



PC-EFTPOS Reference Guide



PX368



I3070



NPT-710

Version 1.05
April 2008

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PC-EFTPOS Contact Details

PC-EFTPOS office hours are Monday to Friday, 8:30am to 5:30pm EST.

- PC-EFTPOS Reception: Phone (02) 9998 9800
- PC-EFTPOS Website: <http://www.pceftpos.com/>
- Support Website: <http://support.pceftpos.com/>
- General Enquiries Email: support@pceftpos.com.au

Introduction

The PC-EFTPOS terminal allows online transactions to be processed for Debit Cards (Savings and Cheque accounts), Credit Cards (Bankcard, Visa and MasterCard) and Charge Cards (American Express, Diners Club and JCB)

The features of PC-EFTPOS include:

- Process Purchases, Cashout, Refunds
- Process Mail/Telephone Order Transactions
- Integrate to POS
- Standalone EFTPOS terminal (model NPT710 only)
- PSTN, Argent ISDN or WAN communications

Using PC-EFTPOS with a POS

When PC-EFTPOS is configured to be used with a POS, all the EFTPOS functionality is initiated through the POS. Consult your POS vendor on the operation of EFTPOS through your POS.


When configured in Standalone Lite Mode PC-EFTPOS offers a limited functionality standalone EFTPOS

pinpad. Depending on the model the pinpad can be configured to use the internal modem or an external connection via a PC.

ANZ Specific Details

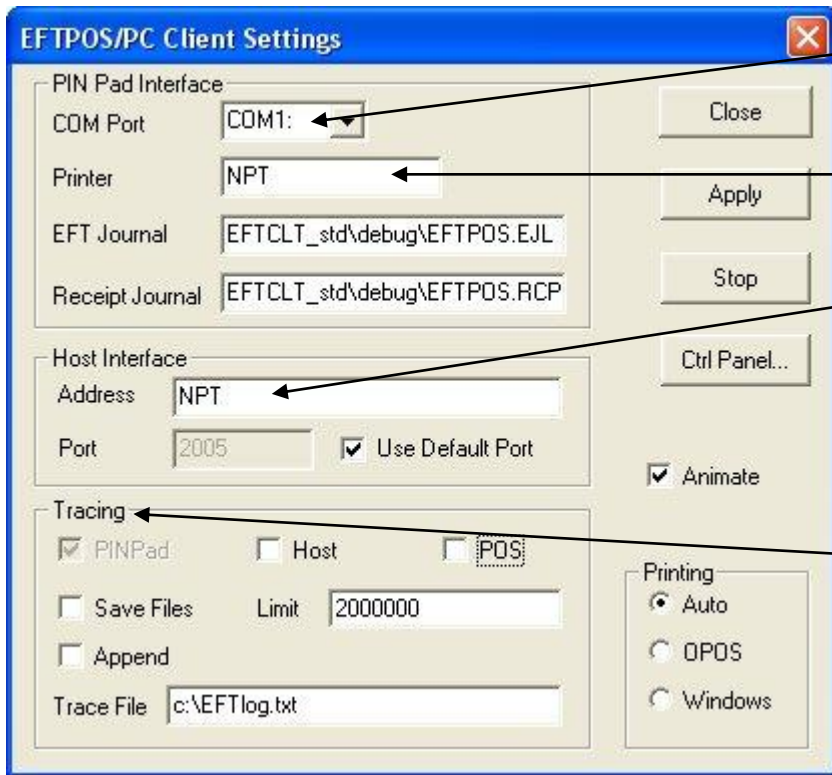
- ANZ help Desk Number: **1800 039 025**
- Requires only a Merchant ID. It is 11 digits and is referred to by ANZ as the Terminal ID.
- Dial-up system uses CLNP headers. The default SHA is 82805110. POS-AME can be left blank

Terminal Functionality Supported by ANZ

Functionality	
EFTPOS Functionality:	
• Purchase	✓
• Cash Out	✓
• Refund	✓
• MOTO processing	✓
• Pre-Authorisation	✓
• Completion	✓
• Tipping	✓
• Training Mode	✓
• Balance Enquiry	
• Voucher Entry	
• Electronic Fallback (EFB)	✓
• EMV processing	✓
• Stand-Alone Lite Mode (NPT710 only)	✓
Settlement Options	
• Settlement	✓
• Pre-Settlement	
• Last Settlement	✓
• Sub-Totals	✓
• Summary Totals	✓
• Detailed Transaction List	✓
• Shift Totals	
Hardware Options:	
• PX318 PINpad	✓
• PX328 PINpad	
• PX368 PINpad	✓
• NPT Terminal	✓
• I3070 PINpad	✓

PC-EFTPOS Overview

EFT-Client Settings:



COM port: that the PINpad is plugged into.

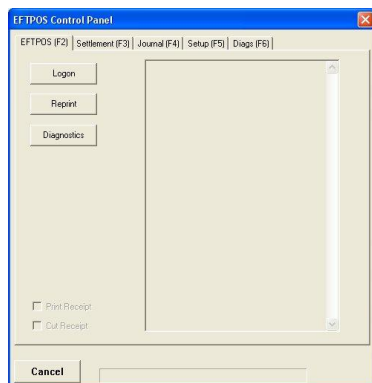
Printer: (Not used when POS is printing). NPT denotes using the internal printer of NPT

Host Interface: This is normally blank. It is the IP address of the EFTSRV which is normally on this machine. NPT indicates to use the internal NPT modem.

Tracing: This is enabled by default and records information on the hard-drive to help us track down any issues.

EFTPOS Control Panel

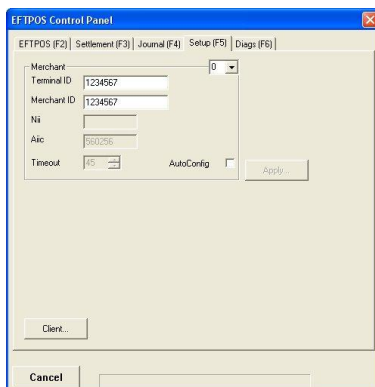
Press the control panel button on the Client settings page (above) to activate the control panel.



Logon: Performs a logon to the host

Reprint: reprints last receipt

Diagnostics: Provides reports on s/w configuration and version



Setup Page:

Enter terminal details. Press APPLY and then 7410 is the password

PC-EFTPOS Hardware Installation

PX368 EFTPOS PINpad



Supplied Equipment with terminal:

EFTPOS PINpad
PINpad Power Supply

Installation Steps

1. Plug the supplied power adaptor into a power point
2. Connect the power supplies DB9 connector into the PC Com Port that will be used for the PINpad
3. Plug the PINpad into the RJ45 connector on the powered adaptor

NPT-710 EFTPOS Terminal



Supplied Equipment with terminal:

NPT-710 Terminal
Power brick and cord
POS connector cable (RS232 Cable)
Dial-up phone cable

Installation Steps

1. Power the terminal. Connect the brick and cord then plug into a power point.
2. Connect the power adaptor to the power socket on the back of the terminal
3. Connect the RS232 cable (supplied) to the COM port on the back of the PC (normally COM 1)
4. For a terminal integrated to a POS, connect the other end of the RS232 cable to the RS232 connector on the back of the terminal. (The slot next to the power supply)
5. If the terminal is using the internal modem, plug the phone cable in to the phone connector on the back of the terminal.

I3070 EFTPOS PINpad



Supplied Equipment with terminal:

I3070 PINpad
PINpad power supply
POS connector cable (USB Cable)
POS connector cable (RS232 Cable)

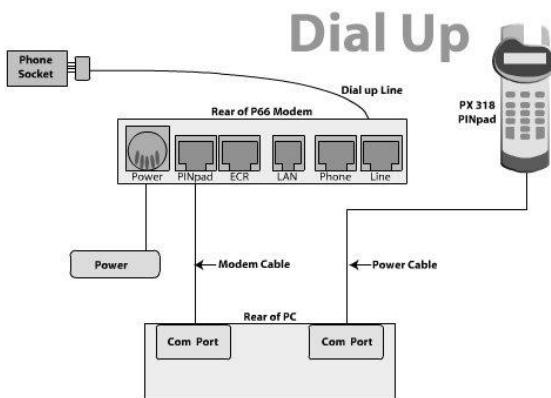
Installation Steps (USB)

- 1. Do not connect the PINpad to your PC until instructed to by the PC-EFTPOS installer.**
2. Connect the USB cable directly to your PC. The PINpad is powered via USB.
3. Switch the PINpad to USB mode by press FUNC, 11112227 and using the CHQ key to select USB.

Installation Steps (RS232)

1. Plug the supplied power adaptor into a power point
2. Connect the power supplies DB9 connector into the PC Com Port that will be used for the PINpad
3. Plug the PINpad into the RJ45 connector on the powered adaptor

P66 Dialup Modem



Supplied Equipment:

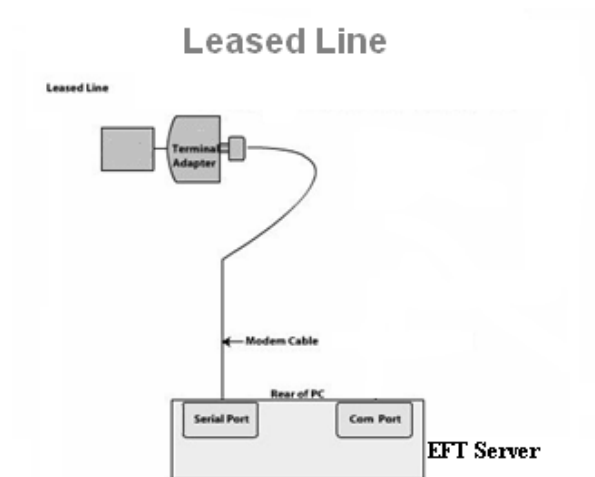
- P66 Modem
- Power brick and cord
- P60 Load Cable (Modem cable)
- Dial Up Phone Cable

Installation Steps

1. Power the P66 modem
2. Connect the power adaptor to the power socket on the back of the modem, and plug the cord into a power socket.
3. Connect the P60 Load cable (modem cable) into the "PINpad" slot and the other end to the com port on the pc.
4. Connect the Dial Up phone cable into the "Line" slot and the other end into the phone socket in the wall.

Telstra Argent Terminal Adapter

Telstra use an ATA. Optus supply an MTA.
PC-EFTPOS connects to both devices the same way.



- Argent does not need a P66 modem
- The connection from ATA to PC is via a standard 25-pin to 9-pin RS232 modem cable. This is generally not supplied by Telstra and will need to be purchased separately.
- See back-plate of ATA for correct connection of RS232 cable.
- You will need your "POSAME" or "Argent Terminal ID" when installing the Telstra ATA. You can get this number from Telstra or your bank. The Telstra Argent help desk number is 1300137100 option 4. Ensure you have your Argent line number ready when you call.

Argent Enhanced Terminal Adaptor Back-plate



PC-EFTPOS Software Installation

1. Install Terminal

See Hardware Installation above. Please note you should not connect the USB PINpad until instructed to by the installer.

2. Configure USB\RS232 Mode

If you have connected the terminal via a USB cable ensure the PINpad is in USB mode by pressing FUNC, 11112227, ENTER and using the CHQ key to select USB Mode.

3. Install Software

If the POS does not have the latest PC-EFTPOS software installed, install the software from the PC-EFTPOS installation CD, or the setup file available for download from our website.

Follow installation wizard closely.

4. Configure Terminal

Usually the terminal is configured by the installer. To configure the terminal manually, either

- Press Function 9905 + ENTER + ENTER and swipe your merchant card or press CLEAR and enter the Terminal ID – 11 digits (goes in Merchant ID) . Press Red Cancel key to exit or continue pressing Enter Key
- From the Client Control Panel, go to the setup page and enter the Terminal ID details (into the Merchant ID field for ANZ only) and press APPLY. The confirmation password is 7410.



PC-EFTPOS Client icon

OR

Consult your POS provider to see how the details are entered into the POS

5. Initial PINpad Setup

Before an ANZ terminal can be used you must perform a TMS and remote initialisation.

PX368 and NPT710

1. Configure the terminal with a Terminal ID.
2. Press the Function key then enter 2468. The terminal will download parameters from the bank.
3. Press the Function key then enter 87. The terminal will logon, download prompts, card prefix tables etc. from the bank.
4. If successful the terminal display should show READY.

I3070

1. Connect the PINpad when instructed to by the PC-EFTPOS installer. Set USB mode if required.
2. Configure the PINpad with a Terminal ID
3. Do a standard bank logon. This will perform the required TMS and RSA logons first.

7. Bank Logon

Open the PC-EFTPOS EFTPOS Control Panel and click on the “Logon” button from the EFTPOS (F2) tab.

8. Ready to Go

If the previous steps were successful the PINpad is ready to use.

Function Key Menus

To access the functions, press the FUNC key on the PINpad when the terminal is in its IDLE mode. The following function menus are available:

1112227 - (Toggle between USB and RS232 Mode – i3070 only)

Terminal Display	Response
CONFIGURE TERMINAL COMMS?	Press [ENTER] to accept, [CLEAR], [CANCEL] to exit.
SERIAL PORT RS 232..... USB	Press [CHQ] to scroll between RS232 and USB. Press [ENTER] to accept, [CLEAR], [CANCEL] to exit.
PROTOCOL ASYNC DLE 9600..... VLI 38400	Press [CHQ] to scroll between ASYNC and VLI. Press [ENTER] to accept, [CLEAR], [CANCEL] to exit.

9902 - (Memory Reset Functions)

Option	Description
0	Exit
1	Reset Configuration
5	Clear Statistics
7	Clear Stored Transactions
9	Reset Everything

9904 - Terminal Maintenance

Terminal Display	Response
SELF TEST?	Press [ENTER] to accept, [CLEAR], [CANCEL] to exit.
CARD READ TEST?	Press [ENTER] to accept, [CLEAR] to go forward one menu, [CANCEL] to exit.
KEYBOARD TEST?	Press [ENTER] to accept, [CLEAR] to go forward one menu, [CANCEL] to exit.
DISPLAY TEST?	Press [ENTER] to accept, [CLEAR] to go forward one menu, [CANCEL] to exit.
PRINTER TEST?	Press [ENTER] to accept, [CLEAR] to go forward one menu, [CANCEL] to exit.

9905 - Configuration Functions

Terminal Display	Response	Description
SET CONFIG PARAM?	Press [ENTER] to accept, [CLEAR], [CANCEL] to exit.	Request access to the configuration functions.

TERMINAL ID?	Press [ENTER] if no Terminal ID is required. Alternatively enter a terminal ID.	This prompt is only displayed if the [CLEAR] key is pressed at the ENTER CARD prompt. Terminal ID as assigned by ANZ. If the terminal ID is changed the terminal is require to logon. If there is any pending TIP or SAF transactions the terminal ID cannot be changed and this prompt is replaced with 'ADVICE PENDING'.
POS?	Press [ENTER] if no POS is required. Alternatively, enter a POS number.	POS - this is a concatenation of the Tran\$end ID and Terminal AME in Hex and converted to decimal.
COMMS MODE?	Enter the comms mode. Press [ENTER] to continue.	The COMMS Mode indicates the method of communication: 1 = Telstra Dial-up Network 2 = Optus Dial-up Network 4 = Dial-up using CLNP headers for EFTPOS and TMS (default) 5 = Dial-up using CLNP headers for EFTPOS. TPDU headers for TMS and TMS dial its own number.
DIAL MODE?	Enter the dial mode. Press [ENTER] to continue.	The Dial Mode indicates the method of dialling: 1 = Tone Dial 2 = Pulse Dial 3 = Tone with blind dial 4 = Pulse with blind dial
PABX?	Press [ENTER] if no PABX is required. Alternatively, enter the PABX.	Prompts the user to enter a PABX number. After a PABX number is entered, press [ENTER] to proceed. It is possible to insert a control character 'A' via the alpha key entry. This forces the terminal to pause for 1 second before dialling the host phone number. This prompt is not displayed if comms mode of leased line is selected.
HOST PHONE NO?	Enter the ANZ host phone number. Press [ENTER] to continue.	Allows entry of the number to dial the ANZ host. A default number shall appear in this field. It can be altered if required. If the Host phone number is altered re-logon will be required. This prompt will not appear if comms mode of leased line is selected.
TMS PHONE NO?	Enter the ANZ TMS phone number. Press [ENTER] to continue.	Allows entry of the number to dial the ANZ TMS. A default number shall appear in this field. It can be altered if required. This prompt will not appear if comms mode of leased line is selected.
LINE SPEED? 9999	Enter the Line speed for the TMS number.	Possible values are '1' = 1200 '2' = 2400 (default)

QUICK DIAL MODE?	Enter the Quick dial mode. Press [ENTER] to continue.	Quick Dial allows for the removal of the V52 handshaking that is associated with V22. The removal of V52 is required when communicating through Optus via the TPDU method. 0 = Quick Dial Off (Typically used with Telstra) 1 = Quick Dial On (Typically used with Optus) This prompt will not appear if comms mode of leased line is selected.
TMS NII?	Network International Identifier (NII) Enter the NII required. Press [ENTER] to continue.	A default value of 0200 is displayed in this field. The NCC1 previously used this value as a means of routing messages to Prod Or Dev TMS servers. The NII values are now 200 for Dev and Prod but different dial numbers are used.
TMS SHA?	Enter the TMS Symbolic Host Address. Press [ENTER] to continue.	Allows entry of the symbolic host address to contact TMS. A default SHA is displayed in this field but can be altered if required.

1112224 - Configure idle mode

Terminal display	Comment
	The merchant press [FUNC] .
FUNCTION *****	The merchant enters [1] [1] [1] [1] [2] [2] [2] [4] and press [ENTER] .
ENABLE IDLE MODE?	If the operator selects [ENTER] , the terminal will revert to Idle mode after a defined timeout when in Standalone-lite mode.
ENABLE IDLE IMG	Pressing [ENTER] will allow the terminal to display its customer logo on the Idle screen.
DISPLAY THE DATE	Pressing [ENTER] will display the current date on the bottom line of the Idle display
DISPLAY THE TIME	Pressing [ENTER] will display the current time on the bottom line of the Idle display
IDLE TIMEOUT -10 20 +10	This allows the setting of the Idle Timeout. The middle value indicates the current value (inc seconds). Selecting the function key under -10 decreases the value by 10 and the function key under the +10 increases the value by 10. Pressing [ENTER] selects the new value

1112222 - Invoke Stand-Alone Lite Mode.

This function will switch the terminal to/from standalone mode.

2468 - TMS Init

This function will send a message to the Terminal Management System (TMS)

74 - Print Software version (NPT in Standalone Mode)

This function will print the software version report on the NPT printer.

87- Remote Init

This function will send an RSA message to the bank. This is required when the terminal is installed.

88 - Upload stored transactions.

This function will upload all currently stored transactions.

Standalone Mode

The NPT710 and PX328 support a simple standalone mode.

Configure Standalone Mode

1. If using the internal NPT modem, ensure Dial-up parameters are set up.
2. Configure Standalone Mode options (Function 11112223), refer to table below.
3. Switch to Standalone Mode by pressing [Func] button then enter, followed by 11112222 then enter. The terminal will prompt switch to standalone mode, press enter to accept.

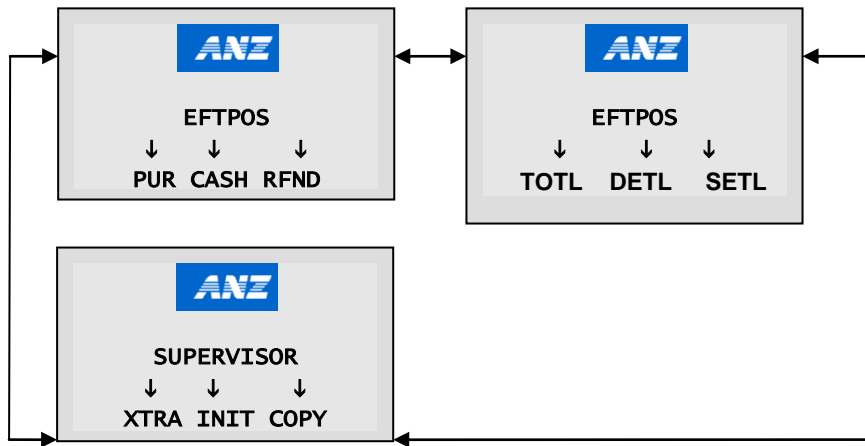
Terminal display	Comment
	The merchant press [FUNC].
FUNCTION *****	The merchant enters [1] [1] [1] [1] [2] [2] [2] [3] and press [ENTER].
INTERNAL PRINT?	Pressing [ENTER] will enable the terminal to use the internal printer. Pressing [CLEAR] will allow the terminal to send receipts to the POS to be printed.
USE WINDOWS DEFAULT PRINTER?	If the operator selected [ENTER] from above, this will prompt. Select [ENTER] if the default Windows printer is to be used on the POS. Select [CLEAR] if the POS printer is to be used for printing.
INTERNAL MODEM?	Pressing [ENTER] will enable the terminal to use the internal modem. Pressing [CLEAR] will allow the terminal to use the POS to send messages to and from the bank.
JOURNAL TXNS?	If both Internal Print and Internal modem were both selected, this option will be displayed. It allows the terminal to journal the transactions to the EFT-Client on the POS. It should only be selected if the POS will be connected and the Eft-client is running.
PRINT SECOND RECEIPT?	Selecting [ENTER] will allow the standalone mode to prompt for the printing of a customer receipt after the merchant receipt has been printed. Selecting [CLEAR] will only print the customer copy of debit card receipts.
SWIPE START TRANSACTIONS?	Selecting [ENTER] will allow the standalone mode to start a transaction by the customer swiping a card or selecting the option from the menu, Selecting [CLEAR] will only allow a transaction to be started by the menu.

Using Standalone Mode

Terminal Menu Screens

The menu system represents the user interface for the terminal. The menu allows the operator to access all of the terminal functionality without the need for a POS system.

The terminals functionality is grouped with similar functions and is accessed via menus. A menu contains up to 3 menu items. Each of the menu items allows access to a function or sub menu. If the terminal as other applications installed, these menus will follow on from EFTPOS



Key	Description
ENTER	Cycles clockwise through the menus.
CLEAR	Cycles anti-clockwise through the menus.
CANCEL	Exit from Totals Sub-menu
CHQ	Selects the menu item directly above the soft function key.
SAV	Selects the menu item directly above the soft function key.
CR	Selects the menu item directly above the soft function key.

System Timeouts

The PINpad will support the following 'time outs' for its PCEFTPOS Client and Network interface:

PINPAD TIMEOUT	EVENT
3 seconds	PCEFTPOS Client ACK to PIN pad request
3 seconds	PCEFTPOS Client ACK to send Host message request
10 seconds	PCEFTPOS Client response to display request
10 seconds	PCEFTPOS Client response to print request
45 seconds	Host response to Financial Transaction requests
45 seconds	Host response to administration requests
45 seconds	Host response to Reversals and SAF uploads
60 seconds	Customer response to Card entry prompt
30 seconds	Customer response to Account prompt
60 seconds	Customer response to PIN entry prompt
180 seconds	PCEFTPOS Client response to insert slip request
120 seconds	PCEFTPOS Client response to verify signature request

PC-EFTPOS Generated Response Codes

CODE	DESCRIPTION	PINPAD DISPLAY
T0	PINpad is in the Idle mode awaiting a PCEFT Client request.	READY
TA	Application error.	TRAN CANCELLED SYSTEM ERROR
TB	No CPAT entry for swiped card.	CARD NOT ACCEPTED
TC	Auth number of completion could be found.	AUTH NOT FOUND
TD	Amount of completion does not match pre-auth.	AMOUNT NOT MATCHED
TE	No cash out allowed on credit card sales.	TRAN CANCELLED NO CASH ON CR
TF	The PINpad is not logged on.	INIT REQUIRED
TH	Printer Error	
TI	The customer has exceeded the PIN pad's time out limit.	TRAN CANCELLED OPERATOR TIMEOUT
TJ	TMS Init required.	TMS INIT REQUIRED
TK	Manual card entry not allowed.	CARD MUST BE

CODE	DESCRIPTION	PINPAD DISPLAY
		SWIPED
TL	The operator has cancelled the transaction because of an invalid signature.	TRAN DECLINED SIGNATURE ERROR
TM	The operator has cancelled the transaction when a card or PIN or Account retry prompt is being displayed.	TRAN CANCELLED
TN	No matching transaction for tip adjust.	RECALL NO NOT FOUND
TO	Transaction already tipped.	ALREADY TIPPED
TP	Transaction not allowed.	TRAN CANCELLED SYSTEM ERROR TP
TQ	Tip amount exceeds percentage.	TIP AMOUNT EXCEEDS MIMIT
TR	Over floor limit.	LIMIT EXCEEDED
TT	Pre-Auth batch full	TRAN CANCELLED SYSTEM ERROR TT
TU	SAF batch full.	EFB DISALLOWED SAF FULL
TV	EMV SDA error	DECLINED CALL YOUR BANK
TW	Auth declined.	TRAN CANCELLED AUTH DECLINED
TX	SAF batch full	TRAN CANCELLED SYSTEM ERROR
TY	Card rejected by PINpad.	CARD NOT ACCEPTED
TZ	Account error.	ACCOUNT TYPE ERROR
X0	No answer was received from the Bank for the transaction request.	TRAN CANCELLED NO RESPONSE
X1	EFB disallowed.	EFB DISALLOWED
X2	Expired card in EFB.	EXPIRED CARD
X3	EFB floor limit exceeded.	OVER EFB LIMIT
X4	EFB refund limit exceeded.	EFB REFUND LIMIT
X5	Cash-out not allowed in EFB.	CASH OUT NOT ALLOWED

CODE	DESCRIPTION	PINPAD DISPLAY
X6	The PIN pad has received a Host message with an incorrect Terminal Id.	TRAN CANCELLED ERROR 02
X7	The PINpad has received a message from the Bank that failed its authentication.	TRAN CANCELLED ERROR 05
X8	An error code has been returned from the Tran\$end network - 'XX' represents the PDU error and 'YY' the PDU Code.	TRAN CANCELLED SYSTEM ERROR
X9	A message with an incorrect length was received from the network.	TRAN CANCELLED SYSTEM ERROR X9
XA	A message with an incorrect address was received from the network.	TRAN CANCELLED SYSTEM ERROR XA
XB	A message with an incorrect Response Code has been received from the Bank.	TRAN CANCELLED SYSTEM ERROR
XC	A message with an incorrect Message Type has been received from the Bank OR the message received is greater than 360 bytes.	TRAN CANCELLED MSG TYPE ERROR
XD	The luhn check on a manual card read has failed.	CARD NUMBER INVALID
XE	The month of the expiry date on a manual card read is invalid	INVALID EXPIRY DATE
XF	The transaction is not supported by the PINpad.	TRAN CANCELLED INVALID TRANS
XG	Terminal has not been keyloaded. Return to ANZ	TRAN CANCELLED KEYS REQUIRED
XH	The STAN returned from the bank was not the one expected.	TRAN CANCELLED ERROR 03
XI	Key was pressed during bank upload.	TIMEOUT EXPIRED
XK	Advice or reversal pending. Cannot configure.	READY Or INIT REQUIRED
XN	Transaction not allowed.	TRAN CANCELLED SYSTEM ERROR
XO	Trace # invalid.	TRAN CANCELLED SYSTEM ERROR
XP	Invalid amount received from POS.	TRAN CANCELLED SYSTEM ERROR
XQ	Batch empty error.	TRAN CANCELLED SYSTEM ERROR
XR	Pin mismatch on smart card.	TRAN CANCELLED PIN MISMATCH
XT	Configuration required.	CONFIGURATION REQUIRED

CODE	DESCRIPTION	PINPAD DISPLAY
XU	Completion timeout.	APPROVED
XY	Upload/download interrupted.	
Z0	General modem error	MODEM ERROR
Z1	No dial tone.	NO LINE
Z2	No Answer. The number that was dialled did not answer.	NO ANSWER
Z3	Line Busy. The number that was dialled was engaged.	NUMBER BUSY
Z4	No phone number programmed in terminal	HOST NO INVALID
Z5	Power fail. The terminal has power failed during processing	POWER FAIL
Z6	No Carrier. The modem lost carrier during processing	ERROR 01
Z7	No EFT Server. The connection from the client to the EFTSRV is missing.	TRANS CANCELLED SYSTEM ERROR Z7

Bank Generated Response Codes

*For assistance with the following codes, contact your Bank.

CODE	DESCRIPTION	PINPAD DISPLAY
00	Approved or completed successfully	APPROVED
01	Declined-refer to card issuer	TRAN CANCELLED CARD ERROR REFER
02	Declined-issuer's special conditions	TRAN CANCELLED CARD ERROR REFER
03	Invalid sequence number	TRAN CANCELLED SYSTEM ERROR 03
05	Do not honour	TRAN CANCELLED SYSTEM ERROR 05
06	Error	TRAN CANCELLED SYSTEM ERROR 06
08	Honour with identification	SIGNATURE REQUIRED
12	Invalid Transaction or if returned on a settlement – Settlement already taken.	TRAN CANCELLED TRAN NOT ALLOWED
		SETTLEMENT ALREADY TAKEN
13	Invalid Amount	TRAN CANCELLED SYSTEM ERROR 13

CODE	DESCRIPTION	PINPAD DISPLAY
14	Invalid card number (no such number)	TRAN CANCELLED CARD NOT VALID
15	No such issuer	TRAN CANCELLED SYSTEM ERROR 15
21	No action taken	TRAN CANCELLED SYSTEM ERROR 21
30	Format Error	TRAN CANCELLED SYSTEM ERROR 30
31	Bank not supported by switch	TRAN CANCELLED CARD SUPPORTED
33	Expired card	TRAN CANCELLED CARD ERROR REFER
34	Suspected fraud	TRAN CANCELLED SYSTEM ERROR 34
36	Restricted card	TRAN CANCELLED CARD ERROR REFER
38	Allowable PIN retries exceeded	TRAN CANCELLED PIN ERROR REFER
39	No credit account	TRAN CANCELLED ACCT TYPE ERROR
41	Lost card	TRAN CANCELLED CARD ERROR REFER
43	Stolen card	TRAN CANCELLED CARD ERROR REFER
51	Not sufficient funds	TRAN CANCELLED NOT AUTHORISED
52	No cheque account	TRAN CANCELLED ACCT TYPE ERROR
53	No savings account	TRAN CANCELLED ACCT TYPE ERROR
54	Expired card	TRAN CANCELLED CARD EXPIRED
55	Incorrect PIN	PIN INCORRECT TRY AGAIN
56	No card record	TRAN CANCELLED SYSTEM ERROR 56
57	Transaction not permitted to cardholder	TRAN CANCELLED SYSTEM ERROR 57
58	Transaction not permitted to terminal	TRAN CANCELLED SYSTEM ERROR 58
61	Exceeds withdrawal amount limit	TRAN CANCELLED SYSTEM ERROR 61
62	Restricted Card	TRAN CANCELLED CARD ERROR REFER
63	Security Violation	TRAN CANCELLED KEYS INCORRECT
75	Allowable number of PIN tries exceeded	TRAN CANCELLED PIN ERROR REFER
91	Issuer or switch is inoperative	ERROR ISSUER NOT AVAILABLE
94	Duplicate transmission	TRAN CANCELLED SYSTEM ERROR 94

CODE	DESCRIPTION	PINPAD DISPLAY
96	System malfunction	TRAN CANCELLED SYSTEM ERROR 96
97	Advises that reconciliation totals have been reset	APPROVED
98	MAC error	TRAN CANCELLED SYSTEM ERROR 98
P2	Software deletion failure	TRAN CANCELLED SYSTEM ERROR P2
P3	Invalid software in terminal	TRAN CANCELLED SYSTEM ERROR P3
P6	Invalid Module Name/Version Number/Checksum received	TRAN CANCELLED SYSTEM ERROR P6
P7	Parameter download aborted by terminal re-logon	TRAN CANCELLED SYSTEM ERROR P7
P8	Incorrect acquirer software version level re-initialise	TRAN CANCELLED SYSTEM ERROR P8

TMS Generated Response Codes

*For assistance with the following codes, contact your Bank.

CODE	DESCRIPTION	PINPAD DISPLAY
00	Successful TMS request.	TMS LOGON SUCCESSFUL
N8	Terminal cannot get pages from OS necessary for download.	TRAN CANCELLED SYSTEM ERROR N8
N9	Application activation failed.	TRAN CANCELLED SYSTEM ERROR N8
I1	During a software download or a generic file download the TMS has tried to open a file that does not exist.	TRAN CANCELLED SYSTEM ERROR I1
I3	A query that was generated for the database file.	TRAN CANCELLED SYSTEM ERROR I3
I4	The terminal has requested a download that is too large.	TRAN CANCELLED SYSTEM ERROR I4
I5	The TMS is unable to correctly read a version file for a software download.	TRAN CANCELLED SYSTEM ERROR I5
I6	An internal TMS error has caused a buffer overflow.	TRAN CANCELLED SYSTEM ERROR I6
I7	An invalid download request has caused TMS to read past the end of a download file.	TRAN CANCELLED SYSTEM ERROR I7
I8	The terminal has not been configured.	TRAN CANCELLED SYSTEM ERROR I8
I9	The terminal has requested a table that does not exist.	TRAN CANCELLED SYSTEM ERROR I9
IA	The terminal has sent an unknown request to TMS.	TRAN CANCELLED SYSTEM ERROR IA
IB	An internal TMS value has become out of bounds and the TMS is unable to complete a request.	TRAN CANCELLED SYSTEM ERROR IB
IC	File does not exist on TMS.	TRAN CANCELLED SYSTEM ERROR IC
IZ	Some thing has failed that never should and we have not defined an error for it!	TRAN CANCELLED SYSTEM ERROR IZ

Argent Error Codes

Argent Basics

The seven segment display on the Argent Terminal Adaptor will light up and will move through a sequence of numbers on start-up. The numbers displayed will be steady when the call is progressing and the configuration downloading normally on the D-channel during start-up. The display will flash continuously if call progress encounters an error condition during start-up.

The table below provides a list of “start-up status codes” that the ATA will display in order of sequence when the power is being applied, the call is being set up and the configuration is being downloaded by the Argent Network Management System (NMS).

Argent Error Codes

Display Interpretation

Building Bars.....	Program decompressing into memory
Steady 1	Power-on test executing. Dot will pulse on/off
Steady 2	D-channel interface active for EFTPOS
Steady 3	Pre-configuration in progress, learning identity
Steady 4.....	Remote management in progress, configuration
Steady 5	Software download in progress
Steady 6	Reserved
Steady 7	Reserved
Steady 8	Reserved
Steady 9	Reserved
Steady 0	Reserved
Steady dot.....	Normal Operation (no fault)

ATA Seven Segment Display Start-up Status Codes

Display Interpretation

Flashing 1.....	Power up test fails
Flashing 2.....	ISDN connection down
Flashing 3.....	No carrier on EFTPOS port
Flashing 4.....	Data overrun/underrun on Serial V.24 port
Flashing 5	No stations responding to polls on EFTPOS port
Flashing 6	Last call attempt failed-Channel (X.25 fault or Argent server or NMS unavailable)
Flashing 7	Not applicable
Flashing 8	NMS has no pre-configuration to download
Flashing 9	NMS main configuration failure
Flashing 0	Not applicable

CLNP error codes

CLNP error codes are reported as XX/YY where XX =Information code and YY=Error code as below:

Info Code Meaning

- 0 Unspecified
- 1 Validation failure on incoming Terminal message
- 2 Not Supported
- 3 Reserved
- 4 Reserved
- 5 Validation failure on sign-on command
- 6 Successful sign-on
- 7 Validation failure on sign-off command
- 8 Successful sign-off

Error Code Meaning

- 0 No Error
- 1 Unknown terminal ID
- 2 Invalid AME
- 3 Not Supported
- 4 Not Supported
- 5 Unknown Host reference
- 6 (Reserved)
- 7 Not Supported
- 8 Destination unreachable
- 9 Not Supported
- 10 Not Supported
- 11-16 (Reserved)
- 17 Not Supported
- 18 Not Supported
- 19 (Reserved)
- 20 Not Supported
- 21 Not Supported
- 22 Undefined Symbolic Host Address
- 23 Invalid Station for Terminal
- 24 Invalid Command from Terminal
- 25 Not Supported
- 26 Not Supported
- 27-29 (Reserved)
- 30 No Data in PDU
- 31 Not Supported
- 32 Unknown Host
- 33 Not Supported

Settlement Receipts and Options

Settlement Receipt

```
-----  
MERCHANT NAME  
MERCHANT ADDRESS 1  
MERCHANT ADDRESS 2  
  
ANZ SETTLEMENT  
  
TERMINAL ID ttttttttttt  
REFERENCE NO rrrrrr  
  
DD/MM/YY hh:mm  
APPROVED 00  
-----
```

Terminal ID of terminal
STAN

Settlement date and time.

Last Totals Receipt

```
-----  
MERCHANT NAME  
MERCHANT ADDRESS 1  
MERCHANT ADDRESS 2  
  
ANZ EFTPOS  
LAST SUMMARY TOTALS  
AS AT DD/MM/YY  
  
TERMINAL ID ttttttttttt  
REFERENCE NO ssssss  
  
PUR $$$$ .cc nnnn  
CASH $$$$ .cc nnnn  
RFND $$$$ .cc nnnn  
TOTAL $$$$ .cc nnnn  
  
DD/MM/YY hh:mm  
APPROVED 00  
-----
```

Terminal ID of terminal
STAN

Total calculated by the bank.

Current date.

Summary Totals Receipt

```
-----  
MERCHANT NAME  
MERCHANT ADDRESS 1  
MERCHANT ADDRESS 2  
  
ANZ EFTPOS  
SUMMARY TOTALS  
  
TERMINAL ID ttttttttttt  
REFERENCE NO rrrrrr  
  
TOTALS  
PUR          $$$$ .cc  nnnn  
CASH         $$$$ .cc  nnnn  
RFND         $$$$ .cc  nnnn  
TOTAL        $$$$ .cc  nnnn  
  
DD/MM/YY          hh:mm  
APPROVED          00  
-----
```

Terminal ID of terminal
STAN

Totals calculated by bank.

Sub Totals Receipt

```
-----  
MERCHANT NAME  
MERCHANT ADDRESS 1  
MERCHANT ADDRESS 2  
  
ANZ EFTPOS  
SUB TOTALS  
  
TERMINAL ID ttttttttttt  
REFERENCE NO rrrrrr  
  
xxxxxxxxxxxxxxxxxxxx  
PUR          $$$$ .cc  nnnn  
CASH         $$$$ .cc  nnnn  
RFND         $$$$ .cc  nnnn  
TOTAL        $$$$ .cc  nnnn  
  
-  
-  
  
TOTALS  
PUR          $$$$ .cc  nnnn  
CASH         $$$$ .cc  nnnn  
RFND         $$$$ .cc  nnnn  
TOTAL        $$$$ .cc  nnnn  
  
DD/MM/YY          hh:mm  
APPROVED          00  
-----
```

Terminal ID of terminal
STAN

All transactions printed by Card Name Section.

Totals calculated by bank.

Receipt Layouts

Logon Receipt

```

-----
      MERCHANT NAME
      MERCHANT ADDRESS 1
      MERCHANT ADDRESS 2

      ANZ INITIALISATION

      TERMINAL ID  ttttttttttt
      REFERENCE NO   rrrrrr

      DD/MM/YY           hh:mm

      APPROVED                00

      GREETING MSG LINE 01
      GREETING MSG LINE 02
-----
  
```

Pin pad terminal ID.
System Trace Audit Number

If a response is received from the host within the allowed communication timeout period, then the date from the host's response message shall be printed, otherwise the terminal's local date shall be printed.

APPROVED - otherwise error lines

Debit Card Receipt

```

-----
      MERCHANT NAME
      MERCHANT ADDRESS 1
      MERCHANT ADDRESS 2

      EFTPOS

      TERMINAL ID  ttttttttttt
      REFERENCE NO   rrrrrr

      CARD NUMBER
      cccc          MMY
      YYYYYY CARD AC   aaa

      tttttttt      $$$$$$.cc
      cccccccc      $$$$$$.cc

      TOTAL      AUD  $$$$$$.cc

      DD/MM/YY           hh:mm

      APPROVED                00

      GREETING LINE 1
      GREETING LINE 2
-----
  
```

cccc are the last 4 digits Card number
Where YYYYYY is either Credit or Debit and aaa is account type.

tttttt - Purchase, Refund / \$\$\$\$\$\$.cc - Transaction amount
Cash out (only appears if a cash out amount is present)

Total transaction record amount. For a two part transaction, it shall be the sum of both the purchase and cash out amounts. The "AUD" shall be printed immediately to the left of the most significant digit.

If a response is received from the host within the allowed communication timeout period, then the date from the host's response message shall be printed, otherwise the terminal's local date shall be printed.

Approved or Declined Text
Authorisation identification response (if any) or xx response code.

Merchant Receipt for signature

MERCHANT NAME
MERCHANT ADDRESS 1
MERCHANT ADDRESS 2

EFTPOS

TERMINAL ID ttttttttttt
REFERENCE NO rrrrrr

CARD NUMBER
cccc MMY
YYYYYY CARD AC aaa

ttttttttt \$\$\$\$\$\$.cc
cccccccc \$\$\$\$\$\$.cc

TOTAL AUD \$\$\$\$\$\$.cc

SIGNATURE

DD/MM/YY hh:mm

APPROVED 413327

GREETING LINE 1
GREETING LINE 2

cccc are the last 4 digits Card number
Where YYYYYY is either Credit or Debit and aaa is account type.

tttttt - Purchase, Refund / \$\$\$\$\$\$.cc - Transaction amount
Cash out (only appears if a cash out amount is present)

Total transaction record amount. For a two part transaction, it shall be the sum of both the purchase and cash out amounts. The "AUD" shall be printed immediately to the left of the most significant digit.

If a response is received from the host within the allowed communication timeout period, then the date from the host's response message shall be printed, otherwise the terminal's local date shall be printed.
Approved or Declined Text
aaaaaa - Authorisation identification response (if any) or xx response code.

Trouble Shooting

Installation Problems

PINpad offline

The most common reason for this error message is that the PINpad is not connected to the PC correctly.

- Check the power to the PINpad. The PINpad should be showing something on its display screen.
- Check the PINpad is connected to the COM port on the PC
- Check that the PC-EFTPOS Client Settings is configured to use the correct COM port, usually COM1.

No Response from bank to logon

- Check the terminal and merchant ID from the logon receipt
- Have the bank verify that the terminal ID being used is setup on the bank system
- If the TID is correct at the bank, check the EFTSRV settings to ensure the message is being sent to the correct bank.

Client Offline

This error means that one of the following has occurred:

- The most common cause of this error on a correctly installed machine is that there are more than one application running that uses our EFTPOS system. Examples are the POS system and our test POS system. There can only be one POS running. Shutdown any other applications that may also use EFTPOS.
- The EFT client is not running (or installed). Check if the client icon (little cents sign) is on the task bar near the clock. (Warning.... Not all POS system shows the task bar). Start client by rebooting POS.

Certain cards won't process

If the EFTPOS system only fails on Refunds, American Express or Diners cards or Cash Out the bank may have disabled them. Check with the bank to see if they are enabled on your terminal settings.

Hardware Problems

Hardware error troubleshooting

- Try to access one of the supported functions by pressing the function key
- If the PINpad goes into maintenance functions the PINpad hardware is working
- If the PINpad will not respond, it is probably broken
- Check power & cables
- If possible try another PINpad on this power point
- If there is still no activity on the PINpad screen the PINpad is probably broken

PINpad issues that may require a replacement

- Card reader fails card reading on call cards
- PINpad has been dropped and the display is smashed
- Missing keys on keyboard
- Non-responsive keys on keyboard. Re-power on PINpad and try keys again before replacing
- If the PINpad display contains the text APPLI NOT OK, then the PINpad has lost its software. Return the PINpad for repair
- If the terminal response code 63 or 96 after an RSA logon, the PINpad has lost its keys. Return the PINpad for repair.

Communication Problems

The most common reason for a **P66 modem** line to fail is that it is not communicating to the PC. All parameters can be altered manually but if any are wrong it's advised to re-run the installation wizard and answer the questions correctly.

- Ensure all cables are plugged in correctly
- Check that the modem is getting power. The power indicator on the power pack is on. The modem will click while connecting & disconnecting to the power supply
- Check that the modem is connected to a COM port on the PC
- Ensure the correct COM port is configured in EFT server (Lines tab)
- If you are using a PABX line (ie dial 0 for outside line) the number dialled will need to be prefixed eg 0,1800032027

Common Dial-up Errors

No Dial Tone ~ Check the phone is connected

Line Busy ~ Check phone number and PABX

No Answer ~ Check phone number and PABX

No Carrier ~ Check modem settings to see if correct for this bank

Argent Line

An Argent line needs to be configured to run the AABP Protocol at 9600bps. Ensure that Telstra installs this type of line. Telstra will provide an Argent Terminal Adaptor (ATA) and an ISDN line.

Argent Terminal Adaptor Connection to the PC

The Argent TA must be connected to the PC

- Via a 25-pin (V.24 port on TA) to 9-pin (COM port on PC) standard RS-232 modem cable (available from any PC or Electronics Store)

This connection will fail if...

- The cable is incorrect, you CANNOT use a null-modem cable (type 1), and you must use a standard RS232 modem cable.
- The incorrect COM port is configured for the Argent line in EFT server (lines tab)

If the Argent ATA display is a steady dot, then the Argent ATA is configured for AABP and is ready to be connected to the PC running the EFTSRV software.

CLNP Errors

If the EFTSRV can communicate with the ATA, then errors will be reported via CLNP error codes on the display receipt. (Refer to error codes on page 25)

The most common errors are:

X8 CNP 01 08 ~ this means that the Argent systems can't communicate with the bank. Check the POS ame and the Host Address, and then call Telstra.

X8 CNP 01 01 ~ this means that the POSAME is wrong. Confirm it with Telstra.

Who to Contact for Help

For a financial Transaction enquiry:

ANZ Help Desk
1800 039 025

For hardware and software assistance:

Your POS vendor

Credit Card Authorisations

Visa MasterCard 1800 999205

Amex & JCB 1300 363 614

Diners 1800 331 112

For assistance with Argent:

Telstra Argent Help Desk
1300 137 100 option 4

PC-EFTPOS

(02) 9998 9800

Monday to Friday 9am to 5pm

Email: support@pceftpos.com.au

Web: www.pceftpos.com.au

The web site contains full installation diagrams and instructions.