

Commonwealth
Bank

Smart Mini User Guide

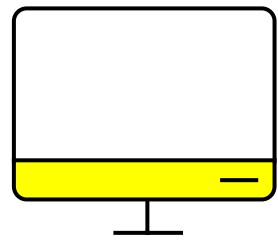
Contents

Smart Mini explained	2
Smart Mini reader	3
Get to know your reader	3
Getting started	3
Parts and accessories	4
Supported devices	4
Charging the battery	5
Smart Mini app	6
First time log in	6
Pairing	6
Taking a payment	7
Adding a payment description	8
Tipping	8
Viewing transaction surcharge	9
Re-issuing a receipt	9
Refunds	10
Settings	12
Smart Mini Hub	13
First time log in	13
Home	13
Mobile users	14
Readers	16
Transactions	17
Settings	17
Admin	18
Troubleshooting & Support	21

Smart Mini explained

Smart Mini is a payment solution that allows businesses to take payments on the go or as a countertop solution.

It is comprised of a Smart Mini reader, a Smart Mini application and a Smart Mini Hub.



Smart Mini reader

Accept payments with the Smart Mini reader.

Smart Mini app

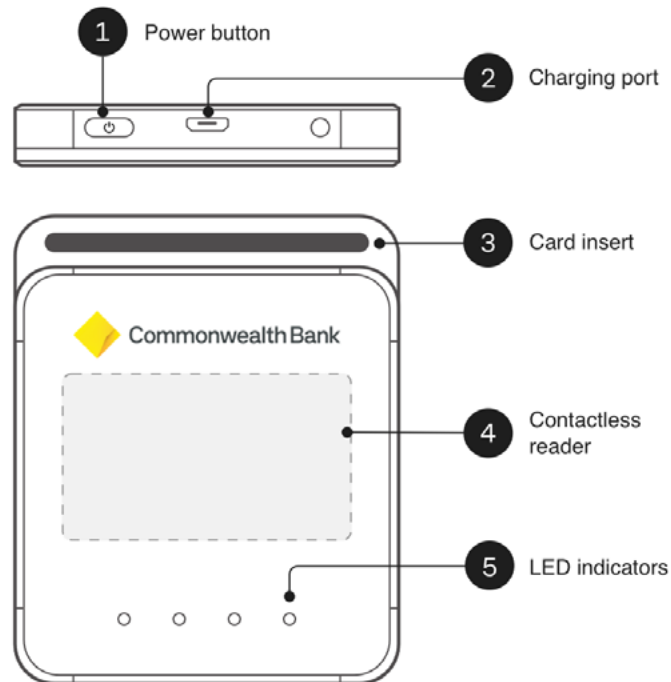
Take payments, issue refunds and add optional tips and surcharges via the Smart Mini app.

Smart Mini Hub

View transactions, manage users and features via the Smart Mini Hub.

Smart Mini reader

Get to know your reader



Getting started

1 Charge your Smart Mini reader

Connect the provided USB cable to the charging port.

NOTE: you can continue setting up your reader while it's charging.

2 Download the app



Using the Google Play™ or Apple App Store on your phone/tablet, search **Smart Mini** to download the Smart Mini app.

3 First time log in

In the Smart Mini app, enter your user ID and temporary PIN which you would have received via email. Follow the prompts to request an activation code to reset your pin for future logins.

4 Pair your Smart Mini reader to your device

Ensure Bluetooth is turned on your phone/tablet. Turn your reader on by pressing the **On** button for two seconds. Select **Connect reader** on the Smart Mini app home screen. Scan the serial number located on the back of your reader.

Smart Mini reader

Parts and accessories

Smart Mini reader



USB Micro B charging cable



NOTE: USB wall adaptor is not provided

Decal sticker



Smart Mini dock (optional)



Supported devices

- Most Android and iOS mobile or tablet devices support your Smart Mini reader and Smart Mini app, provided they are running at least one of the 3 latest versions of iOS or Android operating systems (OS)
- To check your device's OS, go to:
 - iOS: **Settings > General > About > Software Version**
 - Android: **Settings > About Phone > Software Information**
- Please regularly update your device's OS to ensure it remains compatible with future versions of the Smart Mini app
- You will also need cellular (5G/4G/3G) or Wi-Fi connectivity on your device to access the Smart Mini app.

Smart Mini reader

Charging the battery

There are two ways to check the battery of your Smart Mini reader:

Option 1: Turn your reader on by pressing the on button until you hear a sound. Once the device is on, lightly press the power button to reveal the lights on the reader (four white LED lights indicates the reader is fully charged).

Option 2: Whilst your reader is paired to your mobile device, on your Smart Mini app navigate to the **Settings** tab and select **Reader settings** to view battery percentage.

There are two ways to charge your Smart Mini reader:

Charge using USB adaptor

1. Insert reader provided USB charging cable into plug adapter
2. Insert USB adapter into wall socket
3. Connect the USB charging cable with the reader charging port
4. When charging, a white LED light will flash.

Charge using the Smart Mini dock (optional)

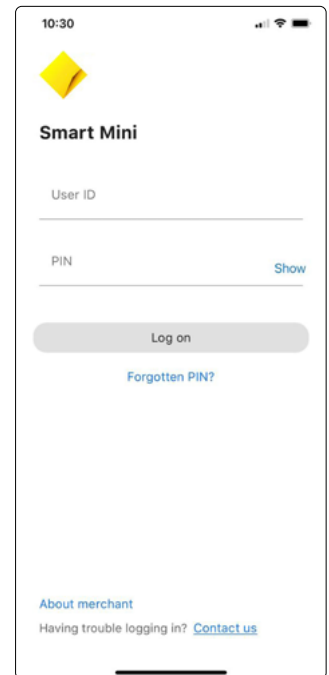
1. Insert dock provided USB charging cable into plug adapter
2. Insert USB adapter into wall socket
3. Connect the USB-C end to the port found beneath the dock
4. When charging, a white LED light will flash.

NOTE: You can use your reader while it's charging. It takes around 2 hours to fully charge the reader if not in use.

Smart Mini app

First time log in

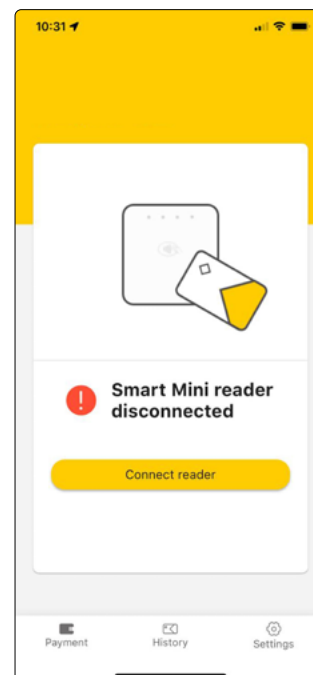
1. Download the app from the Google Play™ or Apple App Store by searching **Smart Mini**
2. Open the app, enter your User ID and temporary PIN that was emailed to you from noreply@smartmini.commbank.com.au
3. Read and accept the Licence Agreement
4. Click on **Request code** to receive a text message to your registered mobile number with your **Activation code** – enter the Activation code (activation code only valid for 30 minutes)
5. Update your PIN to a new 6-digit PIN. This will be used each time you log in to the app.
6. You will be prompted to grant permission to the app to use Bluetooth so that your phone/tablet can connect to the reader. Allow by selecting **OK**.



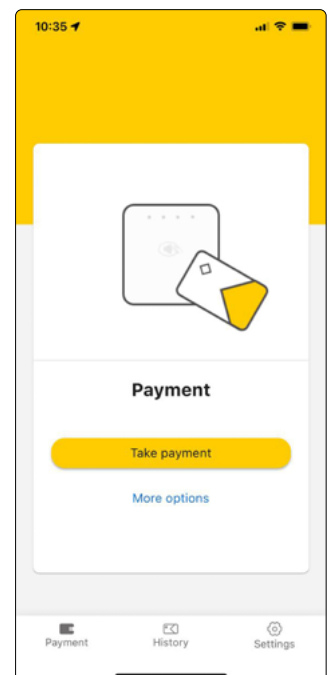
Pairing

1. Turn on Bluetooth on your phone/tablet via device settings
2. Ensure your reader is charged by connecting it to the charging dock or directly with the USB Micro B charging cable provided
3. Turn your reader on by holding down the power button. A sound should play when it is successfully turned on and off.
NOTE: Turn your reader on before launching the Smart Mini app.
4. Launch the Smart Mini app and select **Connect reader** to pair your reader to your device.
NOTE: Alternatively, Settings > Reader settings > Connect reader
5. You will be prompted to grant permission for the app to access the camera and location. Allow by selecting **OK**.
6. Scan the barcode located on the back of your reader
NOTE: Pairing for the first time may take up to 5 minutes.
7. A successful pairing will show a white stable LED light on your reader and the payment tab on your app screen.
NOTE: An error message will show if your Smart Mini reader is disconnected.

Disconnected



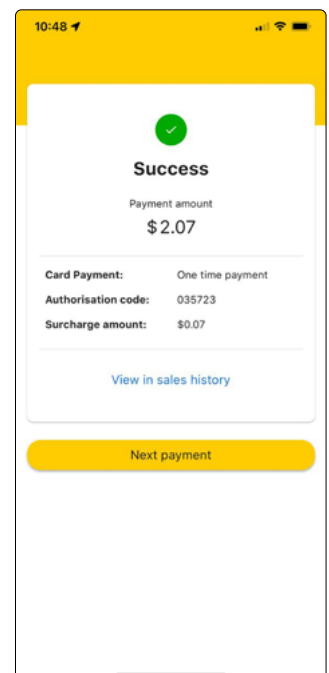
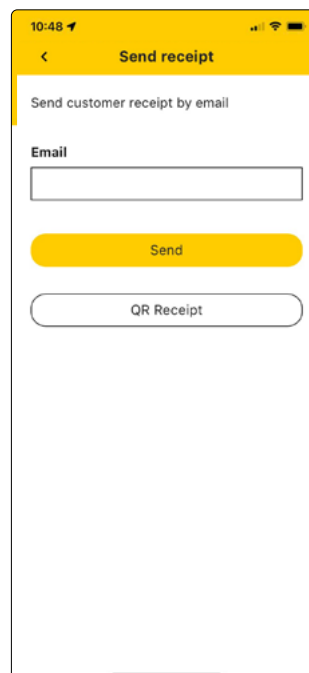
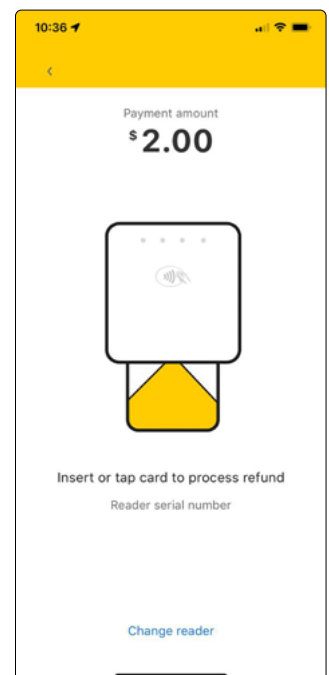
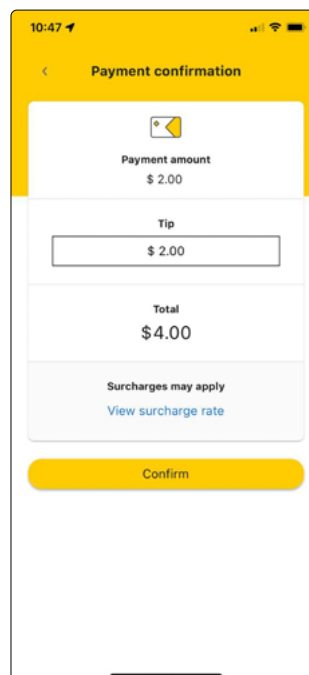
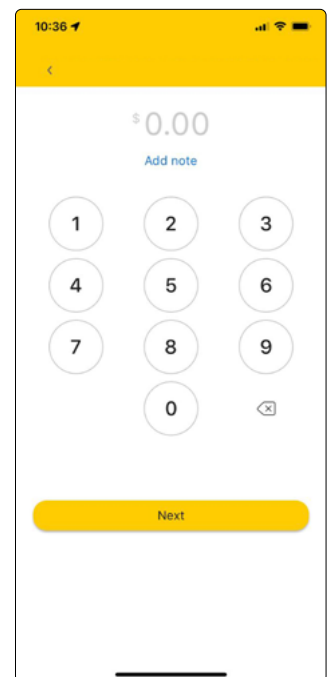
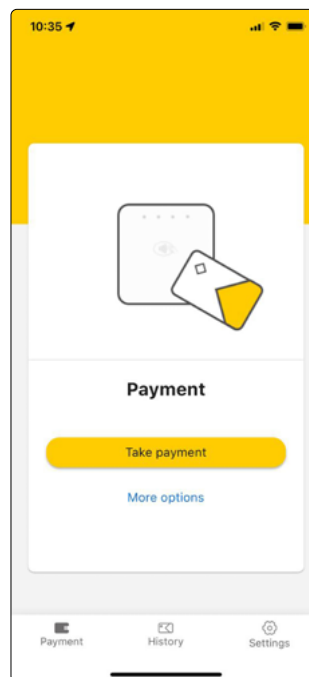
Connected



Smart Mini app

Taking a payment

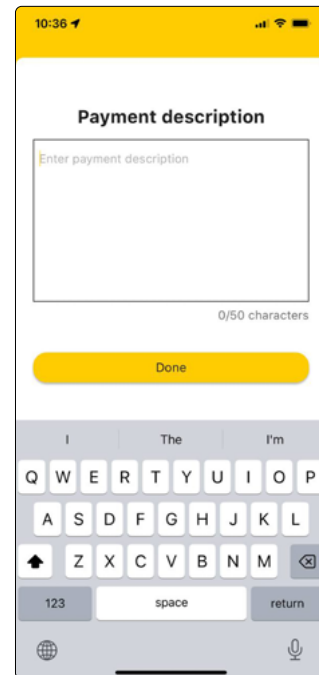
1. Ensure your reader is paired to your mobile device
2. Select **Take payment** and enter the amount. Select **Add note** if you wish to add a payment description.
3. Select **Next** when the payment is ready to be taken
4. Review payment and select **Confirm**
5. Present your mobile device to the customer to show payment amount
6. Prompt the customer to present their card or device to the reader and hold until they hear a beep
7. If a card is inserted, the device will prompt to remove the card from the chip card slot
8. If the customer requires a receipt, there are two digital receipt options (email or QR code).
 - Email: Enter the customer's details and select **Send**.
 - QR code: Select **QR Receipt** and present your mobile device to the customer for them to scan.
9. A success screen will show when the payment has been successfully processed. You may select **View in sales history** or **Next payment**.



Smart Mini app

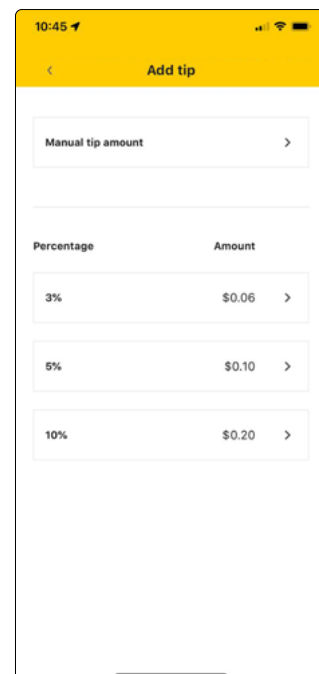
Adding a payment description

- You can add a description of up to 50 characters to your transactions, to be recorded within your transaction history
- To add a description, select **Add note** after entering the transaction amount.



Tipping

- Tipping offers your customers the option of adding a tip to their purchase
- When presenting customers with the Payment confirmation screen, they can select **Enter tip amount**
NOTE: Tipping will only be available to the customer if it has been enabled in the Smart Mini Hub under the Admin tab.
- This will allow a customer to enter a manual tip amount (\$ value) or a preselected % amount
- This amount will then be added to the total presented on the **Payment confirmation** screen.

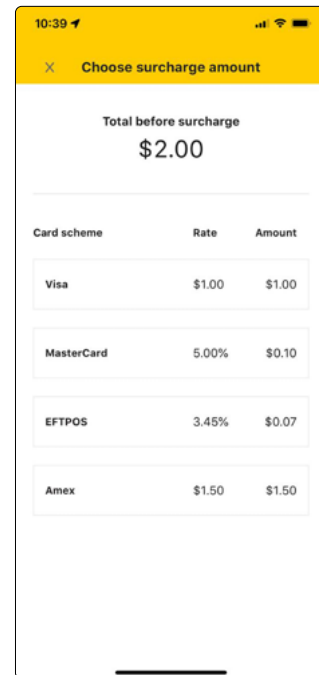


Smart Mini app

Viewing transaction surcharge

To view relevant surcharge rate select **View surcharge rate** within the **Payment confirmation** screen.

NOTE: Surcharging will only be available to the customer if it has been enabled in the Smart Mini Hub under the Admin tab.

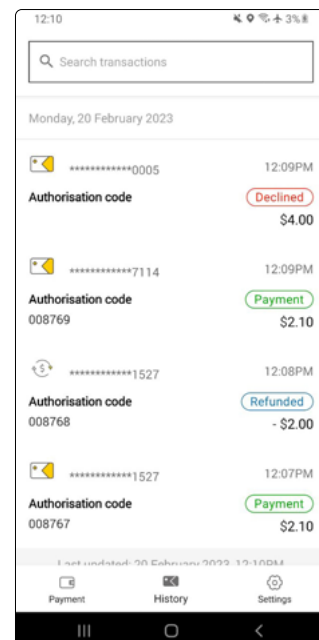


Re-issuing a receipt

Search the transaction in the **History** screen using any of the below fields:

- The last 4 digits of the payment card the customer used for the original purchase/ transaction
- The payment reference number (Transaction ID) provided on the receipt (if available)
- The approval code provided on the receipt (if available).

Click on the original transaction, and select **Resend receipt**. Enter the customer's email address for a digital copy of the receipt.



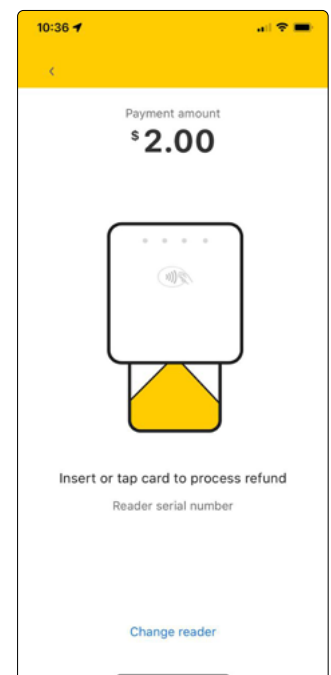
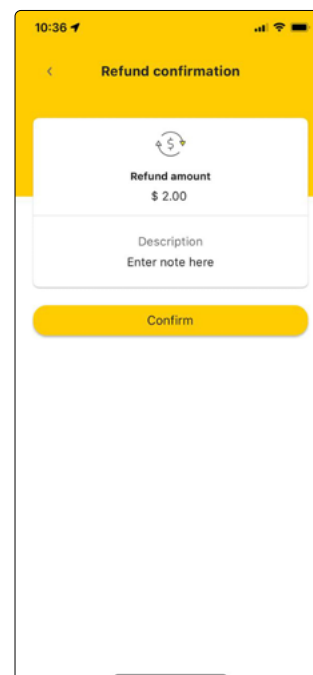
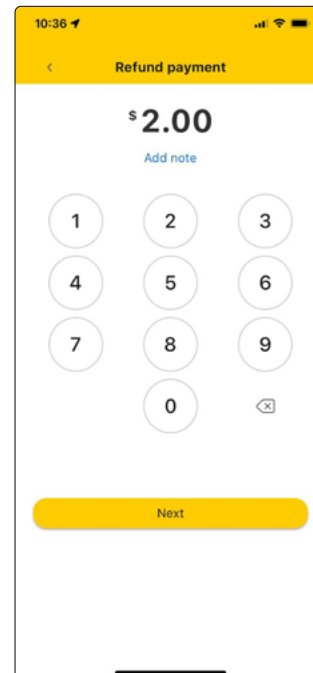
Smart Mini app

Refunds

There are two ways to process refunds:

Refund from Transaction History screen

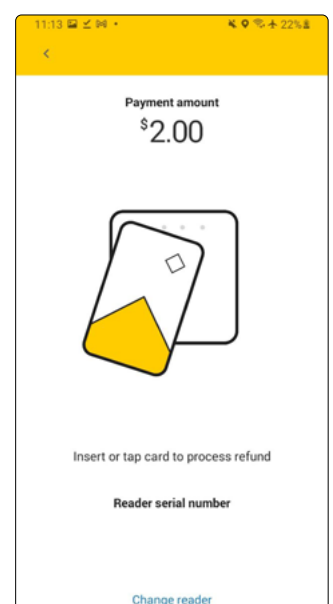
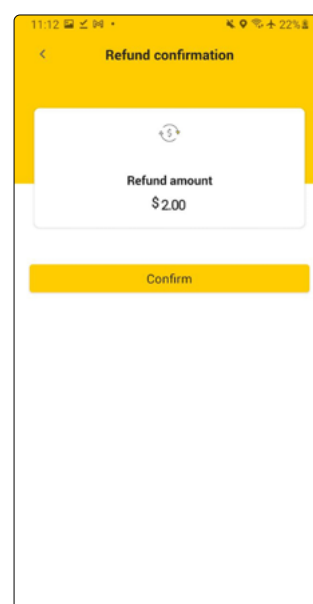
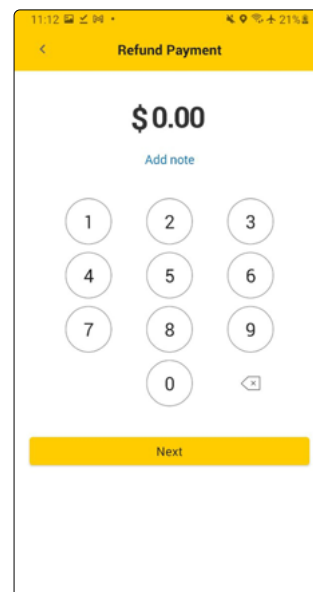
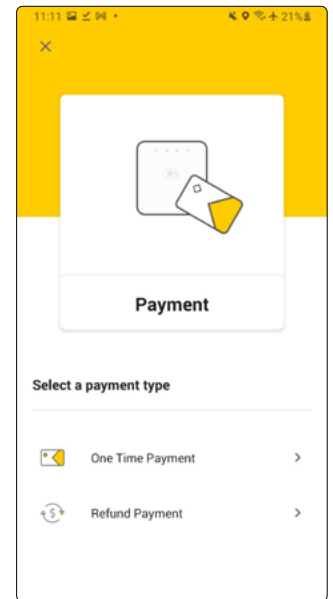
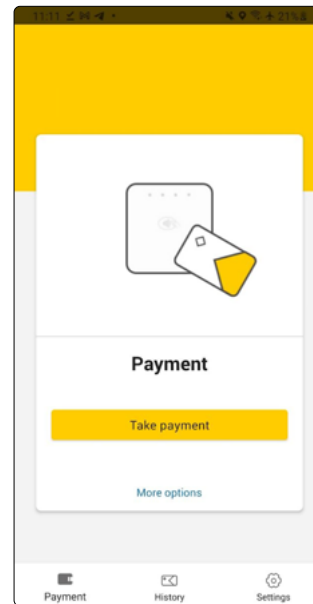
1. Navigate to the **History** tab of the app
2. Search for the customer's specific transaction by searching:
 - The last 4 digits of the payment card they used for the original purchase/ transaction
 - The payment reference number (Transaction ID) provided on the receipt
 - The approval code provided on the receipt
3. Select the transaction
4. Select **Refund payment** and enter the amount
5. Select **Add note** if you wish to add a refund description then select **Next**
6. Enter your PIN and select **Continue**.
NOTE: Merchant director credentials may be required if the refund amount exceeds the User's refund limit
7. Review details and select **Confirm**
8. The customer can proceed by tapping or inserting the card used for original payment to your reader and hold until they hear a beep
9. If the customer requires a receipt, enter the customer's email address and select **Send**. Alternatively, select **Skip**.
10. A success screen will show when the refund has been successfully processed. You select **View in sales history** or **OK**.



Smart Mini app

Refund using manual input

1. Navigate to the **Payment** tab of the app
2. Select **More options**
3. Select **Refund payment** and enter the amount
4. Select **Add note** if you wish to add a refund description then select **Next**
5. Enter your PIN and select **Continue**.
NOTE: Merchant director credentials may be required if the refund amount exceeds the User's refund limit
6. Review details and select **Confirm**
7. The customer can proceed by tapping or inserting the card used for original payment to your reader and hold until they hear a beep
8. If the customer requires a receipt, enter the customer's email address and select **Send**. Alternatively, select **Skip**.
9. A success screen will show when the refund has been successfully processed. You select **View in sales history** or **OK**.



Smart Mini app

Settings

The setting tab enables you to view your User ID, Terminal ID (TID) and Merchant ID (MID) as well as alter your app preferences.

Account settings

- Enable login using biometrics (FaceID/ TouchID/Face Authentication)

NOTE TO MERCHANT DIRECTOR: If there are multiple users sharing a personal device, please be aware that all enrolled biometrics will be able to access all other applications on the device requiring biometric for login. In this scenario, you could consider relying on only using User PIN for login.

Reader settings:

- Check battery level
- View reader version and serial number
- Connect or disconnect reader

Legal:

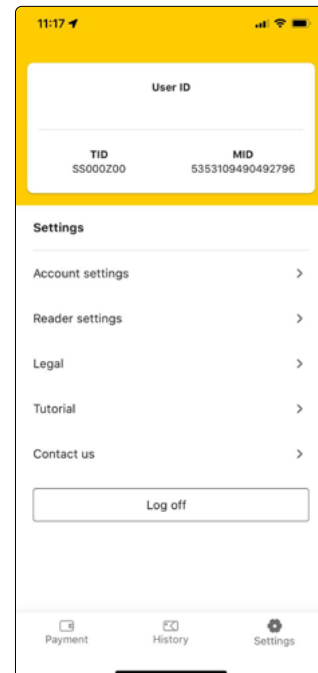
- View privacy statement
- View licence agreement

Tutorial:

- Navigate the homepage and payment screen

Contact us:

- Find our contact details here

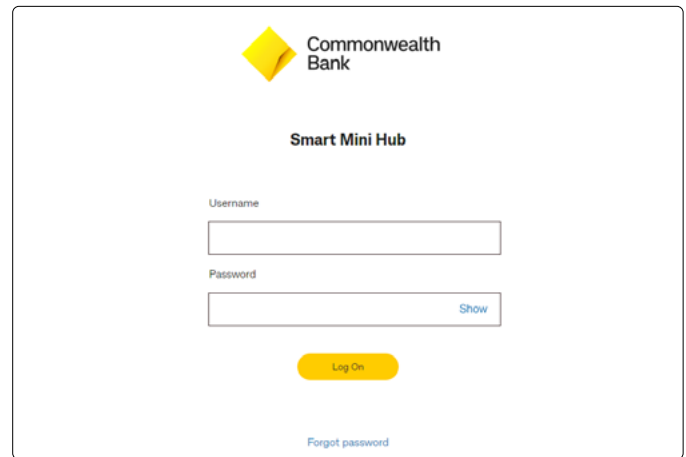


Smart Mini Hub

First time log in

Activating your Smart Mini Hub account:

1. You would have received separate log in credentials for the Smart Mini Hub via email, these emails are sent from noreply@smartmini.commbank.com.au
2. Using the link supplied in the email, log in using the username and temporary password provided
3. You will be prompted to update your password upon logging in.



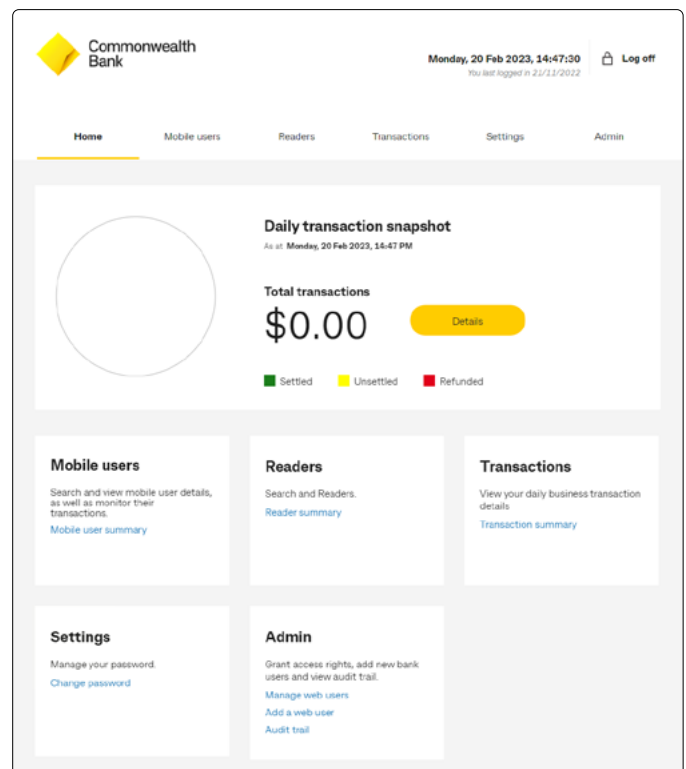
The image shows the login page for the Smart Mini Hub. At the top left is the Commonwealth Bank logo. The page title is "Smart Mini Hub". Below the title are two input fields: "Username" and "Password". The "Password" field has a "Show" button to its right. Below the input fields is a yellow "Log On" button. At the bottom of the page, there is a link for "Forgot password".

Home

Your daily business transactions snapshot at a glance.

View your:

- Total transactions
- Settlements
- Pending statements
- Refunds



The image shows the Home dashboard of the Smart Mini Hub. At the top left is the Commonwealth Bank logo. The top right shows the date and time: "Monday, 20 Feb 2023, 14:47:30" and a "Log off" button. Below the header is a navigation menu with "Home", "Mobile users", "Readers", "Transactions", "Settings", and "Admin". The main content area features a "Daily transaction snapshot" card. This card includes a large empty circle on the left, the text "Daily transaction snapshot" and "As at Monday, 20 Feb 2023, 14:47 PM", and "Total transactions \$0.00". There is a yellow "Details" button next to the total. Below the total are three colored squares: green for "Settled", yellow for "Unsettled", and red for "Refunded". Below the snapshot card are five summary cards: "Mobile users", "Readers", "Transactions", "Settings", and "Admin". Each card has a title, a brief description, and a link to a summary page.

Smart Mini Hub

Mobile users

Add a mobile user

Create additional user accounts for team members (to allow for separate logins), by following these steps:

1. Select **Mobile users**
2. Select **Add a mobile user** from the **Quicklinks** on the left
3. Enter a desired **Mobile user ID** for app log in
4. Enter a name or reference word to be displayed within the app
5. Enter your team member's mobile phone number and email address.
NOTE: This email address will be used for your team member to receive their user ID and temporary PIN, mobile activation code, and used for any future forgotten password requests
6. Set authorisations for your team member:
 - Tick the box if this mobile user is a merchant director. If mobile user is not merchant director, set a maximum refund limit (eg. \$100).
 - Tick the box if this mobile user can perform a refund
7. Tick the box under Reader Acceptance to enable Flite
8. Select the MID/s (Merchant ID) where your team member will be using the app and reader
9. Select **Submit**
10. Review request and select **Confirm**
11. A confirmation screen will appear stating that a new mobile user has been added. Your team member will:
 - Receive an email confirming their user details (Mobile user ID, temporary PIN)
 - Receive an activation code upon successfully entering their user ID and temporary PINNOTE: activation code is valid for 30 minutes

The screenshot shows the 'Add a mobile user' form in the Commonwealth Bank Smart Mini Hub. The page header includes the Commonwealth Bank logo, the date and time 'Monday, 20 Feb 2023, 14:48:05', and a 'Log off' button. The navigation menu includes 'Home', 'Mobile users', 'Readers', 'Transactions', 'Settings', and 'Admin'. The 'Mobile users' menu item is highlighted. On the left, there is a 'Quicklinks' section with 'Add a mobile user' selected. The main content area shows the 'Add a mobile user' form with a progress indicator: 1 Choose business, 2 Details (active), 3 Review and confirm, 4 Done. The form is titled 'Add a mobile user' and shows 'You are currently viewing MID: 5353109490492796'. The form sections are: 'Business details' with 'Business name' set to 'L3 Testing'; 'Mobile user details' with fields for 'Mobile user ID', 'Name', and 'Contact no.' (with a '+61' prefix and a masked number); 'Email' set to 'john.doe@gmail.com'; 'Authorisation' with checkboxes for 'This mobile user is a merchant director' and 'This mobile user can perform refunds', and a 'Max. refund limit for this mobile user' field set to 'AUD'; 'Reader Acceptance' with a checkbox for 'Enable Flite'; and 'MID' with a checkbox for '5353109490492796' and 'Payment type' set to 'Retail'. A yellow 'Submit' button is at the bottom.

Smart Mini Hub

Edit/suspend/reinstate a mobile user

1. Select **Mobile users**
2. Select **Mobile user summary** from the **Quicklinks** on the left to view all users

To edit user:

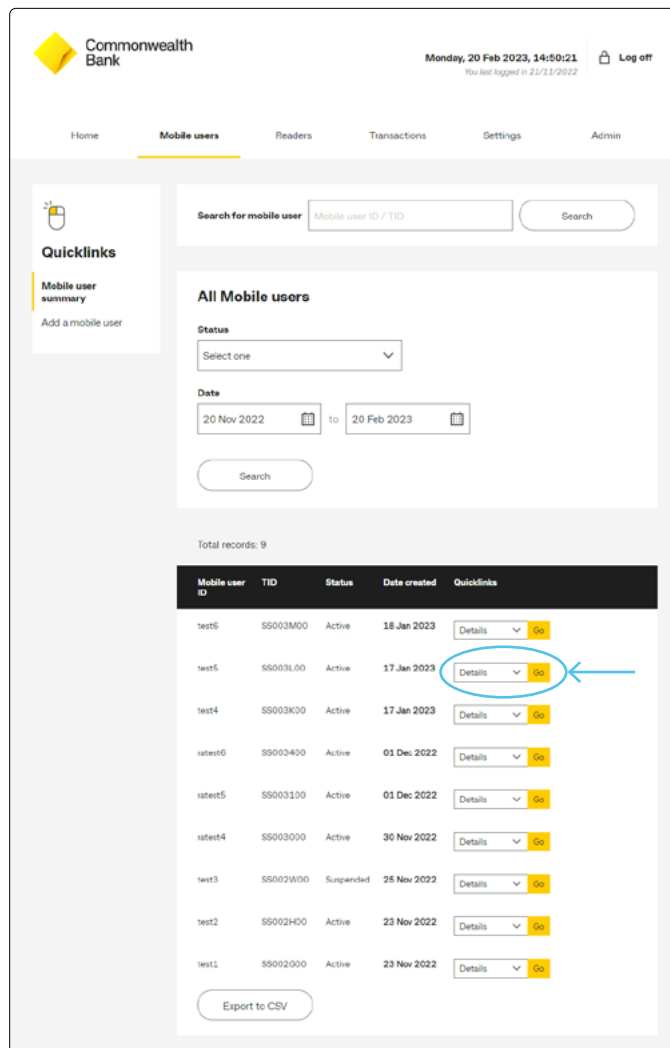
1. Select **Details** from the drop down next to the intended Mobile user ID and select **Go**
2. Select **Edit** next to mobile user details to edit Mobile user details, authorisation or refund limits.
3. Select **Submit**

To suspend user:

1. Select **Suspend Mobile user access** from the drop down next to the intended Mobile user ID, and select **Go**
2. Select the reason from the drop down and enter description
3. Select **Submit**

To reinstate user:

1. Select **Reinstate Mobile user access** from the drop down next to the intended Mobile user ID, and select **Go**
2. Select the reason from the drop down and enter description
3. Select **Submit**



Resetting mobile user PIN for Smart Mini app

1. Select **Mobile users**
2. Select **Mobile user summary** from the **Quicklinks** on the left to view all users
3. Select **Details** from the drop down next to the intended Mobile user ID and select **Go**
4. Scroll to the bottom of the page and select **Reset user PIN**
5. Select **Continue** to send an activation email to the mobile user
6. A temporary PIN will be sent to the email address associated to the mobile user profile on the Smart Mini Hub.

How many users can have administrator (merchant-director) access?

There is no limit to the number of mobile users with merchant-director access.

NOTE: To minimise the risk of fraudulent activity (i.e. unauthorised refunds), you should consider limiting the number of mobile users with merchant-director access.

Smart Mini Hub

Readers

Edit/suspend/reinstate a mobile user

View your reader summary and suspend/reinstate your reader.

1. Select **Readers**
2. Select **Reader summary** from the **Quicklinks** on the left to view all readers

To suspend reader:

1. Select **Suspend reader** from the drop down next to the intended Reader serial no. and select **Go**
2. Select a reason from the **Reason** drop down and enter description
3. Select **Submit**
4. You will see a confirmation screen and have the option to email this to yourself.
NOTE: It is recommended to keep this confirmation for your records.

To reinstate reader:

1. Select **Reinstate reader** from the drop down next to the intended Reader serial no. and select **Go**
2. Select the reason from the drop down and enter description
3. Select **Submit**

The screenshot displays the 'Readers' section of the Commonwealth Bank Smart Mini Hub. At the top, the user is logged in as Eddy G on Monday, 20 Feb 2023. The navigation menu includes Home, Mobile users, Readers (selected), Transactions, Settings, and Admin. On the left, a 'Quicklinks' sidebar shows 'Reader summary' as the active link. The main content area features a search bar for readers, a status dropdown menu, and a date range selector from 20 Nov 2022 to 20 Feb 2023. Below this, a table lists 7 total records. The table has columns for Reader serial no., Status, Date created, and Quicklinks. The 'Quicklinks' column contains dropdown menus for 'Details' and 'Go' buttons. A blue circle highlights the 'Go' button for the reader with serial number 2722056242, and a blue arrow points to it. An 'Export to CSV' button is located at the bottom of the table.

Reader serial no.	Status	Date created	Quicklinks
2713900008	Active	02 Feb 2023	Details <input type="button" value="Go"/>
2722056242	Active	08 Dec 2022	Details <input type="button" value="Go"/>
2713900012	Active	08 Dec 2022	Details <input type="button" value="Go"/>
2722051340	Active	30 Nov 2022	Details <input type="button" value="Go"/>

Smart Mini Hub

Transactions

View your transaction summary.

Access sales or refunds history by entering the transaction details. Then select **Search**.

Additional detail on the transaction can be viewed by selecting 'Details' next to the relevant transaction.

You have the option to export to CSV.

The screenshot shows the 'Transactions' page in the Commonwealth Bank Smart Mini Hub. At the top, the bank logo is on the left, and the date 'Monday, 20 Feb 2023, 14:51:43' and 'Log off' button are on the right. Below the header is a navigation menu with 'Home', 'Mobile users', 'Readers', 'Transactions' (highlighted), 'Settings', and 'Admin'. The main content area has a search bar for 'Transaction ID' and a 'Search' button. Below this is a section titled 'All transactions' with several input fields: 'MID', 'TID', 'Authorisation code', 'Verification method' (a dropdown menu), 'Status' (a dropdown menu), 'Amount' (a dropdown menu), and 'Date' (two date pickers). A 'Search' button is at the bottom of this section. On the left side, there is a 'Quicklinks' sidebar with 'Transaction summary' selected.

Settings

Change your current Smart Mini Hub password.

Enter your current password, input a new password and then retype your new password.

This new password will be active once you select **Submit**.

The screenshot shows the 'Change password' page in the Commonwealth Bank Smart Mini Hub. At the top, the bank logo is on the left, and the date 'Monday, 20 Feb 2023, 14:52:08' and 'Log off' button are on the right. Below the header is a navigation menu with 'Home', 'Mobile users', 'Readers', 'Transactions', 'Settings' (highlighted), and 'Admin'. The main content area has a section titled 'Change password' with the instruction 'Please provide the information below.' Below this are three input fields: 'Current password', 'New password', and 'Retype password'. A yellow 'Submit' button is at the bottom. On the left side, there is a 'Quicklinks' sidebar with 'Change password' selected.

Smart Mini Hub

Admin

Manage Web users

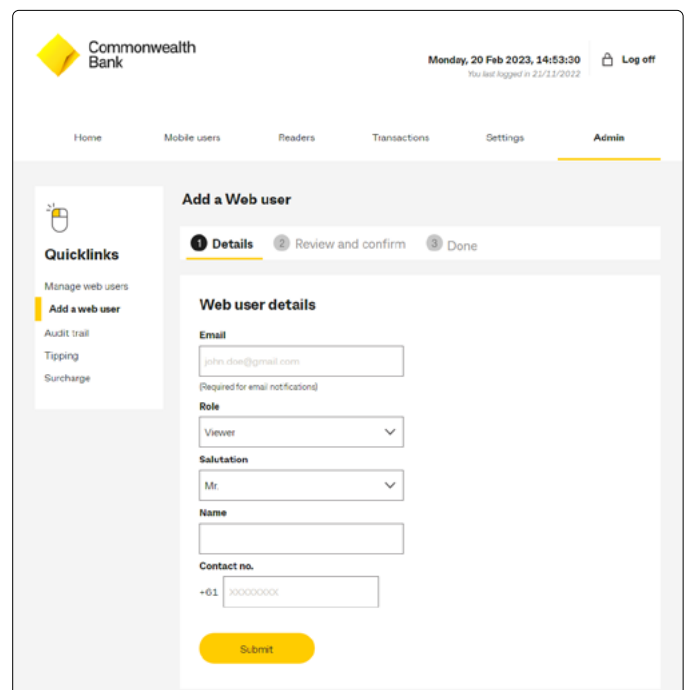
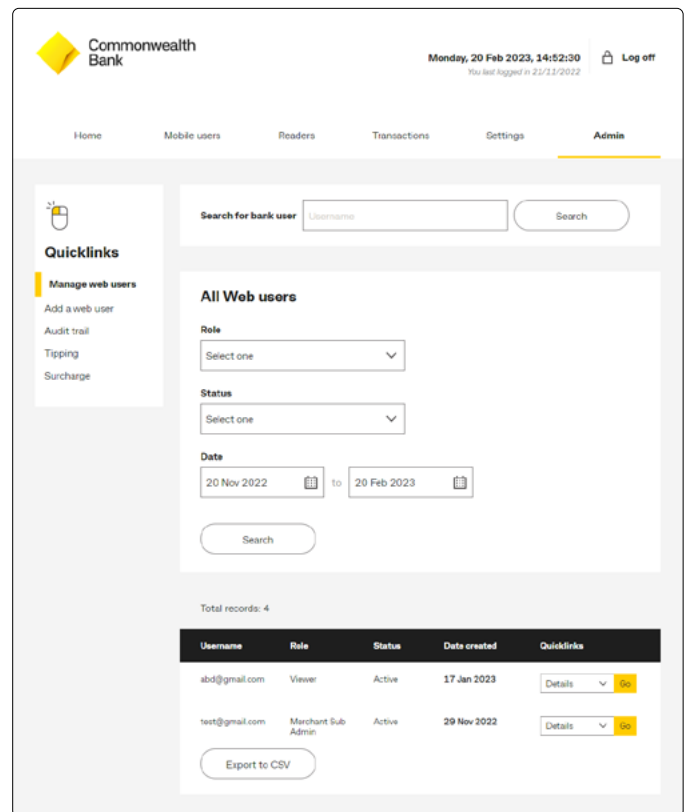
View, edit or suspend your existing web users details by following these steps:

1. Select **Manage a web user** from the **Quicklinks** on the left
2. To view or edit, select **Details** from the drop down next to the intended username and select **Go**
3. To suspend, select **Suspend Bank user access** from the drop down next to the intended username and select **Go**

Add a web user

Create additional hub accounts for team members (to allow for separate logins), by following these steps:

1. Select **Add a web user** from the **Quicklinks** on the left
2. Enter the email address the user will use to log in to the Smart Mini Hub
3. Select their role type:
 - **Merchant Sub Admin:** perform operations within the Smart Mini Hub (i.e., edit company, mobile user & reader details or manage settlements & transactions)
 - **Viewer:** read-only access to the Smart Mini Hub.
4. Enter their contact information
NOTE: the user will be sent a one-time activation code to log in to the Smart Mini Hub
5. Select **Submit**
6. Review request and select **Confirm**
7. You should then see the user added to the list of web users on the **Manage web users** screen.



Smart Mini Hub

Audit trail

Track user activity within the Smart Mini Hub by selecting an action, the date and select **Search**.

The screenshot shows the Commonwealth Bank Smart Mini Hub interface. At the top, the bank logo and name are on the left, and the date and time 'Monday, 20 Feb 2023, 14:54:03' with a 'Log off' button are on the right. A navigation bar includes 'Home', 'Mobile users', 'Readers', 'Transactions', 'Settings', and 'Admin' (which is highlighted). Below the navigation bar, there is a search bar for bank users. The main content area is titled 'User activities' and features a dropdown menu for 'Action' (set to 'Select one') and date pickers for 'Date' (from '20 Nov 2022' to '20 Feb 2023'). A 'Search' button is located below the date pickers. Below the search filters, it states 'Total records: 637'. A table displays the search results with columns for 'Date/time', 'Username (Role)', 'Action', 'Status', and 'Description'. The table contains several rows of activity logs, all showing a 'Successful' status.

Date/time	Username (Role)	Action	Status	Description
20 Feb 2023 / 14:52:30	Merchant Admin	View Web User List	Successful	View Web User List
20 Feb 2023 / 14:51:43	Merchant Admin	View Transaction list	Successful	View Transaction list
20 Feb 2023 / 14:50:53	Merchant Admin	View Reader list	Successful	View Reader list
20 Feb 2023 / 14:50:21	Merchant Admin	View Mobile User List	Successful	View Mobile User List
20 Feb 2023 / 14:48:03	Merchant Admin	View Mobile User List	Successful	View Mobile User List
20 Feb 2023 / 14:47:56	Merchant Admin	View Mobile User List	Successful	View Mobile User List

Tipping

View your current tipping settings.

To configure tipping preferences:

1. Select **Tipping** from the **Quicklinks** on the left
2. Select **Edit**
3. Select one or both of the check boxes shown:
 - Tick the **By amount** box to allow your customers to enter a \$ amount tip
 - Tick the **By percentage** box if you would like to pre-set various percentage values for your customers to select – enter up to 4 percentage values separated by commas, i.e. 5,10,15,20
4. Select **Next** and review the details carefully
5. Select **OK**
6. Close and relaunch the Smart Mini app for the tipping changes to take effect

The screenshot shows the Commonwealth Bank Smart Mini Hub interface for the 'Tipping Setting' page. At the top, the bank logo and name are on the left, and the date and time 'Monday, 20 Feb 2023, 14:54:25' with a 'Log off' button are on the right. A navigation bar includes 'Home', 'Mobile users', 'Readers', 'Transactions', 'Settings', and 'Admin' (which is highlighted). Below the navigation bar, there is a search bar for bank users. The main content area is titled 'Tipping Setting' and features a 'Tipping Edit' button. Below the edit button, there are two radio buttons for 'Choose how customers can tip': 'By amount' (which is selected) and 'By percentage'. Below these, the 'Active tipping percentage' is shown as '3.5,10 %'.

Smart Mini Hub

Surcharge

View your current surcharge settings.

To set surcharging preferences:

1. Select **Surcharge** from the **Quicklinks** on the left
2. Select **Edit**
3. Select relevant card scheme and then either **Enable** or **Disable**
4. Select either of the surcharge options:
 - **Surcharge by amount**
 - **Surcharge by percentage**
5. Select **Next**
6. Review details and select **Confirm**.

The screenshot shows the Commonwealth Bank Smart Mini Hub interface. At the top, the bank logo is on the left, and the date and time 'Monday, 20 Feb 2023, 14:55:37' along with a 'Log off' button are on the right. A navigation bar below the header includes 'Home', 'Mobile users', 'Readers', 'Transactions', 'Settings', and 'Admin'. The main content area is titled 'You are currently viewing Surcharge Setting Edit'. On the left, a 'Quicklinks' sidebar lists 'Manage web users', 'Add a web user', 'Audit trail', 'Tipping', and 'Surcharge'. The main content displays settings for five card schemes: Visa, Mastercard, Eftpos, Amex, and Jcb. Each scheme has a 'Surcharge options' field and an 'Active surcharge' field. At the bottom, there is an 'Edit Surcharge Setting' button.

Card Scheme	Surcharge options	Active surcharge
Visa surcharge	Surcharge by amount	AUD 1.00
Mastercard surcharge	Surcharge by percentage	5 %
Eftpos surcharge	Surcharge by percentage	3.45 %
Amex surcharge	Surcharge by amount	AUD 1.50
Unionpay surcharge	Surcharge by amount	AUD 2.00
Jcb surcharge	Surcharge by amount	AUD 0.45

Troubleshooting & Support

Unable to pair your Smart Mini reader

If the connection to your reader disconnects:

1. Check that Bluetooth is still enabled in your device settings
2. Check that the reader is fully charged by lightly pressing the power button to reveal the LED lights on the reader (four white lights indicates full battery). The battery level can also be checked in the Reader Settings in the App.
3. Quit the app from your own device by closing the Smart Mini app
4. Re-open the Smart Mini app and proceed with re-pairing your reader.

If pairing issues persist, call our Merchant Helpdesk on **1800 230 177**.

Forgotten user password/PIN

Forgotten password for Smart Mini Hub

On the Smart Mini Hub log in screen, select **Forgot password**. You will be prompted to enter your user ID and email address associated with your account.

NOTE: To reset the password on behalf of a team member, you can do so via the Smart Mini Hub. Admin > Manage web users (within Quicklinks) > Details (from the drop down) > Go > Reset Password

Forgotten PIN for Smart Mini app

On the Smart Mini app log in screen, select **Forgotten PIN?** You will be prompted to enter your user ID and email addresses where a temporary user PIN will be sent.






Note: To reset the PIN on behalf of a team member, you can do so via the Smart Mini Hub. Mobile users > Mobile user summary (within Quicklinks) > Details (from the drop down) > Go > Reset user PIN. A temporary PIN will be sent to the email address associated to the team member's mobile user profile on the Smart Mini Hub.

Problem tapping the card?

Please retry processing the payment or otherwise contact **Merchant Helpdesk** on **1800 230 177**.

Troubleshooting & Support

Smart Mini LED indicators

	LED Indication	Description
	No LEDs illuminated	The reader is off
	All four LEDs are illuminated	The reader is fully charged
	One flashing white LED	The reader is not paired
	One stable white LED	The read is paired
	One red LED	The reader has low battery

Caring for your Smart Mini reader and dock

It is your responsibility to care for your reader and dock as per the Merchant Agreement. This includes, and is not limited to:

- Protecting the reader and dock from water or heat damage
- Keeping the reader and dock in a secure place when in use/not in use.

How to recycle your Smart Mini hardware

If you wish to dispose of your Smart Mini hardware, we encourage you to follow your local council e-waste guidelines. A list of recycling centres and additional information can be found on the DCEEW's website:

<https://www.dcceew.gov.au/environment/protection/waste/consumers/recycling-drop-off>

Alternatively you can drop it off at a CommBank branch or contact the CommBank 24 hour Merchant Helpdesk on **1800 230 177** to arrange a secure disposal.

Other issues

Please call our Merchant Helpdesk on **1800 230 177** and quote the error code shown on-screen, as well as screenshots of the issue if possible.

Troubleshooting & Support

Accessibility

VoiceOver and Talkback accessibility features are available on iOS and Android devices, and can be easily activated for Smart Mini.

These accessibility features offer audible descriptions of what is displayed on your mobile device screen along with changing the gestures used to control your device.

To access VoiceOver for iOS:

1. On your device, open **Settings**
2. Select **Accessibility > VoiceOver**
3. Turn **VoiceOver** on or off
4. Select **Ok**.

For further information please visit Apple Help centre:
support.apple.com/en-gb/guide/iphone/iph3e2e415f/ios

To access Talkback for Android:

1. On your device, open **Settings**
2. Select **Accessibility > TalkBack**
3. Turn **TalkBack** on or off
4. Select **Ok**.

For further information please visit Android Help Centre:
support.google.com/accessibility/android/answer/6006564?hl=en&ref_topic=6007234

Warranty and Returns

CommBank provides a limited warranty for your Smart Mini reader.

For details on warranty and claims, visit commbank.com.au/smart-mini-warranty

Contact Us

For support, please contact the CommBank 24 hour Merchant Helpdesk on **1800 230 177**.

Apple and Apple App Store are trademarks of Apple Inc., registered in the U.S. and other countries and regions. Google, Google Play and related marks and logos are trademarks of Google LLC.
Commonwealth Bank of Australia ABN 48 123 123 124 AFSL 234945.

CBA5227 231023