

TROUBLESHOOTING GUIDE

VERIFONE VX 690



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:

Pressing menu and scrolling to find and select 'Load Params'. If successful, your terminal will display 'Accepted' on-screen. 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:

- Pressing menu once and selecting 'Logon'
- 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, refer to the Communication Errors section of this guide

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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. Press Menu, scroll down, 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 unsuccessful your terminal will display a more specific message which will help our helpdesk determine a fault.

Try the Communication Error fixes provided below and if you still cannot connect call our helpdesk on **0800 338 767 (option 2)**.

GPRS

1. Reboot the terminal by holding down the red X button. **Note:** Your terminal cannot remain on charge while attempting this. The terminal does not turn off when on charge.
2. Check how many signal bars your terminal is displaying and whether or not you have cellphone coverage. The signal bars shown on your terminal are

much the same as on your phone. If only a few signal bars are displaying on your terminal that may mean poor coverage. If there is no coverage at your current location your terminal cannot connect to the network. If the terminal is showing full signal but still not communicating please call our helpdesk to diagnose.

Wi-Fi

1. Reboot the terminal by holding down the red X button. **Note: Your terminal cannot remain on charge while attempting this.** The terminal does not turn off when on charge.
2. If you cannot connect to the web via Wi-Fi contact your Internet Service Provider. Check how many signal bars your terminal is displaying and whether or not you have Wi-Fi coverage. Try connecting to Wi-Fi using your smartphone or computer and opening the www.eftpos.co.nz webpage. The Wi-Fi signal bars shown on your terminal are much the same as on your phone or computer. If only a few signal bars are displaying on your terminal that may mean poor coverage. If there is no coverage at your current location your terminal cannot connect to the network. If the terminal is showing full signal but still not communicating please call our helpdesk to diagnose.

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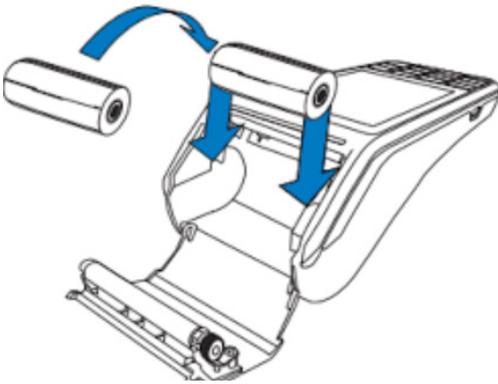


Printer issues - Not printing

Note: If you come across any issues with the terminal not printing. Please reboot the terminal and place on charge, if the battery is flat it will not print.

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.

