

Pairing your EFTPOS terminal

Audience	Merchant · till operator
Time required	About five minutes, once per till
Support	hello@speeeweb.com.au

This guide is for the merchant. It takes about five minutes and you only do it once per till.

Pairing links one card terminal to one till. After it is done, the till can send payments to that terminal and nothing else can.

Before you start

You need three things. Linkly supplies all of them when your account is set up:

What	Looks like	Where it comes from
Username	76401020001	Your Linkly Cloud account
Password	a long code	Your Linkly Cloud account
Pair code	6 characters	Shown on the card terminal itself

The pair code is the one that catches people out. It is **not** in your account details — it appears on the terminal's own screen and it expires after a few minutes. Get the other two ready first, then fetch the pair code last.

Keep the password private. Anyone holding it can pair a terminal to a till you do not control. Treat it the way you would treat the safe combination.

Step 1 — Enter your Linkly account details

1. Open **SPEEE POS** and sign in as an administrator.
2. Go to **Providers** in the left-hand menu.
3. Find the **Linkly** card and click **Configure**.
4. Enter your **Username** and **Password**.
5. Choose the environment:
 - **Sandbox** — for testing. No real money moves.
 - **Production** — live payments.
6. Click **Save**.

Your password is encrypted before it is stored, and it is never shown again after you save it — not on this screen, not in a log file, not to support. If you lose it, get a new one from Linkly rather than trying to recover it.

Step 2 — Get the pair code from the terminal

On the card terminal:

1. Press the **Function** key.
2. Enter **3** for the Cloud menu.
3. Select **Pair with POS**.
4. The terminal shows a **six-character pair code**.

Leave the terminal on this screen. The code is only valid for a few minutes.

Terminal menus vary slightly by model. If yours does not look like this, your Linkly technician can point you to the right menu — the code is always found under a "pair" or "cloud" option.

Step 3 — Pair

Back in SPEEE POS:

1. On the **Linkly** card, click **Pair terminal**.
2. Type the six-character pair code.
3. Click **Pair**.

That is the whole form. It asks for the pair code and nothing else, because the username and password were saved in Step 1 — you do not enter them again.

Within a few seconds you should see **Paired**, and a terminal appears under **Terminals**.

Step 4 — Turn it on and test

1. On the **Linkly** card, switch **Enabled** on.
2. Click **Test payment**.
3. Enter a small amount and submit it.
4. The card terminal should prompt for a card.

Complete the payment on the terminal. When it finishes, the result appears in **Transactions**.

A test payment is recorded as **TEST**, shown as such everywhere in the software, and appears on the receipt as *not a real payment*. It cannot be mistaken for a sale.

If something goes wrong

"That pair code was not accepted"

The code expired. Codes last only a few minutes. Fetch a fresh one from the terminal and try again straight away.

"Your Linkly username or password was not accepted"

The credentials in **Configure** are wrong, or they are for the other environment. Sandbox credentials do not work in production, and production credentials do not work in sandbox.

"The terminal is not logged on" (*response code PF*)

The terminal has not logged on to the bank yet. This is not a decline. Wait a moment and try again — SPEEE POS logs the terminal on automatically before the first payment of the day.

The terminal was paired to a different till

A terminal can only be paired to one till at a time. Pairing it somewhere else unpairs it here. Pair it again from this till to take it back.

Payments were working and have stopped

Check **Providers** — the Linkly card shows the current state and the reason. Only one provider can be enabled at a time, so if another was switched on, Linkly was switched off.

What happens to your card data

Nothing is stored, because nothing is received. The card number, the PIN and the magnetic stripe never reach this software: the terminal talks to the bank, and SPEEE POS is told only the outcome, the card scheme, and the last four digits.

That is the entire reason the terminal exists. It is also why nobody here — not you, not us, not support — can look up a customer's card number.

Getting help

SPEEE WEB — hello@speeeweb.com.au

Have ready: what the screen says, the transaction reference if there is one, and whether you are on Sandbox or Production. That is normally enough to answer it on the first reply.