

Dear Agent,

Did you know, you can request credit for Mobile phone top-ups by email as well as by telephone? All you need to do is email credits@payzone.ie and include the voucher serial number and value. You will find these on both the Customer and Merchant copy of the receipt printed from the Payzone terminal.

If you wish to check if a mobile phone top-up is already used, you can contact the Mobile Operator directly on the below numbers.

Three – 1890 882600
Vodafone – 1850 204020
Meteor – 1890 808585
Eir – 1800 690000
Tesco mobile – 089 4200000
Dome Telecom – 01 8870200
Lycamobile – 01 4372322
Postfone – 1850 789 789



You can also contact Pre Paid credit card providers on the following numbers:

Swirl/Payzone Money – 01 5245245
Neosurf – 1890 882600
Paysafe – 1800 655104



Terminal User Guide

Loading paper

- The receipt will only print on one side so the paper should always feed so it curls toward the back on the terminal.
- If the paper is printing blank or faded, try a new roll as the paper may be sun/heat damaged

PPC Reports

- Enter the Payzone products menu
- Select reports
- You can choose Summary or Detail report
- You can also choose summary or detail 'by date'. This will reprint the report from a previous date.

EFT reports

- Enter the EFT (credit card) functions menu
- Select reports
- Enter password
- Select 'End of Day' – this will print a record of all transactions processed since the last 'End of Day' report was generated. The terminal sends each transaction to First Data/AIB in real time and the transaction is stored there. Your transactions are batched every 24hrs at 2am. Queries on batch totals can be directed to AIBMS on 1850 200417.

Paper Jams

You can reprint Payzone transactions in the event of a Paper jam

- Select 'reports' followed by 'reprint'
- You can choose 'reprint last' which will reprint your last Payzone transaction or 'reprint by transaction' where you will be prompted to enter the transaction number you wish to reprint.
- All prepaid electricity transactions can be reprinted by swiping the customer's card and selecting 'recall'. This will reprint the last top-up voucher from that card.

Can't connect error

If you experience a long delay in transaction processing or receive a 'can't connect' message, you are likely experiencing connection issues between your terminal and internet modem. Following the below steps may help to resolve the problem.

- Check that all internet cables and power cables are connected fully.
- Reboot your Payzone terminal. You can do this by simultaneously holding down the yellow button and the button displaying (.,'). Alternatively, disconnect the terminal from the power supply for a few seconds. When the terminal restarts it will pick up the connection again.

- If the above does not resolve the issue you should check your internet connection on your broadband modem.
 - Switch your modem off for 15 seconds and switch back on. The modem will pick up the strongest available connection.
 - If you receive any red display lights, this means your connection is down and you will need to contact your internet service provider.
 - If all lights come back on green, restart the terminal as above and the terminal will pick up the connection again.
- If none of the above resolve the issue, contact Payzone helpdesk on 1890 882 600

Payzone customer support is available from 9am – 6.30pm Monday to Saturday on 1890 882 600.

