



Welcome to  
Live taxi

### **Live taxi support**

For support

Email: [support@livetaxi.com.au](mailto:support@livetaxi.com.au)

Website: [support.livetaxicom.au](http://support.livetaxicom.au)

Please have your merchant and terminal identification numbers ready.

Taking note of any error messages you are experiencing will help us to resolve issues promptly.

Standard 57mm  
paper roll

www.livetaxi.com.au

Live taxi

Contactless  
reader

Signal strength

100%

Battery strength

Please Enter Amount

VISA MasterCard eftpos

PAY  
WITH

FUNCTIONS

MENU

ACCOUNT

SETTLE

Swipe Card

Off / Cancel / Back

Press the red button  
and hold until  
beeping stops

Your terminal will not switch  
off when on charge

On / Enter  
Press the green  
button and hold  
until the beep

Backspace

Chip card reader

The Main Screen

## Processing a transaction



Enter amount and press the green button

Select  to Confirm or  to Cancel

Tap / Insert / Swipe card, follow prompts

Remove card once prompted

Screen will turn green for approved or red for declined

Merchant receipt will automatically print

Select SMS, None or Print receipt for cardholder

**SMS RECEIPT:** Key in the number and press enter

# Receipt review



From main screen press Menu



Press Receipts



Press Review



Select the receipt you would like to print by using the next and previous buttons



Select Merch RCPT or Cust RCPT

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# Void transaction

You can only void your last credit card transaction



From main screen Press Func



Press Void

Select



to Confirm or



to Cancel

Screen turns yellow & reads Void Approved

# Receipt duplicate receipt



From main screen press Menu



Press Receipts



Select Merch RCPT or Cust RCPT

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# Cash receipt



From main screen Press Func



Press Cash RCPT



Enter Amount, Extras, Tip and enter the green button

Select  to Confirm or  to Edit

Screen turns yellow, receipt will print

# End of Shift



From main screen press Shift



Press tick and report will print

Screen turns green and reads "End of Shift Approved"

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# Check running total



From main screen press Menu



Press total

# Check signal strength



From main screen Press Menu



Press Settings



Press Health

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# Settlement history



From main screen Press Menu



Press History



Toggle between batches by  
pressing Next and Prev.  
Reprint a settlement report by pressing Print



## To order paper rolls



Press Account from main screen



Press Order Rolls

Select the number of rolls you require

To select a higher amount, press Other



Enter the amount of rolls you require using the keypad  
and press the green button



Confirm the amount of rolls you require

Once submitted, you will receive your  
paper roll order within 3 business days

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## To request a support call back



Press Account from main screen



Press Request Call



Enter your number using the keypad,  
then press the green button

Your request will be sent directly to the  
Live eftpos Customer Support team

# Pay with



Press Pay with from the main screen to select an alternative payment methods.

If Pay with is disabled, Total will appear on the left-hand side of the main screen in its place.

Total displays the batches running total.

For more information on alternate payment methods please contact [support@livetaxi.com.au](mailto:support@livetaxi.com.au)

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## Refer a Friend

When you refer a friend to Live eftpos, you can earn \$50. It's that easy.  
To earn referral bonus you friend must transact \$1,500 in first 30 days

[hello@livetaxi.com.au](mailto:hello@livetaxi.com.au)

Brought to you by,

