

## POS Communication Troubleshooting Tips



### DO NOT USE...

UNTIL YOU FOLLOW THE STEPS BELOW TO RUN A COMMUNICATION TEST

In order for you to get paid the Point-of-Service (POS) MUST be able to communicate with the “host” system. Depending on which model POS you requested, if the POS is not connected correctly to your phone line or internet service it will not be able to communicate.

**Vx510 Phone Line POS:** If you requested the phone line Vx510 you must plug the end of the phone line into a phone jack or if you are going to share your current phone line with the POS you will need to plug in the enclosed splitter. Your phone line will plug into one port and the POS phone cord will plug into the other port on the splitter. The splitter will plug directly into the phone jack on the wall or where ever your phone jack is located.

**VX570 Internet POS:** If you requested the Vx570 you must plug the end of the data cord into an internet port or your internet router.

Once you have the phone cord or data cord connected properly and the power connected to your power source, follow the steps exactly as they are shown below to run a communication test.

On the top right side of the POS are “Function” buttons.

- 1.) Press F4
- 2.) Press 123456 for the Password
- 3.) Press ENTER (green button at the bottom of the POS)
- 4.) Press number 5 for terminal config
- 5.) Press number 3 for communication test

If the POS is installed correctly the POS will print a receipt “communication test successful.” At this point your POS is configured with your information and is ready to use.

If the receipt reads “communication test, failed” the POS did not communicate. DO NOT use the POS if the communication test failed. We have provided some simple troubleshooting steps for you to try on the back side of this flyer.....

*cont'd on side 2*

## POS Communication Troubleshooting Tips

### *If you are using a dial up Vx510 model.....*

- 1.) Are both ends of the phone cord connected properly and securely? Make sure the phone cord is plugged into the phone port on the **BOTTOM** of the POS and the other end is plugged into the wall jack or a splitter that is plugged into the wall jack. When plugging in the cord you should hear a small click when it is secure.
- 2.) Does your phone line require a dial prefix to get an outside line? For example, must you dial a “9” or other prefix to get an outside line? If your phone system requires a dial prefix the trainer will assist you in adding the prefix during your training session.
- 3.) Do you have voice mail/call notes on your phone? If so, all messages should be deleted so the phone has a clear tone without any beeping or any other interruptions.
- 4.) Is your phone service “digital service” set up as a package through your cable company? If so, you may need a digital filter.

### *If you are using an internet Vx570 model.....*

Are both ends of the data cord connected properly and securely? The data cord should be plugged into the **BACK** of the POS in the “10 base T” port. The other end of the data cord must be plugged directly into a data port on the wall or into a router connected to the modem.

***NOTE: this is a description of how the internet model POS connects in a normal/simple setting however, there are many variables on how the POS will actually connect to your internet setup. For example, if you have a firewall, your IT person will need to open a port for the POS.***

If you are a **NEW** provider and none of the steps above result in a “successful” communication test, the trainer will assist you in troubleshooting the problem during your training session. If you are **NOT** a new provider you must call the provider training help desk number at the bottom of this page.

***NOTE:*** The POS will accept card swipes even if there is not a good communication connection however, after your “SAF period” ends the POS will display the message “Terminal Disabled” and the POS will no longer accept card swipes. This process is called Store and Forward (SAF). These transactions will not be paid until the POS is able to communicate to the host at which time the POS will run out all SAF transactions by the provider simply pressing F1 on the upper right side of the POS. The receipt will print all approved transactions and transactions denied for whatever reason. Denied SAF transactions may not be paid depending on the type of error received. The terminal can store attendance transactions for up to six days (current day plus five previous days.) Transactions beyond the “SAF” date will not be accepted by the POS.

*Training Installation and Assistance Helpdesk Number*  
1-800-797-7474, ext. 2407

The training helpdesk number is for assistance helping **NEW** providers with the POS set up and training if needed. If you are not a new provider, we will not be able to assist you at this number and you will be directed to the Ohio ECC Provider Helpline at 1-888-516-4776.