

**00 -Transaction Approved**

Approved or completed successfully

The transaction was approved

**Who to Contact**

**Contact Details**

**Related Files**

**01 -Contact the Bank**

Declined by Card Issuer for unspecified reason – Card holder to contact Card Issuer

This is a bank generated response, contact the bank

**Who to Contact**

Contact the CBA Help Desk

**Contact Details**

1800 230 177

**Related Files**

**02 -Contact the Bank**

Declined – Unsupported Host Response Code

This is a bank generated response, contact the bank

**Who to Contact**

Contact the CBA Help Desk

**Contact Details**

1800 230 177

**Related Files**

**03 -Contact the Bank**

Declined – Unsupported Host Response Code

This is a bank generated response, contact the bank

**Who to Contact**

Contact the CBA Help Desk

**Contact Details**

1800 230 177

**Related Files**

**04 -Contact the Bank**

Declined - Pick up card (card reported lost or stolen)

This is a bank generated response, contact the bank

**Who to Contact**

Contact the CBA Help Desk

**Contact Details**

1800 230 177

**Related Files**

### 05 -System Error

Declined – Unsupported Host Response Code

This is a bank generated response, contact the bank

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

### 06 -Contact the Bank

Declined – Unsupported Host Response Code

This is a bank generated response, contact the bank

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

### 08 -Approved

Approved - Pay on signature verification

The transaction was approved with signature

#### Who to Contact

#### Contact Details

#### Related Files

### 11 -Approved

Approved or Completed successfully

The transaction was approved

#### Who to Contact

#### Contact Details

#### Related Files

### 12 -Invalid Transaction

Host has rejected a transaction with an invalid format or field

This is a bank generated response, contact the bank

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

### 13 -Invalid Amount

Declined - Credit card cash out amount is below Bank limit.

This is a bank generated response, contact the bank

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

#### 14 -Card not Valid

Declined - Invalid Card Number

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 19 -Retry Transaction

Try the transaction again

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 20 -System Error

Declined - Unsupported Host Response Code

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 21 -Approved

Reversal Approved

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 36 -System Error

Declined – Card Issuer not available but no stand in.

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 39 -No Credit Account

Declined - No credit account on file for the card

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 40 -System Error

Declined - Unsupported Host Response Code

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 41 -System Error

Declined - Unsupported Host Response Code

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 42 -No Account

Declined - Selected account 1 to 5 is not on file for the card

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 51 -Contact the Bank

Declined - Not sufficient Funds for the account selected

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 52 -No Cheque Account

No cheque account for this account

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 53 -No Savings Account

No savings account for this account

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 54 -Expired Card

The card has expired

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 55 -Invalid PIN

PIN is incorrect

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 58 -Tran not Allowed

Declined - Terminal not permitted to do EFTPOS tran.

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 61 -Over Card Limit

Declined - Bank daily Limit exceeded for card.

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 75 -Exceed PIN tries

Bank PIN tries limit exceeded for the card

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 76 -Approved

Approved - Session key change is required

##### Who to Contact

##### Contact Details

##### Related Files

#### 91 -Bank not Available

Card Issuer not available transaction amount is over the floor limit.

Retry the transaction. If it fails again contact the bank.

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 94 -Duplicate Transaction

Duplicate Transaction

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 96 -System Error

Declined because of an Error in the Bank's Switch system

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 97 -Settlement Totals Reset

Bank advises that the PINpad Settlement totals have been previously reset

This is a bank generated response, contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### 98 -System Error

MAC error, system key synchronisation required

Check for PINpads with the same terminal and merchant ID. If this error continues contact the bank

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### A1 -Recursive Call

This error can only occur if the POS System has attempted to use the PC EFTPOS system whilst it is already processing a request from the POS

##### Who to Contact

Contact your POS Vendor

##### Contact Details

##### Related Files

ActiveX Control Overview.pdf

### A2 -General Failure

Windows Error. This should never occur. Check to see if the computer is functioning normally.

#### Who to Contact

Contact your POS Vendor

#### Contact Details

#### Related Files

### A3 -Reserved

Not in use

#### Who to Contact

Contact PC EFTPOS

#### Contact Details

02 9998 9800

#### Related Files

### A4 -Invalid Merchant

This error occurs when the POS system attempts a transaction for a merchant number that does not exist.

#### Who to Contact

Contact your POS Vendor

#### Contact Details

#### Related Files

### A5 -Reserved

Not in use

#### Who to Contact

Contact PC EFTPOS

#### Contact Details

02 9998 9800

#### Related Files

### A6 -Reserved

Not in use

#### Who to Contact

Contact PC EFTPOS

#### Contact Details

02 9998 9800

#### Related Files

### A7 -Internal Buffer

This error is set if the ActiveX control receives a message from the EFTPOS system that is smaller than is expected.

Enquire with Ingenico to ensure that the correct versions of the ActiveX control and EFT Client are being used.

Reinstall the latest versions

#### Who to Contact

Contact your POS Vendor

#### Contact Details

#### Related Files

**A8 -Reserved**

Not in use

**Who to Contact**

Contact PC EFTPOS

**Contact Details**

02 9998 9800

**Related Files****A9 -Reserved**

Not in use

**Who to Contact**

Contact PC EFTPOS

**Contact Details**

02 9998 9800

**Related Files****B1 -Reserved**

Not in use

**Who to Contact**

Contact PC EFTPOS

**Contact Details**

02 9998 9800

**Related Files****B2 -Unsupported Operation**

The operation that was attempted by the POS is not supported in this version of software

**Who to Contact**

Contact your POS Vendor

**Contact Details****Related Files****B3 -Client Offline**

The EFT Client is not running. This could be from the service being stopped or another program using the EFT Client.

Check that two version of the program are not running, or that the Generic POS is running. Close all of the programs and restart the PC.

**Who to Contact**

Contact your POS Vendor

**Contact Details****Related Files****B4 -Internal Buffer**

This error is set if the ActiveX control receives a message from the EFTPOS system that is larger than is expected. Ensure that the correct versions of the ActiveX control and EFT Client are being used.

**Who to Contact**

Contact your POS Vendor

**Contact Details****Related Files**



**B5 -Invalid Amount**

The POS has sent an invalid amount to the PC EFTPOS system. The Purchase or Cashout amount is too large. A cash out of \$0.00 as a transaction. The amount is zero for the purchase. Check the transaction

Check the transaction details to see if they look OK

**Who to Contact**

Contact your POS Vendor

**Contact Details****Related Files****B6 -Invalid Dialog**

The POS has set up invalid dialog parameters.

**Who to Contact**

Contact your POS Vendor

**Contact Details****Related Files****B7 -Invalid TXNTYPE**

The POS has set an invalid Transaction type. It could either be an invalid settlement option or an invalid transaction type.

**Who to Contact**

Contact your POS Vendor

**Contact Details****Related Files****B8 -Invalid TXNREF**

The POS has set an invalid transaction type. It may be too large or non-ASCII

**Who to Contact**

Contact your POS Vendor

**Contact Details****Related Files****B9 -Reserved**

Not in use

**Who to Contact**

Contact PC EFTPOS

**Contact Details**

02 9998 9800

**Related Files****BY -PinPad Busy**

The PINpad has reported that it is currently Busy processing a transaction. This transaction may be a reversal or some other housekeeping task that the PINpad performs. The operator should wait ( up to 30 seconds) and try again

Retry the Transaction, and contact the bank if the problem continues

**Who to Contact**

Contact the Bank

**Contact Details**

1800 230 177

**Related Files**

**D0 -Invalid AuthCode**

The POS has sent an invalid authcode. The length is too long

**Who to Contact**

Contact your POS Vendor

**Contact Details****Related Files****E2 -No Previous Txn**

No previous transaction results when a when the PINpad tries to retrieve a transaction that hasn't occurred. This may happen when the PINpad is old, or has just been replaced

**Who to Contact**

Contact your POS Vendor

**Contact Details****Related Files****N0 -System Error**

CPAT File Update Sequence Error detected - Incorrect Next entry number from terminal.

**Who to Contact**

Contact CBA Helpdesk

**Contact Details**

1800 230 177

**Related Files****N1 -Logon Success**

Logon Successful - Host requires PINpad to load a new CPAT.

**Who to Contact**

Contact CBA Helpdesk

**Contact Details**

1800 230 177

**Related Files****N2 -PPID Unknown**

PPID Unknown

**Who to Contact**

Contact CBA Helpdesk

**Contact Details**

1800 230 177

**Related Files****N3 -Logon Failed**

Logon unsuccessful, further action required

**Who to Contact**

Contact CBA Helpdesk

**Contact Details**

1800 230 177

**Related Files**

### PF -PINpad Offline

The PINpad is not responding.

The possible causes could be a lack of power or it is attached to the wrong com port. There is something set up incorrectly in the PC Bios affecting the PINpad. The PINpad is damaged. Check the power and the com ports. See if the PINpad is damaged by looking at the screen. Recheck the power and com ports. This is a common error that is simple to fix. If the com port is not responding the machine may have to be rebooted to "free" the com port

#### Who to Contact

Contact your POS Vendor

#### Contact Details

#### Related Files

Installation Files.

### S0 -Modem Error

#### Who to Contact

Contact the POS Vendor

#### Contact Details

#### Related Files

### S1 -No Dial Tone

There was no dial tone on the internal modem

Check that the modem phone line is connected, that the PABX prefix number is entered into the terminal is one exists and that there are no other devices using the line. Retry the transaction.

#### Who to Contact

Contact the POS Vendor

#### Contact Details

#### Related Files

### S2 -No Answer

There was no answer from the bank host.

If this occurs with a previously working terminal then retry the transaction. If this is a new terminal check that the phone number in the terminal is correct and that there is no interference on the phone line.

#### Who to Contact

Contact the POS Vendor

#### Contact Details

#### Related Files

### S3 -Line Busy

The line is being used by another device.

Check that the modem phone line is connected, that the PABX prefix number is entered into the terminal is one exists and that there are no other devices using the line. Retry the transaction.

#### Who to Contact

Contact the POS Vendor

#### Contact Details

#### Related Files

### S4 -No Phone Number

No phone number programmed in terminal

Enter the bank phone number 1800509183 into the terminal

#### Who to Contact

Contact the POS Vendor

#### Contact Details

#### Related Files

### S5 -Power Fail

Power fail. The terminal has power failed during processing

Reboot the pinpad and attempt the transaction again

#### Who to Contact

Contact the CBA Helpdesk

#### Contact Details

1800 230 177

#### Related Files

### S6 -No Carrier.

No Carrier. The modem lost carrier during processing

The was a synchronisation failure with the bank. The possible courses are the phone line, the bank modems or the EFTPOS modem.

Retry the transaction if the problem persists contact the phone company, CBA, or your POS Vendor

#### Who to Contact

#### Contact Details

#### Related Files

### S7 -No EFT Server

No EFT Server. The connection from the client to the EFTSRV is missing.

No transactions will work until the link to the EFT-Server is re-established.

Your POS Vendor can assist you to restore the connection

#### Who to Contact

Contact your POS Vendor

#### Contact Details

#### Related Files

### T0 -PINpad Idle

PINpad Idle

The pinpad status request was successful

#### Who to Contact

#### Contact Details

#### Related Files

### T5 -System Error

No manufacturers keys, return to where you obtained your pinpad, the Bank or PC-EFTPOS

#### Who to Contact

Contact PC EFTPOS

#### Contact Details

02 9998 9800

#### Related Files

### T8 -System Error

Invalid amount or zero amount (when not allowed) was received from the PCEFT Client System

#### Who to Contact

Contact your POS Vendor

#### Contact Details

#### Related Files

**T9 -System Error**

A new request was received from the PCEFT Client while still processing a previous request

**Who to Contact**

Contact your POS Vendor

**Contact Details****Related Files****TB -Card not Valid**

Card number has an invalid Modulus 10 Check Digit.

**Who to Contact**

Contact the CBA Help Desk

**Contact Details**

1800 230 177

**Related Files****TE -No Cash on Credit**

No cash out on Credit cards

**Who to Contact**

Contact the CBA Help Desk

**Contact Details**

1800 230 177

**Related Files****TF -Logon Required**

The PINpad requires a logon

**Who to Contact**

Contact the POS Vendor

**Contact Details****Related Files****TG -Display Error**

The PINpad cannot display messages on the Cash Register.

**Who to Contact**

Contact your POS vendor

**Contact Details****Related Files****TH -Printer Error**

POS Printer Error. The POS Printer is not responding correctly

The printer is not responding. Check the printer connections, the printer power and the printer paper

**Who to Contact**

Contact your POS Vendor

**Contact Details****Related Files**

**TI -Operator Timeout**

The transaction has timed out

The transaction timed out either waiting for a response from the POS, or waiting for the operator. Retry the transaction.

**Who to Contact**

Contact your POS Vendor

**Contact Details****Related Files****TJ -System Error**

No master keys in the PINpad, return pinpad to the Bank or PC-EFTPOS

The PINpad keys will need to be reloaded

**Who to Contact**

Contact Bank or PC EFTPOS

**Contact Details**

1800 230 177 or 02 9998 9800

**Related Files****TK -No Manual Entry**

Manual Entry is not allowed for this merchant

Manual entry is not allowed for some merchants, contact CBA to see if they can enable it for you

**Who to Contact**

Contact the CBA Help Desk

**Contact Details**

1800 230 177

**Related Files****TL -Signature Error**

Signature Error. The signature was declined

The signature was declined by an operator

**Who to Contact**

See the operator

**Contact Details****Related Files****TM -Operator Cancelled**

The operator has cancelled the transaction when a card or PIN or Account retry prompt is being displayed.

The transaction was cancelled by the operator

**Who to Contact**

See the operator

**Contact Details****Related Files****TN -Declined**

Incorrect password

**Who to Contact****Contact Details****Related Files**

### TP -Cancelled

TP is caused when the pinpad cannot process an offline transaction, in this case an autocompletion.

In particular it occurs when:

- the batch is full
- Processing code in CPAT forbids offline transactions
- Transaction amount exceeds host defined limits

Most probably an incorrect CPAT setup on the host.

#### Who to Contact

Contact th CBA Helpdesk

#### Contact Details

1800 230 177

#### Related Files

### TQ -Expired Card

The card has expired

Retry the transaction with another card.

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

### TR -System Error

Over the floor limit

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

### TS -System Error

Terminal ID Error

Contact the Bank to have them check your Terminal ID

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

### TT -System Error

Batch Full

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

### TU -SAF Pending

Store and Forward transaction pending

A store and forward transaction is occurring, wait for it to finish

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

### TV -Reversal Pending

The PINpad cannot process transaction until the reversal has cleared

A reversal transaction is occurring, wait for it to finish

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

### TX -Unable to Process

The PINpad is unable to process the request because it is not ready or the Host has rejected a Reversal or Payment advice transaction.

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

### TY -Card Rejected

Card type was rejected by the CPAT

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

### TZ -Declined

Invalid Account

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

### X0 -No Response

The bank has not responded to the request.

Check that the merchant and terminal ID's are correct.  
Check the following

- That the merchant and terminal ID's are correct. The ANZ can refer to the Merchant ID as the Terminal ID. It will have 15 digits. On occasion STG give the MID and TID as 7 digits. Adding 05799820 to the front will make the 15 digit number required for the MID.
- Check the POS AME, it will have 10 digits
- The EFT SRV may have been set up for the wrong bank.
- Ensure that the Argent terminal adapter cable is a standard RS232 cable, not a null modem cable.
- Also ensure that the bank has programmed the terminal ID's

#### Who to Contact

Contact the CBA Help Desk or the POS Venc

#### Contact Details

1800 230 177

#### Related Files



#### X1 -Communications Error

Communications Error

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### X2 -Communications Error

Communications Error

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### X3 -Communications Error

The ICC is not receiving 'carrier' from the Tran\$end network.

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### X4 -System Error

The PINpad has detected a mismatch on the STAN returned from the bank

Perform a logon

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### X5 -Communications Error

Communications Error

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

#### X6 -Invalid Terminal

PINpad detected invalid terminal ID

##### Who to Contact

Contact the CBA Help Desk

##### Contact Details

1800 230 177

##### Related Files

### X7 -MAC Error

MAC Error has been detected.

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

### X8 -PDU Error

An error code has been returned from the Tran\$end network - 'XX' represents the PDU error and 'YY' the PDU Code.

If you have an Argent connection, contact th Telstra Argent Help Desk on 1300 137 100 option 4.

#### Who to Contact

Contact the CBA Help Desk or Telstra

#### Contact Details

1800 230 177

#### Related Files

### X9 -System Error

A message with an incorrect length was received from the network.

#### Who to Contact

Contact the CBA Help Desk or Telstra

#### Contact Details

1800 230 177

#### Related Files

### XA -Message Error

A message with an incorrect address was received from the network.

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

### XB -Message Error

Invalid response code. The message has been corrupted

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

### XC -Message Error

Invalid Message Type

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

**XD -Card not Valid**

LUHN check failed on card. Manual Card entry invalid

**Who to Contact**

Contact the CBA Help Desk

**Contact Details****Related Files****XF -Invalid Month**

Month entered is wrong

**Who to Contact**

Contact the CBA Help Desk

**Contact Details****Related Files****XG -TXN not Supported**

Invalid Transaction was attempted

**Who to Contact**

Contact the CBA Help Desk

**Contact Details**

1800 230 177

**Related Files****Y0 -System Error**

Invalid merchant ID

**Who to Contact**

Contact the CBA Help Desk

**Contact Details**

1800 230 177

**Related Files****Z0 -Modem Error**

General problem with the modem

This is a general modem error.

- Check the connections and the POS AME.
- The dial may have taken more than 40 seconds.
- The com port and the modem may not be communicating.
- Check that another program is not using the com port
- Check the BIOS Settings to ensure they are correct

**Who to Contact**

Contact the POS Vendor

**Contact Details****Related Files**

### Z1 -No Dial Tone

The EFTPOS modem has reported that there is no phone line connected to it.

Check the phone line, and PABX extension as there is no answer, check the phone number.

Try plugging a normal phone into the socket and dialling the number. A modem sound should happen on the other end.

Check that the modem is not sharing a fax.

#### Who to Contact

Contact the POS Vendor

#### Contact Details

#### Related Files

Installation Files.

### Z2 -Repeat Reversal

Repeat Reversal has already been processed by the Host

Check the phone line, and PABX extension as there is no answer, check the phone number.

Try plugging a normal phone into the socket and dialling the number. A modem sound should occur on the other end. The possible other explanations are the modem has failed

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

Installation Files.

### Z3 -Refund Limit

Refund amount exceeds the Bank's limit.

The EFTPOS modem has reported that the number it has tried to call is busy. Retry the transaction. If it occurs often in from the bank and PCE-EFTPOS

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

### Z4 -No Host Number

The phone number is not configured

Check the EFT SRV installation. Reinstall the EFT SRV software

#### Who to Contact

Contact the POS Vendor

#### Contact Details

#### Related Files

Installation Files.

### Z5 -Power Fail

The POS has a power fail, transaction declined

The power failed and the transaction did not complete. Retry the transaction

#### Who to Contact

Contact the POS Vendor

#### Contact Details

#### Related Files

### Z6 -No Manual Entry

Bank is in 'stand in' and will only accept swiped cards.

There was a synchronisation failure with the bank. The possible courses are the phone line, the bank modems or the EFTPOS modem.

Retry the transaction if the problem persists contact the phone company, bank and Ingenico

#### Who to Contact

Contact the CBA Help Desk

#### Contact Details

1800 230 177

#### Related Files

## Z7 -Link Error

The EFT Client application cannot communicate with the EFT SRV.

Check the following to ensure that the connection is being made.

- The Client Icon in the system tray should be green, not red.
- A red icon means it cannot see the EFT SRV.
- The POS has TCP/IP installed and is operational. • The POS is connected to the LAN.
- The EFT SRV is running on the machine that is connected to the bank

### Who to Contact

Contact the POS Vendor

### Contact Details

### Related Files

Installation Files.

