

Terminal Not Working?

Start Here



Common Issues



OFFLINE / NOT CONNECTING

- Check internet
- Restart router
- Reboot terminal
- Confirm correct network
- Try different network (or hotspot)



BATCH NOT CLOSING

- Retry batch close
- Reboot
- Check connection + time
- **Still open > escalate**



TRANSACTIONS DECLINING

- Try different card
- Confirm amount
- Check date/time
- **If all fail > escalate**



FROZEN / UNRESPONSIVE

- Hard reboot
- Disconnect power
- Restart device
- Repeats = hardware issue



CARD READER ISSUES

- Clean reader
- Try another card
- Switch method (tap/swipe/chip)
- Check for damage



APP / SOFTWARE ERRORS

- Reboot
- Check updates
- Reinitialize app
- **Escalate with error code**



Still Not Working?

Contact Support

(Have error code + Terminal ID ready)