

First Data Merchant Solutions
EFTPOS



8006L2-3CR Integrated PIN Pad

User Guide

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Get to know your PIN pad

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01

Get to know
your PIN pad

Introduction

Your **First Data Merchant Solutions Integrated PIN Pad** is designed to interface with selected POINT of Sale (POS) systems without the need for double keying the same information into both your POS and an EFTPOS terminal.

The First Data Merchant Solutions integrated PIN Pad enables the completion of EFT transactions through the PIN pad.

The First Data Merchant Solutions integrated PIN Pad has been specifically designed to effortlessly connect to POS solutions that have been accredited by PC-EFTPOS, one of Australia's leading suppliers of Integrated EFTPOS payment solutions in Australia.

When configured to be used in conjunction with a PC-EFTPOS accredited POS system, all the EFTPOS functionality is initiated through the POS.

If necessary, please consult your POS provider on the operation of EFTPOS transactions through your POS.

PIN Pad location and PIN privacy

The physical location of a PIN Pad is important in protecting a customer's PIN privacy.

When your new PIN Pad is installed or relocated within the premises, you must take care to ensure:

- › the PIN Pad is in a position that allows the customer to enter their PIN so it cannot be observed by employees or other customers
- › the PIN Pad has not been placed at an angle or height that prevents customers from shielding their PIN entry
- › the placement of mirrors and other reflective materials do not allow the customer's PIN entry to be observed through reflection
- › security cameras can't make a visual record of a customer's PIN entry.

You should communicate these guidelines to any staff members that process EFTPOS transactions using the First Data Merchant Solutions PIN Pad.

It is also important to remind staff members that customers should never be asked to disclose a PIN.

PIN Pad ownership

All physical equipment provided by First Data Merchant Solutions remains the property of First Data Merchant Solutions.

Your PIN Pad layout

First Data 8006L2-3CR Integrated PIN Pad



Transaction processing options

The First Data Merchant Solutions PIN Pad has a chip card reader, a magnetic stripe reader and an integrated contactless reader for processing transactions.

All chip cards must be inserted into the chip card reader as shown below.

- › Insert the chip card into the card reader with the gold contact pad facing upward, as shown below.
- › Leave the chip card in the reader until the transaction is completed and you are prompted to remove it.
- › The screen prompts will guide you through the transaction process.

If the card is capable of performing a contactless transaction, place the card over the contactless reader, as shown below.

If the card does not have a chip or contactless capability, you can process transactions by swiping the magnetic stripe through the PIN.



Smart card reader — The integrated circuit card (ICC) reader is located at the bottom end. Please make sure that the gold ICC contact pad is facing upward when inserting the card into the slot.

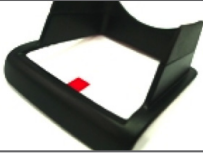


Magnetic card reader — The card reader slot is on the right side of the PIN Pad. With the magnetic stripe facing [inwards], slide the card in either direction through the slot without stopping. If the card swipe fails, check the position of the magnetic stripe and slide the card again.



Contactless card reader —The contactless card reader antenna is embedded behind the display and PIN pad. The reader's lights will show blue when the PIN Pad is powered on to indicate the reader is working normally. To process a contactless payment, place the contactless card near the card reader antenna during a transaction.

Installing the privacy shield



You can choose to add a privacy shield to the terminal to provide customers with additional security when entering their PIN.



Remove the adhesive tab around the privacy shield.



Carefully place the privacy shield's adhesive side around the keypad.

Overview of the Integrated PIN Pad and PC-EFTPOS Software Installation

PC-EFTPOS Hardware Installation and Configuration

The PIN Pad is used to encrypt sensitive data within financial transactions, and perform all (logical) communications with First Data Merchant Solutions. To this end, the First Data Merchant Solutions 8006L2-3CR PIN Pad is certified compliant with the PCI and EMV (Level-1 and Level-2) security standards.

The method of connecting the First Data Merchant Solutions 8006L2-3CR PIN Pad to your POS solution will be either a RS232 serial or USB connection.

The First Data Merchant Solutions 8006L2-3CR PIN Pad can be installed by an authorised technician but if you chose to perform installation yourself or arrange for installation to be performed by your POS provider, the following information is provided to assist.

Determine the POS configuration required at your site. Is a Back Office PC to be configured with PC-EFTPOS Gateway details? If not, which POS is to be configured with the PC-EFTPOS Gateway details?

If you intend to configure to a back office PC which hosts the Gateway connection

Run PC-EFTPOS Setup.exe
Select No PIN Pad
Select First Data Merchant Solutions as the Bank
At Comms to Bank select PC-EFTPOS Gateway
Enter Gateway User Name and Password
When Setup complete check that the line status in EFT Server reflects 'Connected'

If you intend to configure a POS unit to host the Gateway connection

Run PC-EFTPOS Setup.exe
Select PIN pad and Server
Select First Data Merchant Solutions as the Bank
In Client select a Comms Port for PIN Pad
At Comms to Bank select PC-EFTPOS Gateway on this PC
Enter Gateway User Name and Password
When Setup complete check line status in EFT Server reflects 'Connected'
Connect a PIN Pad
In Client confirm that the correct Comms Port is assigned

Overview of the Integrated PIN Pad and PC-EFTPOS Software Installation (cont).

If you intend to configure any other POS (which does not host the Gateway connection) for connection via one of the above options to access the gateway

Run PC-EFTPOS Setup.exe
Select PIN Pad and Server
In Client select a Comms Port for PIN Pad
At Comms to Bank select another PC on the Network
At Server Config enter IP Address of PC-EFTPOS Gateway PC
When Setup complete check line status in EFT Server reflects 'Connected'
When Setup complete check that the line status in EFT Server reflects 'Connected'
Connect a PIN Pad
In Client confirm that the correct COM Port is assigned
Configure the PIN pad by entering the CENTRIQ ID (if unknown please contact the helpdesk on 1800 243 444) by keying in the 5 digit ID and press Enter.
A software download will occur and will be complete when the PIN Pad displays 'Transaction / Admin'
Open PC-EFTPOS Client / Control Panel / Logon – PIN Pad and Logon will occur

Please note:

- You must contact your POS provider to configure the POS Software for Integrated EFTPOS and to set up receipt printing.
- If your POS Solution 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 the website.

<http://www.pceftpos.com/media/PC-EFTPOS%20Setup.exe>

How to Configure the PIN-Pad

The default comms mode when first powering on the PIN Pad will be pre-set at the factory according to the cable already connected to the PIN Pad:

First PIN pad screen	Second PIN pad screen
<div data-bbox="191 427 480 719" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <p style="text-align: center;">CONFIGURE</p> <p>1-WIFI (restart needed)</p> <p>2-SERIAL (POS integration)</p> <p>3-PSTN</p> <p>4-DIAL: PREFIX</p> <p>5-BLIND DIAL</p> <p>ENTER - CONTINUE</p> </div>	<div data-bbox="675 427 964 719" style="border: 1px solid black; padding: 10px; margin: 10px auto; width: fit-content;"> <p style="text-align: center;">ENTER CENTRIQ ID</p> </div>
<p>Press ENTER to continue.</p>	<p>CENTRIQ is the First Data Merchant Solutions supported Terminal Management System (TMS).</p> <p>Enter the CENTRIQ ID to connect to the TMS. The CENTRIQ ID will be provided to you by First Data Merchant Solutions.</p> <p>Enter the CENTRIQ ID using the PIN pad's keypad then press the green enter key.</p>

The PIN Pad will perform a software download and go the idle screen when the download is completed.

How to Log On

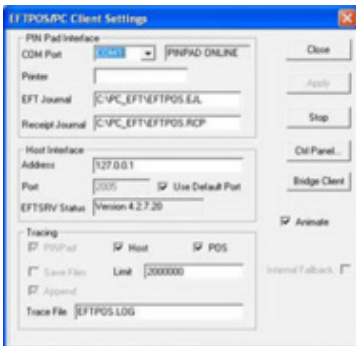
Go to the Windows Task Bar and open the PC-EFTPOS Client by double clicking on the C Icon with the Green dot



This will bring up the PC-EFTPOS Client Graphical User Interface (GUI)

Confirm that the Status of the PIN pad is ONLINE (PIN PAD ONLINE)

Click on CTRL Panel to open the PC-EFTPOS Control Panel





Click "Logon" button to initiate a Logon

The First Data Merchant Solutions PIN Pad is now ready.

Please note: If the previous steps were successful the PIN Pad will return to the Idle Screen.



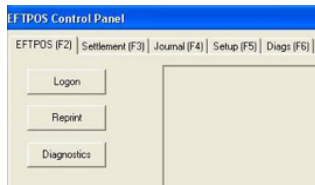
The PC-EFTPOS CONTROL PANEL

Through the PC-EFTPOS Control Panel, you will be able to perform:

Logon – Performs a Logon to the Host

Reprint- Reprints last receipt

Diagnostics – Provides reports on software configuration and version



Operating your Integrated PIN Pad - Samples of Transaction Flows

The principle of the integrated PIN Pad is that all EFT transactions are instigated from your POS solution to prevent the need for double keying. The PIN Pad is in essence a "slave" to your POS serving the purpose of enabling the customer's PIN to be entered and to build a secure EFT transaction for processing.

Purchase Transaction

In this sample transaction flow, all transaction data is collected at the ECR/POS, and sent down to the terminal in the PC-EFTPOS Transaction command.

Action

**First Data™
Merchant Solutions™**

Admin Version Info

All transaction data (ie: card data, transaction-type, purchase amount, cash-out amount, account type) is collected at the POS. Transaction Amount is entered at the POS

Screen Display

**First Data™
Merchant Solutions™**

Admin Version Info

At this point the PIN Pad will be displaying the First Data/Admin/Version Info display on the screen.

Action

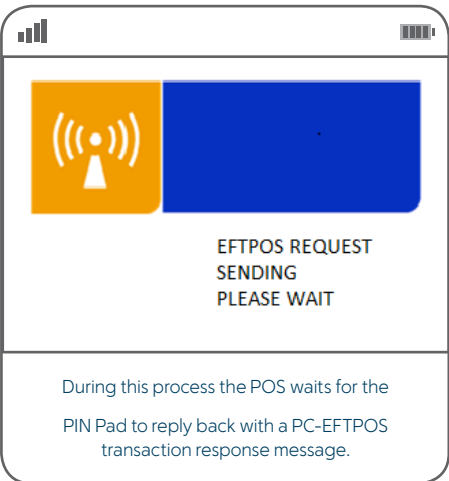
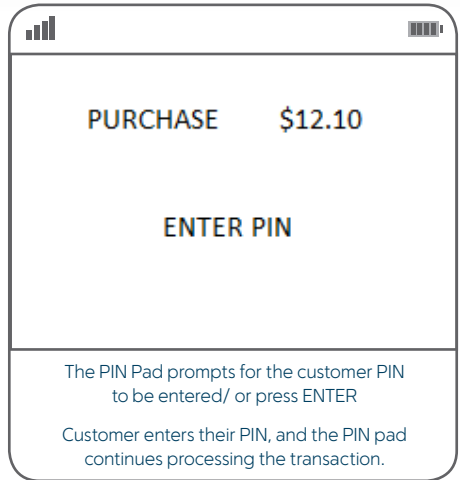
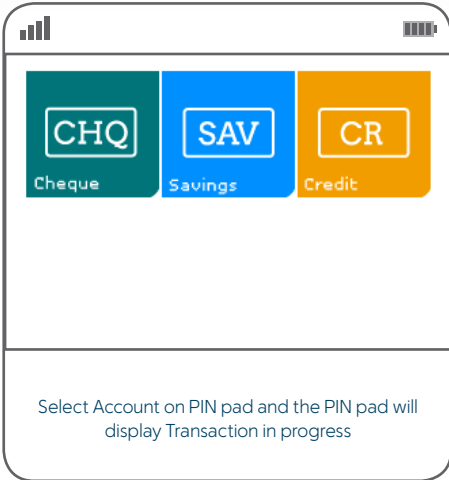
Insert TAP Swipe

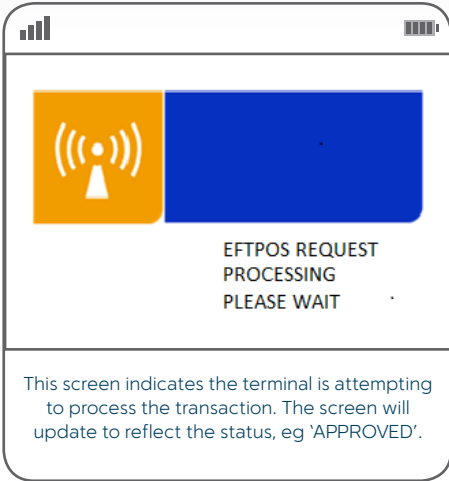
The EFT Transaction is initiated from the POS Software. The POS will display "Please Present Card"

Screen Display

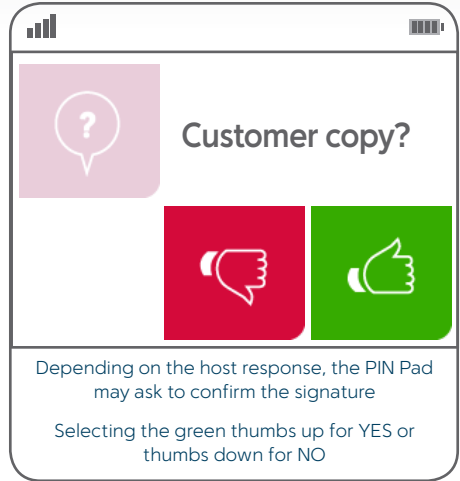
Insert TAP Swipe

The PIN Pad will ask the cardholder to Insert/Tap or Swipe



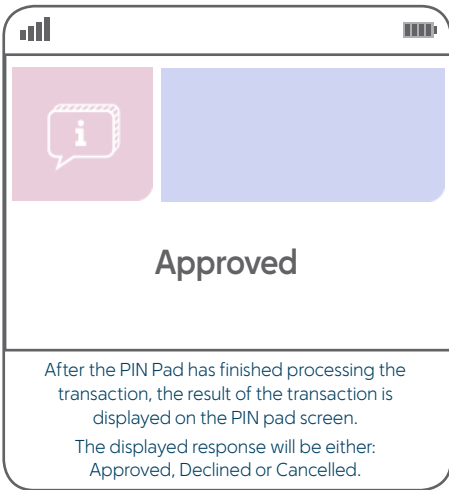


This screen indicates the terminal is attempting to process the transaction. The screen will update to reflect the status, eg 'APPROVED'.



Depending on the host response, the PIN Pad may ask to confirm the signature

Selecting the green thumbs up for YES or thumbs down for NO

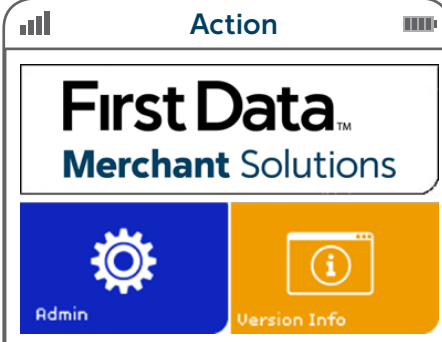


After the PIN Pad has finished processing the transaction, the result of the transaction is displayed on the PIN pad screen.

The displayed response will be either: Approved, Declined or Cancelled.

Refund Transaction

Action

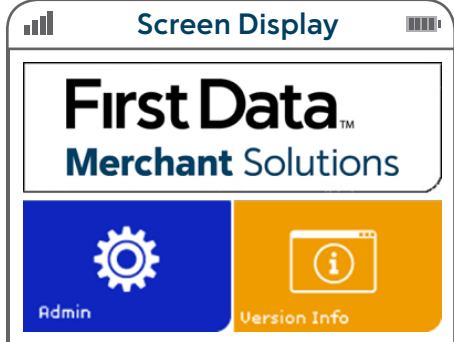


**First Data™
Merchant Solutions**

Admin Version Info

All transaction data (ie: card data, transaction-type, purchase amount, cash-out amount, account type) is collected at the POS.
Enter the Refund Amount

Screen Display




**First Data™
Merchant Solutions**

Admin Version Info

At this point the PIN pad will be displaying the First Data/Admin/Version Info display on the screen.

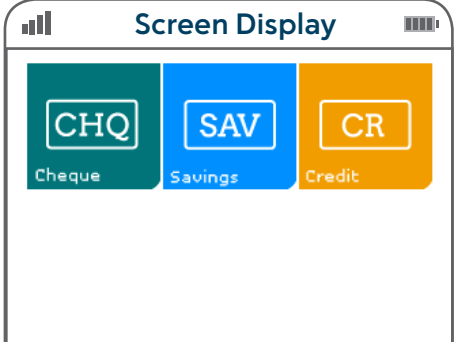
Action



Insert TAP Swipe

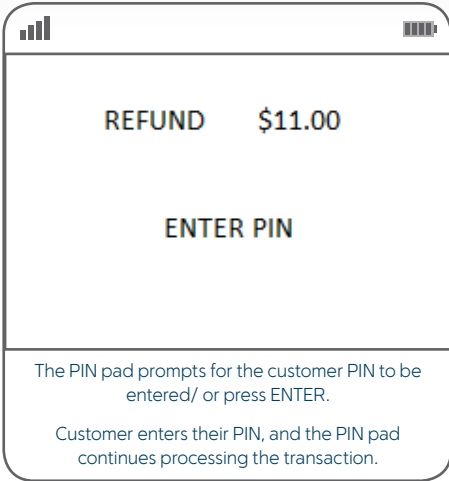
The EFT Transaction is initiated from the POS Software. The POS will display "Please Present Card"
The PIN Pad will ask the cardholder to Insert/ Tap or Swipe

Screen Display



CHQ SAV CR
Cheque Savings Credit

Select Account on PIN Pad and the PIN Pad will display Transaction in progress



How to complete a Settlement

You can initiate settlement manually any time before 1730 local time. You can also configure your PIN Pad to automatically settle any time between 0001 and 1800 local time.

If you want to change your settlement terminal cut off time to allow for longer trading hours, please visit [the merchant support page to download a form and email your request](#).

If you do not complete settlement using one of these methods, you will be prompted to manually settle when processing the first transaction after 1800 local time. You can perform multiple settlements a day at any time, but the first settlement of the day (after 0301 and before 1730) will be the only settlement processed that day.

Performing a manual settlement must be initiated from your POS. Please refer to your POS vendor for instructions.

During the settlement process, the PIN Pad screen will display:



Admin Functions

Certain administration functions can be instigated from the PIN Pad. These administration functions are performed by selecting the 'Admin' button on the idle screen

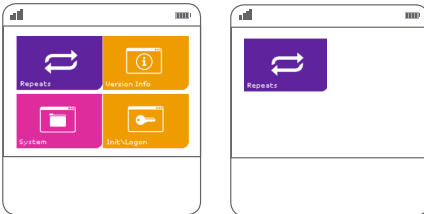


Having selected the 'Admin' button, you will be requested to enter password



Having entered the correct password, you will be offered the following options.

Note: An incorrect password will clear for retry.



Repeats will process outstanding actions such as check for outstanding reversals.

Note: If there are no repeats to process there is no prompt or noticeable response from the PIN Pad.

Admin Functions

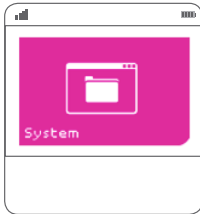
Version Info will display the current Version of PIN Pad software being run.



This will perform a logon of the PIN Pad connecting it to First Data Merchant Solutions.

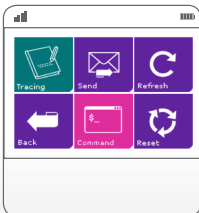


The System button will allow the user to navigate to a series of lower level functions. After pressing the System button, the selection reflects.



Tracing is a means to send log files to First Data Merchant Solutions for analysis. This function is usually undertaken when troubleshooting is required.

Tracing should only be turned on when requested to do so by First Data Merchant Solutions. When turned on a confirmation screen will be displayed as follows:



Send is a means to turn tracing off and send the resulting log files back to First Data Merchant Solutions for analysis. This function is usually undertaken when troubleshooting is required.

Tracing should only be turned on when requested to do so by First Data Merchant Solutions. When turned on a confirmation screen will be displayed as follows:

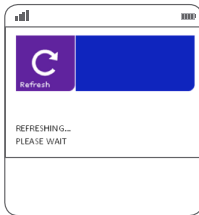


Refresh is a means to download any updates to the PIN Pad software.

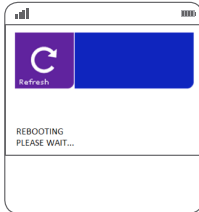
A refresh should only be performed when instructed to do so by First Data Merchant Solutions.

Note: during the refresh process the PIN Pad will reboot, re-connect to the POS and logon.

The PIN Pad will display:



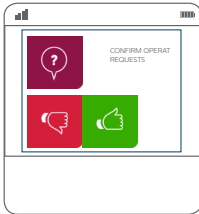
Then:



Command is a means to download any commands to the PIN Pad software.

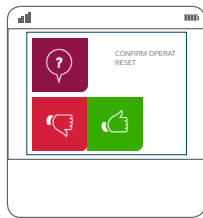
A command should only be performed when instructed to do so by First Data Merchant Solutions.

When selected, a confirmation screen will be displayed as follows:



Reset will complete a full reset of the PIN Pad.

A Reset should only be performed when instructed to do so by First Data Merchant Solutions.



Where to get help

First Data Merchant Solutions customer support

Visit the merchant support page at firstdatams.com.au

The site is equipped to keep you up to date with tips and articles, forms and guides, security and fraud prevention information and so much more.

Or call

Service and support

1800 243 444

Fraud and risk support

1800 372 838

Keep your merchant ID number handy when you call, this can help speed up your enquiry.

