

How to troubleshoot card machine issues

If you experience technical issues with your card machine, there are some simple steps you can safely take yourself. Here are the most common problems you might encounter – and the steps you can take to resolve them:



If you see the message
'Please retry batch'
displayed on the screen:

1. Press function key (F, Menu, or silver key with black dot).
2. Select 'Batch', and confirm to enter.
3. Select 'End of day', and confirm to enter.
4. Confirm message on available totals, twice.



If you are experiencing
connection problems
with your terminal:

1. For desktop terminals, make sure all cables are correctly plugged in.
2. Press the YELLOW key, and dot key (next to 0 key) together for few seconds.
3. Depending on the model, the terminal will either restart or turn off.
4. If it turns off, please turn it back on pressing the GREEN key.



If you are experiencing
printer problems:

1. Make sure that paper is correctly placed, and that the inner side of the paper is pushed down by the roller on the printer cover.
2. Check that the roller on the printer cover is clean and can move freely.
3. Clean the printer compartment with a dry cloth or wipe, and push out any dust with compressed air.

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