Troubleshooting Guide
Standalone EFTPOS Terminal

more than money

Troubleshooting

Whenever experiencing any issue, the first steps to complete are:

1. Got to **Merchant Menu**
2. Select **Settings**
3. Select **Refresh Terminal Config**

This will update the Configuration settings on the Terminal to ensure any missing features are pulled down to the terminal from the Terminal Management System (TMS).

4. Test to see if issue is still occurring.

CONNECTIVITY

WIFI	• Ensure your personal WIFI network is turned on and has internet connection. • Ensure your personal WIFI allows devices to connect to the network and no firewalls are blocking connections. • Ensure the device is connected to the WIFI network and displays the Network name under the WIFI ICON in the Status Bar.
4G	• Ensure SIM Cards are inserted in SIM Slots in the battery compartment. • Ensure Cellular Data is turned on. • Ensure the terminal is running the latest Firmware Version – please contact our Merchant helpdesk on 130 369 852 for support with this.

LOG ON ERROR

• Please check your device is connected to the internet and the connection is strong. A weak or no signal will result in a Log on Error.
• Reboot the terminal and try again by pressing and holding the power button until the Power options appear.

HOST MESSAGE ERROR

• Please check your device is connected to the internet and the connection is strong. A weak or no signal will result in a Host message error.
• Reboot the terminal and try again by pressing and holding the power button until the Power options appear.

Troubleshooting

PRINTER ISSUES

- Ensure Printer cover is closed correctly.
- Ensure Print roller is secure in place and not damaged.
- Ensure there is a paper roll inserted in the printer.
- Ensure the paper roll is inserted correctly with the roll upside down and the paper feed from the bottom, towards the front.
- If you wish to have receipts printed on the terminal, but it isn't printing or prompting, Please confirm with the Merchant if they would like to print merchant receipts and/or customer receipts, then contact our Merchant helpdesk on 1300 369 852 to enable printing.

MISSING TERMINAL FEATURES

- Check the terminal is running the latest software version – please contact our Merchant helpdesk for support on 1300 369 852.
- The current software version can be seen in the bottom right corner of the terminal under "Merchant Menu"

POWER CHARGING ISSUES

- Ensure battery is inserted correctly and there is no tape or anything covering the power connectors.
- Ensure the battery cover is closed and locked correctly.
- Ensure all charge cables are plugged in correctly and the power point is turned on.
- Ensure all charge cables are undamaged and free of any cracks or knicks in the cable.
- Ensure Charge port is clean and undamaged.
- Ensure Charge Cable connects into charge port correctly and isn't loose and wiggles around easily.
- To test if Battery is the problem, try switching the battery in the terminal if additional terminal available. If this now works, the battery will be damaged and need to be replaced by contacting our Merchant helpdesk on 1300 369 852.
- To test if Charge cable is the problem, try switching and using a different charge cable if available. If this now works, the charge cable will be damaged and need to be replaced by contacting Merchant helpdesk on 1300 369 852.
- If still not working after both Battery and Charge cable swapped over, fault is likely with the terminal and will need to be replaced by contacting Merchant helpdesk on 1300 369 852.

TERMINAL KEEPS REBOOTING OR TURNING OFF/ON

- Check Power button isn't damaged or stuck.
- Check battery level to ensure battery is charged.
- Remove Battery and allow terminal to switch off completely, return battery, connect to power, and try turning back on.

PAYMENT APP CRASHING/CLOSING

- Reboot the terminal by switching off and then on again.
- Perform a manual refresh to the latest terminal configuration following the steps at the top of this guide.

CARD TAP ISSUES

- Ensure the customer is tapping their Card or Phone in the correct spot on the terminal.

DECLINE DUPLICATE TRANSMISSION

- This is an error that occurs due to an issue within the terminal Management System (TMS). Please contact our Merchant helpdesk on 1300 369 852.

DECLINE CANNOT ROUTE

- This is an error that occurs due to an issue within the terminal Management System (TMS). Perform a manual refresh to the latest terminal configuration following the steps at the top of this guide.
- If error continues, please contact our Merchant helpdesk on 1300 369 852.

SLOW TRANSACTION PROCESSING TIME

- Ensure your internet connection is strong. Low/No signal will result in slow processing time.
- If card Tapped, ensure card was tapped correctly when requested.

For support or servicing, call us 24/7 on **1300 369 852**