



Carbon Mobile 5 Quick Start Guide



0800 EFTPOS | www.support.eftpos.co.nz



Get to know your Carbon Mobile 5 (CM5)



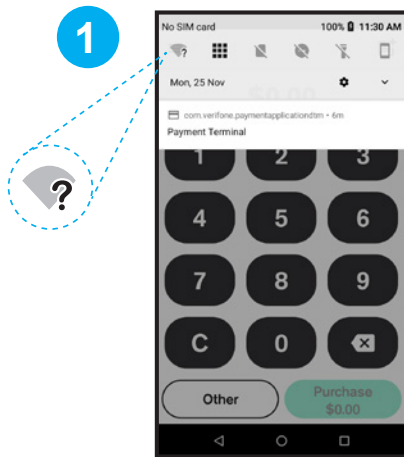
Getting started



Turn your device on

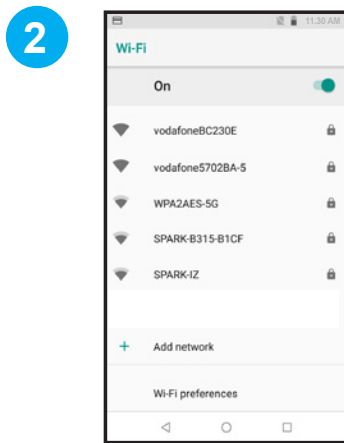
Press and hold the power button. Your terminal will start up and load the payment screen. If your terminal connects to the payment network via a SIM card it will connect automatically. If not, you will need to connect it to Wi-Fi

Connect to Wi-Fi



Connect to Wi-Fi

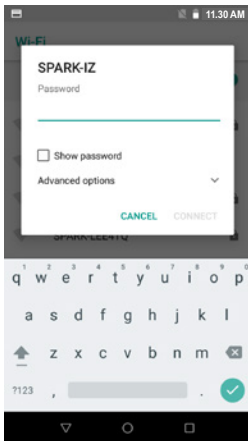
Swipe down from the Notification bar at the top of the screen and tap and hold the Wi-Fi icon



Find your network

Select your network from the available networks list

3



Enter your password

Enter your Wi-Fi password and tap 'CONNECT'. Press the O button in the bottom Navigation bar to navigate back to the Payment screen

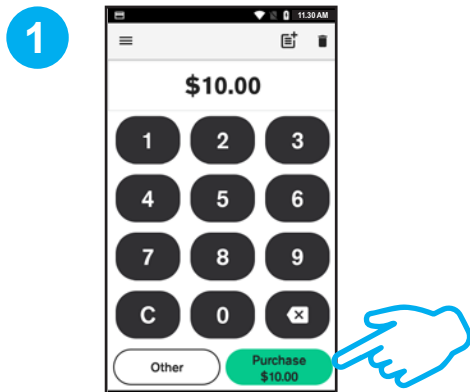


PASSCODES


For your security, certain functions, such as refunds, are protected by passcodes. If you need to set up or reset your passcode, call our Technical Helpdesk at **0800 EFTPOS (0800 338 767, option 2)** for assistance.

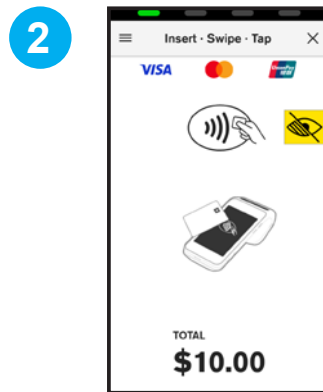
NOTE: You must be the listed authority on your Eftpos NZ account to set up or reset passcodes.

Process a transaction



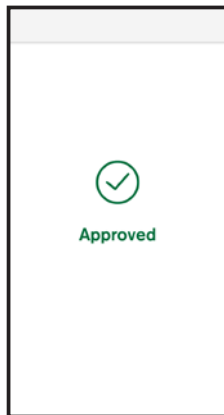
Enter the purchase amount and select **Purchase**

TIP: You can tap on the  icon and add a reference to your transaction



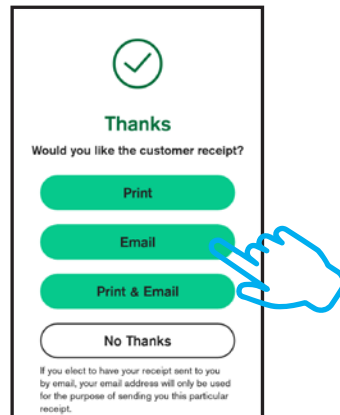
Your customer taps, inserts or swipes their card or mobile wallet and enters their PIN if prompted

3



Terminal will display
Approved or **Declined**

4



Customer selects how they would like to receive their receipt. Learn more at eftpos.co.nz/android-receipts

Changing your paper roll



Open paper roll cover as shown above. There are small slots to aid opening if required



Remove used paper roll. Insert new roll so the paper feeds from the top, leaving a length of paper sticking out of the terminal



Close the printer door, pressing down gently until it clicks shut

20% off Paper Rolls Online

Plus get **FREE SHIPPING** on your first order


Use code: **WELCOME** at checkout



eftpos.co.nz/rolls

Charging the Carbon Mobile 5


Using the Charging Base

- Plug the power cable into the port on the side of the CM5 charging base
- Plug the power cable into a wall socket
- Place the CM5 on the charging base
- Look for this icon  to make sure your CM5 is charging



Charging the Carbon Mobile 5

Using the USB Adapter

- Insert USB cable into plug adapter
- Insert USB adapter into wall socket
- Insert USB-C end into the USB-C charging port
- Look for this icon  to make sure your CM5 is charging





If you have any questions we are here to help. Call us on
0800 EFTPOS, or visit **support.eftpos.co.nz**



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