

Keep your business trading.

Here to help during a service
interruption for EFTPOS Now.

Service Interruption Guide.

The EFTPOS Now terminal connects to the bank through Wi-Fi, ethernet or the Telstra 4G mobile network. The primary connection is through Wi-Fi or ethernet. You may set up multiple connections, to provide seamless failovers, in the event of a particular connection being unavailable.

- If your Wi-Fi or ethernet connection is unavailable, you can continue to process transactions by connecting to the mobile network^{^*}.
- If the mobile network is unavailable, you can create a Wi-Fi hotspot to connect to^{^*}.
- If your terminal is unable to communicate with the bank, the terminal will automatically switch to Electronic Fall Back (EFB) mode.

In this guide, you'll learn more about EFB and how to connect to the mobile network, Wi-Fi or a Wi-Fi hotspot. For information on how to connect to ethernet, please refer to the EFTPOS Now User Guide.

Electronic Fall Back (EFB) mode.

EFB will allow the terminal to continue to process transactions even when connection to the bank is unavailable.

Transactions are stored offline by the terminal. Once service has been restored, the terminal will forward the transactions to the bank for processing.

We have certain floor limits in place for EFB. These floor limits are available in your Merchant Letter of Offer. For credit card transactions that are over your floor limit, you will be required to call 1300 301 831 to obtain an authorisation number. You'll need to enter this number in the terminal during transaction processing to complete the transaction.

Note:

- EFB is only available when enabled on the terminal and for certain credit and debit card types.
- For debit card transactions that are over your floor limit, you will be required to seek an alternate form of payment.
- Signature capture is required on all EFB transactions regardless of the account selection or whether a PIN was entered.






Remember: You must not 'split' a sale to avoid obtaining authorisation.

[^]Wi-Fi and internet connectivity is dependent on your Internet Service Provider (ISP) and may be unavailable if your ISP is down.

^{*}The EFTPOS Now mobile network provider is Telstra and is dependent on Telstra providing network availability.



Connecting to the mobile network.


If your Wi-Fi or ethernet connectivity is unavailable, the terminal should automatically switch to the mobile network. To confirm the terminal is connected to a mobile network, check the status bar at the top of the screen for the mobile signal icon . If you see  follow the steps below to connect:

1. Swipe down from the top of the screen to view the status icons.
2. To connect, press the mobile signal icon . Once successfully connected, the mobile signal icon , will be displayed.

Connecting to Wi-Fi.

If your terminal has Wi-Fi or ethernet setup and the mobile network is unavailable, your terminal will continue to connect to the bank seamlessly and with no action required by you.

To confirm the terminal is connected to Wi-Fi, check the status bar at the top of the screen for the Wi-Fi signal icon . If you see the Wi-Fi signal icon , follow the steps below to connect:

1. Swipe down from the top of the screen to view the status icons.
2. Press and hold the Wi-Fi icon . The Wi-Fi settings will then be displayed on screen.
3. To turn on, press the toggle next to Off. Select the relevant network from the available Wi-Fi networks displayed. You may also select a Wi-Fi hotspot that you have created from your mobile phone or other device.
4. Enter the network password and select CONNECT.

Note:

For more information on how to create a Wi-Fi hotspot using your mobile phone or other device, please refer to the relevant user guide supplied by your mobile phone or other device provider.

For information on how to check ethernet connectivity or to connect to ethernet, please refer to the EFTPOS Now User Guide.

Visit our merchant support site
banksa.com.au/merchantsupport

1300 130 190 | 24 hours a day, 7 days a week

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