



Pulse

PC-EFTPOS Reference Guide



PX328



NPT-710

Version 1.04
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.

Pulse Specific Details

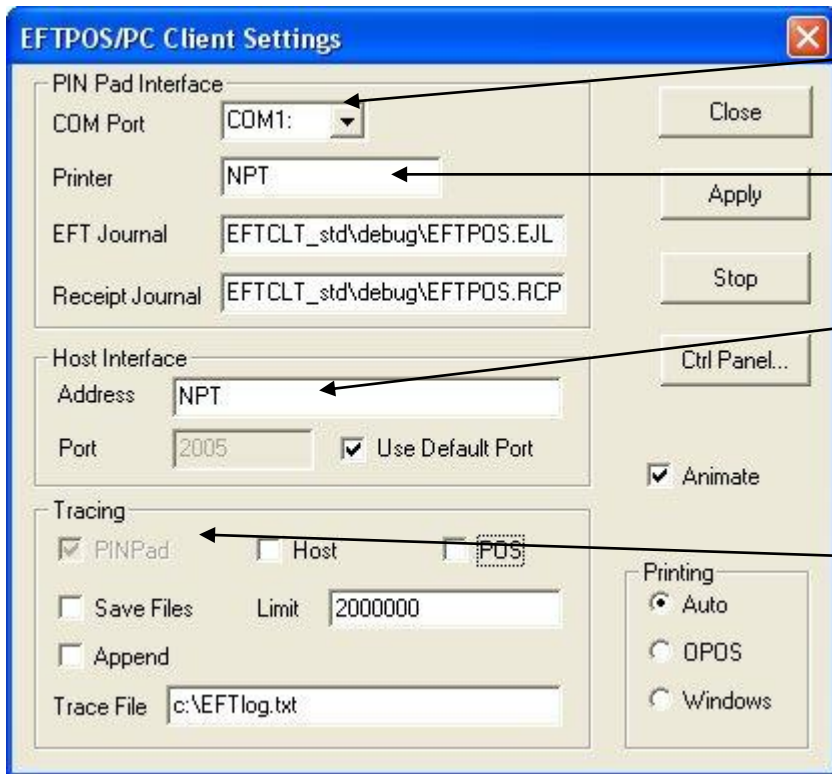
- Pulse help Desk Number: **1800 767 388**
- Requires both terminal ID and merchant ID. The terminal ID is 8 digits and Merchant ID is 15 digits.
- Dial-up system uses No headers.

Terminal Functionality Supported by Pulse

Functionality	
EFTPOS Functionality:	
• Purchase	✓
• Cash Out	✓
• Refund	✓
• MOTO processing	✓
• Pre-Authorisation	✓
• Completion	✓
• Tipping	✓
• Training Mode	✓
• Balance Enquiry	
• Voucher Entry	
• Electronic Fallback (EFB)	✓
• EMV processing	
Settlement Options	
• Settlement	✓
• Pre-Settlement	
• Last Settlement	
• Sub-Totals	
• Summary Totals	
• Shift Totals	✓
Hardware Options:	
• PX318 Pinpad	
• PX328 Pinpad	✓
• PX368 Pinpad	
• NPT Terminal	✓

PC-EFTPOS Overview

EFT-Client Settings:



COM port: that the pinpad is plugged into.

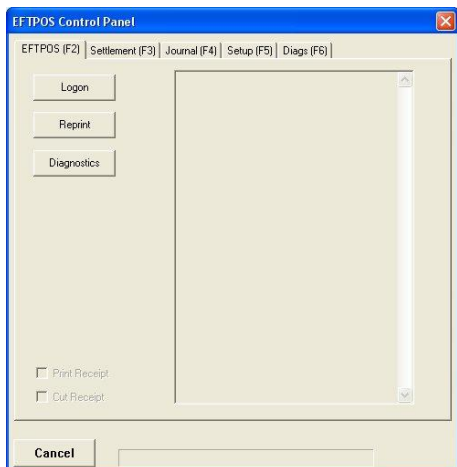
Printer: (Not used when POS is printing). NPT denotes using the internal printer of NPT

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

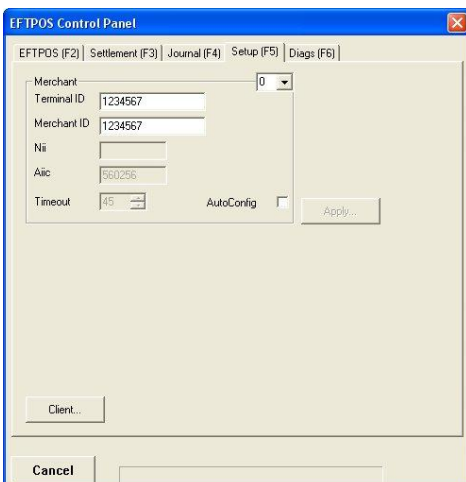
Press the control panel button on the Client settings page (above) to activate the control panel.



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 as the password

PC-EFTPOS Hardware Installation

PX328 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



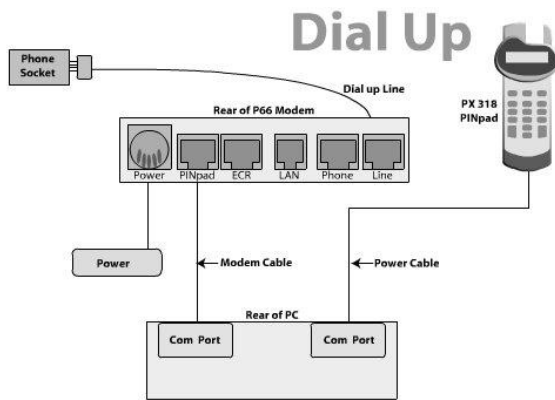
Supplied Equipment with terminal:

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.

P66 Dialup Modem



Supplied Equipment:

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

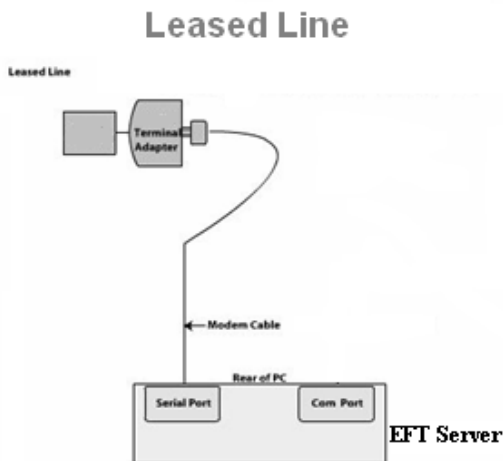
Installation Steps

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



RS232 cable connects to here

PC-EFTPOS Software Installation

1. *Install Terminal*

See Hardware Installation for PINpad.

2. *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.

3. *Configure Terminal*

To configure the terminal, either

- Press FUNC, 7410, ENTER, 1 and then enter the Terminal ID (8 digits) and then 2, ENTER and enter the Merchant ID (15 digits).
- From the Client Control Panel, go to the setup page and enter the details and press APPLY. The confirmation password is 2468



PC-EFTPOS Client icon

OR

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

5. *Bank Logon*

Open the PC-EFTPOS EFTPOS Control Panel and click on the “Logon” button.

6. *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:

Function Number	Description
3824	View terminal config
7410	Configure Terminal
20493824	Protected Functions
11112222	Switch to standalone mode
11112223	Configure Standalone mode
11112224	Configure Idle Display
11112225	Show or Hide EFTPOS Menu for standalone Mode
11113333	TMS Logon
11113334	TMS Configuration
11114440	Show EFT-Client on POS
11114441	Show EFTSRV on POS
11114442	Show EMS-client on POS
11114455	N-TMS logon only
11114456	Set Date/Time

3824 - (Maintenance Functions - Display Only)

Option	Description
0	Display S/W Version
1	Display TID
2	Display MID
3	Display PPID
4	Display Tran\$end ID for this NPT
5	SAF count.
6	Dallas Version
7	Change Merchant Refund Password.
8	Print Configuration (NPT printer only)
9	Card Read Test

7410 - (Configuration Functions)

Option	Description
0	State Code and TCC Configuration
1	Terminal ID. Enter up to 8 digits
2	Merchant ID. Enter up to 15 digits
3	NII
4	Tran\$end ID for CLNP Headers using NPT dial
5	Alter Comms Parameters. Press Enter to configure: PABX NO. Enter the PABX if the phone needs one. HOST PHONE NO. The default should be used BLIND DIAL QUICK DIAL
6	Header Type. 0 = No header 1 = CLNP Header. The next prompt will be Tran\$end ID followed by POS-FME (always 01) 2 = TPDU Header. The next prompt will be NII

9	Current Year configuration
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6566 - Memory Functions

Option	Description
0	
1	Reset Terminal Memory
2	Clear terminals Batch (Not implemented)
3	
4	Reset Merchant Password
5	Clear Repeat from terminal (Not implemented)
6	
7	
8	Clear Reversal from terminal
9	Print batch in terminal (Not implemented)

11112224 - Configure idle mode

Terminal display	Comment
FUNCTION *****	Press [FUNC] then enter [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

11113333 - Connect to TMS

This function connect the terminal to TMS.

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 PIN pad 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	Terminal Display	Explanation	Action To Be Taken
X0	TRAN CANCELLED NO RESPONSE	An answer has not been received from the bank for the transaction request in the required timeout period.	<ul style="list-style-type: none"> • Retry transaction. • If the terminal has been working correctly and prior to this message and no configuration changes have occurred, verify the network status. • If the network is known to be working or the terminal has been recently configured verify the communications parameters. • If problem persists return terminal for repair.
X4	TRAN CANCELLED SYSTEM ERROR	The Terminal has detected a STAN error and is unable to complete the transaction.	<ul style="list-style-type: none"> • Logon terminal • Retry transaction • If the problem persists return the terminal for a memory reset.
X7	TRAN CANCELLED SYSTEM ERROR	The Terminal has received a message from the host that did not pass message authentication.	<ul style="list-style-type: none"> • Retry transaction • Logon terminal • If problem persists, return terminal to be re-initialised.
X8	TRAN CANCELLED SYSTEM ERROR	An error code has been returned from the Tran\$end network.	<ul style="list-style-type: none"> • If error is '601-008' (Bank is not available) - Retry EFT Logon periodically. • Verify the communication parameters • Retry transaction • Verify the network status (See section Tran\$end initiated errors)
X9	TRAN CANCELLED CNP HEADER ERROR	An invalid length message has been received	<ul style="list-style-type: none"> • Try again.

Code	Terminal Display	Explanation	Action To Be Taken
XA	TRAN CANCELLED CNP DEST ERROR	The destination of the response from the bank was invalid	<ul style="list-style-type: none"> Try again.
XB	TRAN CANCELLED SYSTEM ERROR	A message with an invalid format has been received from the EFTPOS network. (Invalid Response Code)	<ul style="list-style-type: none"> Check the terminal configuration and logon Terminal. Verify the network status If problem persists return terminal for repair
XC	TRAN CANCELLED SYSTEM ERROR	A message with an invalid format has been received from the EFTPOS network. (Message Type Error)	<ul style="list-style-type: none"> Check the terminal configuration and logon Terminal. Verify the network status If problem persists return terminal for repair
XD	TRAN CANCELLED CARD NOT VALID	LUHN check has failed on the card	<ul style="list-style-type: none"> Try another card. Or type the number in more carefully.
XE	TRAN CANCELLED INVALID MONTH	The card entered has an invalid month	<ul style="list-style-type: none"> Try another card.
XF	TRAN CANCELLED TXN NOT SUPPORTED	The transaction type is not supported by this bank.	<ul style="list-style-type: none"> Try another transaction
XG	TRAN CANCELLED INVALID TRANS	The transaction attempted is not allowed on this terminal	<ul style="list-style-type: none"> Try another transaction
XH	TRAN CANCELLED INVALID TRACE#	The RRN sent to the pinpad for a tip-adjust is not valid	<ul style="list-style-type: none"> Use a valid RRN
XJ	TRAN CANCELLED FILE DOWNLOAD ERR	An error has occurred in the CPAT download	<ul style="list-style-type: none"> Contact bank
XR	TRAN CANCELLED NO CASH ON DB	No cash out allowed on debit	<ul style="list-style-type: none"> Try Credit account
XT	TRAN CANCELLED CONFIG REQUIRED	A transaction has been attempted before the terminal is configured	<ul style="list-style-type: none"> Re-configure terminal
T0	TRAN CANCELLED SYSTEM ERROR	Returned by the Terminal as a response to a status request, indicating that the Terminal is ready for transactions.	None.
T8	TRAN CANCELLED INVALID AMOUNT	An invalid amount has been sent from the POS	<ul style="list-style-type: none"> Consult POS vendor.
TB	TRAN CANCELLED INVALID CARD	This card is either not valid to the store or not accepted by the Bank.	<ul style="list-style-type: none"> Seek a different form of tender.
TC	DECLINED INVALID ACCOUNT	An account has been selected that is not valid for the card type.	<ul style="list-style-type: none"> Request customer to select another account.
TE	DECLINED NO CASH ON CR	Cash out is not permitted for a Credit account.	<ul style="list-style-type: none"> Ask customer to select a Cheque or Savings account.
TF			<ul style="list-style-type: none">
TH	TRAN CANCELLED PRINTER ERROR	The PC-EFTPOS system has had an error during printing	<ul style="list-style-type: none"> Fix printer and retry

Code	Terminal Display	Explanation	Action To Be Taken
TI	TRAN CANCELLED OPERATOR TIMEOUT	A request has timed out.	<ul style="list-style-type: none"> • Retry
TK	TRAN DECLINED NO MANUAL CARD	A card has been manually entered when the Bank does not permit this.	<ul style="list-style-type: none"> • Seek another form of tender from the customer.
TL	TRAN DECLINED SIGNATURE ERROR	The operator has pressed the [NO] key in response to a "SIGNATURE REQD" prompt.	<ul style="list-style-type: none"> • Seek another form of tender from the customer.
TM	TRAN CANCELLED BY OPERATOR	The operator has cancelled the transaction when a PIN or Account retry prompt is being displayed to the customer.	<ul style="list-style-type: none"> • Retry transaction or seek another form of tender.
TP	TRAN CANCELLED OFFLINE ERROR	The Terminal has stored the maximum number of transactions. The Terminal will upload the transactions as soon as the host is available. (Off-line Terminal only)	<ul style="list-style-type: none"> • Save sale & move to other terminal. • Periodically attempt online transactions PRE-SETTLEMENTS to clear the offline transactions.
TQ	TRAN CANCELLED CARD EXPIRED	Expiry date failed in batch. The expiry date was less or equal to the date held in the Terminal.	<ul style="list-style-type: none"> • Check the expiry date printed on the receipt.
TR	TRAN CANCELLED OVER FLOOR LIMIT	Transaction is over the floor limit. (Off-line Terminal only)	<ul style="list-style-type: none"> • Fill out a manual voucher. Obtain Authority Number for any manual voucher over the customer's card limit.
TT	TRAN CANCELLED OFFLINE ERROR	SAF transaction not allowed as the CPAT rejects it.	<ul style="list-style-type: none"> • Retry with another card.
TU	TRAN CANCELLED SAF PENDING	A config command has been rejected as there is a SAF pending to be cleared	<ul style="list-style-type: none"> • Do not reconfigure until all SAF transactions have been cleared.
TV	TRAN CANCELLED REVSL PENDING	A config command has been rejected as there is a reversal pending to be cleared	<ul style="list-style-type: none"> • Do not reconfigure until the reversal has been cleared.
TX	TRAN CANCELLED CANNOT PROCESS	The terminal is unable to complete the transaction as there are transactions stored in the batch which must be finalized with the host	<ul style="list-style-type: none"> • Periodically attempt Pre-Settlement's to clear the batch. • Verify communication parameters. • Verify network status.
TY	TRAN CANCELLED CARD REJECTED	The card has been rejected by the CPAT	<ul style="list-style-type: none"> • Try another card
TZ	TRAN CANCELLED ACCOUNT ERROR	The account that was selected is not allowed for this transaction	<ul style="list-style-type: none"> • Try another account.
Z0	TRAN CANCELLED MODEM ERROR	An error has occurred with the terminals modem	<ul style="list-style-type: none"> • Retry transaction. • Confirm the terminal communication parameters. • Replace terminal.
Z1	TRAN CANCELLED NO DIAL TONE	The modem has failed to find a dial tone on the attached phone line	<ul style="list-style-type: none"> • Check phone line connection. Check the PABX settings.
Z2	TRAN CANCELLED NO ANSWER	The number being dialed by the terminal is not answering.	<ul style="list-style-type: none"> • Check the PABX and Phone number settings. • Check the phone line connection
Z3	TRAN CANCELLED LINE BUSY	The number dialled by the terminal in engaged	<ul style="list-style-type: none"> • Check the Phone number settings.

Code	Terminal Display	Explanation	Action To Be Taken
Z5	TRAN CANCELLED POWER FAIL	The terminal lost power during a transaction. This receipt is printed upon reboot.	<ul style="list-style-type: none"> • <i>Make sure the power pack is securely connected to the wall socket and the terminal.</i> • If problem persists replace power pack and or terminal.
Z6	TRAN CANCELLED NO CARRIER	The number dialled or connected line does not have a carrier on the other end.	PSTN <ul style="list-style-type: none"> • Retry transaction • Confirm that the phone line is correctly connected. • Check the phone number •
Z7	TRAN CANCELLED NO EFTSRV	There is no link from the PC-EFTPOS client to the EFTSRV software	<ul style="list-style-type: none"> • Check if the EFTSRV is running. • Check PC network for errors

Bank Generated Response Codes

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

Code	Terminal Display	Explanation	Action To Be Taken
00	TRANSACTION APPROVED	The transaction has been approved and the customer should be allowed to leave with the merchandise and any cash out requested.	None
01	TRAN DECLINED CONTACT ISSUER	The Cardholders bank has not allowed the transaction and requires the cardholder to contact them.	Seek another form of tender.
03	TRAN DECLINED INVALID MERCHANT		
05	TRAN DECLINED DO NOT HONOUR	The Cardholders bank has not allowed the transaction, this card may be lost or stolen.	Supervisor MUST contact Help Desk for further instructions.
06	TRAN DECLINED		
07	TRAN DECLINED PICK UP CARD		
08	APPROVED WITH SIGNATURE	The transaction has been approved, subject to the customer's signature matching that on the back of their card. A signature slip will need to be inserted in the slip printer.	None
12	TRAN DECLINED NO CARD RECORD		<ul style="list-style-type: none"> • Seek another form of tender from customer. • Note EFT transaction.
13	TRAN DECLINED INVALID AMOUNT		<ul style="list-style-type: none"> • Seek another form of tender from customer. • Note EFT transaction.
15	TRAN DECLINED NO SUCH ISSUER		<ul style="list-style-type: none"> • Seek another form of tender from customer. • Note EFT transaction.
			<ul style="list-style-type: none"> •

Code	Terminal Display	Explanation	Action To Be Taken
30	TRAN DECLINED FORMAT ERROR	The bank that issued this card is not able to process transactions through this terminal.	<ul style="list-style-type: none"> Seek another form of tender from the customer.
33	TRAN DECLINED EXPIRED CARD	Card has Expired.	<ul style="list-style-type: none"> Seek another form of tender from the customer.
36	TRAN DECLINED INVALID CARD	The bank that issued this card is not able to process transactions through this terminal.	<ul style="list-style-type: none"> Seek another form of tender from the customer.
39	DECLINED NO CREDIT ACCT	This card does not have a credit account linked to it. The cardholder needs to try another account or contact their card issuer.	<ul style="list-style-type: none"> Ask customer to select another account.
41	TRAN DECLINED LOST CARD	Card has been reported lost	<ul style="list-style-type: none"> Seek another form of tender from the customer.
43	TRAN DECLINED STOLEN CARD	Card has been reported stolen	<ul style="list-style-type: none"> Seek another form of tender from the customer.
51	TRAN DECLINED INSUFFICIENT FUNDS	Cardholder should contact bank	<ul style="list-style-type: none"> Contact Bank
52	DECLINED NO CHEQUE ACCT	This card does not have a cheque account linked to it. The cardholder needs to try another account or contact their card issuer.	<ul style="list-style-type: none"> Ask customer to select another account.
53	DECLINED NO SAVING ACCT	This card does not have a savings account linked to it. The cardholder needs to try another account or contact their card issuer.	<ul style="list-style-type: none"> Ask customer to select another account.
54	TRAN DECLINED EXPIRED CARD	This card has expired, or has an incorrect expiry date encoded on the magnetic stripe. The cardholder must contact their card issuer.	<ul style="list-style-type: none"> Seek another form of tender from the customer.
55	DECLINED RETRY PIN	The customer has entered an incorrect PIN number. They should attempt to enter it again.	<ul style="list-style-type: none"> If necessary, remind the customer to enter the PIN again and press the [ENTER] key.
56	TRAN DECLINED CARD NOT ON FILE		<ul style="list-style-type: none"> Seek another form of tender from the customer.
57	TRAN DECLINED TXN NOT ALLOWED		<ul style="list-style-type: none"> Seek another form of tender from the customer.
58	TRAN DECLINED TXN NOT ALLOWED		<ul style="list-style-type: none"> Seek another form of tender from the customer.
61	TRAN DECLINED EXCEEDS LIMIT	The card holder(s) have already exceeded the withdrawal limit for this card for the day.	<ul style="list-style-type: none"> Seek another form of tender from the customer.
62	TRAN DECLINED RESTRICTED CARD		<ul style="list-style-type: none"> Seek another form of tender from the customer.
65	TRAN DECLINED EXCEEDS LIMIT	The card holder(s) have already exceeded the withdrawal limit for this card for the day.	<ul style="list-style-type: none"> Seek another form of tender from the customer.
67	TRAN DECLINED LIMIT EXCEEDED	The card holder(s) have already exceeded the withdrawal limit for this card for the day.	<ul style="list-style-type: none"> Seek another form of tender from the customer.

Code	Terminal Display	Explanation	Action To Be Taken
75	TRAN DECLINED EXCEED PIN TRIES	The cardholder has entered the wrong PIN number three times. The card can't be used for the rest of the day.	<ul style="list-style-type: none"> Seek another form of tender from the customer.
91	TRAN DECLINED ISSUER TIMEOUT	The card holders bank is unable to be contacted to authorize the transaction.	<ul style="list-style-type: none"> Raise a fallback voucher for the amount of the EFT tender.
91	TRAN DECLINED DUPLICATE		<ul style="list-style-type: none">
97	APPROVED	This response will always be seen for a settlement transaction.	None
98	TRAN CANCELLED MAC ERROR	The Bank has detected a Message Authentication error on the message from the terminal.	<ul style="list-style-type: none"> Logon terminal Retry EFT tender
??	TRAN DECLINED SYSTEM ERROR XX	A response code has been received that is unable to be interpreted by the terminal.	<ul style="list-style-type: none"> Retry EFT tender. Verify network status. If problem persists and the error is not generated by the host replace terminal.

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 1Power-on test executing. Dot will pulse on/off

Steady 2D-channel interface active for EFTPOS

Steady 3Pre-configuration in progress, learning identity

Steady 4.....Remote management in progress, configuration

Steady 5Software download in progress

Steady 6Reserved

Steady 7Reserved

Steady 8Reserved

Steady 9Reserved

Steady 0Reserved

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 5No stations responding to polls on EFTPOS port
Flashing 6Last call attempt failed-Channel
(X.25 fault or Argent server or NMS unavailable)
Flashing 7Not applicable
Flashing 8NMS has no pre-configuration to download
Flashing 9NMS main configuration failure
Flashing 0Not 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  
  
Merch-ID      xxxxxxxxxxxxxxxx  
Device-ID     xxxxxxxxxx  
  
TERMINAL SETTLEMENT AT  
DD/MM/YY  HH:MM  999999  
  
SETTLEMENT CURRENCY  AUD  
  
SETTLEMENT DEBIT/CREDIT  
  
PURHCASE   nnn      $$$$$$$$.cc  
CASH OUT   nnn      $$$$$$$$.cc  
REFUND     nnn      $$$$$$$$.cc  
  
TOTAL              $$$$$$$$.cc  
  
SETTLEMENT APPROVED  
  
GREETING TEXT 1  
GREETING TEXT 2  
-----
```

Returned from 810 message

Merchant ID of terminal
Terminal ID of terminal

Response text plus code.

Pre-Settlement Receipt

```
-----  
      MERCHANT NAME  
      MERCHANT ADDRESS 1  
      MERCHANT ADDRESS 2  
  
Merch-ID      xxxxxxxxxxxxxxxx  
Device-ID     xxxxxxxxxx  
  
TERMINAL SETTLEMENT AT  
DD/MM/YY  HH:MM  999999  
  
SETTLEMENT CURRENCY  AUD  
  
PRE-SETTLEMENT DEBIT/CREDIT  
  
PURHCASE   nnn      $$$$$$$$.cc  
CASH OUT   nnn      $$$$$$$$.cc  
REFUND     nnn      $$$$$$$$.cc  
  
TOTAL              $$$$$$$$.cc  
  
GREETING TEXT 1  
GREETING TEXT 2  
-----
```

Returned from 810 message

Merchant ID of terminal
Terminal ID of terminal

Shift Totals Receipt

```
-----  
      MERCHANT NAME  
      MERCHANT ADDRESS 1  
      MERCHANT ADDRESS 2  
  
SHIFT TOTALS  
  
DD/MM/YY  HH:MM  999999  
  
TERMINAL ID      ttttttttttt  
  
SHIFT TOTAL  
SUMMARY  
  
PURCHASE nnn      $$$$$$$$.cc  
CASH OUT  nnn      $$$$$$$$.cc  
TIPS      nnn      $$$$$$$$.cc  
REFUND    nnn      $$$$$$$$.cc  
  
NET        nnn      $$$$$$$$.cc  
  
OFFLINE    nnn      $$$$$$$$.cc  
-----
```

Totals calculated by terminal

Receipt Layouts

Initialisation Receipt

```
-----  
      MERCHANT ADDRESS 1  
      MERCHANT ADDRESS 2  
      MERCHANT ADDRESS 3  
  
SITE #      nnnnnnnnnnnnnnnnnnn  
TERM #      ttttttttttt  
  
SEQUENCE #      ttttttttt  
SOFTWARE          xxx.xx  
ID              vvvvvvvvvvvvvvvvvv  
  
*****  
  
dd/mm/yy  hh:mm      STAN  
  
LOGON SUCCESSFUL  
  
GREETING TEXT 1  
GREETING TEXT 2  
-----
```

Purchase, cash out and refund transaction records
Merchant Record - Signature Required

```

-----
MERCHANT ADDRESS 1
MERCHANT ADDRESS 2
MERCHANT ADDRESS 3

MERCHANT COPY

SITE #      mmmmmmmmmmmmmmmmmmm
Term #      ttttttttt

Scheme      CREDIT
Card Number <s>
EXPIRES    MM/YY

INV NO     iiiiiiiiiiiiiiiiii

PURCHASE           $10.00
-----
TOTAL      AUD     $10.00
-----

X _____
SIGNATURE:

dd/mm/yy hh:mm    STAN
APPROVED           08

AUTH NUMBER       xxxxxxxx

GREETING TEXT 1
GREETING TEXT 2
-----

```

Scheme = VISA etc and Account type
 Partial card number and keyed or swiped indicator

Invoice number from POS or internally generated by pinpad

Indicates txn type. PURCHASE, REFUND, PRE-Auth etc

Customer Record

```

-----
MERCHANT ADDRESS 1
MERCHANT ADDRESS 2
MERCHANT ADDRESS 3

CUSTOMER COPY

SITE #      mmmmmmmmmmmmmmmmmmm
Term #      ttttttttt

Scheme      CREDIT
Card Number <s>
EXPIRES    MM/YY

INV NO     iiiiiiiiiiiiiiiiii

PURCHASE           $10.00
CASH OUT           $10.00
-----
TOTAL      AUD     $20.00
-----

dd/mm/yy hh:mm    STAN
APPROVED           00

AUTH NUMBER       xxxxxxxx

GREETING TEXT 1
GREETING TEXT 2
-----

```

Scheme = VISA etc and Account type
 Partial card number and keyed or swiped indicator

Invoice number from POS or internally generated by pinpad

Indicates txn type. PURCHASE, CASH OUT, REFUND, PRE-Auth etc

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:

Pulse Help Desk

1800 767 388

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.