

D210e quick guide... at your fingertips

Turning on your device

- Press and hold the power button (CANCEL button) at the bottom left corner for three seconds until the LCD screen backlight comes on, the PAX logo appears and a beep sounds

Turning off your device

- Press and hold the power button (CANCEL button) for three seconds until the message "POWER OFF?" appears, then press ENTER for Yes or any other key for No.

The EFTPOS terminal is turned off when the screen goes blank

Getting set up

- To return to the Home Screen, press CANCEL.

Need help?

For detailed instructions refer to the User Manual at www.bendigobank.com.au/merchantservices or get in touch:

Merchant Help Desk
(For terminal troubleshooting)

1800 334 702
24 hours a day
7 days a week

Merchant Services
(For transaction enquiries)

1300 132 741
8:30am – 5pm AEST
weekdays



Record your merchant ID here: _ _ _ _ _

Record your terminal ID here: _ _ _ _ _

Replacing receipt paper

- Lift the printer cover flap by pressing firmly on both sides of the cover and lift the cover up towards the back
- To load a new receipt roll, ensure the tongue of the paper is feeding up from underneath the roll and close the lid firmly leaving the tongue of paper sticking out above the cutting blade
- To test that the receipt paper is loaded correctly:
 - Press MENU
 - Press 4 to select MANUAL LOGON
 - The terminal will load and print a receipt
 - If no printing appears on the paper, please remove the receipt paper, turn it around and try again

Common functions...

Sales

- Enter the amount and press ENTER
- For **tipping**:
 - Add tip amount and press ENTER, or press ENTER to continue without tip
 - Confirm new transaction value
- For **Cash Out**:
(not available for 'Contactless' or 'Credit'):
 - Enter Cash Out and press ENTER or just press ENTER to skip
- For **Contactless**:
 - If the blue indicator lights up, then contactless payment is an option
 - Hold card or smartphone over the screen until you hear the BEEP
 - If the red indicator flashes, remove card or smartphone and wait for the blue indicator before trying again
 - Follow the prompts on the screen
 - Cardholder to enter their PIN if prompted to complete the transaction.
- For **Chip or magnetic stripe cards**
 - Insert or swipe card
 - Select account using the PREV or NEXT button, then press ENTER
 - Follow the prompts on the screen
 - Cardholder to enter their PIN
- Transaction will be approved or declined and merchant receipt printed
- Press YES to print a customer copy if required

Refunds

- Press TRANS.
- Select REFUND.
- Enter the refund amount and press ENTER.
- Enter refund password and press ENTER.
- Ask the cardholder to tap, insert or swipe their card.
- If prompted ask the cardholder to select their account – CHQ, SAV or CRD.
- If prompted ask the cardholder to enter their PIN and press ENTER.
- Transaction will be approved or declined and merchant receipt printed.
- Terminal will prompt to confirm signature is approved.
- Press YES to print a customer copy if required.

Reprinting receipts

- Press MENU.
- Press 1. REPRINT.
- Select YES to reprint last transaction receipt.
- Select NO to search receipts since last settlement.
- Select INVOICE, STAN, AMOUNT or VIEW ALL and press ENTER.
- Enter search [parameter] from the pre-authorisation merchant receipt and press ENTER.
- When you locate the transaction, press ENTER to print.

Pre-settlement

- Press MENU on the Home screen
- Select 2 for TOTALS
- Select 2 for SUB-TOTALS
- Terminal will print a receipt with pre-settlement figures

Manual settlement

To process a manual settlement on the D210e terminal:

- Press MENU.
- Press 2 to select TOTALS.
- Press 1 to select SETTLEMENT.
- Enter SETTLEMENT PASSWORD.
- Terminal will display Batch Totals – select YES to settle.
- Press NO to proceed with settlement and to print settlement report only.
- Only press YES if you want to print the entire transaction list.