

Keep your business trading.

Support during a service
interruption for EFTPOS 1.

The EFTPOS 1 terminal connects to the bank through the Telstra 3G mobile network.

- If your terminal is unable to communicate with the bank, the terminal will automatically switch to Electronic Fall Back (EFB) Mode; or
- If the mobile network is unavailable, you can continue to process transactions by connecting to an available WiFi connection*.

In this guide, you'll learn more about Electronic Fall Back mode and how to connect to WiFi.

Contactless (tap and go) transactions are not available in Electronic Fall Back mode.

To initiate an EFB transaction, ensure the customer inserts or swipes their card.

Electronic Fall Back (EFB) Mode.

EFB will allow the terminal to continue to process transactions even when network 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.

Note:

- Contactless transactions are not available in Electronic Fall Back mode. To initiate an EFB transaction, ask your customer to insert or swipe their card.
- EFB is only available when enabled on the terminal and for certain card types.
- Signature capture is required on all EFB transactions regardless of the account selection or whether a PIN was entered.
- Please ensure the terminal remains powered ON and placed on the base (where applicable) during all EFB processing. If the terminal has been powered OFF, the terminal must perform a successful bank logon to continue EFB processing.

*WiFi and internet connectivity is dependent on your Internet Service Provider (ISP) and may be unavailable if your ISP is down. The EFTPOS 1 3G network provider is Telstra.

WiFi Connectivity.

If the mobile network is unavailable, we recommend you switch over to a WiFi connection. This could be through a standard WiFi connection if available, or by using your mobile phone to create a WiFi hotspot – which will enable you to connect through an alternative mobile network.

Scan for WiFi.

1. Select "Utility" on the main menu of the EFTPOS 1 terminal
2. Select "Network"
3. Select "WiFi"
4. Select "Scan New"
5. Available WiFi networks will be shown on the screen
6. Enter the WiFi password then press the [enter] key
7. The WiFi signal icon will now display on the idle screen.

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To initiate an EFB transaction, ensure the customer inserts or swipes their card.


Disabling WiFi.

1. Select "Utility" on the main menu
2. Select "Network"
3. Select "WiFi"
4. Select "Disable"
5. The terminal will confirm you wish to disable WiFi. Select "Yes".

Note:

For more information on how to create a WiFi hotspot using your mobile phone, please refer to the relevant user guide supplied by your mobile phone provider.

Get in touch.

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

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

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