TROUBLESHOOTING GUIDE
VERIFONE VX 520 COLOUR

Error Messages

Below are some error messages you might see on your terminal and how to resolve them. If you require further assistance our Technical Helpdesk is available 24/7 on **0800 338 767 (option 2)**.

Offline

This error message indicates your terminal cannot connect to your payments network, and is in 'Offline Mode." The terminal can still take transactions, using functionality called 'Electronic Offline Vouchers'. The terminal will ask for signatures during these transactions. It is very important that you keep all receipts signed by cardholders while your terminal is in Offline Mode.

You can find more information about Electronic Offline Vouchers at: www.eftpos.co.nz/electronic-offline-vouchers, or in the Guide provided with your terminal.

Please try again

Please refer to the Communication Errors section of this guide.

Tamper

Verifone eftpos terminals have a number of security features to protect merchants and cardholders from fraud, this includes a security feature we call 'Tamper'. In the event someone attempts to access the terminal's internal parts the terminal will become unusable.

Occasionally if a terminal is dropped or experiences a sudden impact it will go into Tamper Mode. Your terminal will need to

be replaced. Please contact our Technical Helpdesk on **0800 338 767 (option 2)** for assistance.

Download Needed

This error message could be due to a number of software issues. Please contact our Technical Helpdesk on **0800 338 767 (option 2)** for assistance.

Load Params Required

Your terminal requires an update. You can download the update by:

1. Pressing the menu button and scrolling to find and select 'Load Parameters'

2. If successful, your terminal will display 'Accepted' on-screen

3. If the Load Parameters is not accepted, refer to the Communication Errors section of this guide.

Man Logon Required

This message indicates your terminal has not connected to the payment network. You can manually attempt a logon by:

1. Press the menu button and scroll to find and select 'Load Params'

2. If successful, your terminal will display 'Accepted' on-screen

3. If the Load Parameters is not accepted, refer to the Communication Errors section

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Physical Damage

Physical damage to your eftpos terminal can be prevented by following the Terminal Care instructions in the Guide provided with your terminal.

If your terminal is physically damaged you will need to contact our Technical Helpdesk on **0800 338 767 (option 2)** for assistance.

Communication Errors

If your terminal is displaying the message 'Comms Error' on-screen, first attempt to logon:

1. Select 'Menu', scroll up or down the menu and select 'Logon'
2. If successful, your terminal will display 'Accepted' on-screen, press the green Enter button and your logon receipt will print

If the logon is not accepted try the following Communication Error fixes.

Communication Ports

POWER PORT
RS-232 SERIAL PORT
RJ-11 TELEPHONE PORT

HOST USB PORT
ETHERNET PORT
CLIENT USB PORT
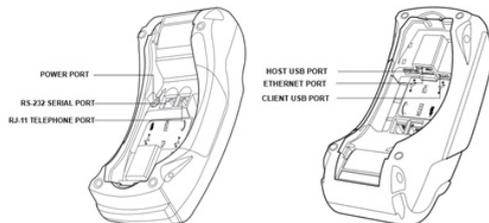
Terminals connected via Broadband

Reboot your terminal

Please disconnect and then reconnect the power supply.

Is your internet working?

If the internet at your premises is not operational contact your internet service provider.

Is there a Broadband cable plugged in to the 10baseT or Eth (Ethernet) port on your eftpos terminal?

See the 'Communication Ports' diagram for the Ethernet port your Broadband cable should be plugged in to.

Reboot the router

This can be done by disconnecting and then reconnecting the router power supply.

Note: Rebooting a router will cause other devices to lose internet momentarily.

Check the router's cabling

Ensure that the cable leads from the router to the terminal, and is not damaged. If the cable is damaged you will need to replace your broadband cable.

Try a different port on the router

Disconnect your broadband cable from the router and try using another available port on your router.

Dial-up

If the above steps don't resolve the comms error, our Technical Helpdesk may be able to configure your terminal to temporarily transact over a phone line. Contact our Technical Helpdesk on **0800 338 767 (option 2)** for assistance.

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Terminals connected via a Phone Line

Reboot your terminal

Please disconnect and then reconnect the power supply.

Is a phone line plugged in to the RJ-11 Telephone port on your eftpos terminal?

See the 'Communication Ports' diagram above for the RJ-11 port your phone line cable should be plugged in to.

Check the phone line cable

Over time the cable can become loose. Check that the cable is properly plugged into the wall jack and into the RJ-11 Telephone port on your eftpos terminal.

Is the line dedicated or piggybacked?

We recommend maintaining dedicated phone lines for your eftpos terminals. If the phone line is shared with another device (for example a telephone) try and logon again with the other device disconnected. Line filter devices can also interfere with your terminal.

Check that the phone line is live

Unplug the terminal and plug a telephone into the wall jack that the terminal uses. If the telephone is also inoperable, you will need to contact your telecommunications provider.

Try a different phone line

Try using a different wall jack and/or a different cable, and then attempting a logon.

Broadband

If you have an internet connection on site our Technical Helpdesk may be able to configure your terminal to transact over Broadband, whether temporarily or permanently.

We recommend using a broadband connection as your primary means of processing transactions. Transactions processed over a phone line are much slower than those processed over broadband. Contact our Technical Helpdesk on **0800 338 767 (option 2)** for assistance

Printer issues - Not printing

Make sure the thermal paper roll is seated correctly under the printer lid. The paper needs to feed from the underside up, with the printer cover closed on top *(see below)*.

If the paper is inserted the wrong way, the paper will feed but not print.

Terminal only printing half of receipts

*   Make sure the printer roller is not loose
*   Check that you have the correct paper roll size for your terminal

You can purchase paper rolls and terminal accessories online at:
www.eftpos.co.nz/shop-front.