

EFTPOS

Merchant User Guide

For
Hypercom
T7P

Financial solutions. For life.™



EFTPOS – Merchant User Guide

For Hypercom T7P

This User Guide is for the use of merchants who have signed the Merchant Agreement General Terms and Conditions (142-666). Please make yourself fully aware of the capabilities and limitations of the device, and do not hesitate to contact the National should you have any further queries.

Merchant Details: Please insert your details here for quick reference.

EB Merchant No.

Terminal No.

Store No.

Help

For Terminal Failure

Call Merchant Service Centre

1300 369 852
24 hours, 7 days a week

Before contacting the Merchant Service Centre in regard to any error message, please note all the error information as well as your merchant and terminal numbers so the problem can be correctly reported.

For Authorisation

Credit Cards

13 25 15
(Select option 2)

Debit Cards
('CHEQUE') or ('SAVINGS')

1300 360 852

Service Response Time

It is the National's intent to replace a faulty terminal within eight business hours within metropolitan areas.



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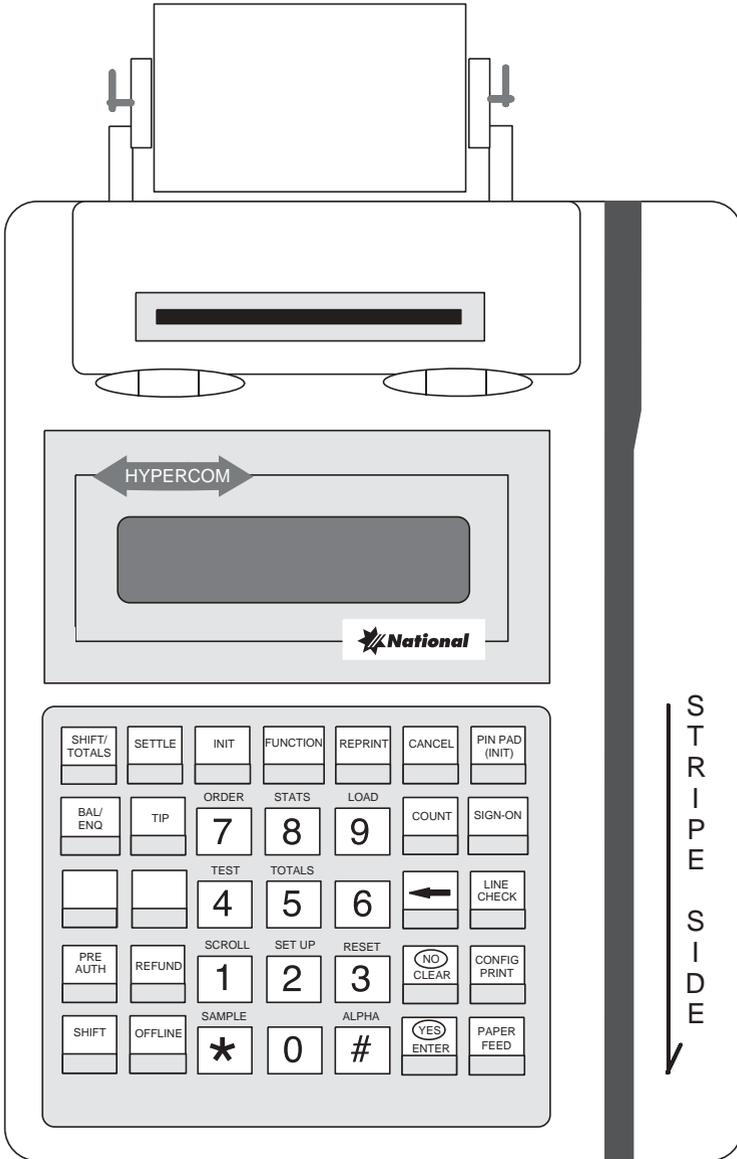
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If you wish to make any amendments to your original Merchant Agreement or EFTPOS service, please contact your Business Banking Manager.

Accounting queries

In the event of an accounting query, please ensure that you have the original receipt and all transaction details available before calling the Merchant Service Centre.

Hypercom Model T7P



Functions of the Terminal

	provides transaction totals since the last settlement
	enables National cardholders to determine the balance on their account (CHEQUE or SAVINGS)
	sends a settlement request to the National for passing of value to your account
	displays the total amount and number of transactions for each acquirer plus grand total for all acquirers since last settlement
	restores terminal to READY prompt
	allows you to use the alpha characters on the keys
	backspace over miskeyed amounts
	NO gives a negative response and CLEAR allows correction of mistakes on previous screen
	YES gives a positive response and ENTER is used to pass information into the terminal

	reproduces the previous receipt printed
	works in conjunction with those below
	orders stationery for your terminal
	displays transactions prior to settlement and obtains trace numbers
	1
	is a printer test
	used for off-line transactions when entering authorisations numbers containing alpha characters
	

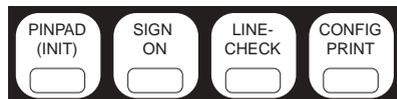
Functions only available if selected

	provides credit card authorisation prior to transaction date (Non-value)
	this function is used to process the value transaction relating to a pre-authorisation already obtained
	To add a tip to a credit card purchase transaction (once)
	refunds are only possible on your terminal if they have been requested

Note:
The terminal defaults to READY after all functions apart from TEST.
To exit TEST select CLEAR.
To exit other functions select CANCEL.

Note:
If it is necessary to make adjustments to the date or time displayed on your terminal contact the Merchant Service Centre for assistance.

These keys are not to be used unless requested by the Merchant Service Centre



Purchase with/without cash out

Step 1

Swipe card or key enter card number.

Step 2

Terminal displays:

CARD TYPE SELECT	PURCH ACCOUNT
---------------------	------------------

Hand the PINPad to the cardholder and ask them to select the account type (SAVINGS, CHEQUE or CREDIT).

Step 3

Terminal displays:

CARD TYPE AMOUNT	PURCH \$0.00
---------------------	-----------------

Key the amount and press ENTER.

Step 4

Terminal displays:

CARD TYPE KEY PIN

Advise the cardholder to enter their PIN if required (if SAVINGS or CHEQUE account is selected), then press OK. If PIN not required, simply press OK on the PINPad.

Step 5

Terminal displays:

APPROVED PLEASE SIGN

when transaction is completed.

Note:

- The terminal will prompt automatically for Cash Outs or Tips if you have these options. Step 3 will be repeated. If you wish to ignore the Cash Out option, press ENTER to bypass those steps. Cash Out is available on cheque and savings accounts only.
- Do not attempt to manually pull receipt out of printer while terminal is printing.
- The cardholder must sign the receipt if requested.
- Compare the signature on the card with the signature on the receipt.
- Where possible, you should swipe the card through the terminal rather than key entering the card information to reduce your exposure to fraudulent transactions.
- Key entry is allowed only on credit cards.
- When the card number is key entered, the expiry date of the card must be entered.

Refunds

Transaction and terminal refund limits apply.

Step 1

Press:



Step 2

Terminal displays:



Key your refund password. Press ENTER.

Step 3

Terminal displays:



Swipe card or key enter card number.

Step 4

Terminal displays:



Hand the PINPad to the cardholder and ask them to select the account type. (SAVINGS, CHEQUE or CREDIT.) Refunds must be processed to the same account as original sales transaction.

Step 5

Terminal displays:



Key the amount and press ENTER.

Step 6

Terminal displays:



Advise the cardholder to enter the PIN if required (if SAVINGS or CHEQUE account is selected), then press OK. If PIN not required, simply press OK on the PINPad.

Step 7

Terminal displays:



when transaction is completed.

Note:

- For your protection, please ensure your terminal password is changed regularly. Refer to page 13 for instructions.
- The cardholder must sign the receipt if requested.
- Compare the signature on the card with the signature on the receipt.
- Where possible, you should swipe the card through the terminal rather than key entering the card information to reduce your exposure to fraudulent transactions.
- Key entry is allowed only on credit cards.
- When the card number is key entered, the expiry date of the card must be entered.

Stationery Request

Step 1

Press the following keys in the order shown:



Step 2

Terminal displays:

ORDER STATIONERY?
YES OR NO?

Step 3

Press YES to place an order or NO to return to READY mode.

Step 4

If YES is selected terminal displays:

STATIONERY ORDER
PLACED

Step 5

Press



Terminal displays:

SIGN-ON NAB
YES OR NO?

Step 6

Press YES.

A successful sign-on completes the request.

Delivery of stationery will take approximately 3-5 business days and will consist of tally rolls.

Printer ribbons are not required.

Count

Count displays the total amount and number of transactions for each acquirer plus grand total for all acquirers, since last settlement.

Step 1

Press:



Step 2

Terminal displays:

Total number of transactions

NABDD	TXNS	XXXX
NET CR		\$0.00

will be the card type name or combined for total of all card types (ie. Amex, National etc.)

Total amount of transactions

Step 3

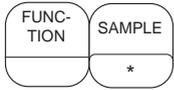
Press ENTER to display details for the next acquirer or for the combined grand total. Press CANCEL to return to READY mode.

Sample receipt

This function will enable you to print a sample receipt to ensure that the receipts are correctly positioned in the printer.

Step 1

Press the following keys in the order shown:



Step 2

Terminal displays:

SAMPLE RECEIPT
YES/NO

Step 3

Press YES for a sample receipt, or
Press NO to return to READY mode.

Step 4

If YES is selected, sample receipt will be printed and terminal will display:

PRINT TEST COMPLETE

Terminal will return to ready mode.

Fallback procedure

In the event of the terminal being unable to communicate with the National, it will default to a "fallback" situation.

Amounts above your floor limit require an authorisation number to be obtained from the appropriate authorisation centre and entered when requested into the terminal.

Step 1

Terminal displays:

TRANS FALLBACK
ENTER AUTH NUMBER

Step 2

Enter authorisation number and proceed with transaction as per terminal instructions. Transaction will be stored within the terminal and passed to the National when communication is available.

For authorisation call:

Credit Cards 13 25 15

Debit Cards 1300 360 852

Pre-Authorisations

Pre-Authorisations are available for credit cards only. A Pre-Authorisation is a non-value transaction in order to process the value portion of a pre-authorization see Off-Line function (page 12).

Step 1

Press:



Step 2

Terminal displays:



Swipe card or key enter card number.

Step 3

Terminal displays:



Select CREDIT on the PINPad.

Step 4

Terminal displays:



Key the amount of the pre-authorization and press ENTER.

Step 5

Terminal displays:



Press OK on the PINPad.

Step 6

Terminal displays:



when transaction is completed.

Note:

- An Off-Line function must be performed within four business days of obtaining a pre-authorization.
- The cardholder must sign the receipt if requested.
- Compare the signature on the card with the signature on the receipt.
- Where possible, you should swipe the card through the terminal rather than key entering the card information to reduce your exposure to fraudulent transactions.
- Key entry is allowed only on credit cards.
- When the card number is keyed entered, the expiry date of the card must be entered.

Off-Line Transactions

This function is used to process the value transaction relating to a pre-authorisation already obtained. An Off-Line function must be performed within four business days of obtaining a pre-authorisation, and is only available for credit cards.

Step 1

Press:



Step 2

Terminal displays:

READY	OFF-LINE
ENTER CARD NUMBER	

Swipe card or key enter card number.

Step 3

Terminal displays:

CARD TYPE	OFF-LINE
SELECT ACCOUNT	

Select CREDIT on the PINPad.

Step 4

Terminal displays:

CARD TYPE	OFF-LINE
AMOUNT \$0.00	

Key the amount and press ENTER.

Step 5

Enter the authorisation number from the original receipt when prompted.

CARD TYPE	OFFLINE
ENTER AUTH NUMBER	

Press ENTER.

Step 6

Terminal displays:

APPROVED PLEASE SIGN

when transaction is completed.

Note:

- The cardholder must sign the receipt if requested.
- Compare the signature on the card with the signature on the receipt.
- Where possible, you should swipe the card through the terminal rather than key entering the card information to reduce your exposure to fraudulent transactions.
- Key entry is allowed only on credit cards.
- When the card number is key entered, the expiry date of the card must be entered.

Tips

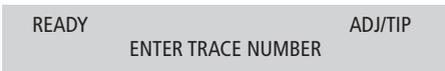
Step 1

Press:



Step 2

Terminal displays:



Key the trace number of the transaction required. The trace number is the last 6 digits of the RRN number printed on the receipt.

Step 3

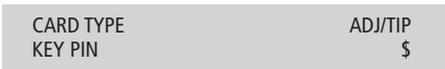
Terminal displays:



Key the tip amount and press ENTER.

Step 4

Terminal displays:



Advise the cardholder to key in the PIN if required (if SAVINGS or CHEQUE account is selected), then press OK. If PIN not required, simply press OK on the PINPad.

Step 5

Terminal displays:



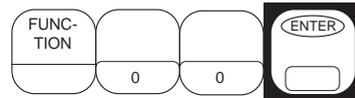
when transaction is completed.

To Change Refund Password

If you have selected the Refund function for use on your terminal, then you must ensure the password is changed from the default password by the following procedure.

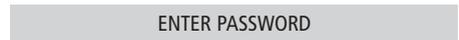
Step 1

Press the following keys in the order shown:



Step 2

Terminal displays:



Step 3

Key password and press ENTER.

Step 4

Terminal displays:



Password must be four digits using 0-9 only.

Step 5

Terminal displays:



Re-key new password and press ENTER.

Step 6

Terminal displays:



and returns to READY mode.

Note:

- The cardholder must sign the receipt if requested.
- Compare the signature on the card with the signature on the receipt.

Shift Totals

This function provides you with either the total value of transactions at last settlement, or with the total value of transactions from the last settlement until the current time for each card issuer.

Step 1

Press:



Step 2

Terminal displays:

SHIFT-TOTAL NAB
YES OR NO?

Press YES or NO.

Step 3

Terminal displays:

PRE SETTLE ENQ
YES OR NO

Press YES if you would like the total value of transactions accumulated since last settlement until the current time. Press NO if you would like the terminal totals for the last settlement.

Terminal displays:

LAST SETTLE ENQ
YES OR NO

Press YES or NO.

Step 4

Terminal displays:

APPROVED

A receipt of the totals is printed.

Note:

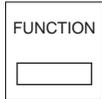
- Performing a pre-settlement or last settlement enquiry will not settle your terminal.

Automatic Merchant Initiated Settlement

This function allows a preferred time to be entered for an automatic merchant initiated settlement. Using this function the terminal will manually settle every day at the time selected.

Step 1

Press



then 77

Step 2

Terminal displays:

AUTO SETTLE NAB
YES OR NO

Press YES to continue or NO to return terminal to idle state.

Step 3

Terminal displays:

AUTO SETTLE – PRINT
TRANSACTIONS YES/NO?

This option allows for all stored transactions to be printed before settle proceeds. Press YES or NO.

Step 4

Terminal displays:

AUTO SETTLE
TIME (HHMM)?

Enter the required time for the terminal to settle. Please note: a 24 hour time is required i.e. 22:00 is 10:00pm or 00:30 is 12:30am.

Step 5

Terminal displays:

AUTO SETTLE
YES OR NO? XX:XXXX

The terminal displays the chosen time to settle. Press YES to continue or NO for the previous screen to re-enter the time.

Step 6

Terminal displays:

AUTO SETTLE RETRY
3

Press YES to continue

Step 7

Terminal displays:

AUTO SETTLE
ENABLED XX:XXxx

The terminal displays enabled and the chosen time. Press YES to return terminal to ready state.

Note:

The terminal will perform this function only after the terminal has been IDLE for 30 minutes. E.g. If the terminal has been set to settle at 9pm and a transaction was performed at 8:55pm then the terminal will perform settlement at 9.25pm.

Settlement (Manual)

When settlement occurs, the total value of transactions processed since last settlement, is passed to your account.

This function will provide you with a choice of having a transaction listing as well as the settlement receipt.

Step 1

Press:



Step 2

Terminal displays:

```
SETTLE NAB  
YES OR NO?
```

Step 3

Press YES if you wish to settle transactions.

Step 4

Terminal displays:

```
PRINT NAB  
TRANSACTIONS YES/NO
```

Step 5

Press YES if you would like a transaction listing printed for all transactions processed since last settlement. Press NO if you only require a settlement receipt printed.

```
SETTLE  
PRINTING RECEIPT
```

Step 6

When settlement is complete terminal will display:

```
WAS PRINT OK?  
YES/NO
```

Terminal will return to READY mode.

Note:

– Automatic settlement will take place at 9.30pm EST daily, unless a manual settlement is performed. Settlement (automatic or manual) may occur once in any 24 hour period. Any further attempts will result in the message "ALREADY SETTLED".

Balance Enquiry

An account balance can only be obtained for National cardholders (SAVINGS or CHEQUE).

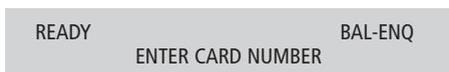
Step 1

Press:



Step 2

Terminal displays:



Swipe the card for which a balance is required.

Step 3

Terminal displays:



Hand the PINPad to the cardholder and ask them to select the account type (SAVINGS or CHEQUE).

Step 4

Terminal displays:



Advise the cardholder to enter their PIN, then press OK.

Step 5

Terminal displays:



When transaction is completed and approved the second message will display but no receipt will be printed. Balance of account and available balance appear on the PINPad screen. If the transaction is rejected, a full message will be printed displaying an error message.

Reprint

This function reproduces the previous receipt. It has the words "DUPLICATE VOUCHER" printed to avoid confusion.

Step 1

Press:



Step 2

Screen displays:



while receipt is printing.

Reprint a Specific Receipt

You have the option to reproduce a receipt other than the last one printed for a transaction processed since last settlement.

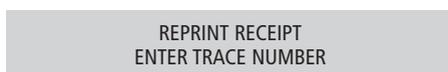
Step 1

Press:



Step 2

Terminal displays:



Step 3

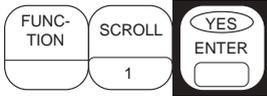
Key in the trace number (i.e. last 6 digits of the RRN), press ENTER and receipt will be reprinted.

Scroll

This function allows you to view transactions processed since last settlement. Transactions are shown in reverse order from most recent.

Step 1

Press the following keys in the order shown:



Step 2

'b' is the trace number.
(Refer to 'Receipt' example
for its location on receipts).

NAB X	TRACE: PURCHASE	bbbbbb \$0.00
----------	--------------------	------------------

Annotations:
 - An arrow points from the text "'b' is the trace number..." to the 'b's in 'bbbbbb'.
 - An arrow points from the text "May be blank. Not relevant to merchant." to the 'X' in 'NAB X'.
 - An arrow points from the text "Can be PURCHASE or REFUND or OFF-LINE" to the 'PURCHASE' in the TRACE column.

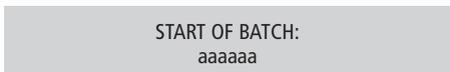
Step 3

Press ENTER to continue through subsequent transactions.



Step 4

You will know when you have viewed the first transaction in the batch as terminal will display:



where a = batch number

Press ENTER to view other card types
i.e. Amex etc.

Step 5

To return to READY mode press:



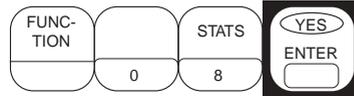
Note:
If your terminal accepts other cards, i.e. Amex, the card type will be indicated here as transactions are displayed.

Transaction listing

A transaction listing will provide a printout of all transactions processed since the last settlement. It can be printed by choice at settlement (manual) or as described below.

Step 1

Press the following keys in the order shown:



Step 2

Terminal displays:



Step 3

Press YES if you would like a transaction listing printed for all transactions. If you press NO, go to Step 5.

Step 4

If "YES" is selected terminal displays:



where XXXX is the card type.

Step 5

If your terminal accepts other cards i.e. Amex etc, the terminal will prompt you for the next accepted card. If not, the terminal will return to READY mode.

Receipt Example

Purchase Receipt Example:

Original is to be retained by the merchant.
Duplicate is for the customer.

EFTPOS from the National
Merchant Name
Merchant Address
Merchant ID xxxxxxxx
Terminal ID xxxxxx
Country Code
Date and Time
RRN
Response Code
Authorisation Number
Card Type
Card Number (K) or (S)
Account Type
Expiry Date
Transaction Amount
Tip Amount (if required)
Total Amount
Signature
Record of purchase

RRN is the reference retrieval number and is only for the National's use.

A TRACE NUMBER consists of the last six digits of the RRN.

Response code is the result of the transaction and can be 00=APPROVED or 08 (Approved with signature required).

Authorisation number is for fallback transactions above your floor limit.

K = card was key entered by merchant.

S = card was swiped by merchant.

Error messages and corrective actions

Help

Before contacting the Merchant Service Centre in regard to any error message, please write all the error information on a sheet of paper as well as your EB merchant number and terminal number so the problem can be correctly reported.

Error Code/Message PINPad Display		Reason
014	Card Number Error	If card was swiped, refer the cardholder to the issuer. If card was keyed, re-key the card number.
017	Declined... Do not process TXN	Transaction not approved. Refer cardholder to issuer. Merchant Service Centre cannot assist any further.
021	Expired Card Advise Customer	The card has expired. Refer cardholder to issuer.
027	Invalid Card Use Correct type	Card not accepted through the terminal. Request a valid card type.
050	No Dial Tone Check phone line	Check that the terminal is correctly connected to the Telstra outlet.
DHG07	Printer error Process on paper	Check paper is loaded correctly and if error persists, call Merchant Service Centre. Process the transaction on paper.
028	Issuer Not Available Process on paper	Cannot contact issuer for authorisation. Process on paper and obtain manual authorisation. Alternatively, do an off-line transaction.
077	Terminal Full Settle Now	The terminal has the maximum number of transactions it can store. No other function will be accepted by the terminal until a SETTLE is performed.
091	Trace Number Invalid Re-enter or Cancel	Use the SCROLL key to obtain the correct trace number and re-enter the number.
060	Retain Card and call extension 500	Phone the Authorisation Centre and ask for extension 500. Please follow the instructions provided.
M012	Call Amex Enter APPR code	Phone the Authorisation Centre and ask for extension 500. Please follow the instructions provided.
030	Key Entry not configured	Your terminal does not allow the card number to be key entered.

Error messages and corrective actions (cont)

Error Code/Message PINPad Display		Reason
093	Transaction not configured	The function you have selected is not available on your terminal.
074	System error nn Process on paper	A system error has occurred. Process the transaction using your manual imprinter and vouchers. Authorisation must be obtained for transactions above your floor limit. Please advise the Merchant Service Centre of the error.
	Declined See Card issuer	Refer cardholder to card issuer or try another account.
	Declined Call Auth Centre	The card has been lost or is suspected of being stolen. Call the appropriate Authorisation Centre for instructions.
	Declined Invalid Transaction	The cardholder's bank has not allowed the transaction. Refer cardholder to issuer for further details and seek another form of tender.
	Declined No Credit account	The account selected (CHQ, SAV or CR) is not accessible by the customer's card. Advise the cardholder to try a different account.
	Declined No Cheque account	
	Declined No Savings account	
	Declined Check account	Refer cardholder to card issuer or try another account.
	Declined Call Help Desk	If processing a refund transaction, the transaction amount exceeds either your refund transaction or terminal limit. If performing another function, please call the Merchant Service Centre.
	Declined Card Expired	The card has expired. Refer cardholder to issuer.
	Pin Incorrect Please retry	PIN entered is incorrect. Advise the customer to retry their PIN.
	Declined Over Card Limit	The cardholder has exceeded their card's daily or weekly limit. Seek another form of tender from the cardholder.

Error messages and corrective actions (cont)

Error Code/Message PINPad Display	Reason
Declined Exceed Pin tries	Cardholder has entered an incorrect PIN too many times. Refer cardholder to issuer and seek another form of tender.
Declined Issuer Not Available	The EFTPOS system of the cardholder's bank is currently unavailable. Process the transaction manually following the procedures in the Merchant Operating Guide.
Declined	Call Merchant Service Centre.
Already settled	Settlement (Automatic or Manual) may only occur once in any 24 hour period.
Check Phone Line No dial tone DHD10	Check phone line is connected properly and try again. If error persists, call Merchant Service Centre.
Retry later Network Busy DHD20	System is busy due to overload of users. Try again.
Call Help Desk No ring DHD30	Try again and call Merchant Service Centre if error persists.
Credit Card Account only Re-enter or Canc. 018	Cannot perform an off-line transaction on a CHQ or SAV account.

Note:

- If terminal display is blank, power reset the terminal and check connections. If problem persists, call the Merchant Service Centre.
- If any other error messages are displayed, please call the Merchant Service Centre.

Manual Backup Procedure

Manual backup procedures involve the use of the manual imprinter and vouchers.

This procedure should only be used in the following circumstances:

- a card is swiped or a card is keyed (if function selected) and the terminal does not respond with the message AMOUNT \$0.00 displayed.
- when the message DECLINED ISSUER NOT AVAILABLE is displayed. This is because the terminal cannot contact the issuer of the card for authorisation at this time.
- when you are prompted by your terminal (i.e. process on paper)
- when the refund transaction amount exceeds either your transaction limit or terminal limit.

Do not use manual backup procedures for any of the following situations:

- DECLINED (EXCEPTION: ISSUER NOT AVAILABLE)
- FAULTY CARD
- INVALID CARD
- EXPIRED CARD
- CARD NUMBER ERROR
- RETAIN CARD

If you have any doubt on whether you should use the manual backup procedure, please call the Merchant Service Centre.

However, for many of these messages, the Merchant Service Centre cannot assist any further as the details of specific cardholders cannot be revealed. For example, if a transaction is declined due to lack of funds, this will not be advised to you.

Authorisation of above floor limit manual transaction

Where a manual transaction amount exceeds your floor limit, you must obtain telephone authorisation from the appropriate Authorisation Centre.

Your floor limits are listed on the inside cover of your Merchant Operating Guide – for point of sale merchants.

For Authorisation call:

Credit Cards: 13 25 15

Debit Cards: 1300 360 852

Merchant requirements to ensure transactions are valid

1. For all manual transactions:
 - a) Always try the transactions through the terminal first.
 - b) Check the card is being used after its “valid-from” date and before its “valid-to” date.
 - c) Ensure that the card imprint is legible and complete.
 - d) Obtain authorisation for above floor limit transactions.
 - e) Ensure the cardholder’s name matches the cardholder’s gender.
2. For any signature based transaction verify the cardholder’s signature matches the signature on the card. If the signature does not match, or you are suspicious of the sale, contact the appropriate Authorisation Centre.
3. Ensure the accuracy of any card information keyed into the PINpad.
4. Retain your electronic transaction receipts and manual transaction vouchers for a period of not less than eighteen months.

If any of these conditions are not met, it is possible that the transaction may be invalid and the merchant account debited for the value of the disputed transaction.

Closure of Facility

Should you wish to close your EFTPOS facility, please ensure that the facility is no longer in use and all transactions have ceased. If all transactions have been finalised please call the National Merchant Service Centre on:

1300 369 852

Our specialist support staff will advise the correct procedure for closing the facility and direct you in returning to the National all:

- terminals, printers, power packs and cabling
- imprinters and unused stationery

Please note; a fee may be charged for early termination/closure or where all equipment is not returned to the National.

Following and completing the procedure outlined above is essential to avoid continued charge of facility fees to your account.

Phone Numbers for Authorisations

24 hrs, 7 days a week

Credit Card ('CR') Account

This is an Australia wide number **13 25 15**

Debit Card ('CHQ') or ('SAV') Account

This is an Australia wide number **1300 360 852**

Lost or Stolen Cards

Please call the above authorisation line appropriate for the card type used (credit or debit).
Ask for extension 500 when calling about lost or stolen credit cards.

Merchant Details

EB Merchant No.

Store No.

Set-up information

Terminal number

Dial Mode Tone/Pulse

PABX Access Code

S/W Load Details from to

Phone number – Init 1800 031 213

Phone number – S/W Load 1800 812 213

Dedicated Line Y/N

Configuration Details

Refund Y/N

Tips Y/N

Key Entry Y/N

Off-Line Y/N

Loyalty Y/N

Scheme:

Affix copy of Configuration Print here for reference



