



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

Signal strength

Live eftpos

Contactless
reader

Battery strength

100%



eftpos



PAY

WITH FUNCTIONS MENU ACCOUNT SETTLE

Swipe card

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

Backspace

Chip card reader

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



Select Merch RCPT or Cust RCPT

Receipt duplicate receipt



From main screen press Menu



Press Receipts



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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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

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Live
group