

# D210E

USER GUIDE



INTEGRATED CREDIT CARD TERMINALS



## NEWBOOK PAYMENTS

NewBook Payments is an all-in-one solution for your payment needs. Our integrated terminals use the latest in EFTPOS technology to deliver fast, secure and automated transactions, whilst reducing administration and saving you time.

For terminal support, you can contact the 24/7 Technical Helpdesk, powered by Ezidebit, for assistance with faults or other queries on 1800 433 876.

## GETTING STARTED

- Switch the D210e power on/off by pressing and holding the cancel/power button (X CANCEL) for 3 seconds. Check that it has full battery power by looking at the battery icon in the top right corner of the display screen.
- If you need to charge your terminal, use the power cables supplied to plug into the side of the unit and into an appropriate mains power supply. If you have ordered a Base Station, place the terminal on it to charge. The Base Station must be connected to an appropriate power supply using the power cable supplied. The D210e terminal battery requires regular mains charging, much like a mobile phone. The battery charge can last up to 8 hours depending on frequency of use.
- Lift printer cover flap to check the paper roll does not need to be replaced and is seated correctly in the printer.
- If you need to load a new paper roll, ensure tongue of paper is feeding up from underneath the roll and close the lid firmly leaving tongue of paper sticking out above the cutting blade.

Default Password: 123456



- |  |                                |
|--|--------------------------------|
| 1 Thermal Printer<br>(lift flap to change<br>paper roll) | 7 Power Charging<br>Port       |
| 2 Paper Cutter   | 8 Menu Key                     |
| 3 Contactless<br>NFC Reader                              | 9 Cancel Key<br>(Power On/Off) |
| 4 Printer Cover<br>Lift Grip                             | 10 Clear Key                   |
| 5 LCD Display Screen                                     | 11 Enter Key                   |
| 6 Card Swipe Reader                                      | 12 Card Chip Reader            |



## GENERAL USER TIPS

- Handle with care so you do not damage electrical wires and power adapter. If electrical wire, plugs or power adapter are damaged, please do not use the terminal and contact the Technical Helpdesk.
- Do not leave the terminal for extended periods in direct sunlight, humid, hot, or dusty environments.
- Keep the terminal and charging accessories away from liquids and do not charge if adaptor cable is dirty or wet.
- Take care when inserting or removing charging cables. Do not use if the power cable is faulty as this may result in increased risk of power issues, overheating or terminal damage.
- If the terminal is defective or any of the parts become overheated, please turn off immediately and contact the Technical Helpdesk.
- When installing paper roll, please be aware of the cutting blade.




## BATTERY CARE



- Charge indoors using a PAX charger, in a cool and well ventilated area.
- Do not take apart the battery.
- Do not short circuit the battery.
- Keep the battery away from sources of heat, dust and liquid.
- Do not squeeze, puncture or put the battery into liquid or near fire.
- If failure happens such as heating, distortion or other damage, please change to a new battery. Contact the Technical Helpdesk for assistance.
- Please dispose of old or damaged batteries safely.
- It is recommended by the manufacturer to change to a new battery every 2 years.
- To remove the battery, remove the screw from the back and pull out from the bottom edge.
- When inserting the battery, do not try to force it into place. Seat bottom of battery firmly into the battery well and push down until it clicks into place.



## INTERNET CONNECTION

- In order to process payments, your D210e EFTPOS terminal has to be connected to the internet. The D210e will be setup to use either cellular, Wi-Fi, or the separate B210 base.
- If the D210e is setup for cellular then the  will display the current signal strength.
- If the D210e is setup to use the intelligent base then the  will light up.
- If the D210e is setup to use Wi-Fi then it will need to be setup to use your wireless modem/router, mobilephone (Wi-Fi personal hotspot) or a mobile Wi-Fi hotspot device. Wi-Fi signal strength is shown by the .
- To set up Wi-Fi on your terminal, you will need to ensure that you have access to an active internet connection. If using a modem/router, ensure that it does not have any special configuration settings, network traffic restrictions or filters.
- Please be aware that if your network signal is not strong enough you may experience issues using the D210e. NewBook does not recommend using public or unsecured Wi-Fi networks to process payments.



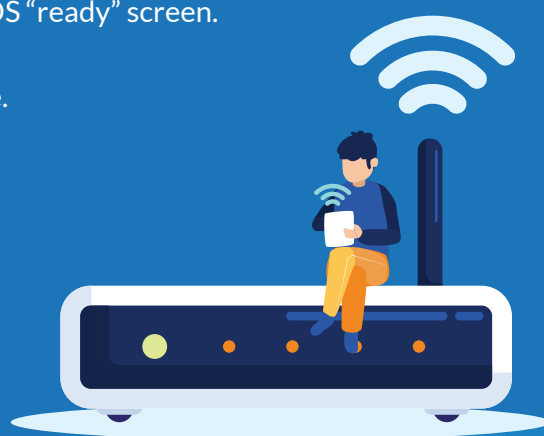
## CONNECTING USING 3G (SIM CARD)

- Power On - Press and hold power button for 3 seconds until LCD screen backlight comes on. If terminal is turned on successfully, the NewBook Payments logo will appear on screen and you will hear a beep.
- Allow the terminal to automatically run through its initialisation cycle before the EFTPOS “ready” screen appears. At this point the terminal is ready for use.



## CONNECTING USING WI-FI

- 01** Power On - Press and hold *POWER* button for 3 seconds until LCD screen backlight comes on. If terminal is turned on successfully, the NewBook Payments logo will appear on screen and you will hear a beep.
- 02** Allow the terminal to automatically run through its initialisation cycle. If the terminal had previously been setup to access your Wi-Fi, it will reconnect automatically.
- 03** If the terminal had not been previously connected to your Wi-Fi or if you had changed your Wi-Fi network since the last time the terminal logged on, the terminal will display:
  - Wi-Fi networking
  - Manually
  - Enter Wi-Fi
  - Details
- 04** Select NO by pressing the *F1* key.
- 05** The terminal will display all the Wi-Fi networks that it finds.
- 06** Scroll down (*F1* key) or scroll up (*F2* key) to the network you want the terminal to connect to and press <Enter> (key with the green circle).
- 07** Enter the WPA/WEP Password for your chosen Wi-Fi Network (eg Password1234)
- 08** To access upper or lower case letters, press the corresponding number key quickly to get the letter you want. To access the key number, press the number key once. If you want to repeat that number or enter a letter that corresponds with the same number, please pause before attempting to choose the character. (eg. key 3 will give you 3 D E F d e f in that order). As soon as you have entered the correct Wi-Fi password, press <Enter> (key with the green circle).
- 09** The terminal will display the following messages:
  - Searching for network
  - Connecting to network
- 10** The terminal will connect to the Wi-Fi and will display the Wi-Fi network name provided there is a strong signal.
- 11** The terminal will then present the EFTPOS “ready” screen.
- 12** At this point the terminal is ready for use.
- 13** You can update Wi-Fi settings at any time.





## MAKING A PAYMENT

- 01** Once you have selected the items to be paid within NewBook, you will be directed to the Payments: Add, page.
- 02** From here, you simply need to select the *Integrated EFTPOS Terminals* button, which will prompt you to select the card type and which terminal you would like to use (if you have multiple).
- 03** The corresponding amount will then load on the machine ready for payment.
- 04** The receipt will save within the system against their client account which you can choose to automatically email to the guest or print.



## PROCESSING A REFUND

- 01** In NewBook, open the Client Account the payment is on.
- 02** Within the Client Account Ledger, select the payment by ticking in the box on the left-hand side.
- 03** Locate with Selected, and click *REFUND*.
- 04** On the Refunds: Add page, check the Refund Amount is correct.
- 05** Select the terminal you will be using to process the refund
- 06** Click *REFUND* using EFTPOS Terminal and Save.
- 07** This will send the details through to the terminal for the Guest to present their card and complete payment.



# ADMINISTRATIVE FUNCTIONS

## AUTOMATIC SETTLEMENT

- A nominated settlement time is stored in the terminal. Each day at this time the terminal will connect to the network and process a settlement automatically. A detailed receipt is printed for the merchant record.
- A failed settlement will print a failed settlement receipt. After each batch settlement, all following transactions belong to the next business day and will be settled with the next batch.
- If the terminal is not settled by the required time, a forced settlement will be generated. The settlement receipt will print automatically the next time the terminal is connected to the network.
- Forced settlements do not include stored transactions. These will be included in the next full settlement.



## MANUAL SETTLEMENT

- From the idle screen press *MENU*
- Press 2 to access the Totals menu.
- Select 1 - Settlement.
- Enter Settlement password.
- Terminal will display Batch Totals and prompt user to Settle Now. Select YES
- Terminal will prompt to Print Entire Trans List Now. Select YES
- Press *CANCEL* to go back



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