



# Linkly Cloud Setup Guide

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**Have questions or need support, we're here to help**

[support@linkly.com.au](mailto:support@linkly.com.au) or call us on 02 9998 9800

8:00am-10:00pm (Mon-Fri)

9:00am-5:00pm (Sat)


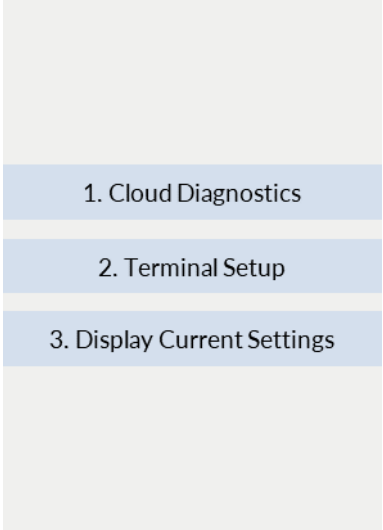
10:00am-3:00pm (Sun and Public Holidays)


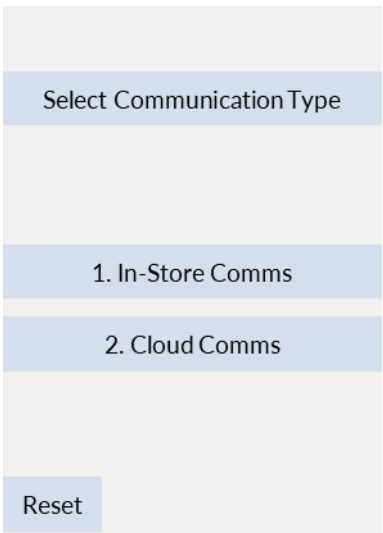
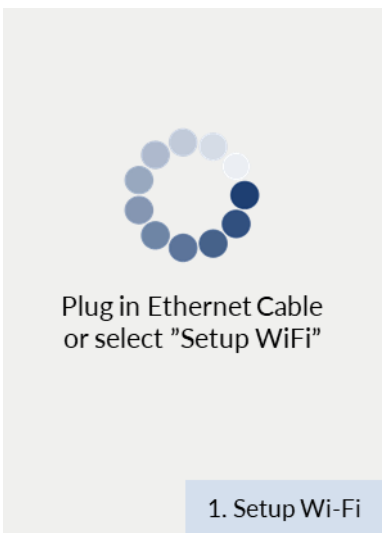
# 1.0 Set up Linkly Cloud

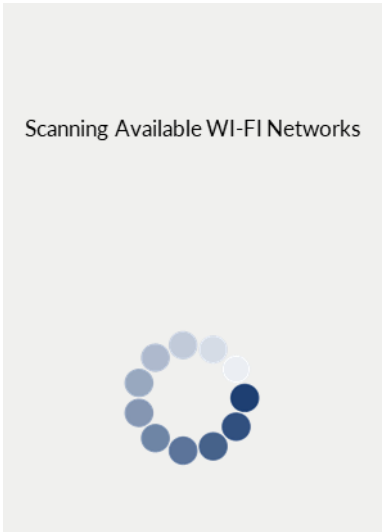
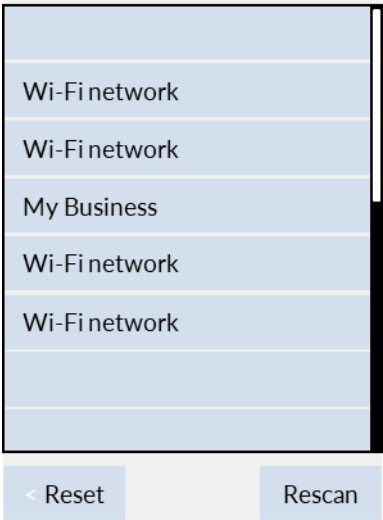
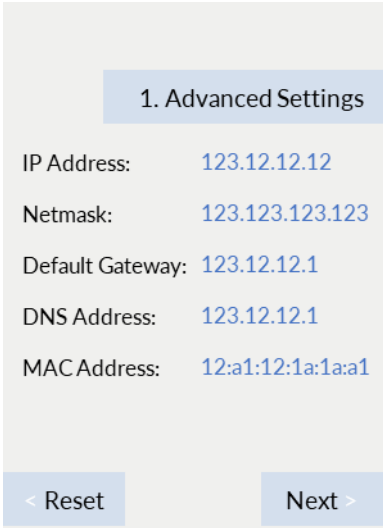
## 1.1 What you'll need

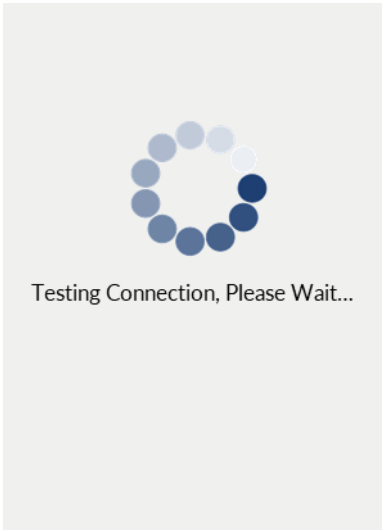

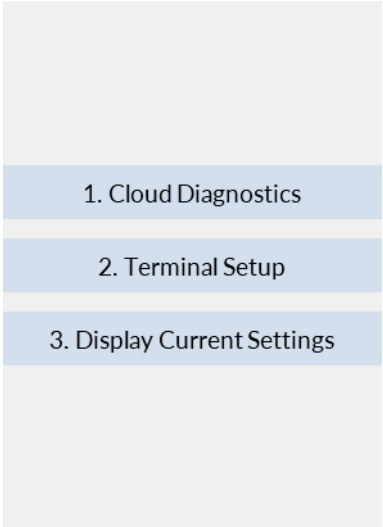
Item		Details
<input type="checkbox"/>	<b>A Linkly-compatible Point of Sale (POS)</b>	Visit the Linkly website <a href="#">here</a> to check if the POS provider is accredited for Linkly Cloud.
<input type="checkbox"/>	<b>A Linkly-compatible payment terminal</b>	The terminal provider will provide a payment terminal that is compatible with Linkly Cloud.
<input type="checkbox"/>	<b>Linkly Cloud credentials</b>	<p>The Linkly Cloud credentials are used to connect the merchant Point of Sale (POS) to a Linkly-compatible payment terminal.</p> <p>Compatible payment terminals are:</p> <ul style="list-style-type: none"><li>o Ingenico Move5000 issued by Suncorp</li><li>o Ingenico Move5000 issued by NAB</li><li>o Ingenico Move5000 issued by Fiserv</li></ul> <p>Linkly Cloud credentials will be sent via email to the email address nominated as part of the merchant application.</p> <p>If the Linkly Cloud credentials can't be located or need to be reset, contact Linkly Support.</p>
<input type="checkbox"/>	<b>Wi-Fi or Ethernet connection</b>	A Wi-Fi or Ethernet network connection is needed to enable the payment terminal to connect to the POS via the Linkly Cloud.




## 1.2 Pairing to the Point of Sale

Step	Terminal display	Action
1	 <p>The terminal display shows the text "BANK LOGO" centered on a light gray background.</p>	Press ' <b>Func</b> ' and enter ' <b>7410</b> ' on the terminal.
2	 <p>The terminal display shows a menu with three options: "1. Cloud Diagnostics", "2. Terminal Setup", and "3. Display Current Settings". The options are listed vertically on a light gray background.</p>	Press ' <b>2. Terminal Set Up</b> '.

3	 <p>Terminal Setup</p> <p>Begin &gt;</p>	Press ' <b>Begin</b> '.
4	 <p>Select Communication Type</p> <p>1. In-Store Comms</p> <p>2. Cloud Comms</p> <p>Reset</p>	Press ' <b>Cloud Comms</b> '.
5	 <p>Plug in Ethernet Cable or select "Setup WiFi"</p> <p>1. Setup Wi-Fi</p>	<p>For Wi-Fi connection, press '<b>Setup Wi-Fi</b>'. Now, go to <b>Step 6</b>.</p> <p>For Ethernet connection, plug the Ethernet cable into your terminal. Now, go to <b>Step 9</b>.</p>


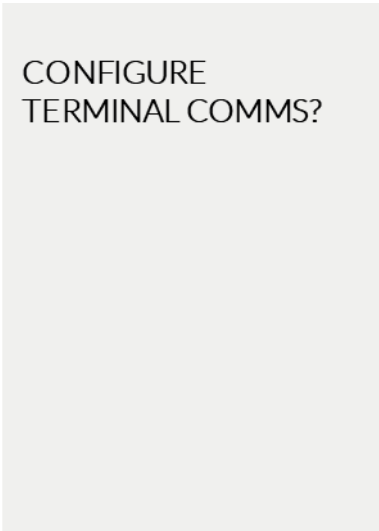
6		The terminal will scan for available Wi-Fi networks.
7		Select the Wi-Fi network and enter the Wi-Fi password.
8		The terminal will display the network settings of the selected option. Press ' <b>Next</b> '.

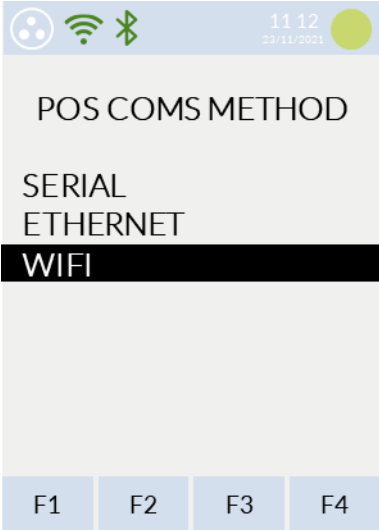

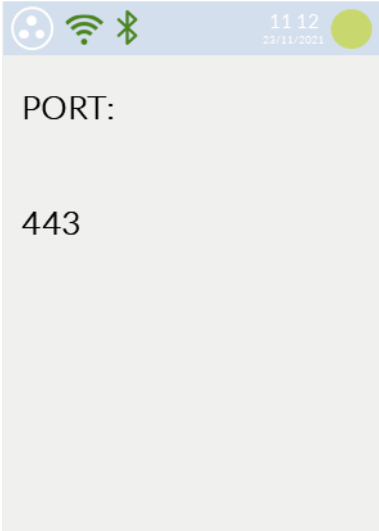
9		The terminal will display the following screen while it tests the network connection.
10		The Cloud terminal setup has been completed. Press ' <b>OK</b> '.
11		Press ' <b>Cancel</b> ' to return to the Home Screen and continue with the pairing process.

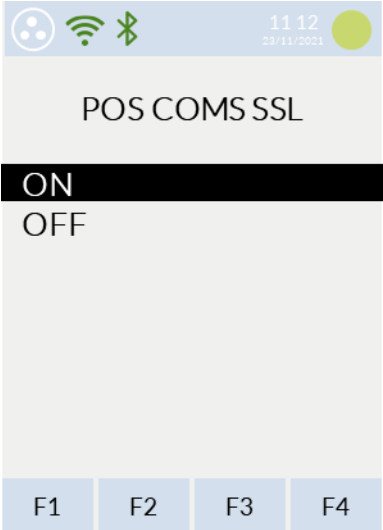
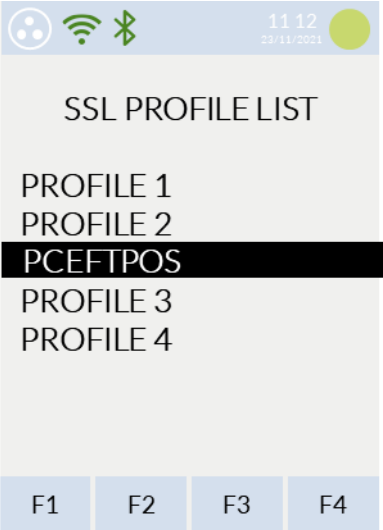

12		<p>The terminal will prompt the PIN Pad Pairing Code generation.</p> <p>Press '<b>Enter</b>' to generate a new Pairing Code.</p>
13		<p>The terminal will generate a 6-digit pairing code that will need to be entered into the Point of Sale.</p> <p>Note: There is a time limit of 180 seconds to complete the pairing to the Point of Sale using this code. If the pairing takes longer, the solution will time out and return to the Cloud Online screen.</p> <p>Press '<b>Enter</b>' to start the pairing process again if it times out.</p>
14		<p>Navigate to the Point of Sale.</p> <p>In the Point of Sale, you will need to enter the Linkly credentials supplied via email and the Pairing Code displayed on the terminal.</p> <p><b>Note:</b> The actions of the POS will differ depending on the POS vendor solution.</p>





### 1.3 Pairing to the Point of Sale – Alternative method

Step	Terminal display	Action
1	 <p>BANK LOGO</p>	Press ' <b>Func</b> ' and enter ' <b>11112227</b> ' on the terminal.
2	 <p>CONFIGURE TERMINAL COMMS?</p>	Press ' <b>Enter</b> ' to proceed with configuring the terminal communications.

3	 <p>The screenshot shows a mobile application interface with a status bar at the top displaying signal strength, Wi-Fi, Bluetooth, and battery icons, along with the time 11:12 and date 23/11/2021. The main screen is titled 'POS COMS METHOD' and lists three options: 'SERIAL', 'ETHERNET', and 'WIFI'. The 'WIFI' option is highlighted with a black background. At the bottom, there are four function keys labeled 'F1', 'F2', 'F3', and 'F4'.</p>	Select Wi-Fi or Ethernet connection.
4	 <p>The screenshot shows the 'HOST NAME' entry screen. The status bar is identical to the previous screenshot. The main screen displays 'HOST NAME' at the top and 'pp.cloud.pceftpos.com' in the text input field. The background is a light gray.</p>	<p>The Host address should be entered as <b>pp.cloud.pceftpos.com</b>.</p> <p>Press '<b>OK</b>' to proceed.</p>
5	 <p>The screenshot shows the 'PORT:' entry screen. The status bar is identical to the previous screenshots. The main screen displays 'PORT:' at the top and '443' in the text input field. The background is a light gray.</p>	<p>The Client Port should be entered as <b>443</b>.</p> <p>Press '<b>OK</b>' to proceed.</p>


6	 <p>The screenshot shows a mobile device interface with a status bar at the top displaying signal strength, Wi-Fi, Bluetooth, and battery icons, along with the time 11:12 and date 23/11/2021. The main screen title is 'POS COMS SSL'. Below the title, the option 'ON' is highlighted with a black background, and 'OFF' is visible below it. At the bottom, there are four function keys labeled F1, F2, F3, and F4.</p>	<p>The POS Comms should be <b>On</b>. Press '<b>OK</b>' to proceed.</p>
7	 <p>The screenshot shows a mobile device interface with a status bar at the top displaying signal strength, Wi-Fi, Bluetooth, and battery icons, along with the time 11:12 and date 23/11/2021. The main screen title is 'SSL PROFILE LIST'. Below the title, a list of profiles is shown: 'PROFILE 1', 'PROFILE 2', 'PCEFTPOS', 'PROFILE 3', and 'PROFILE 4'. The 'PCEFTPOS' profile is highlighted with a black background. At the bottom, there are four function keys labeled F1, F2, F3, and F4.</p>	<p>The SSL Profile List selected should be '<b>PCEFTPOS</b>'.</p>
	 <p>The screenshot shows a mobile device interface with a large grey background. The text 'PINPAD PAIRING' is displayed in bold, followed by 'PRESS ENTER' in bold below it.</p>	<p>Press '<b>Enter</b>' to generate a new Pairing Code.</p>




		<p>The terminal will generate a 6-digit pairing code that will need to be entered into the Point of Sale.</p> <p>Note: There is a time limit of 180 seconds to complete the pairing to the Point of Sale using this code. If the pairing takes longer, the solution will time out and return to the Cloud Online screen.</p> <p>Press '<b>Enter</b>' to start the pairing process again if it times out.</p>
		<p>Navigate to the Point of Sale.</p> <p>In the Point of Sale, you will need to enter the Linkly credentials supplied via email and the Pairing Code displayed on the terminal.</p> <p><b>Note:</b> The actions of the POS will differ depending on the POS vendor solution.</p>

## 1.4 Repairing with the Point of Sale

This process must be performed in the event of:

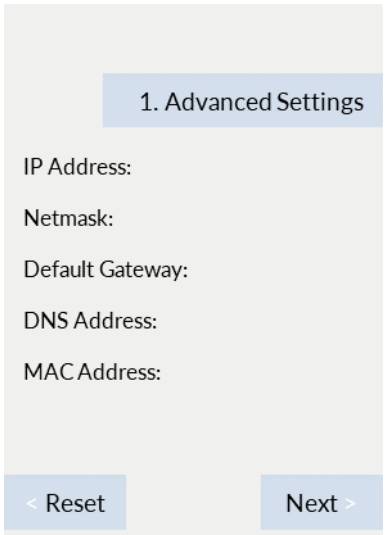
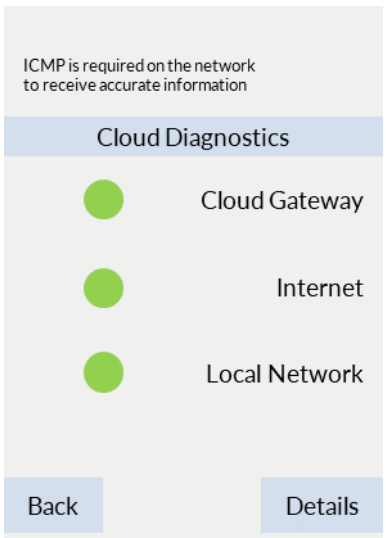
- A change to the Linkly Account credentials.
- Connecting the terminal to another POS.

Step	Terminal display	Action
1	 A rectangular grey box representing a terminal screen. In the center of the box, the text "BANK LOGO" is displayed in a bold, black, sans-serif font.	Press ' <b>Func</b> ' and enter ' <b>8880</b> ' on the terminal.

2	 <p style="text-align: center;"><b>PINPAD PAIRING PRESS ENTER</b></p>	<p>The terminal will prompt the PIN Pad Pairing Code generation.</p> <p>Press <b>'Enter'</b> to generate a new Pairing Code.</p>
3	 <p style="text-align: center;"><b>PAIR-CODE: 123456</b></p>	<p>The terminal will generate a 6-digit pairing code that will need to be entered into the Point of Sale.</p> <p>Note: There is a time limit of 180 seconds to complete the pairing to the Point of Sale using this code. If the pairing takes longer, the solution will time out and return to the Cloud Online screen.</p> <p>Press <b>'Enter'</b> to start the pairing process again if it times out.</p>
4	 <p style="text-align: center;"><b>ENTER PAIRING CODE ON YOUR POINT OF SALE</b></p>	<p>Navigate to the Point of Sale.</p> <p>In the Point of Sale, you will need to enter the Linkly credentials supplied and the Pairing Code displayed on the terminal.</p> <p><b>Note:</b> The actions of the POS will differ depending on the POS vendor solution.</p>

## 2.0 Troubleshooting and support

### 2.1 Additional information and support screens

Screen	Screen	Detail
	<p><b>Advanced settings</b></p>	<p>Select '<b>1. Advanced Settings</b>' in the terminal setup process (see <b>Step 8</b> in <b>Section 1.2 Pairing to the Point of Sale</b>) to manually configure the settings.</p>
	<p><b>Cloud diagnostics</b></p>	<p>This screen can be accessed by pressing '<b>Func</b>', entering '<b>7410</b>' on the terminal and then selecting '<b>1. Cloud Diagnostics</b>'.</p> <p>This screen can be used by merchants and support staff to validate the connection status.</p> <p>Select '<b>Details</b>' to view the details of the connection.</p>

<p>Cloud Connection Details</p> <p>Address Type: DHCP  IP Address: 123.12.12.12  Netmask: 123.123.123.123  Default Gateway: 123.12.12.1  DNS Address: 123.12.12.1</p> <p>SSID: Wi-Fi Name</p> <p>Back</p>	<p><b>Cloud Connection details</b></p>	<p>This screen can be accessed by pressing '<b>Details</b>' on Cloud Diagnostics screen.</p>
<p>Terminal POS Details</p> <p><u>Communication Type:</u></p> <p><u>POS SSL:</u> On</p> <p>Back</p>	<p><b>Display Current Settings</b></p>	<p>This screen can be accessed by pressing '<b>Func</b>', entering '<b>7410</b>' on the terminal and then selecting '<b>3. Display Current Settings</b>'.</p>



## 2.2 Common error messages

Screen	Screen	Detail
<p style="text-align: center;"><b>HANDSHAKE FAILED</b></p> <p style="text-align: center;"><b>1 = RETRY HANDSHAKE</b></p> <p style="text-align: center;"><b>2 = RESET PAIRING</b></p>	<p><b>Cloud Connect Failure</b></p>	<p>This screen will be shown when there is a Cloud connection failure after completing The Cloud Wizard Setup.</p> <p><b>How to resolve:</b></p> <ul style="list-style-type: none"> <li>• Retrying the handshake or resetting the pairing may resolve the connection error.</li> <li>• If the error is still not resolved, reviewing the network connection settings specified during the terminal setup process may be required.</li> </ul>