

How-to Guide

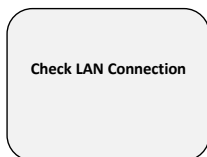


Troubleshooting Credit Card Terminal Issues: Connectivity and Date/Time Change

The most frequent problems with credit card terminals is a failure to connect and changing the date/time, especially for daylight savings times.

Connectivity Issue

When a connectivity error message appears, the terminal is not connected to the Internet.



The Fix

Power cycle the terminal by:

1. Unplug the power source (from wall or terminal) for at least 30 seconds
2. Reconnect the power source
3. With a successful startup, you can process a payment in order to verify the terminal is successfully connected

If power cycling does not work, do the following:

1. Check that the Ethernet cable is securely inserted into the correct port.

VX520- ETH (bottom of terminal)



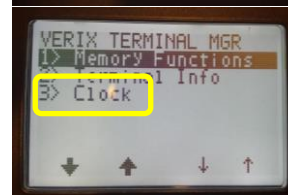
Make sure Ethernet cable is secured in the ETH port

Time & Date Issue

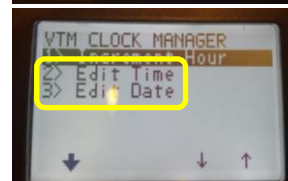
1. While on any screen press F2 and F4 at the same time
2. Enter password; then enter (Default Password: 1 alpha alpha 66831)
3. Hit the furthest left key to scroll down to the next screen



4. Select 3> Clock



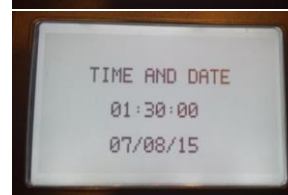
5. Select Edit Time or Date



6. Enter time or date (time is in military hours: HH:MM:SS)

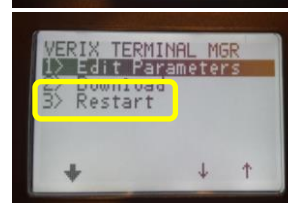


7. If the time or date is correct, press Enter on the keypad to continue



8. Press the Red key on the keypad 2 times

9. Select 3> Restart



Still need assistance...

If you require additional help, please submit a TICKET by logging into the PSN Account Management Center; in QUICK LINKS, select "Submit/Monitor Tickets." Your question will be addressed within one business day.

