



# Standalone Terminal

## Troubleshooting

Whenever experiencing any issue, confirm the terminal is running the most up to date Software and Configurations:

To update the software:

1. Go to **Merchant Menu**
2. Select **Settings**
3. Select **Update Software**

This will update the settings on the Terminal to ensure any missing features

4. Test to see if issue is still occurring.

Second option is to restart the terminal, using the following;

1. Go to **Merchant Menu**
2. Select **Settings**
3. Select **Restart**, and click **OK** to confirm

## Connectivity

- WIFI**
- Make sure your personal WIFI network is turned on and has internet connection.
  - Check that your personal WIFI allows devices to connect to the network and no firewalls are blocking connections.
  - Confirm the device is connected to the correct WIFI network. You should see the network name displayed under the Wi-Fi icon in the status bar.

- 4G**
- Ensure SIM Cards are inserted in SIM Slots located in the battery compartment.
  - Make sure Cellular Data is turned on.
  - Check that your terminal is running the latest software version. See above instructions on how to check. If you're unsure, please contact our Merchant Helpdesk at **1300 369 852** for assistance

### Log On Error

- Please verify that your device is connected to the internet and the signal is strong. A weak or no signal will result in a Log on Error.
- Try rebooting the terminal via the **Merchant menu**  
>Go to Merchant Menu 2. Select Settings 3. Select Restart, and click OK to confirm

### Host Message Error

- Confirm that your device has a stable internet connection. A weak or lost signal may result in a host message error. Restart the terminal via the **Merchant menu**  
>Go to Merchant Menu 2. Select Settings 3. Select Restart, and click OK to confirm

## Printer Issues

- Make sure Printer cover is closed correctly.
- Check that Print roller is secure in place and not damaged.
- Confirm 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 receipts are not printing or prompting, please 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 debris covering the power connectors.
- Confirm the battery cover is closed and locked correctly.
- Check that all charge cables are plugged in correctly and the power point is turned on.
- Inspect all charging cables for damage such as cracks or fraying.
- Make sure the charging port is clean and undamaged.
- Ensure charging cable connects into charge port correctly and doesn't feel loose or wobbly.
- To test if the battery is the issue, try swapping it with one from another terminal (if available). If the terminal works with the new battery, the original battery may need replacing. Contact our Merchant Helpdesk on **1300 369 852**.
- To test if the charging cable is the issue, try using a different cable (if available). If the terminal charges with the new cable, the original one may need replacing. If the terminal still doesn't charge after swapping both the battery and cable, the issue may be with the terminal itself. Please contact our Merchant Helpdesk for further assistance on **1300 369 852**.

## Terminal Keeps Rebooting Or Turning Off/On

- Check power button isn't damaged or stuck.
- Make sure the battery is charged.
- Try removing the battery to power off the terminal completely. Then reinsert the battery, connect to power, and turn the terminal back on.

## Payment APP Crashing/Closing

- Restart 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 Cannot Route

- 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. A weak or No signal will result in slow processing time.
- If using tap, make sure the card or phone was tapped correctly when prompted.

