone

1. Press [Menu] key
2. Press [4] for Linkly
3. Enter code [11112222] then press [OK]
4. Press [3] for Standalone
5. Enter Manager's password then press [OK]
6. Message will appear stating 'This will switch the terminal to Standalone mode.' Tap [YES] to proceed.

Note: 'GPRS Registering please wait' will appear.

Features available in Standalone Mode	Features unavailable in Standalone Mode
Purchases	Cash
4G & Wi-Fi comms	Refund
Store and Forward	Pre-Auth & Completion
EMV Scheme Fallback	Tipping
Technical Fallback	Settlement
Reversal Processing	MOTO
Diagnostics	Multi-Merchant
Bank Logon	Manual Transaction
LCR (Least Cost Routing)	Product Level Blocking
	Ethernet Comms

How to switch from Standalone to In-Store mode

1. Press [Menu] key
2. Press [4] for Linkly
3. Enter code [11112222] and press [OK]
4. Press [3] for Standalone
5. Press [3] for Disable Standalone
6. Message will appear stating 'This will switch the terminal back to In-Store' Tap [YES] to proceed.

Note: 'GPRS Registering please wait' will appear.

How to switch from Standalone to Cloud mode

1. Press [Menu] key
2. Press [4] for Linkly
3. Enter code [11112222] and press [OK]
4. Press [3] for Standalone
5. Press [3] for Disable Standalone
6. Message will appear stating 'This will switch the terminal back to Cloud' Tap [YES] to proceed

Note: 'GPRS Registering please wait' will appear.

Least Cost Routing (LCR)

Follow the below steps to view the Least Cost Routing settings applied in the terminal.

1. Press [Menu] key
2. Press [1] to enter EFTPOS menu
3. Press [4] for LCR
4. Enter the manager password and press [OK]
5. The screen will show if Least Cost Routing is YES (i.e. Enabled) or NO (i.e. disabled).
   Press [Next]
6. The screen will show the transaction threshold applied for Debit MasterCard.
   Press [Next] to continued
7. The screen will show the transaction threshold applied for VISA Debit. Press [Done] to finish

To enable or disable Least Cost Routing, or to make changes to the transaction threshold, contact CBA helpdesk on **1800 230 177**.

Shift Totals Request

Shift Totals indicate the amount transacted through the terminal since the last shift totals request was processed.

1. Initiate settlement on the POS
2. Wait for processing to be completed
3. Shift Totals report is printed

Shift Totals Via Terminal

1. Press [Menu] key
2. Press [1] for EFTPOS
3. Enter Manager Password
4. Press [2] for Totals
5. Press [4] for Shift Totals

Store and Forward (SAF)

Store and Forward (SAF) is the ability to process offline transactions. The PINpad will display 'SAF' in the top right hand corner of the screen to indicate that there are one or more entries in the store and forward memory of the terminal.

'Settlement Sending Stored Transactions' is displayed if a settlement is triggered and there are SAF entries that need to be forwarded to the Bank. 'Sending Stored Transactions' is displayed when a stored transaction is sent online after the idle timer has been triggered or the cumulative totals report has been requested.

When a transaction that exceeds your floor limit is performed in the SAF mode, an authorisation number will need to be obtained by calling the authorisation centre.

Obtaining a duplicate receipt

This request is actioned from the POS. Allows you to reprint the last completed transaction, showing all details of the transaction including whether the transaction was approved.

Setting the manager refund limit

1. Press [Func] or Menu key (with circle icon)
2. Select Option 1 – EFTPOS
3. Enter the Manager Password
4. Select Option 3 – Special Functions
5. Select Option 1 – Refund Limit
6. Select Option 1 – Operator to set the Operator Refund Limit or Option 2 – Manager to set the Manager Refund Limit

Changing your password

1. Press [Func] or Menu key (with circle icon)
2. Select Option 2 – Terminal
3. Enter the Manager Password
4. Select Option 2 – Passwords
5. Select Option 1 – MANAGER to set the Manager Password or
   Option 2 – OPERATOR to set the Operator Password
6. Enter the password and press [OK]. Repeat to confirm the new password

Forgotten Password

If you have forgotten your Manager Password, please contact the CommBank 24 Hour Merchant Helpdesk on **1800 230 177** in order to have your password reset. Please ensure you have identification details on hand when calling.

Basic troubleshooting

Common Terminal Error Messages

Below is a list of decline responses you may come across while operating your terminal. If you are unable to resolve an issue or encounter an issue or decline response not listed below, please contact the CommBank 24 Hour Merchant Helpdesk on **1800 230 177**.

Codes	Terminal Display	Description	Recommended Next Steps
01	DECLINED – 01 CONTACT CARD ISSUER	Refer to card issuer	Advise the cardholder to contact their card issuer for specific details. Ask the Customer for another form of payment (e.g. different card).
05	DECLINED – 05 SYSTEM ERROR	"SECURITY DECLINE" BY CARD ISSUER (DO NOT HONOR)	Advise the cardholder to contact their card issuer for specific details. Ask the Customer for another form of payment (e.g. different card).
13	DECLINED – 13 INVALID AMOUNT	Invalid amount	Different limits apply to different types of transactions as defined in the merchant agreement. For instance, there is a cash out limit and a refund limit, and if either one is exceeded, an error message will be displayed. The user must simply enter a value lower than the relevant limit defined in the agreement.
41	DECLINED – 41 PHONE AUTH CENTRE	Lost Card	Advise the cardholder to contact their card issuer for specific details. Ask the Customer for another form of payment (e.g. different card).
51	DECLINED – 51 REFER CARD ISSUER	No Sufficient Funds	There are insufficient funds on the card. Ask the Customer for another form of payment. (e.g. different card).
55	DECLINED – 55 INCORRECT PIN	Incorrect PIN	Incorrect PIN entered. Customer may retry or call their bank.
57	DECLINED – 57 TRAN NOT ALLOWED	Transaction not permitted to cardholder	Advise the cardholder to contact their card issuer for specific details. Ask the Customer for another form of payment (e.g. different card).
58	DECLINED – 58 TRANS NOT ALLOWED	Transaction not permitted to terminal	Contact the CommBank 24 Hour Merchant Helpdesk on **1800 230 177** for support.
67	DECLINED – 67 PHONE AUTH CENTRE	Black listed card	Advise the cardholder to contact their card issuer for specific details. Ask the Customer for another form of payment (e.g. different card).
91	DECLINED – 91 ISSUER NOT AVAILABLE	Issuer or Switch Inoperative	Cardholder's bank is currently not responding. Advise Customer to use another card from another bank or pay cash.
IE	DECLINED – IE LOW BATTERY	Insufficient battery level to process transaction	Place terminal/PINpad back on its base and reinitiate transaction on POS.
S0	DECLINED – S0 MODEM ERROR	Modem error	This can represent an error with an external modem, or if the terminal is set to fall back to internal modem and no phone line has been plugged in. Check communications link on base and wall plug. Ensure cables are properly connected.
S2	DECLINED – S2 NO ANSWER	No answer	Contact the CommBank 24 Hour Merchant Helpdesk on **1800 230 177** for support.
S8	DDECLINED – S8 NO EFT SERVER	Link not setup on EFT Server	Contact the CommBank 24 Hour Merchant Helpdesk on **1800 230 177** for support.
X0	DECLINED – X0	No response from host	Check communications link. Try processing the transaction again. If still no response, invoke SAF.

Charging the battery



When does the battery need to be charged?

- On initial start-up, keep the terminal on its base for 16 hours to fully charge the battery.
- The terminal recharges its batteries each time it is placed on its base. Charging is automatic.
- It is recommended that the terminal be kept on its base when not in use, and placed back on its base after a transaction is performed.

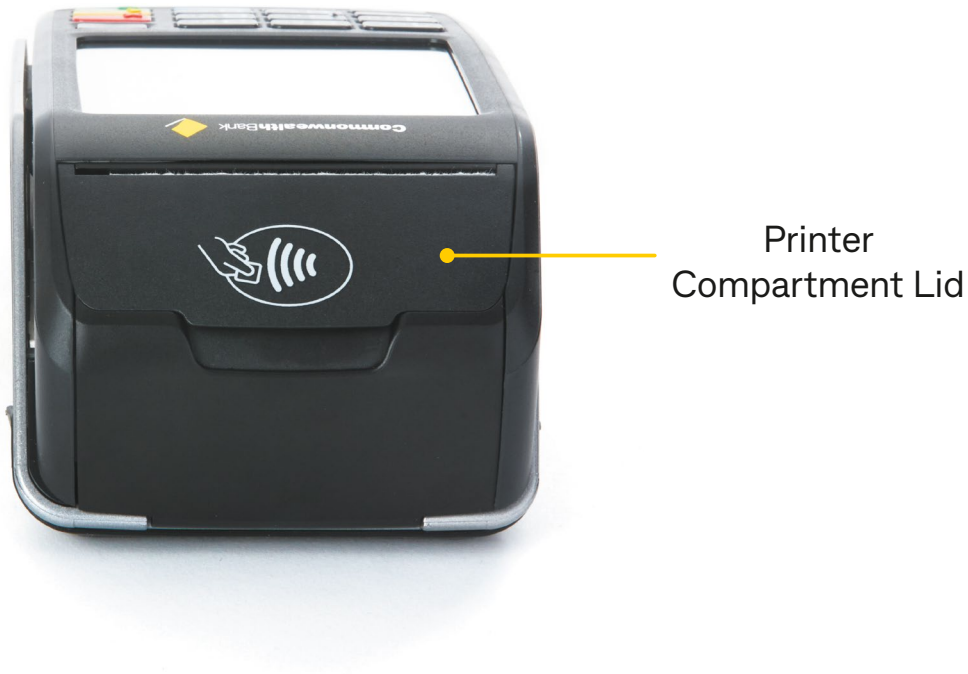
How can the battery be charged?

Using the base

- Place the terminal on its base
- Check if the battery symbol is flashing or moving (= battery charging)

Note: If the base is powered off for any reason, please re-connect the base to the power source, place the terminal back on the base, and then reboot the terminal. To reboot the device press [FUNC] and [CLEAR] keys together.

Changing the receipt roll



1. Open the paper compartment by lifting the catch located at the top of the contactless landing zone, and pull the cover to the rear of the terminal
2. Insert the paper roll into the compartment
3. Pull the paper up towards the top of the terminal
4. Maintain the paper and close the cover
5. Press simultaneously on both upper corners of the contactless landing zone, until it clips into position
6. If required, press the Feed key on the keypad to advance the paper

Training Mode instructions

1. User enables training mode on the POS and initiates a purchase transaction

   Note: Only financial transactions can be performed whilst in training mode. Training mode can also only be enabled when the terminal is in a ready state and when there are no reversal or advices pending.

2. Card is swiped, tapped or inserted
3. Wait for processing “Training Mode” to be completed
4. Cardholder selects their account type (if applicable)
5. Wait for transaction to be processed. A delay of 2 seconds is added at this stage to simulate the bank response.
6. The final response is displayed based on the cents received in the total amount of the POS request.

   For example: ‘APPROVED’ would appear when ‘00’ is passed in the cents field.
   ‘SIGNATURE REQUIRED’ would appear when ‘08’ is passed in the cents field.

   Note: All transactions processed in training mode will have the following printed on the receipt in place of the Merchant Name and Address.

****** TRAINING ONLY ******
NOT A VALID TRANSACTION

Notes

We’re here to help

If you have a question about our CDR Policy or need help, call us on **13 2221** from 6am to 10pm (for CommBank) or **13 2339** anytime (for CBA – CommBiz) and we’ll be happy to help.

