

# ANZ FASTPAY USER GUIDE



## GETTING STARTED

3 easy steps to get your new terminal up and running!

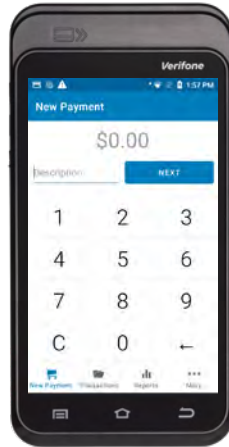
### 1 Power on

Press and hold the power button to turn your terminal on.



### 2 Take payment

Your ANZ FastPay terminal is SIM enabled and you can start processing transactions now (see page 3). Alternatively, you can connect via Wi-Fi (see page 2).



### Set up your passcodes:

For your security, the refund functionality on your FastPay Terminal is protected by passcodes. To set up your passcodes, call our Technical Helpdesk on 0800 249 435.

**NOTE:** You must be the listed authority on your ANZ FastPay facility to set up passcodes.

## CONNECT TO THE INTERNET

Via Wi-Fi

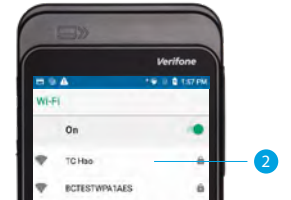
### 1 Connect to Wi-Fi

Swipe down from the notification bar at the top of the screen and tap and hold the Wi-Fi icon.




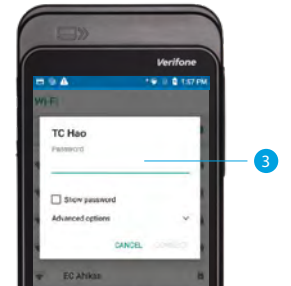
### 2 Find your network

Select your network from the available networks list.

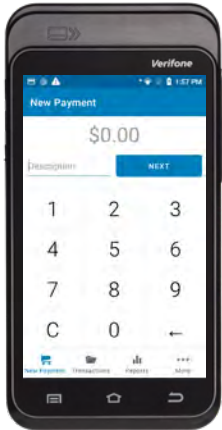


### 3 Enter your password

Enter your Wi-Fi password and tap 'CONNECT'. Press the HOME BUTTON  to navigate back to the Payment screen.



## PROCESS A TRANSACTION

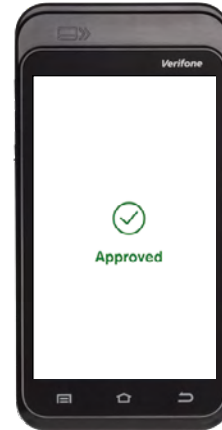


- 1 Enter the purchase amount and description, then tap **Next**.

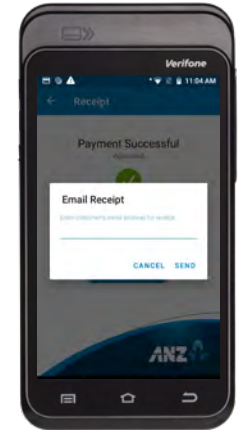


- 2 Your customer taps, inserts, or swipes their card or mobile wallet and enters their PIN if prompted.

**TIP:** The Contactless card reader is on the back of the terminal. For best results, instruct your customers to hold their card next to the Contactless Icon.



- 3 Terminal will display **Approved** or **Declined**.



- 4 If your customer wishes to receive a receipt for the transaction, enter their email address and tap **Send**.

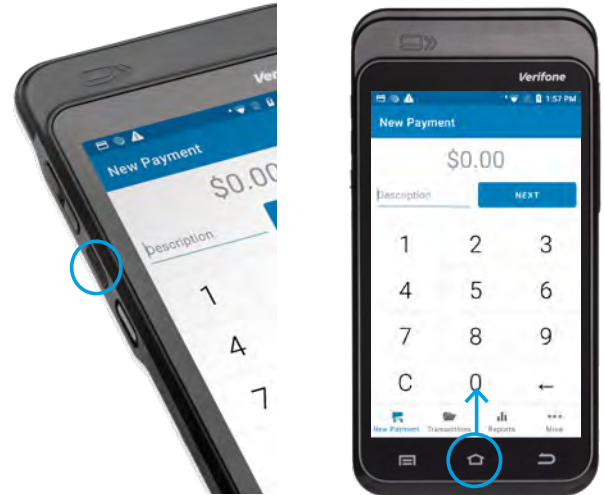
## GET TO KNOW YOUR FASTPAY TERMINAL



- 1 Volume buttons
- 2 Power/Accessibility mode button
- 3 USB-C charging port
- 4 Contactless card reading area is on the back
- 5 Card insert
- 6 Navigation keys
- 7 Notification bar
- 8 Card swipe
- 9 Scanning button – not used for ANZ FastPay

## WAKE AND UNLOCK THE FASTPAY TERMINAL

To save power, your FastPay Terminal goes into sleep mode when you aren't using it. It'll also lock after six hours of inactivity.

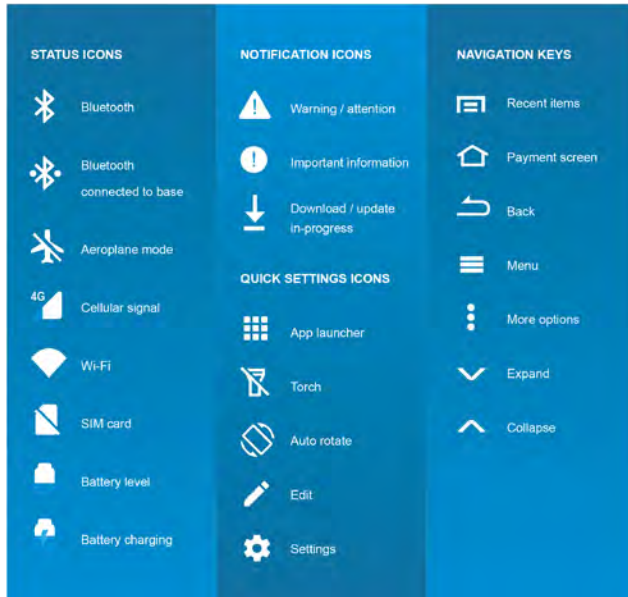


- 1 **To wake the FastPay Terminal**  
Press Power button.

- 2 **To unlock the FastPay Terminal**  
Press Power button and swipe up on the screen.

## ICONS ON THE FASTPAY TERMINAL


The Notification bar at the top of the screen displays status icons on the right side and notification alerts on the left. Swipe down from the Notification bar to see notification cards and the Quick Settings panel.



## CHARGING THE FASTPAY TERMINAL

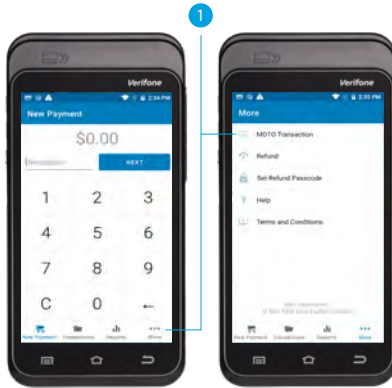


### Using the USB Adapter

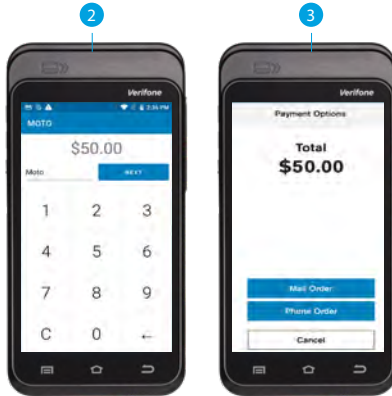
- 1 Insert USB cable into USB adapter.
- 2 Insert USB adapter into wall socket.
- 3 Insert USB-C end into the USB-C charging port on the right side of the terminal.
- 4 Look for this icon  to make sure your FastPay Terminal is charging.

## FASTPAY CARD NOT PRESENT TRANSACTION (MOTO)

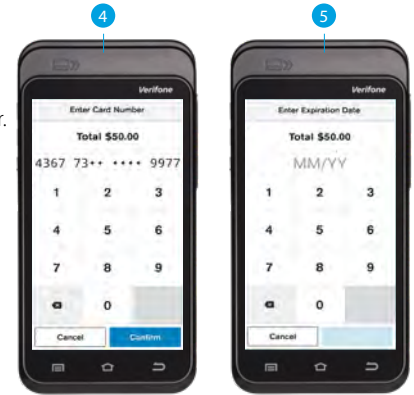
- 1 Click **More** on Main screen and select MOTO Transaction (Note: MOTO Option will be greyed out if you don't have MOTO enabled).



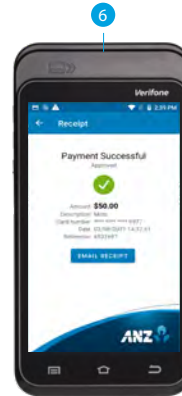
- 2 Input amount.
- 3 Select order type.



- 4a Input card number.
- 4b Confirm card number.
- 5 Input Expiry date.

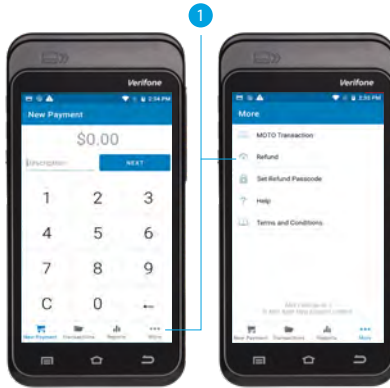


- 6 Receipt screen. If your customer wishes to receive a receipt for the transaction, enter their email address and tap **Send**.



## FASTPAY REFUND

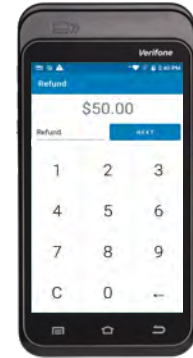
- 1 Click **More** on the main screen and select refund.



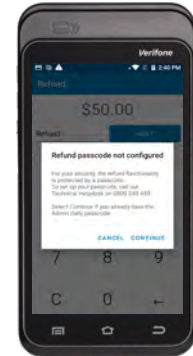
- 2 Select the transaction that is to be refunded.

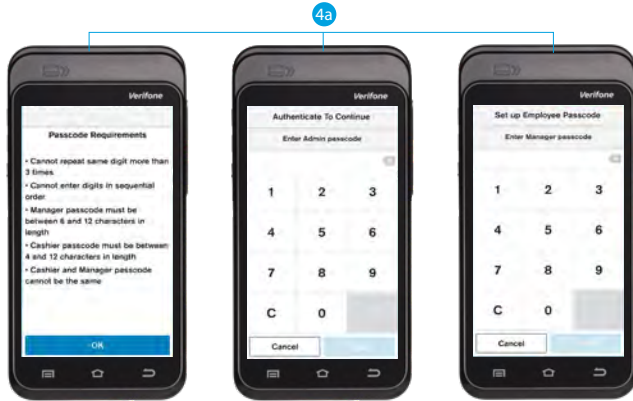


- 3 Input refund amount.



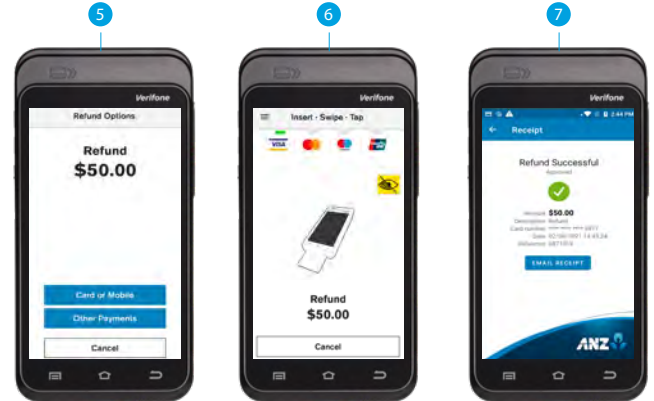
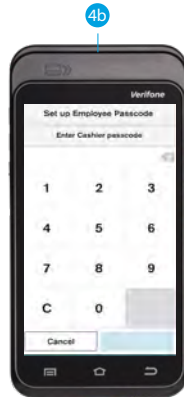
- 4 Only if no manager passcode is configured  
To be able to perform a refund, a manager passcode must be set up first to authorise the refund.





4a Call the FastPay Tech team on **0800 249 435** to set up the manager passcode.

4b Set up Manager and cashier passcode.



5 Select Refund Option (if MOTO is enabled).

6 Perform refund (Card Present or MOTO).

7 Email receipt.



