




PRESTO SMART VX690

Quick Reference Guide.



Get in touch

Merchant Helpdesk

 1800 029 749
(available 24 hours a day,
7 days a week)

Cardholder behaving suspiciously


 132 415 (Extension 500)

Contents


Getting started	4
Power terminal up.	4
Getting your terminal started.	4
Activation	5
Activating your terminal.	5
Connectivity – network & pairing	5
Connecting your EFTPOS terminal to your Point of Sale (POS) system	5
Processing transactions – integrated mode	6
Processing a purchase.	6
Processing a refund.	7
Receipts.	7
Manual settlement.	8
Connectivity – switching to standalone mode	8
Processing a purchase in standalone.	9
Processing a refund in standalone.	9
Processing a settlement – standalone mode	10
Manual settlement.	10
Connectivity – unpair the terminal from the POS	10
Charging your terminal	11
Troubleshooting	12
If no response is received from the terminal.	12
If the terminal is not reading cards.	12
Paper/printing faults (in standalone mode only).	12
Loading paper.	13
Secret menus	14

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 Go button on the screen or the  key on the terminal to get started.
2. Please select the method of connecting to the internet that you will be using with your Presto terminal.
3. For WiFi press 1 on the terminal key pad, or touch the WiFi button on the terminal screen (continue to step 4) or for Ethernet press 2 on the terminal key pad, or touch the Ethernet button on the terminal screen (continue to step 6).
4. 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.
5. Enter your WiFi password using the keypad.
6. If connecting via Ethernet, please refer to the FAQs at westpac.com.au/prestosupport

Activation

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

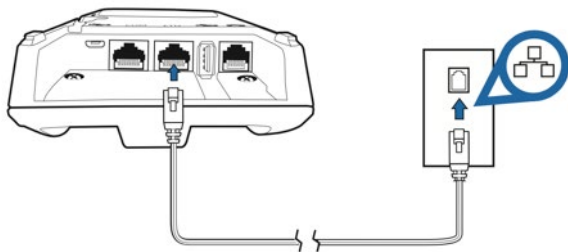
Connecting your EFTPOS terminal to your Point of Sale (POS) system

1. The technician will connect your new terminal to your local network (the same network your POS is on) via WiFi or direct Ethernet cable. 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 vx690 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'.

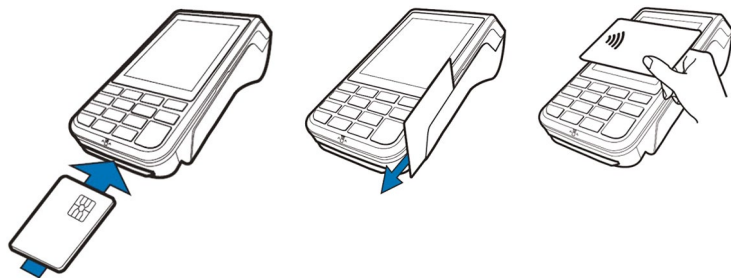
Connectivity – connect to local network





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 for processing.
4. The terminal will advise if the refund has been approved or declined.
5. Alternatively, for Insert or Swipe card processing, select the account type on the terminal.
6. Next you'll be prompted to enter your merchant password on the terminal. Type in your password and press the  key.
7. The terminal will advise if the refund has been approved or declined.

Receipts.

Note: In Integrated mode all receipt information for the EFTPOS transaction is sent to your POS for printing.

Processing a settlement – integrated mode

Manual settlement.




You have the option to perform a manual settlement anytime 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).

Connectivity – switching to standalone mode





1. Press the  key and the  key down for ten seconds.
2. Next you will be prompted to enter your merchant password. Type in your password and press the  key.
3. You will now be able to process functions on the terminal using the pinpad in standalone mode.

Processing transactions – standalone mode

Processing a purchase in standalone.

1. Enter the purchase amount for example \$45 = 4500 and press accept amount on screen or the  key to proceed.
 2. The terminal will now prompt you to either Tap, Swipe or Insert the customer's card depending on the card's capabilities.
 3. For contactless transactions, ask the customer to hold their card to the screen for processing. The screen will advise if the transaction has been 'Approved' or 'Declined' and the terminal will print a receipt.
 4. If the customer has chosen to swipe or insert their card, the terminal will prompt you to select the account type the customer wants to use.
 5. The cardholder can now enter their Personal Identification Number (PIN) or sign (where available) and press  key to complete the transaction.
- The screen will advise if the transaction has been 'Approved' or 'Declined' and the terminal will print a receipt.

Processing a refund in standalone.

1. Select 'Menu' on the idle screen.
2. Select 'Refund' on the main menu.
3. Key in the refund amount – i.e \$45 = 4500.
4. The terminal will prompt you to enter your Merchant Password.
5. Tap, insert or swipe the customer's card.
6. Select the required account and accept on screen or press the  key to proceed.
7. The cardholder can now enter their PIN (if required) and/or press the  key to proceed.
8. If signature is required, have the customer sign the receipt. If the signature matches the signature on the card, select the  key to confirm. Otherwise press the  key to cancel the refund transaction.
9. Check the receipt to ensure the refund has been approved.

Processing a settlement – standalone mode



Manual settlement.

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

1. Initiate settlement from the main menu by selecting 'Settlement' and then select 'Cutover'.
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).

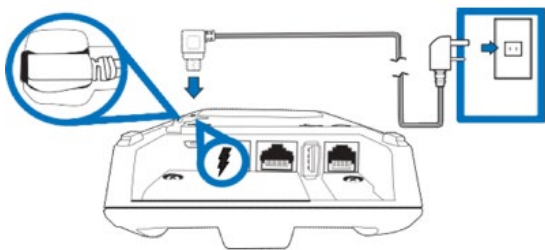
Connectivity – unpair the terminal from the POS

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 "Yes" to proceed and you're done.

Note: Your terminal is now unconfigured and unable to process Integrated transactions. The terminal must be paired again with the POS in order to accept Integrated.

Charging your terminal

1. Ensure your terminal base is connected to a power source and place your terminal on the base to charge. The  symbol will display on screen once charging and your terminal will turn on automatically.
2. Turning your terminal on and off.
 - i. To turn the terminal on, press the  key down for 10 seconds.
 - ii. To turn the terminal off, press the  key down for 10 seconds.



Troubleshooting

If no response is received from the terminal.

1. Ensure that the power cable is securely connected to the terminal.
2. Power off the terminal for 10 seconds.
3. Power on the terminal.
4. Retry the transaction.
5. Call the Westpac Merchant Helpdesk if the problem persists.

If the terminal is not reading cards.

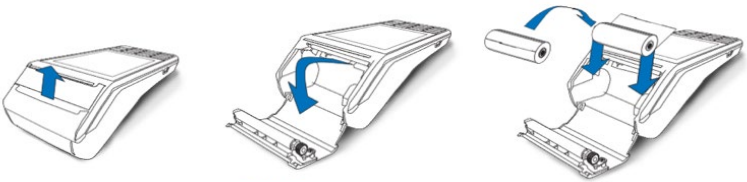
1. Re-tap/insert or swipe the card.
2. If there is still no response from the card reader power off the terminal for 10 seconds.
3. Power on the terminal.
4. Attempt transaction again.
5. Call the Westpac Merchant Helpdesk if the problem persists.

Paper/printing faults (in standalone mode only).

1. Remove the paper roll from the printer to ensure that there is no paper caught.
2. If the existing paper roll is damaged in any way then replace this with a new roll.
3. If the problem continues, power off the terminal for 10 seconds.
4. Power on the terminal.
5. To print a sample receipt, navigate through the main menu to the reprint receipt option.
6. If the problem persists, call the Westpac Merchant Helpdesk.

Loading paper.

1. On the top of your terminal, lift and open the black receipt compartment latch.
2. Position the paper roll with the end of the roll protruding from underneath the roll towards the terminal screen.
3. Pull paper out slightly and close the cover.
4. To print a sample receipt, navigate through the main menu to the 'Reprint Receipt' option. (Only available after a transaction has been processed).



Secret menus

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

- [ENTER + 1]** to access Standalone mode. This will allow you to continue transacting with the payment terminal if there are any issues with the POS solution.
- [ENTER + 3]** to access the extra function menu. This will allow you to unpair the terminal from the currently paired POS, setup the communication interface which will be used by the VAA.
- [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, comms currently enabled, Terminal S/N, VAA software version, PA software version, POS information.

