WESTPAC GET PAID® TERMINAL GUIDE

This guide covers Westpac Get Paid – On the Go, Instore Anywhere and Instore Integrated terminals.

Get started

How to turn on your terminal.

This guide covers the T650m, T650P and the M440 devices.

Hold the power button down for approximately 3 seconds until the terminal turns on.

Terminal layout (T650P).

- USB-C charging port
- Status bar
- Contactless card reader
- Magnetic stripe reader
- Navigation bar
- Paper compartment door
- Headphone jack
- Power/Accessibility mode button
- Volume buttons
- Chip card reader

Terminals available.

The screen layout is the same for these devices. Basic functionality is covered in this guide, other functionality can vary by device.

T650M

M440

Navigation icons and keys.

Status Icons

Bluetooth enabled

Bluetooth enabled. Connected to base

Aeroplane mode

Mobile signal

Wi-Fi

SIM Card

Battery charging

Battery level

Notification Icons

Warning/Attention

Important information

Download/Update in progress

Quick settings Icons

App launcher

Torch

Auto rotate

Edit

Settings

Navigation keys

Recent apps

Home/Payment app

Back

Menu

More options

Expand

Collapse

Add reference

How to load a paper roll (for the T650p).

1 Open the paper roll compartment by holding the terminal base securely and lifting the sides of the paper compartment door upwards and back

2 Place a paper roll in the compartment. Ensure that the paper end is feeding under the roll and away from the terminal screen, as shown above

3 Hold the paper and then close the compartment door until it clicks securely back into position.

Your terminal has been sent to you ready and activated for use.

Terminal Communication

Wi-Fi.

Wi-Fi can be set up from the Status Bar at the top of the touch screen or through the Android Settings.

To access the Wi-Fi settings from the Status Bar

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 open

3 Turn Wi-Fi On and select the relevant network from the available Wi-Fi networks

4 Enter the network password and select **CONNECT**.

Processing a Transaction

Purchases (T650P example).

Insert   **Swipe**   **Tap**

1 From the amount-entry screen, use the touch screen to enter the purchase amount, e.g., $25 = 2500

2 Select **Purchase**

3 The cardholder may tap, insert, or swipe their card; or tap their payment-enabled smart device

4 If the cardholder has inserted or swiped their card, they will be prompted to select their account type

5 The cardholder will be required to enter their PIN or sign (if required) to complete the transaction

6 If a signature is required, the cardholder must sign using their finger directly on the touch screen

7 Select **Yes, Approve** to confirm that the signature matches the signature on the back of the card; or select **No** to cancel the transaction

8 Keep the merchant copy of the receipt for your records

9 The terminal will prompt for a customer copy of the receipt to be printed or emailed.

Important: Always check the receipt to confirm the transaction has been approved before completing the transaction. Retain your copy of the terminal receipts for a minimum of 18 months.

Refunds.

1 From the amount-entry screen, use the touch screen to enter the refund amount, e.g., $25 = 2500

2 Select **Other**

3 Select **Refund**

4 Enter the Manager passcode

5 The cardholder may tap, insert, or swipe their card; or tap their payment-enabled smart device

6 If the cardholder has inserted or swiped their card, they will be prompted to select their account type

7 The cardholder will be required to enter their PIN and/or sign (if required) to complete the transaction

8 If a signature is required, the cardholder must sign using their finger directly on the touch screen

9 Select **Yes, Approve** to confirm that the signature matches the signature on the back of the card; or select **No** to cancel the transaction

10 Keep the merchant copy of the receipt for your records

11 The terminal will prompt for a customer copy of the receipt to be printed or emailed.

Tip: For Manual card entry press the menu icon ≡ at step 5, and press manual card entry and follow the screen prompts.

Important: Always check the receipt to confirm the transaction has been approved before completing the transaction. Retain your copy of the terminal receipts for a minimum of 18 months.

Settlement totals

Settlement is the process that's completed so you can be paid for your transactions.

Auto settlement.

The net amount of your transactions are calculated (we call this cutover) at around 10pm every day. This amount will be credited to your bank account the same day. Your terminal will automatically settle at your selected settlement cutover time each day unless you perform a manual cutover prior.

Manual settlement.

You may perform a manual settlement at any time throughout the day – before the auto settlement occurs. However, settlements can't be processed between 9:56 pm and 11:00 pm (New Zealand time).

1 Select the menu icon ≡ located at the top left of the amount-entry screen

2 Select **Settings**

3 Select **Account**

4 Select **Settlement**

5 Select **Settle Now**, this will trigger the manual settlement

6 The settlement report will be displayed on the screen. Select **Print** or **Email**, if required.

You can only perform a settlement once a day, before 9:56 pm (New Zealand time). A settlement done after 11:00 pm will be processed as a settlement for the next day.

Settlement History.

1 Select the menu icon ☰ located at the top left of the amount-entry screen.

2 Select **Reports**

3 Select **Settlement History**

4 Select the required date

5 The requested settlement will be displayed on the screen. Select **Print** or **Email**, if required.

Settlement enquiry.

1 Select the menu icon ☰ located at the top left of the amount-entry screen.

2 Select **Reports**

3 Select **Settlement Enquiry**

4 The current settlement totals (since your last settlement) will be displayed on the screen. Select **Print** or **Email**, if required.

Transaction Reports

Reprint receipt.

You can search, view, reprint or email receipts for transactions processed in the past 90 days.

1 Select the menu icon ☰ located at the top left of the amount-entry screen

2 Select **Transaction History**

3 The Transaction History will be displayed and organised by transaction date and time

4 You can scroll up and down the screen to locate the required transaction

5 Select the required transaction

6 Select **Receipt**

7 Select **Merchant Copy** or **Customer Copy**.

Transaction history.

You can view or print a history of your transactions for the past 90 days.

1 Select the menu icon ☰ located at the top left of the amount-entry screen

2 Select **Transaction History**

3 The Transaction History will be displayed and organised by transaction date and time

4 You can scroll up and down the screen to locate the required date

5 Select the printer icon next to the required date to view an expanded transaction history for that day

6 Select **Print** or **Email**, if required.

Transaction search.

You can search transactions using advanced search options.

1 Select the menu icon ☰ located at the top left of the amount-entry screen

2 Select Search Transactions.

There are 3 ways a search can be performed.

1 **Search bar**

- Enter the last 4 digits of the card, or the full TRAN in the search bar. TRAN is a six-digit ID number found on the receipt
- All transactions that meet the search criteria will be displayed
- Select the required transaction
- Select **Receipt**
- Select **Merchant Copy** or **Customer Copy**.

2 **Card search**

- Select the card icon in the search bar
- Tap, insert or swipe the card to start the search
- Select the required transaction
- Select **Receipt**
- Select **Merchant Copy** or **Customer Copy**.

3 Advanced search

- Select **Advanced Search**

- Search criteria includes amount, date range or transaction type and more

- Press on the criteria you want to search e.g. Date or Amount and enter a value or select from the list presented on screen

- Select **Search**

- Select the required transaction

- Select **Receipt**

- Select **Merchant Copy** or **Customer Copy**.

Passcodes

Your terminal has the ability to limit and protect transactions and functionality such as refund, settlements and more, by using passcodes. The passcode levels available are Manager and Cashier.

Change your passcodes.

Use this process if you need to change your Manager passcode or change or reset your Cashier passcode.

Important: The current Manager passcode is required to change both the Manager passcode and the Cashier passcode.

1 Select the menu icon ☰ located at the top left of the amount-entry screen

2 Select **Settings**

3 Select **Security**

4 Enter the current Manager passcode and press **Enter**

5 Select **Passcode management**

6 Select **Manager** or **Cashier**

7 Enter the Manager passcode and press **Enter**

8 Enter the new Manager or Cashier passcode and press **Enter**

9 Re-enter the new Manager or Cashier passcode and press **Enter**.

Reset your manager passcode.

Use this process if you've forgotten your Manager passcode.

1 Select the menu icon ☰ located at the top left of the amount-entry screen

2 Select Settings

3 Select Security

4 Select the More options icon ⋮ at the top right of the screen

5 Select Switch to Admin

6 Contact the Merchant Helpdesk to get the current Admin passcode

7 Enter the Admin Passcode and press Enter

8 Enter the new Manager passcode and press Enter

9 Re-enter the new Manager passcode and press Enter.

Troubleshooting

Hardware	Faults
Blank Screen – the terminal isn't turning on.	1. Ensure that the battery charge state is not below the critically low level. The terminal will not work if there is insufficient charge remaining in the battery. 2. Connect the terminal to a power source for at least 5 minutes. 3. Hold the power button down for approximately 3 seconds until the terminal turns on. 4. If the problem persists, call Get Paid tech support on **0800 888 066 option 3**.
The touch screen isn't responding.	1. Turn off the terminal for 10 seconds. 2. Turn the terminal on again. 3. Retry the transaction. 4. If the problem persists, Get Paid tech support on **0800 888 066 option 3**.

Connection Errors.	Connection Errors occur when a terminal cannot connect to the internet. Take the following steps to try and resolve this. 1. Attempt a logon 2. Restart the terminal by holding down the Power button and tapping restart. 3. Try rebooting your wireless router. This will cause other devices to lose connectivity temporarily. 4. If your Wi-Fi is not working on any device contact your internet service provider. 5. If you have a firewall on your internet connection, contact your IT support or internet service provider for assistance. An incorrectly configured firewall may prevent a terminal from connecting to a network. 6. Contact our Get Paid tech support on **0800 888 066 option 3**, to check your terminal is configured correctly. 7. If you are still unable to restore a connection, your terminal should operate in Offline Mode.
Paper jam or printing errors.	1. Remove the paper roll from the compartment to check that there's no paper caught. 2. If the existing paper roll is damaged in any way, replace it with a new roll. 3. Paper rolls are thermal-sensitive and will only print on one side. Make sure the paper roll is loaded correctly. 4. Check that the paper compartment door is closed securely. 5. If the problem persists, Get Paid tech support on **0800 888 066 option 3**.

We're here to help

Merchant Assist (for general enquiries)

📞 **0800 888 066 Option 2**

✉️ **merchant_assist@westpac.co.nz**

📍 **8.30am to 5pm, Monday to Friday**

Technical Support

📞 **0800 888 066 Option 3**

📍 **24 hours, 7 days**