EFTPOS

- "LOGON REQUIRED" is displayed on CBA Essential Plus pin pad
- How To: Put through a standalone EFTPOS transaction
- "Waiting For Connection To Cash Register" on Ingenico CBA EFTPOS machine

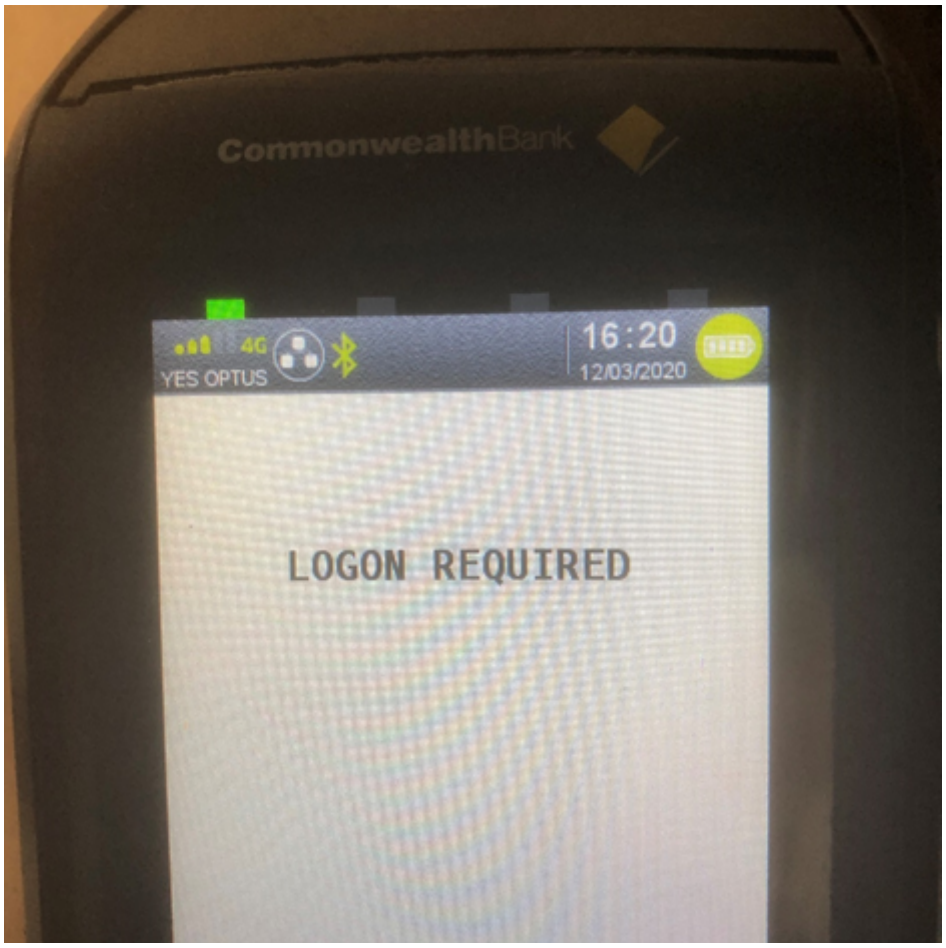
"LOGON REQUIRED" is displayed on CBA Essential Plus pin pad

This information is provided regarding the new Integrated CBA pin pads in Booking Offices and Shops.

Step-by-step guide

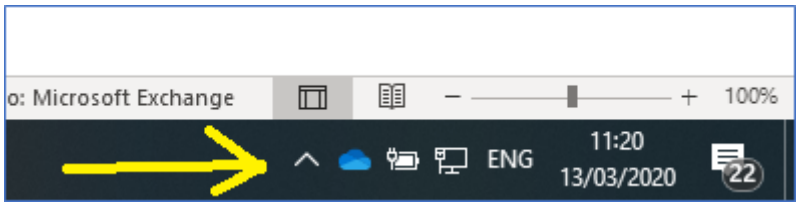
1.

   If the pin pad is rebooted, its battery has been run down or connection to the booking/POS terminal is lost for an extended period and then restored, the prompt “LOGON REQUIRED” will appear on screen as shown below.

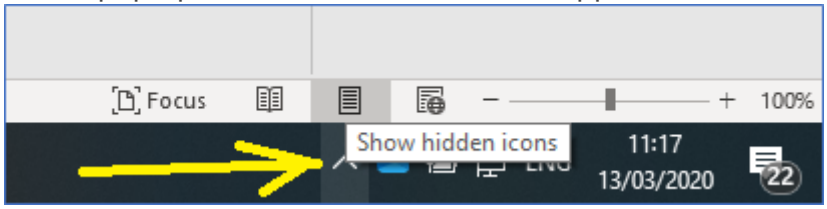


2. Please follow these steps to perform the LOGON and have the pin pad fully ready to take card-based transactions.

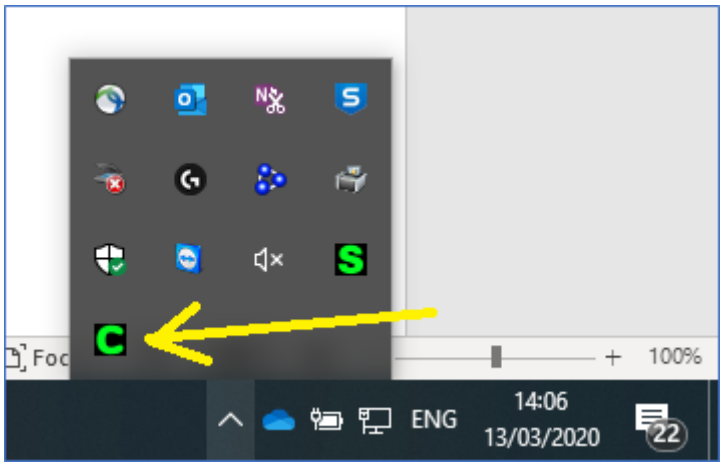
   Find the PC-EFTPOS Client icon that appears thus:



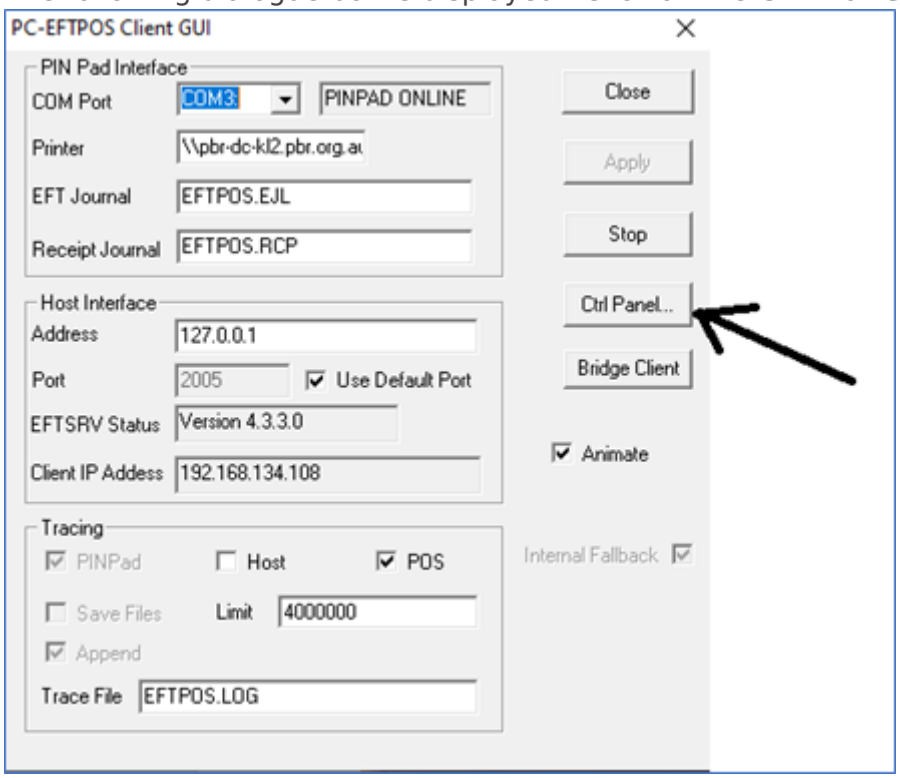
   It will be on your Windows taskbar in the lower right of your desktop.
   If you cannot see it, it will probably be in the hidden icons folder. Hover over the "^" icon.
   A text pop up "Show hidden icons" will appear. Click on the "^" icon.



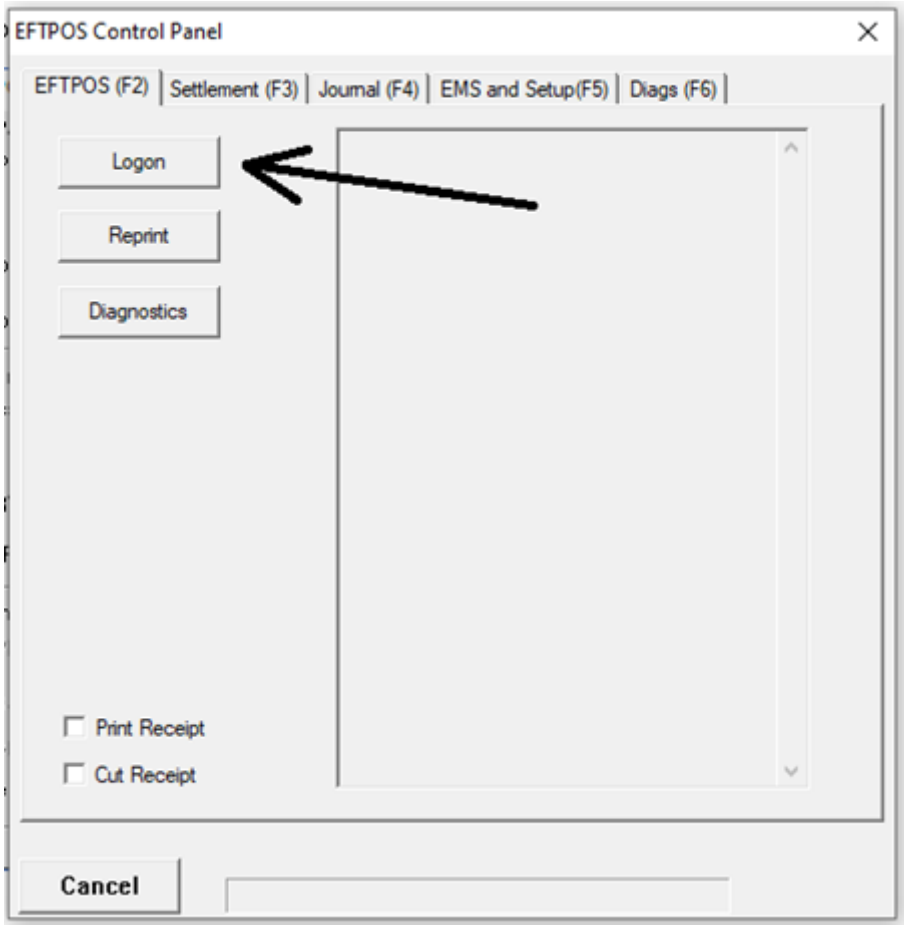
   Double click on the icon to launch the PC-EFTPOS Client



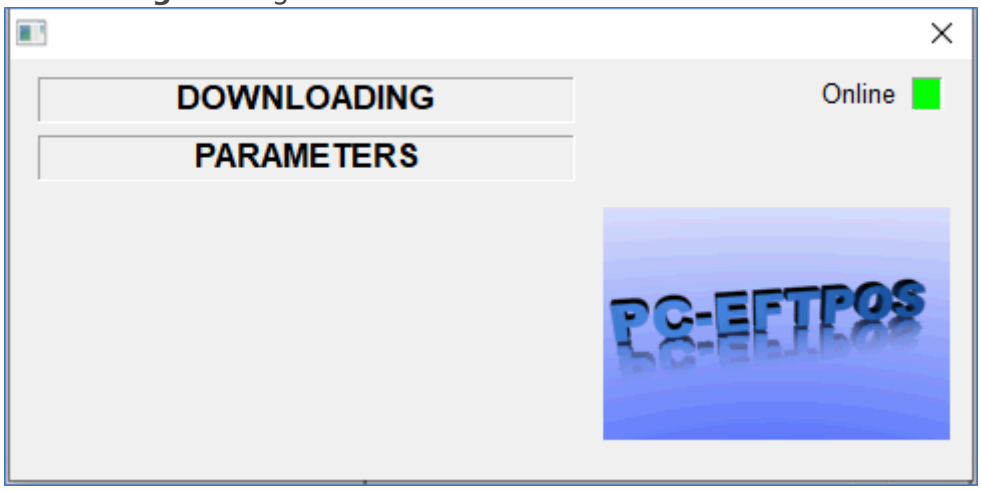
3. The following dialogue box is displayed. Click on the **Ctrl Panel** button.



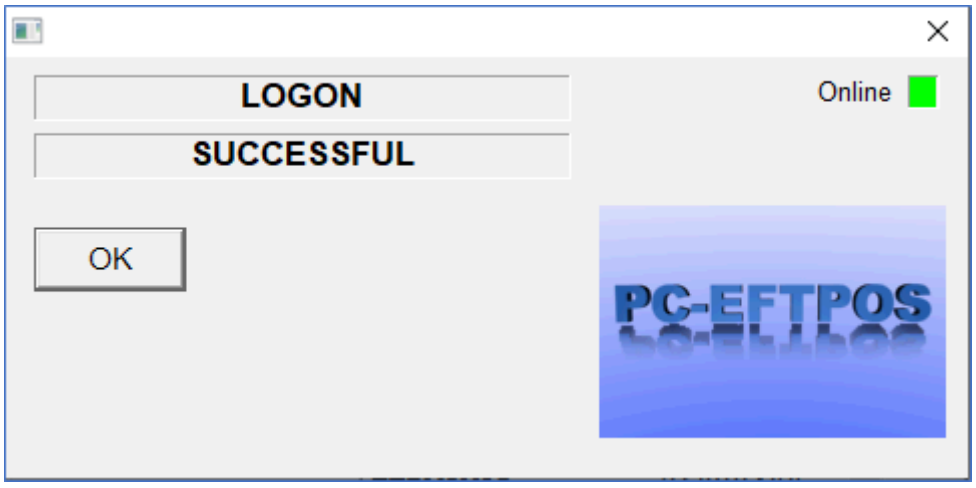
In the Control Panel dialogue box click the **Logon** button.



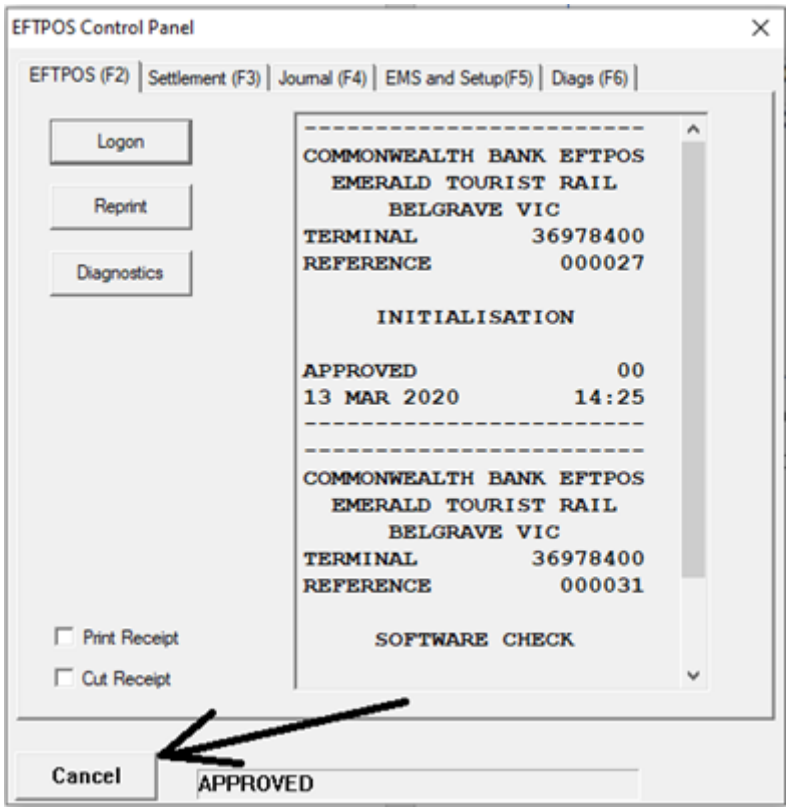
A status window appears on screen showing progress while the pin pad displays an **Initialising** message.



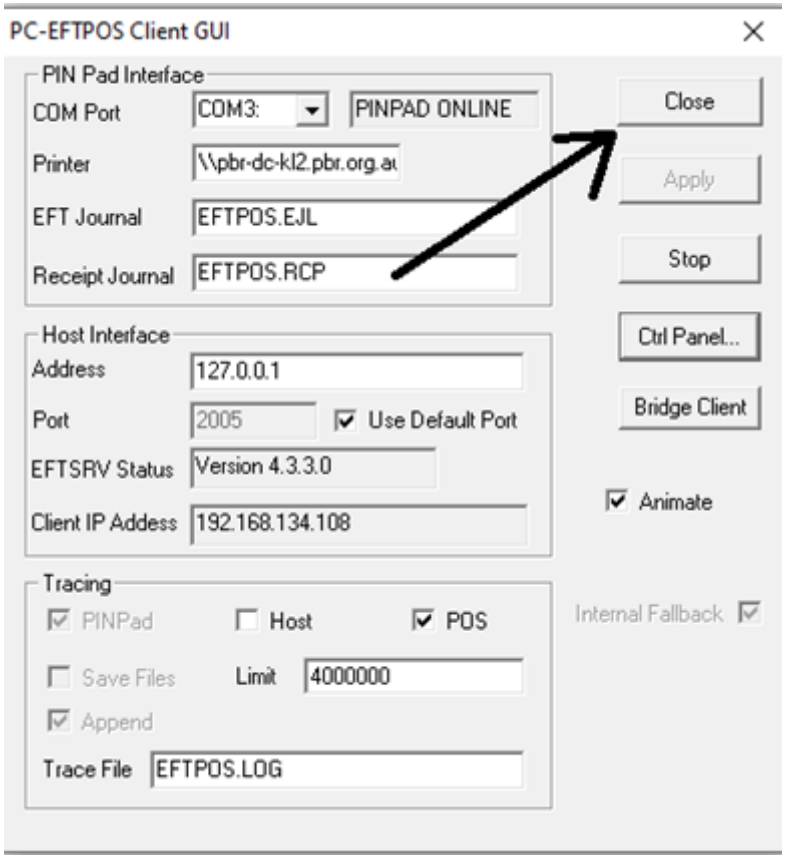
A successful logon status is displayed on the screen and pin pad.



4. To close the PC-EFTPOS client, click **Cancel**



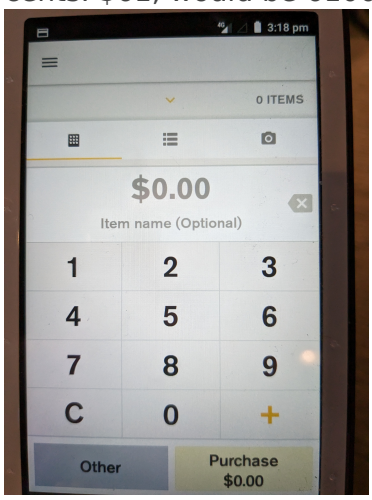
Click **Close**

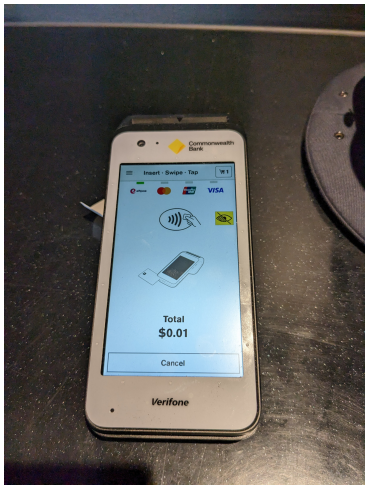


The LOGON is now completed, and normal operations can proceed.

How To: Put through a standalone EFTPOS transaction

Step-by-step guide

1. Tap the screen to wake the EFTPOS terminal. You may also need to press one of the buttons on the side of the machine.
2. Put in the passcode. If you are unsure contact your manager.
3. You will be presented with the price screen, put in the payment amount including the cents. $61, would be 6100.


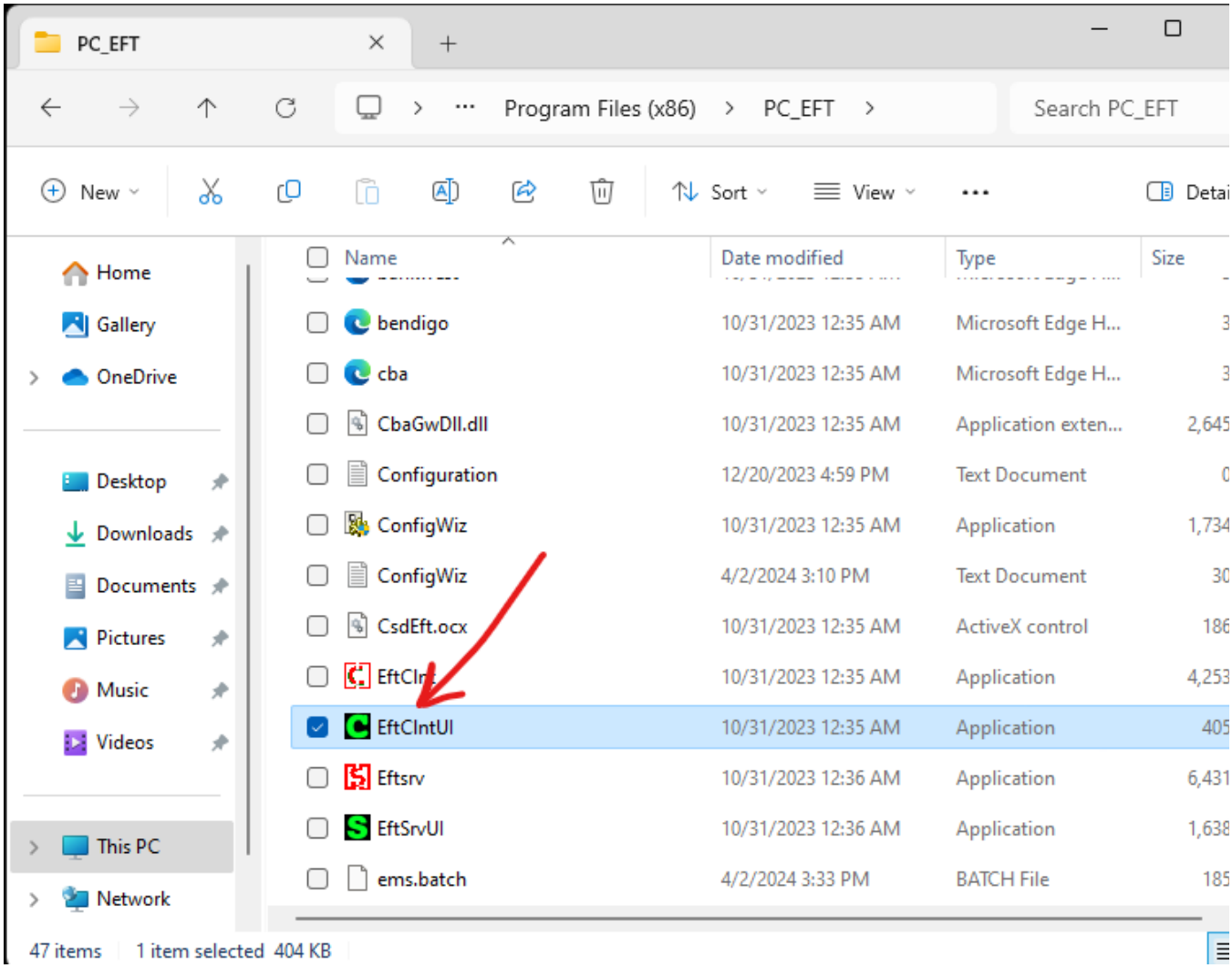
4. Press Purchase
5. Get the customer to Insert at the top, Tap on the screen or Swipe down the bottom. Animations are shown on the screen.


6. A confirmation will be shown once payment has been accepted and a receipt will print.

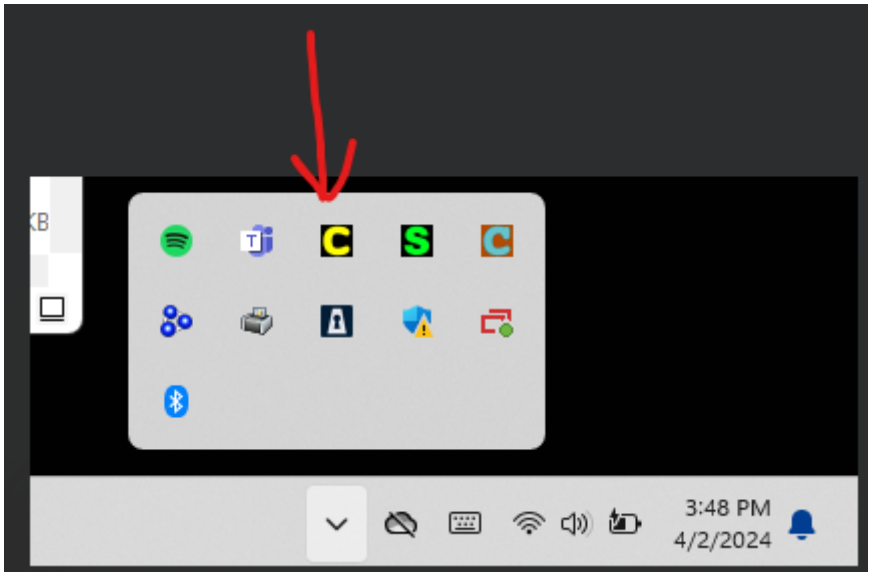
"Waiting For Connection To Cash Register" on Ingenico CBA EFTPOS machine

Step-by-step guide on what to do if this message is displayed on an Ingenico CBA EFTPOS machine.

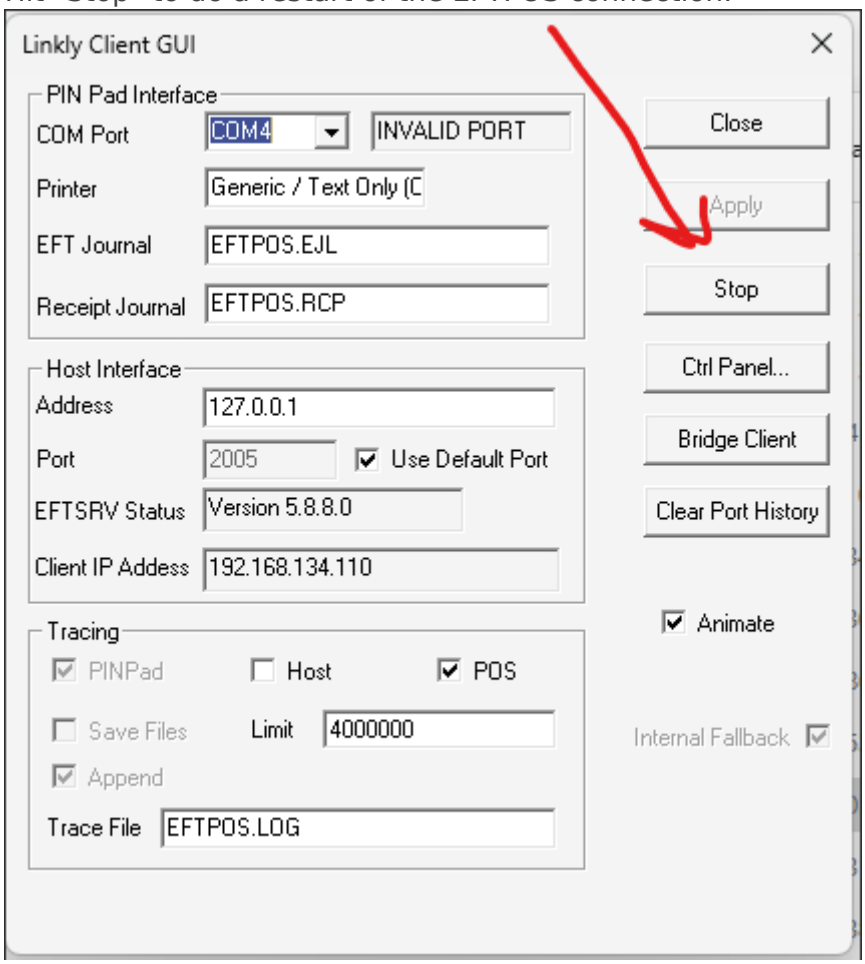
1. Check if the USB B cable (usually red head) is plugged in.
2. Unplug and plug USB B cable back in.
3. If need be you can reset the EFTPOS machine. To do this hold down the function (blue) & clear (yellow) buttons simultaneously.
4. Open file explorer > "this pc" > "c drive" > "program files (86)" > "PC_EFT" > "EftCIntUi". Double click.



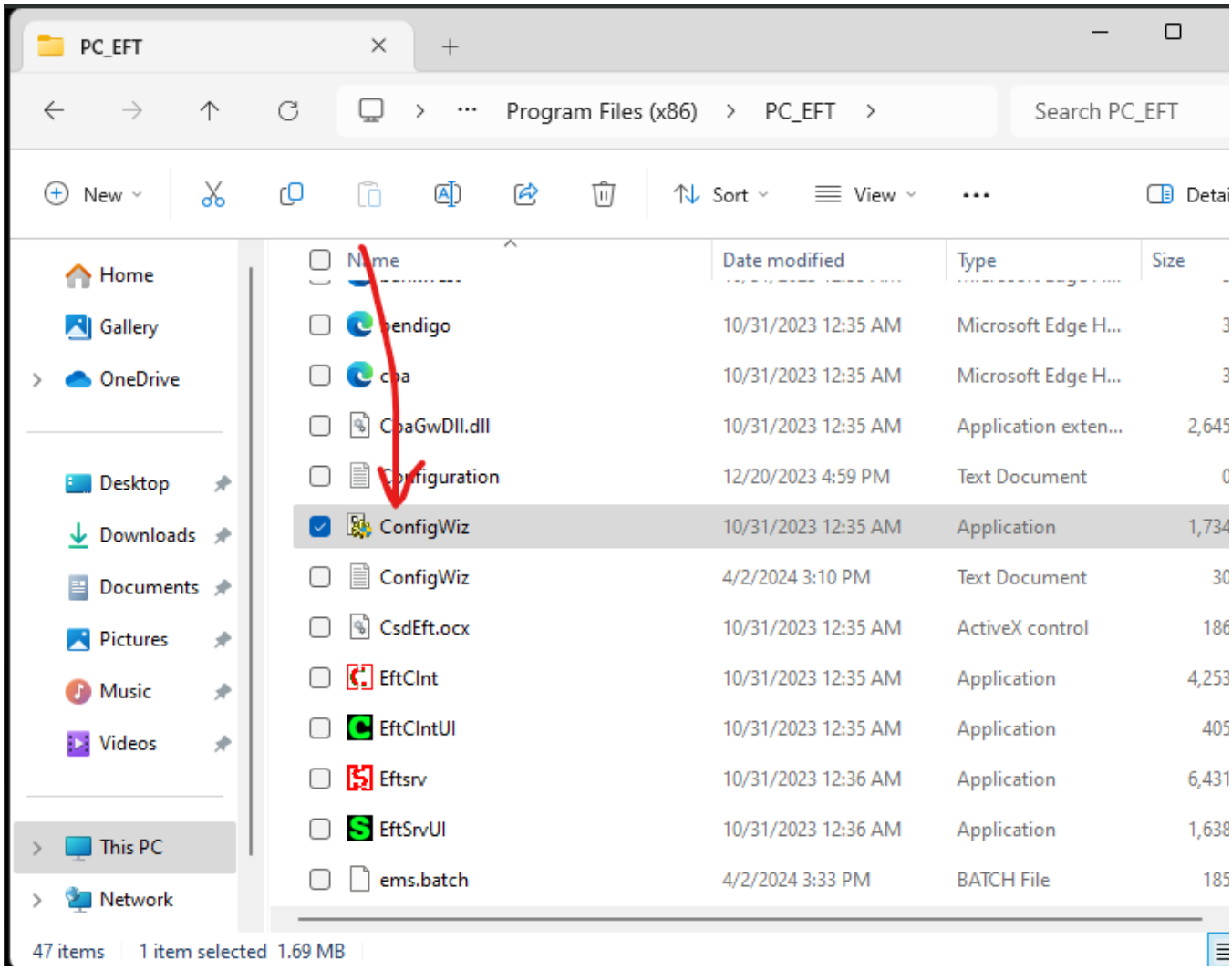
5. It wont open, you need to head to the task bar at the bottom right corner and double click the icon.



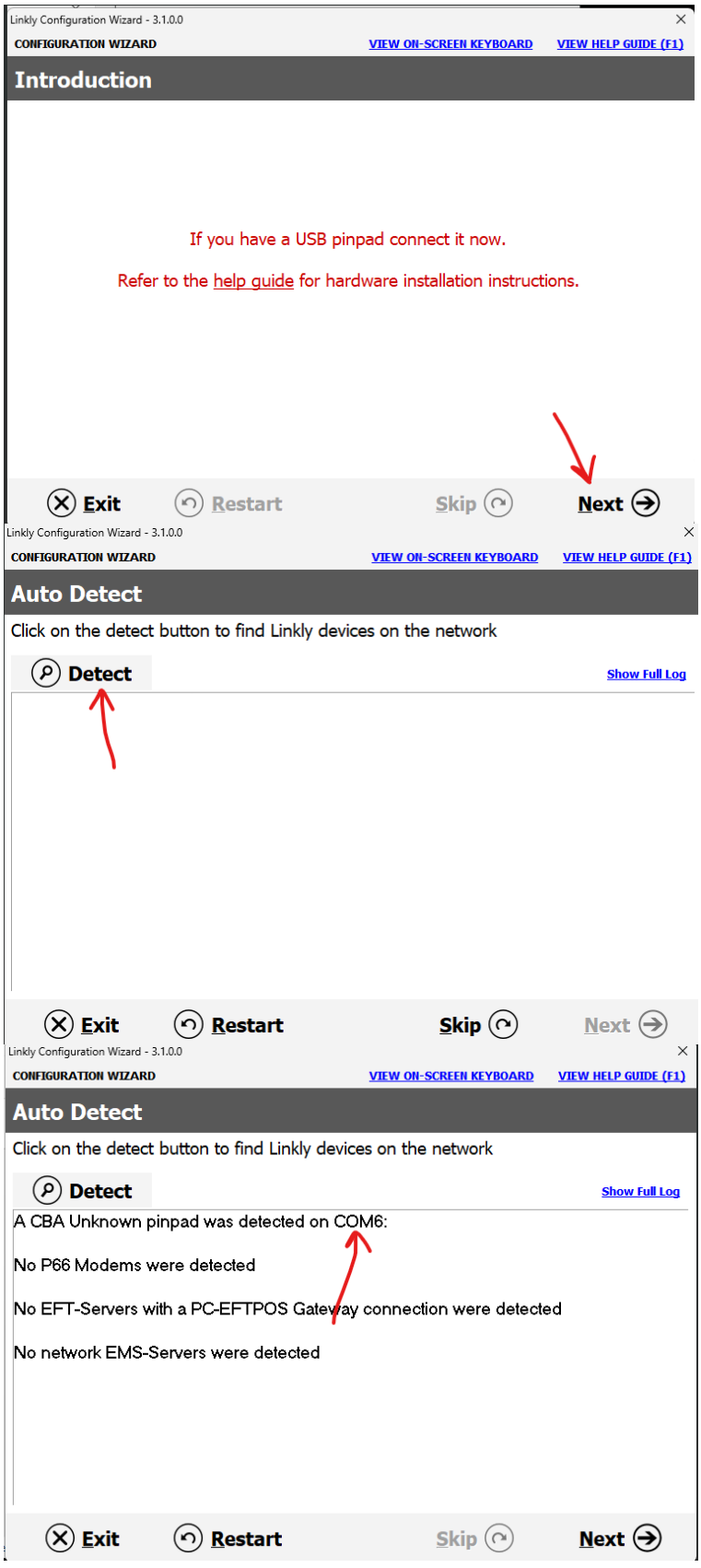
6. Hit "Stop" to do a restart of the EFTPOS connection.



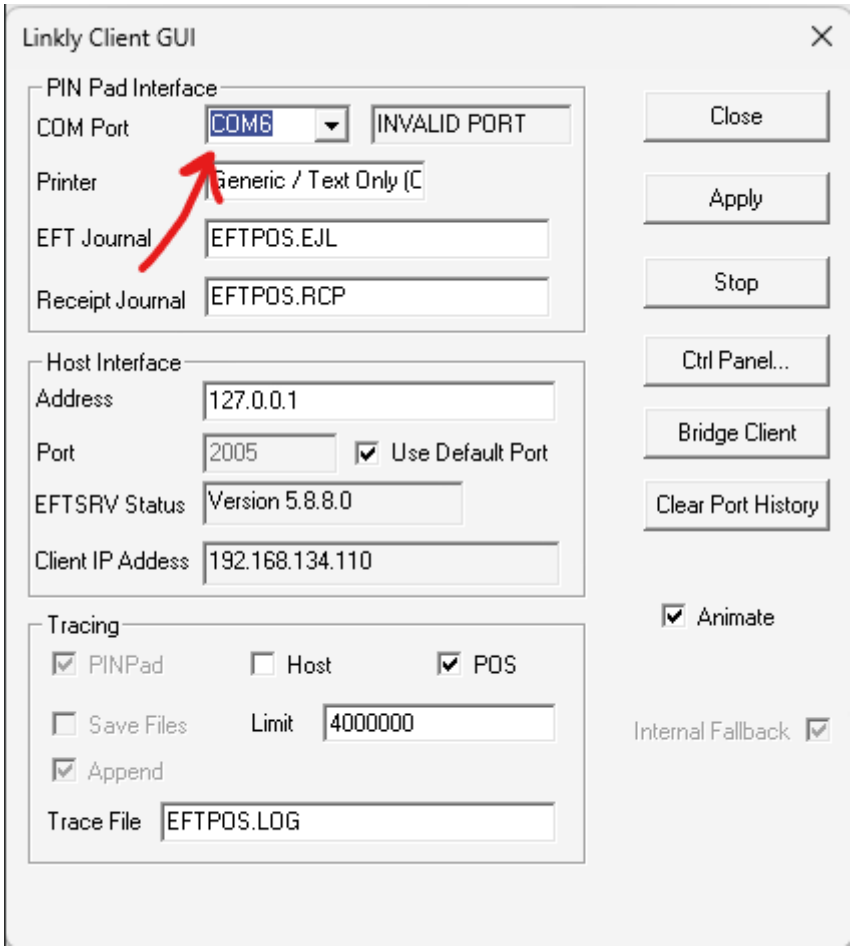
7. Repeat from step 3 to start up again.
8. If that doesn't work, the "com port' needs to be changed. To determine which com port is needed the "ConfigWiz" needs to be run. This is found in the same folder as "EftCIntUI".



9. Follow the prompts.



10. We now know what com port we need to use. Open "EftCintUI" back up and change to the correct com port, then click apply.



11. If it is showing "LOGON REQUIRED", follow this bookstack article, https://bookstack.pbr.org.au/books/eftpos/page/logon-required-is-displayed-on-cba-essential-plus-pin-pad