

## EFTPOS TROUBLESHOOT GUIDE



If you are experiencing issues with your EFTPOS

Follow these exact steps

Turn off the EFTPOS

Remove EFTPOS off the charging base

Hold the RED X until it says Shutting down

Unplug the USB and the power cord to the charging base (refer to image)

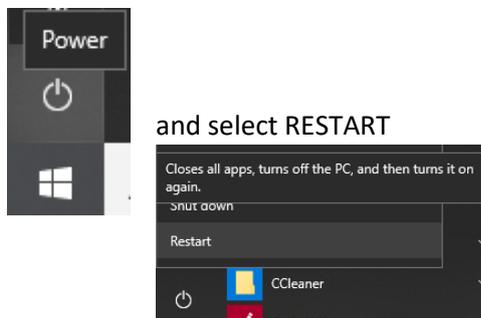


Once you unplug it,

Restart the computer

Click on START 

click on Power icon



and select RESTART

Once it's restarting, plug back the USB and power cord and place the EFTPOS on the charging cradle

Once the computer turns on, login and give it a few minutes for it to reconnect to the EFTPOS

If you don't get a green icon near the C, you may need to put it in standalone mode (instructions

below) 

### **Standalone mode – remove EFTPOS from charging base**

Press # 1111 2222

ENTER (Green arrow)

SWITCH TO

STANDALONE MODE?

[ENTER] = YES

[CLEAR] = NO

You can now use your Eftpos terminal without the computer connection.

The receipt that comes from the Eftpos terminal is a legal document that Aquila will accept in case of returns. Write the style, size and colour of the shoe on the back of the customers receipt and Aquila's merchant receipt so you can input the sale into the computer once it is functioning.

- If your Eftpos terminal is displaying MODEM ERROR you will need to check your internet connection and restart the modem.
- If your Eftpos terminal is displaying CLIENT OFFLINE you will need to check that your internet connection is on and also look for the PC EFTPOS CLIENT icon on your desktop. If the PC EFTPOS CLIENT icon is not there then you will need to restart your computer.

### **Integrated mode**

Press # 1111 2222

ENTER (Green arrow)

SWITCH TO

INTERGRATED MODE?

[ENTER] = YES

[CLEAR] = NO

Then you will need to contact the bank if you tried the following steps to fix the EFTPOS

1800 029 749

They have a 4-8-hour turnaround time, so if your EFTPOS is faulty, the sooner they will replace it.

If the bank sends a new terminal at your store, ask them to turn on Merchant receipt.

If you only get 1x receipt from an EFTPOS transaction, do the following to enable a merchant receipt

Only get 1x receipt from EFTPOS? Enable merchant receipt

**Merchant receipt – Remove EFTPOS from base**

Press # 1111 5555

ENTER (Green arrow)

This will ask you if you want to enable merchant receipt, enter to accept

ENTER (Green arrow)

**NEW PC – Integrate EFTPOS terminal**

After your PC has been replaced, you will need to contact PC EFTPOS to install EFTPOS software so it will integrate it to POS

PC EFTPOS: 02 9998 9800

If the EFTPOS had a serial cable and now uses a USB cable – Follow these steps to update EFTPOS terminal

#1111 2227 (ENTER) Select Option 1, then option 5, and then option 3