Essential Plus Reference Guide

Please keep this guide with your terminal for easy reference

How to Process a Sale:

1. Initiate a Purchase transaction on the POS.
2. If tipping is enabled, enter tip and press [OK] or to bypass just press [OK].
3. Tap card on the contactless reader once 'Present Card' sign is displayed or insert the card if required.
4. Enter PIN (if required) and press [OK].
5. Transaction is approved.

How to Process a 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.



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How to Power the Terminal ON/OFF:

1. 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.
2. 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.

How to print Cumulative Totals (Pre-Settlement) via the 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.
6. 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 do a Settlement via the Terminal:

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

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.

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].

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. Terminal will have limited functionality in standalone mode.



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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