Essential Lite Reference Guide

Please keep this guide with your terminal for easy reference

How to Process a Sale:

1. Enter the amount and press [OK].
2. For contactless cards, tap the card on the reader once the 'Present Card' sign is displayed.
3. For swipe and chip, select the account type (CHQ, SAV, or CR).
4. If the amount is greater than $100, enter the PIN and press [OK], or press [OK] for a signature.
5. The transaction is approved, and the merchant receipt is printed.
6. Remove the card when prompted and verify the signature if applicable. Press [YES] to approve or [NO] to decline (signature transaction only).
7. Press [YES] to print the customer copy or [NO] if the customer copy is not required.

How to Process a Refund:

1. Press the [F3] key below OTHER to process a refund.
2. Press [1] to select a refund transaction from the menu.
3. Enter the amount of the transaction and press [OK].



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4. Enter the operator or manager password and press [OK]. The refund must go to the same account used for the original purchase transaction.
5. Swipe, insert, or tap the card, select the account type, and enter the PIN as prompted or press [OK].
6. Remove the card when prompted and verify the signature if applicable. Press [YES] to approve.
7. Press [YES] to print the customer copy or [NO] if the customer copy is not required.

How to switch Network Providers:

1. Press the [Menu] key.
2. Press [4] to enter the CONNECTION menu.
3. Press [1] to CHANGE COMMS.
4. Press [1] for 4G.
5. Press [1] for Telstra or press [2] for Yes Optus.

   Note: Reboot is required when changing network providers. Press [YES] to reboot.

How to print a Duplicate Receipt:

1. Press [Menu] key.
2. Press [1] to enter the EFTPOS menu.
3. Press [1] to select Duplicate Receipt.
4. The duplicate receipt will be printed.

How to print Cumulative Totals (Pre-Settlement):

1. Press the [MENU] key.
2. Press [1] to enter the EFTPOS menu.
3. Press [2] for TOTALS.
4. Enter the manager password and press [OK].
5. Press [3] for CUMULATIVE TOTALS.
6. Wait for processing to be completed.
7. The settlement report will be printed.

How to change your Passwords:

1. Press the [MENU] key.
2. Press Option 2 – Terminal.
3. Select Option 2 – Passwords.
4. Enter the Manager Password and press [OK].
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.

How to connect and Configure Wi-Fi:

1. Press the [Menu] key.
2. Press [4] for Connection.
3. Press [1] for Change Comms.
4. Press [3] for Wi-Fi.
5. Tap Yes on the screen to proceed (Wi-Fi still needs to be configured).
6. From the Connection Menu, press [2] Configure.
7. Tap Scan Networks on the screen.
8. Tap on your secure Wi-Fi Network and enter the password.
9. Press [OK].

   Note: Once Wi-Fi is successfully connected, the Wi-Fi signal bar will change to green reflecting the signal strength.

How to do a Settlement:

1. Press the [Menu] key.
2. Press [1] to enter the EFTPOS menu.
3. Press [2] for TOTALS.
4. Enter the manager password and press [OK].
5. Press [1] for SETTLEMENT.
6. The settlement report prints.

Changing the Paper 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.
7. The settlement report prints.

How to set the Manager Refund Limit:

1. Press the [MENU] key.
2. Press Option 1 – EFTPOS.
3. Press Option 3 – Special Functions.
4. Enter the Manager Password.
5. Press Option 1 – Refund Limit.
6. Press Option 1 – Operator to set the Operator Refund Limit or Option 2 – Manager to set the Manager Refund Limit.
7. Enter the limit and press [OK].

Support

For further support, please call the Merchant Helpdesk on **1800 230 177**, 24 hours a day, 7 days a week, or visit **commbank.com.au/merchantsupport**

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 postcode available to sign in.

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