D210E
User Guide

Contact Us

Your EFTPOS hardware provider **Ezidebit** can be contacted for the following services on **1300 362 812**.

- Technical Helpdesk (24hrs/7 Days)
- Merchant Services (Business Hours)
- Transaction & Banking Enquires
- Order Stationery
- Order Accessories

Contents

Getting Started

i Switch the D210e power on/off by pressing & holding the cancel/power button (X CANCEL) for 3 seconds. Check that is has full battery power by looking at the battery icon in the top right corner of the display screen.

ii If you need to charge your terminal, use the power cables supplied to plug into the side of the unit and into an appropriate mains power supply. If you have ordered a Base Station, place the terminal on it to charge. The Base Station must be connected to an appropriate power supply using the power cable supplied. The D210e terminal battery requires regular mains charging, much like a mobile phone. The battery charge can last up to 8 hours depending on frequency of use.

iii Lift printer cover flap to check the paper roll does not need to be replaced and is seated correctly in the printer well.

iv If you need to load a new paper roll ensure tongue of paper is feeding up from underneath the roll and close the lid firmly leaving tongue of paper sticking out above the cutting blade.

1 Thermal Printer (lift flap to change paper roll)

2 Paper Cutter

3 Contactless NFC Reader

4 Printer Cover Lift Grip

5 LCD Display Screen

6 Card Swipe Reader

7 Power Charging Port

8 Menu Key

9 Cancel Key (Power On/Off)

10 Clear Key

11 Enter Key

12 Card Chip Reader
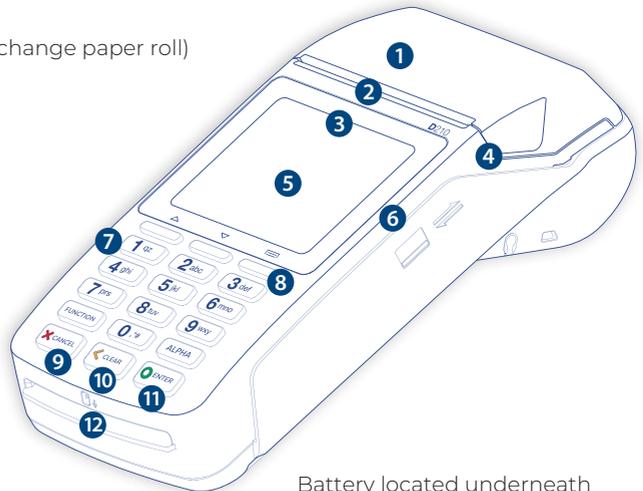
Battery located underneath

General Usage Tips

1 Handle with care so you do not damage electric wires and power adapter. If electric wire, plugs or power adapter are damaged, please do not use the terminal and contact the technical helpdesk.

2 Do not leave the terminal for extended periods in direct sunlight, humid, hot, or dusty environments.

3 Keep the terminal and charging accessories away from liquids and do not charge if adaptor cable is dirty or wet.

4 Take care when inserting or removing charging cables. Do not use if the power cable is faulty as this may result in increased risk of power issues, overheating or terminal damage.

5 If the terminal is defective or any of the parts become overheated please turn off immediately and contact the technical helpdesk.

6 When installing paper roll, please be aware of the cutter within paper bucket.

Battery Care

1 Charge indoors using a PAX charger, in a cool and well ventilated area.

2 Do not take apart the battery.

3 Do not short circuit the battery.

4 Keep the battery away from sources of heat, dust and liquid.

5 Do not squeeze, puncture or put the battery into liquid or near fire.

6 If failure happens such as heating , distortion or other damage. Please change to a new battery Contact the technical helpdesk for assistance.

7 Please dispose of old or damaged batteries safely.

8 It is recommended by manufacturer to change to a new battery after every 2 years.

9 To remove the battery, remove the screw from the back and pull out from the bottom edge.

10 When inserting the battery, do not try to force into place. Seat bottom of battery firmly into well and push down until it clicks into place.

Internet Connection

In order to process payments, your D210e EFTPOS terminal has to be connected to the internet. The D210e will be setup to use either cellular, Wi-Fi or the separate B210 base.

If the D210e is setup for cellular then the $\widetilde{\text{.ull}}$ will display the current signal strength. This is the default method of connection when you receive your terminal.

If the D210e is setup to use the intelligent base then the (ᛒ) will light up.

If the D210e is to use Wi-Fi then it will need to be setup to use your wireless modem/router, mobile phone (Wi-Fi personal hotspot) or a mobile Wi-Fi hotspot device. Wi-Fi signal strength is shown by the 🛜

To setup Wi-Fi you will need to make sure your internet connection is activated, you have data, and (if using) your modem/router that it does not have any special configuration settings, network traffic restrictions or filters.

Please be aware that if your network signal is not strong enough you may experience issues using the D210e. Also, Global Payments does not recommend using public or unsecured Wi-Fi networks to process payments.

Connecting using 3G (Sim Card)

1 **Power On** - Press and hold power button for 3 seconds until LCD screen backlight comes on. If terminal is turned on successfully, the PAX logo will appear on screen and you will hear a beep.

2 Allow the terminal to automatically run through its initialisation cycle before the EFTPOS "ready" screen appears. At this point the terminal is ready for use.

Connecting using Wi-Fi

1 **Power On** - Press and hold power button for 3 seconds until LCD screen backlight comes on. If terminal is turned on successfully, the PAX logo will appear on screen and you will hear a beep.

2 Allow the terminal to automatically run through its initialisation cycle.If the terminal had previously been setup to access your WiFi, it will reconnect automatically.

3 If the terminal had not been previously connected to your WiFi or if you had changed your WiFi network since the last time the terminal logged on, the terminal will display:

WiFi NETWORKING

Manually

Enter WiFi

Details

4 Select **NO** by pressing the F1 key.

5 The terminal will display all the WiFi networks that it finds.

6 Scroll down (F1 key) or scroll up (F2 key) to the network you want the terminal to connect to and press <**Enter**> (key with the green circle).

7 Enter the WPA/WEP Password for your chosen WiFi Network (eg Password1234)

8 To access upper or lower case letters, press the corresponding number key quickly to get the letter you want. To access the key number, press the number key once. If you want to repeat that number or enter a letter that corresponds with the same number, please pause before attemping to choose the character. (eg. key 3 will give you 3 D E F d e f in that order). As soon as you have entered the correct WiFi password, press <**Enter**> (key with the green circle).

9 The terminal will display the following messages:

Searching for network

Connecting to

network

10 The terminal will connect to the WiFi and will display the WiFi network name provided there is a strong signal.

11 The terminal will then present the EFTPOS "ready" screen.

12 At this point the terminal is ready for use.

13 You can update Wi-Fi settings at any time.

PURCHASE

1 Enter the purchase amount. Press **CLEAR** key to change or **ENTER** key to continue.

2 Terminal screen will show transaction amount and prompt customer to present their card. If blue indicator flashes then the contactless option is ready and available.

3 Customer presents card (for contactless/inserts, for chip/swipes, for magnetic strip). If contactless and amount is under threshold then transaction will process automatically.

4 If card was inserted or swiped the customer then selects account using the appropriate function keys (Keys with the blue lines).

5 Terminal screen will show account type and transaction amount and prompt customer to enter their PIN.

Press **CLEAR** key to change or **ENTER** key to continue.

6 Terminal will process the transaction, display Approved or Declined result and print a merchant receipt.

7 User can select **YES** or **NO** to print customer copy of receipt as required.

To get back to the EFTPOS ready screen, press **CANCEL** at any time

REFUNDS

1 To start REFUND transaction from idle screen. Press **TRANS** (Up key)

2 Press **4** to select **REFUND**

3 Enter the refund amount. Press **CLEAR** key to change or **ENTER** key to continue.

4 Merchant will need to enter Refund Password. Press **ENTER**

To receive your Refund Password, please contact 1300 362 812.

5 Offer terminal for customer to present their card.

6 If card was inserted or swiped then customer selects account using function keys (Up/Down and Menu keys).

Customer to enter their PIN. Press **ENTER**

7 Terminal displays transaction result **APPROVED** or **DECLINED**. Terminal automatically prints **MERCHANT RECEIPT** with **REFUND** clearly highlighted at top of receipt.

To get back to the EFTPOS ready screen, press **CANCEL** at any time

AUTOMATIC SETTLEMENT

A nominated settlement time is stored in the terminal. Each day at this time the terminal will connect to the network and process a settlement automatically. A detailed receipt is printed for the merchant record.

A failed settlement will print a failed settlement receipt. After each batch settlement, all following transactions belong to the next business day and will be settled with the next batch.

If the terminal is not settled by the required time, a forced settlement will be generated. The settlement receipt will print automatically the next time the terminal is connected to the network.

Forced settlements do not include stored transactions. These will be included in the next full settlement.

MANUAL SETTLEMENT

1 From the idle screen press **MENU**

2 Press **2** to access the Totals menu.

3 Select **1** - Settlement.

4 Enter Settlement password. Default password is **123456**

5 Terminal will display Batch Totals and prompt user to Settle Now. Select **YES**

6 Terminal will prompt to Print Entire Trans List Now. Select **YES**

Note: You can only complete one settlement per day.

Press **CANCEL** to go back

For more information: ezidebit.com.au/eftpos 1300 362 812