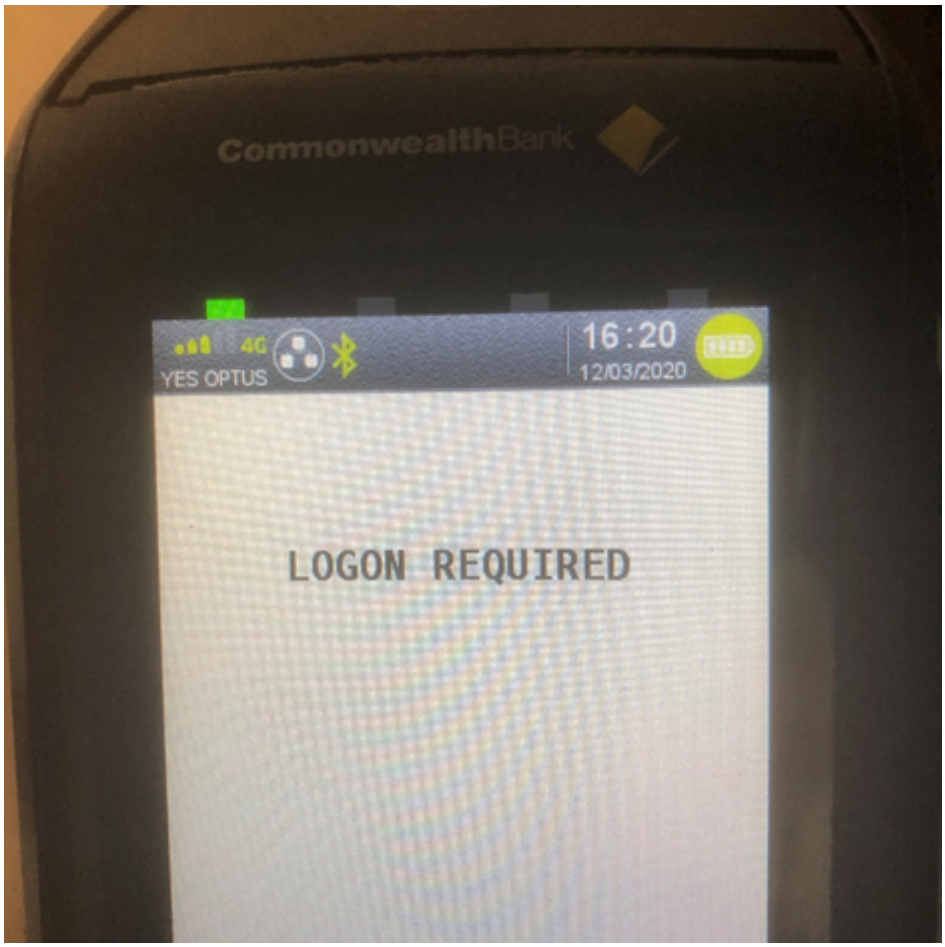
"LOGON REQUIRED" is displayed on CBA Essential Plus pin pad

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

Step-by-step guide

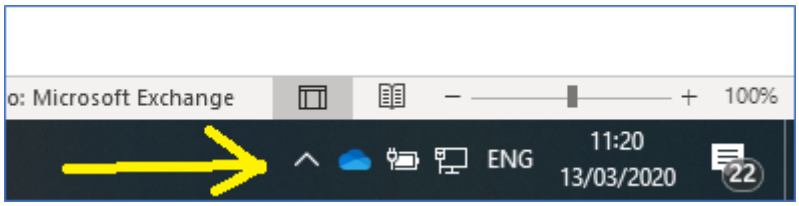
1. 

   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.

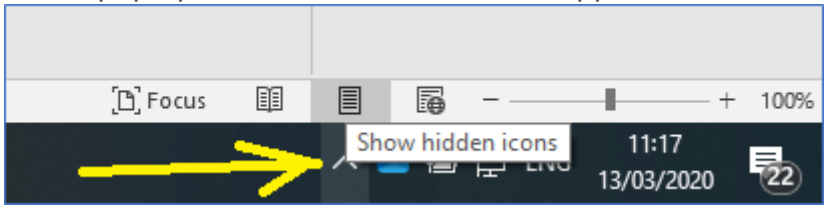


2. Please follow these steps to perform the LOGON and have the pin pad fully ready to take card-based transactions.

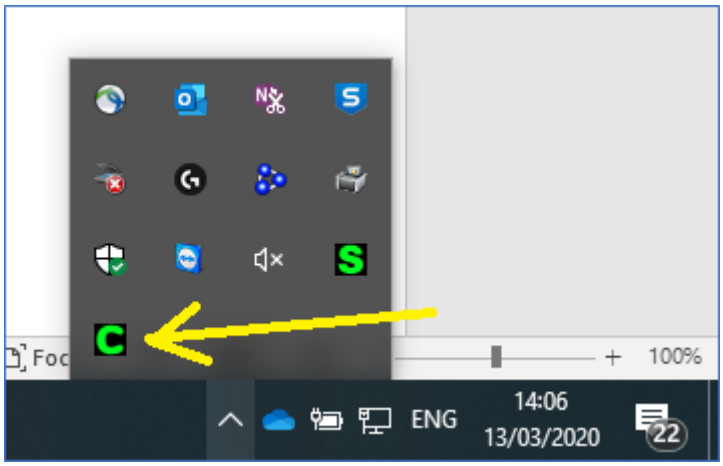
   Find the PC-EFTPOS Client icon that appears thus: 



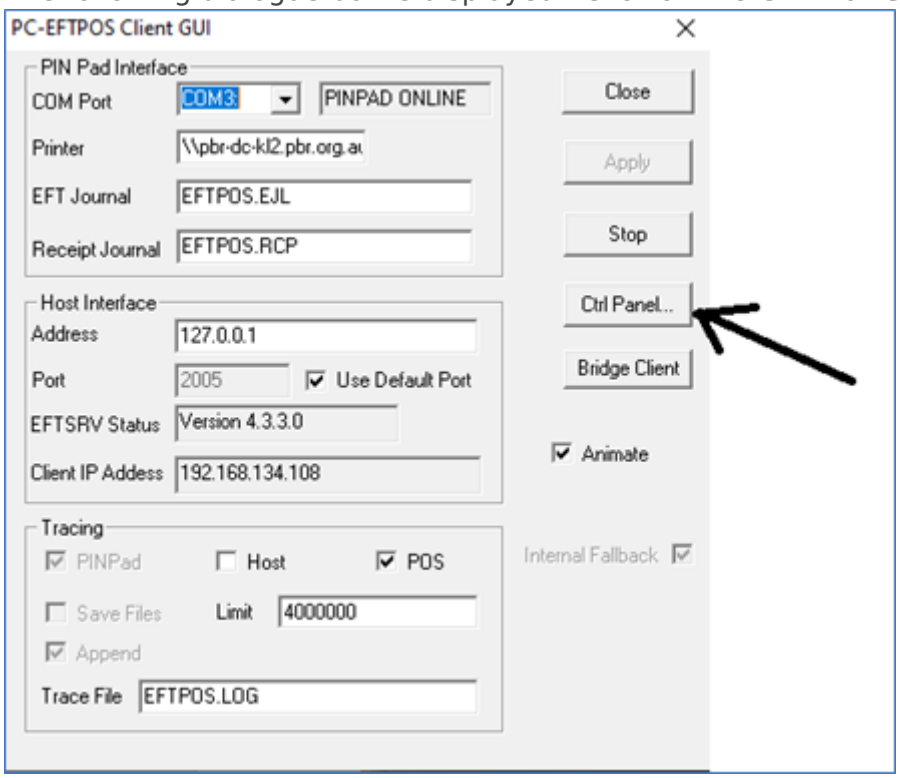
   It will be on your Windows taskbar in the lower right of your desktop.
   If you cannot see it, it will probably be in the hidden icons folder. Hover over the "^" icon.
   A text pop up "Show hidden icons" will appear. Click on the "^" icon.



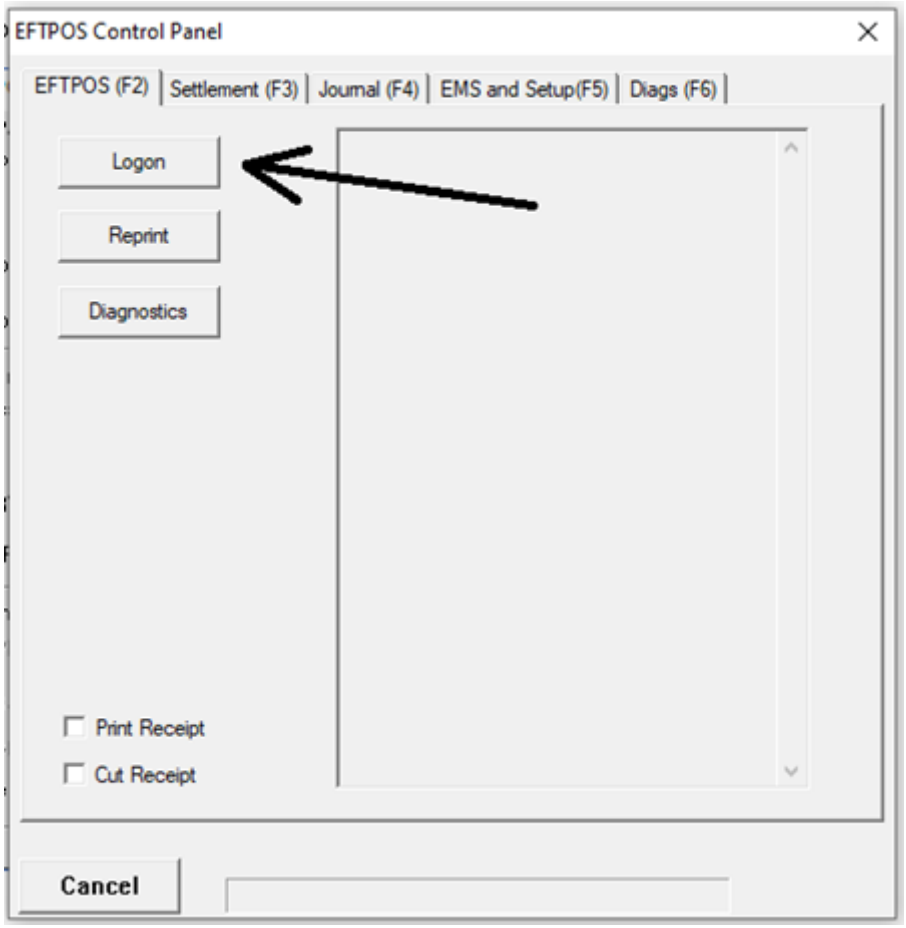
   Double click on the  icon to launch the PC-EFTPOS Client



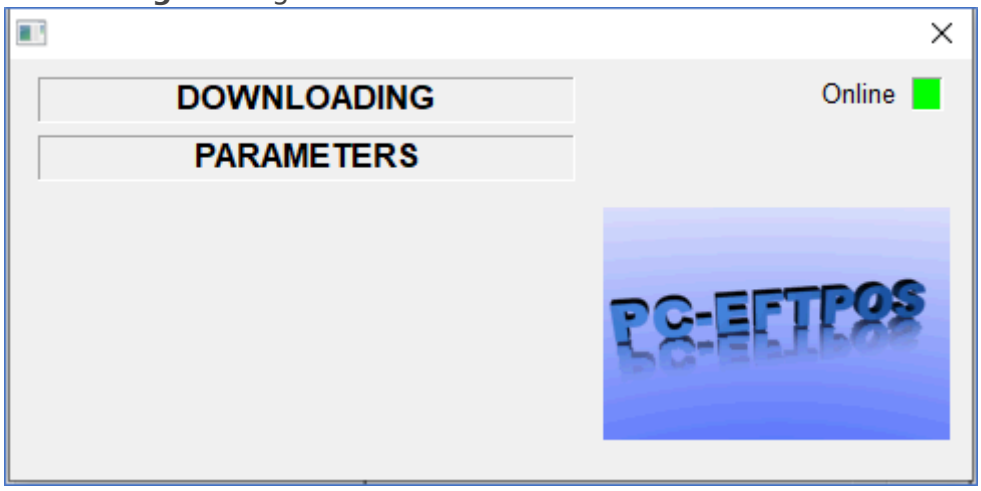
3. The following dialogue box is displayed. Click on the **Ctrl Panel** button.



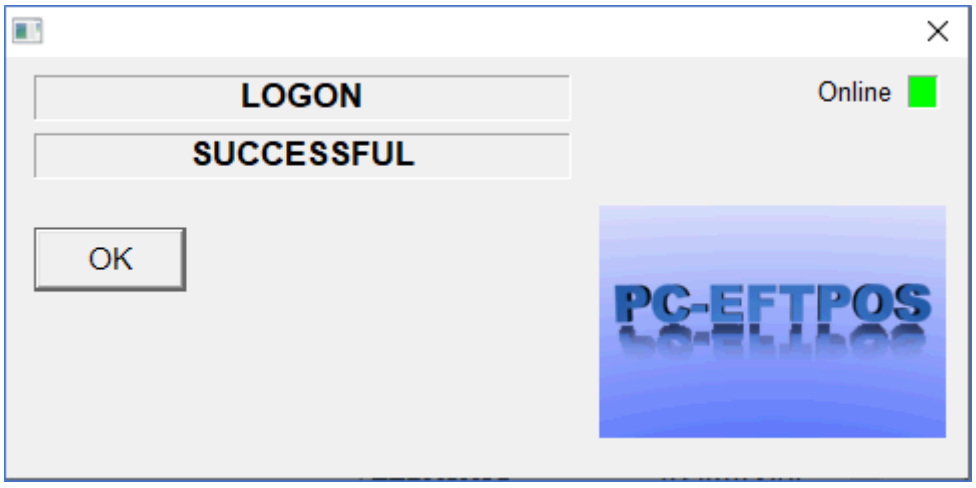
In the Control Panel dialogue box click the **Logon** button.



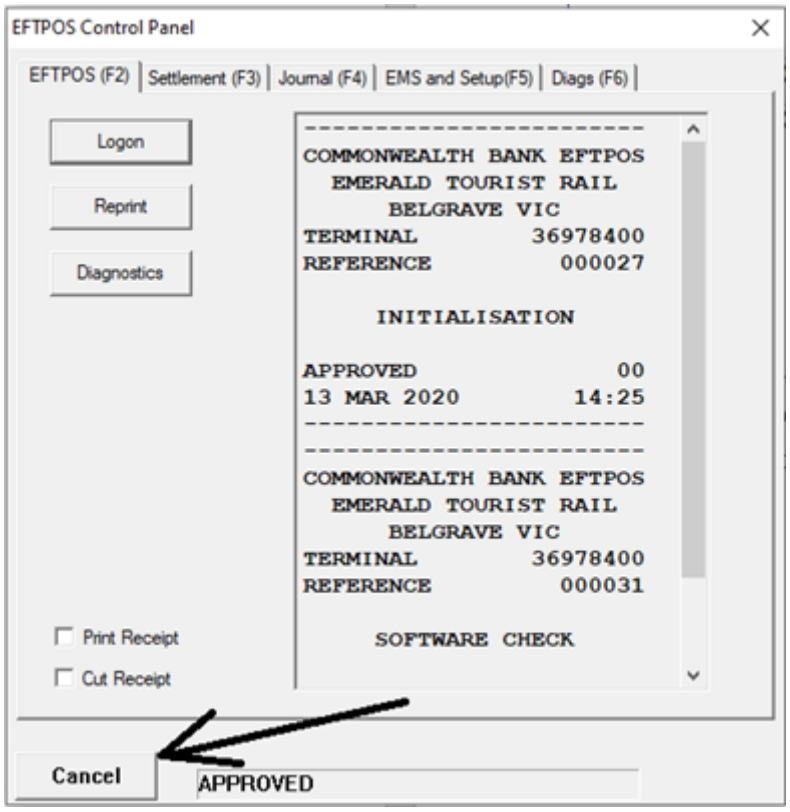
A status window appears on screen showing progress while the pin pad displays an **Initialising** message.



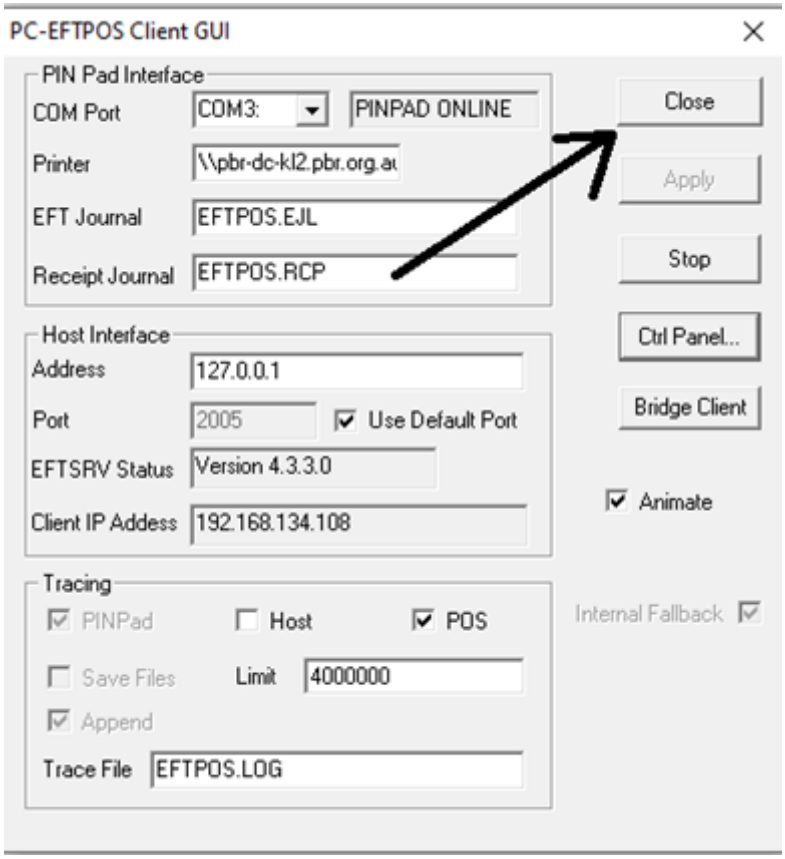
A successful logon status is displayed on the screen and pin pad.



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



Click **Close**



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

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