*eziPIN®
Prepaid made easy

K23 Quick Reference Guide: Daybreak

Making a sale:

1. Enter "User ID" [2 digits] and press OK
2. Enter "Password" [4 digits] and press OK
3. Select a category using the ▼ button and press OK

*Mobile [1], Phone Cards [2], Online Services [3], Ezipin Demo [4], Mobile Services [5] and Financial +Fee [6]

4. Select the product desired using the ▼ button and press OK
5. Select the denomination of the chosen product using the ▼ button and press OK
6. Tear off the barcode receipt and process the payment (**Note: this is the last chance you will have to cancel the transaction – To "cancel" transaction press the red " CANC " button above the screen)**
7. To confirm product and payment press OK
8. Wait for printout, then provide voucher to the customer
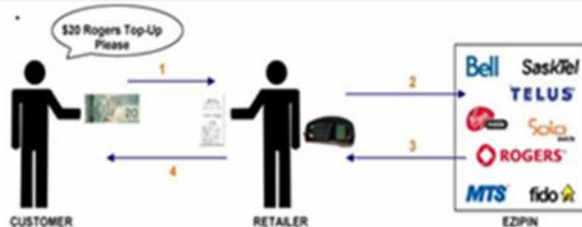
Printing Reports:

1. Press the "Function Key" F located above the screen
2. Enter "User ID" [2 digits] press OK
3. Enter "Password" [4 digits] press OK
4. Select Option 1 "Reports" press OK
5. Select option 1 "Totals" press OK
   i. Daily Totals (previous 6 days)
   ii. TXN History (last 100 transactions)
   iii. Shift Reports (shows vouchers purchased)
6. Select option 2 "Config" press OK
   i. Product List (detailed list of all products available)
7. Select which report you require and press OK

1 Customer requests desired product and gives you their money
2 You follow the steps above to make a sale
3 The Ezipin machine will print out the chosen product
4 Give the printout to the customer

Congratulations! You have just made a sale!

Profile Maintenance:

Profile maintenance is a tool used to update your K23 terminal. Profile Maintenance is used to change the terminal date (real time) or to update the products in the product list.

1. Press the "Function Key" F located above the screen
2. Enter "Used ID" [2 digits] press OK
3. Enter "Password" [4 digits] press OK
4. Using the ▼ button select option 5 "Maintenance" and press OK
5. Select option 1 "Profile Update" and press OK
6. Using ▮ button select YES

*Profile Maintenance will generally take 10-15 minutes and requires uninterrupted communication with the phone line

Add a new user:

1. Press the "Function Key" located above the screen
2. Enter "User ID" [2 digits] press OK
3. Enter "Password" [4 digits] press OK
4. Using the ▼ button select option 4 "Users"
5. Select option 1 "Add User" press OK
6. Enter new "ID" [2 digits] press OK
7. Using button select "Admin" or "User"
8. Enter user name i.e. Bob – press OK
9. Enter "User Password" [4 digits] press OK
10. Confirm press OK

Error Codes:

C3 Error

This error indicates "no dial tone"

Solution

· Check phone line (is it plugged in?)
· Unplug Power supply and reboot
· Try a different phone line (i.e. Fax)
· Take terminal home and test it
· Have the lines tested by the provider

Printer Offline

This error indicated the printer is not connecting properly

Solution

· Make sure the light is green (on front)
· Press power button to turn ON
· Make sure paper was put in properly
· Unplug the power supply and reboot
· Verify that the roller is clean and the lens is not blocked by dirt or debris
· If your printer has a green clip – make sure it is in place (inside beside the roller)

How do I get help?

Contact Help Desk

Phone: (613) 831 6877 or (888) 439 4746

Email: helpdesk@ezipin.ca

Fax: (613) 831 6678 or (888) 394 7463

We are available 24/7 for bilingual customer support

How to change the language:

1. Press the "Function Key" located above the screen
2. Enter "User ID" [2 digits] press OK
3. Enter "Password" [4 digits] Press OK
4. Using the ▼ button select option 5 "Maintenance" and press OK
5. Using the ▼ button select option 5 "Language" and press OK
6. Select option 1 for English or option 2 for French – press 1 or 2
7. Using button select YES to confirm action

Changing the language will be effective immediately

Error Codes Cont.:

Application 07

This error indicates an interruption

Solution

· Unplug all wires from the printer and plug the pin pad and power supply back in (leave phone wire unplugged)
· If screen says EZIPIN plug phone line back
· If screen shows App07 error hard reboot (holding down or button)