Live
eftpos

VX 690

Live eftpos integrated

Quick Reference Guide

3G/GPRS and Bluetooth® Connectivity

Setting up 3G/GPRS backup communications	To configure 3G/GPRS, please follow the below steps: 1. Press #998 on the PINpad. 2. Press 8 to configure GPRS. In the event that your main communication method is down, the terminal will automatically failover to 3G/GPRS backup communications.
Setting up Bluetooth to base connectivity	1. Connect the terminal base to a power point using the provided power cable. 2. Please then plug in the terminal's base to your POS using a supported communications method (serial or USB connections). 3. Place your terminal on the base for charging. 4. The terminal will prompt to turn on Bluetooth on the base to configure the pairing. 5. Once paired the screen will display pairing successful. Note: The terminal can function in a wireless mode whilst connected with its base using Bluetooth communications.

Processing transactions

Processing a purchase	1. Initiate a purchase transaction via the POS interface. 2. The terminal will prompt you to Tap, Insert or Swipe the customer's card. 3. If a contactless card is presented, position the card above the terminal screen for processing. 4. The terminal will advise if the transaction has been approved or declined and print a receipt. 5. Alternatively, for Insert or Swipe card processing, select the account type on the terminal. 6. The terminal will prompt for the customer to enter their PIN (if required) and then press ENTER. 7. The terminal will advise if the purchase has been approved or declined. Note: If the terminal is in standalone-lite mode, then the purchase amount is entered on the terminal and not the POS interface. Settlement and all other functions are completed on the terminal as the terminal is not connected to the POS.
Processing a cash only transaction	1. Initiate a cash only transaction via the POS interface. 2. Insert/swipe the customers card. 3. Select the account type (Cheque and savings accounts only). 4. Have the customer enter their PIN and press ENTER. 5. The terminal will advise if the transaction has been approved or declined.
Processing a refund	1. Initiate a refund on the POS interface. 2. The terminal will prompt you to Tap, Insert or Swipe the customer's card. 3. If a contactless card is presented, position the card above the terminal screen. The terminal will advise if the transaction has been approved or declined and print a receipt. 4. Alternatively, for Insert or Swipe card processing, select the account type on the terminal. 5. The terminal will prompt for the customer to enter their PIN (if required) and then press ENTER. 6. The terminal will advise if the refund has been approved or declined.

Processing transactions continued

Processing a pre-authorisation	1. Initiate a pre-authorisation transaction via the POS. 2. Insert/Swipe the customers card. 3. The terminal will prompt for the customer to enter their PIN (if required) and then press ENTER. 4. The terminal will advise if the pre-authorisation has been approved or declined. Note: This function is only available for approved pre-auth merchants and is applicable for credit or charge cards only.

Processing a completion	1. Initiate a completion transaction via the POS.
	2. Key in the ROC number from the pre-authorisation receipt and press ENTER. OR: To bypass the ROC number, enter six zeros and press ENTER.
	  • If you have keyed in the ROC number and pressed ENTER go to step 3.
	  • If you pressed ENTER only go to step 5.
	3. The pre-authorisation details will be displayed. Press ENTER to confirm details.
	4. Have the customer sign the receipt. If the signature matches the signature on the card, press ENTER on the POS.
	5. Key in the authorisation number from the Pre-Authorisation receipt and press ENTER.
	6. Insert/swipe the customer's card.
	7. The terminal will prompt for the customer to enter their PIN (if required) and then press ENTER.
	8. The terminal will advise if the pre-authorisation completion has been approved or declined.
	Note: This function is only available for approved pre-auth merchants and is applicable for credit or charge cards only.

Processing a Settlement

Processing a Settlement	**Automatic Settlement**
	  i. Your terminal will settle automatically every day at a pre-programmed time.
	  ii. This is set up when your facility is first established. If required, you can contact Live eftpos to change your Auto Settlement time.
	Manual Settlement
	  i. You have the option to perform a manual settlement anytime throughout the day prior to the auto settlement. This function allows you to manually settle the current trading day.
	  ii. Initiate a settlement transaction via the POS interface.
	  iii. The terminal will connect to the bank and begin settlement.
	Note: A settlement can only be performed once in a 24 hour period. You will receive a (97) CANNOT SETTLE response if you have attempted to settle more than once. You cannot settle between 9:30pm and 11:00pm (AEST).

Transaction Reporting

Reprinting the last transaction	1. Initiate reprint receipt via the POS. 2. The last transaction receipt will be printed.
Printing a pre-settlement report	1. Initiate the transaction via the POS. 2. An "approved" message will display when the pre-settlement report is successful.
Manual terminal settlement	1. Initiate a settlement via the POS. 2. The terminal will connect to the bank and begin settlement. Note: This function is not applicable for auto Settlement and is not available between 9:30pm and 11:00pm (AEST).
Reprinting the last Settlement	1. Initiate last settlement via the POS. 2. The last transaction receipt will be printed.

Response Codes

00: APPROVED
- The transaction has been approved

01: CALL FOR AUTH
- Unable to obtain electronic authorisation.
- Obtain another form of payment
- Advise cardholder to contact card issuer.

05: CANNOT PAY
- Obtain another form of payment.
- Advise cardholder to contact card issuer.

12: INVALID TRANSACTION
- Retry the transaction selecting a different account.
- If the transaction is declined again, obtain another form of payment.
- Advise cardholder to contact issuing bank.

51: CANNOT PAY
- Insufficient funds.
- Obtain another form of payment.
- Advise cardholder to contact card issuer.

54: EXPIRED CARD CANNOT PAY
- Check the card expiry date.
- Obtain another form of payment.
- Advise cardholder to contact card issuer.

55: INVALID PIN
- The cardholder has entered the wrong PIN.
- Retry the transaction with the correct PIN.

61: CANNOT PAY
- Obtain another form of payment.
- Advise cardholder to contact card issuer.

Get in touch

- **Live eftpos support**
  1300 780 788
  support@liveeftpos.com.au
  http://support.liveeftpos.com.au

- **PC-EFTPOS Support**
  PC-EFTPOS provides the software that allows communication between your terminal and your point of sale software.
  www.pceftpos.com
  02 9998 9800
  Monday to Friday: 8:30am – 10:00pm (Sydney time)
  Saturday: 10:00am – 5:00pm (Sydney time)
  Sunday : 10:00am – 3:00pm (Sydney time)

  Please have your merchant and terminal numbers ready.

  Being aware of error messages you are experiencing will come in handy to ensure your issues are resolved.