www.liveeftpos.com.au

Live eftpos

100%

Please Enter Amount

VISA   MasterCard   eftpos

PAY WITH   FUNCTIONS   MENU   ACCOUNT   SETTLE

1 QZ.   2 ABC   3 DEF
4 GHI   5 JKL   6 MNO
7 PRS   8 TUV   9 WXY
*,'"   0 -SP   #

Welcome to Live eftpos

Live eftpos support
For support
Email: support@liveeftpos.com.au
Website: support.liveeftpos.com.au

Please have your merchant and terminal identification numbers ready.

Taking note of any error messages you are experiencing will help us to resolve issues promptly.

Standard 57mm
paper roll

www.liveeftpos.com.au

Contactless
reader

Live eftpos

Signal strength

100%

Battery strength

Please Enter Amount

VISA   MasterCard   eftpos

PAY WITH	FUNCTIONS	MENU	ACCOUNT	SETTLE

Swipe card

1 QZ.	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PRS	8 TUV	9 WXY
*,'"	0 -SP	#

Off / Cancel / Back

Press the red button
and hold until
beeping stops

Your terminal will not switch
off when on charge

On / Enter

Press the green
button and hold
until the beep

Chip card reader

Backspace

The Main Screen

Processing a transaction

Enter amount and press the green button

To surcharge (if applicable), select the card type logo

Select ✓ to Confirm or ✗ to Cancel

You can also use the green and red button

Tap / Insert / Swipe card, follow prompts

Remove card once prompted

Screen will turn green for approved or red for declined

Merchant receipt will automatically print

Select SMS, None or Print receipt for cardholder

SMS RECEIPT: Key in the mobile number and press enter

Void transaction

You can only void your last credit card transaction

● ● ● ●

From main screen Press Func

!

Press Void

Select ✓ to Confirm or ✗ to Cancel

Screen turns yellow & reads Void Approved

Receipt review

≡

From main screen press Menu

📄

Press Receipts

⌄

Press Review

← →

Select the receipt you would like to print by using the next and previous buttons

C̄ M̄

Select Merch RCPT or Cust RCPT

Receipt duplicate receipt

≡

From main screen press Menu

📄

Press Receipts

C̄ M̄

Select Merch RCPT or Cust RCPT

MOTO / Manual transaction

This function may not be enabled on your terminal.
Please call 1300 780 788

• • • •

From main screen Press Func

Press MOTO

Enter Merchant Password: 112233

Follow prompts on screen

Select ✓ to Confirm or ✗ to Edit

Screen turns green for approved or red for declined

Cash receipt

• • • •

From main screen Press Func

Press Cash RCPT

Enter Amount, Extras, Tip and enter the green button

Select ✓ to Confirm or ✗ to Edit

Screen turns yellow, receipt will print

Refund

Call 1300 780 788 to request for the refund function to be enabled

• • • •

From main screen Press Func

Press Refund

Enter amount

Enter Merchant Password: 112233

Select ✓ to Confirm or ✗ to Cancel

Swipe/Insert Card and enter pin

Screen turns green and reads "Refund Approved"

Settlements

Your terminal will auto settle at 5:45pm daily (your local time).
Ensure your terminal is switched on at this time. To change
to manual settlement call 1300 780 788

From main screen press Settle

Press tick and report will print

Screen turns green and reads "Settlement Approved"

Check signal strength

From main screen Press Menu

Press Settings

Then press Health

Settlement history

From main screen Press Menu

Press History

Toggle between batches by
pressing Next and Prev.
Reprint a settlement report by pressing Print

Check running total

From main screen Press Menu

Press total

To order paper rolls

Press Account from main screen

Press Order Rolls

Select the number of rolls you require

To select a higher amount, press Other

Enter the amount of rolls you require using the keypad
and press the green button

Confirm the amount of rolls you require

Once submitted, you will receive your
paper roll order within 3 business days

To request a support call back

Press Account from main screen

Press Request Call

Enter your number using the keypad,
then press the green button

Your request will be sent directly to the
Live eftpos Customer Support team

Pay with

Press Pay with from the main screen to select an alternative payment methods.

If Pay with is disabled, Total will appear on the left-hand side of the main screen in its place.

Total displays the batches running total.

For more information on alternate payment methods please contact support@liveeftpos.com.au

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For support
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Website: support.liveeftpos.com.au

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Refer a Friend

When you refer a friend to Live eftpos, you can earn $50. It's that easy.
To earn referral bonus you friend must transact $1,500 in first 30 days

hello@liveeftpos.com.au

Brought to you by,

Live
group