
IT TROUBLESHOOTING GUIDE

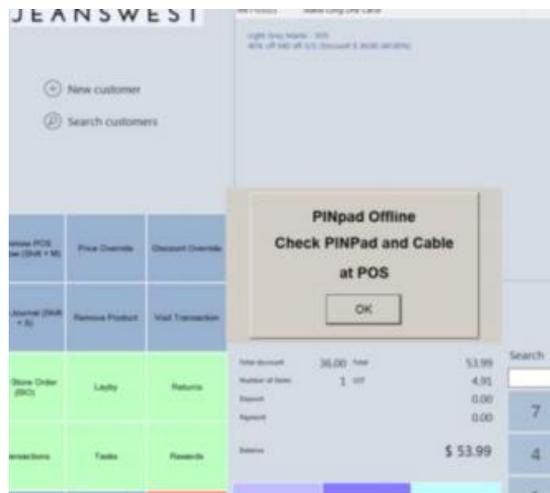
➤ **Phone not working**

- Try to reboot the NTU - either OneAccess or Huawei branded, not the white Viptela nor Yealink phone base
- Replace batteries

If these measures don't work. Log a ticket to Customer Care to be forwarded to IT



➤ **EFTPOS offline/ not paired**



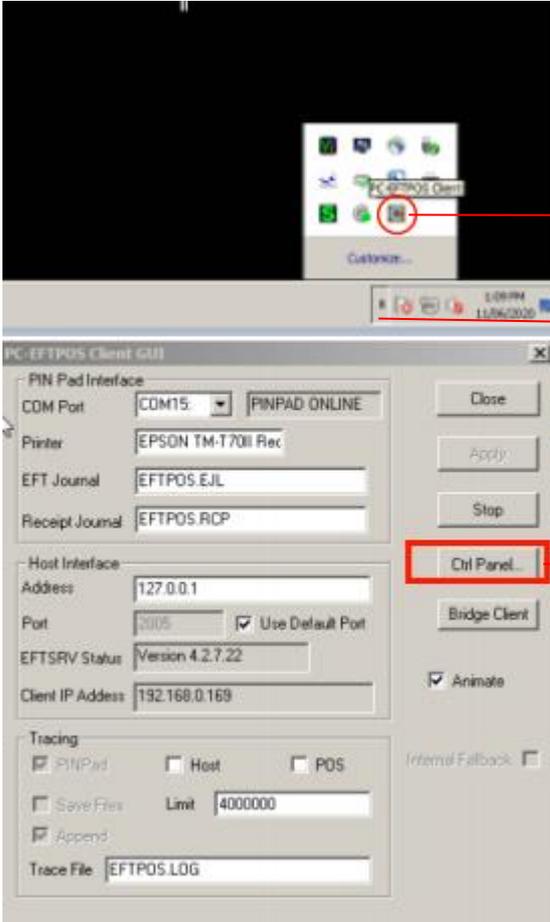
- Make sure all cords are securely plugged in
- Reset the EFTPOS terminal by holding **Function** and **Clear** button simultaneously on the EFT terminal. You can release the buttons when the reboot is in progress.

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Wait for reboot signal and release

- Logon to the EFT terminal from the PC-EFT POS client application



2. Double click PC-EFTPOS Client Symbol

1. Click arrow

3. Click Ctrl Panel and Log On

- If issues persist, please contact the **Commbank Merchant Helpline on 1800 230 177** and quote your terminal ID as your reference (located at the top of every receipt)

➤ No internet

- Shut internet off completely by turning off at wall or pulling power cable from box
- Leave off for a few minutes before powering back up
- Wait **30 minutes** for internet to re-boot before escalating further

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➤ Can't log into Ento/Purecomm

Log a ticket to Customer Care to have your token reset. Be sure not to close these tabs or shut down your computer at any point, this will cause the token to expire.

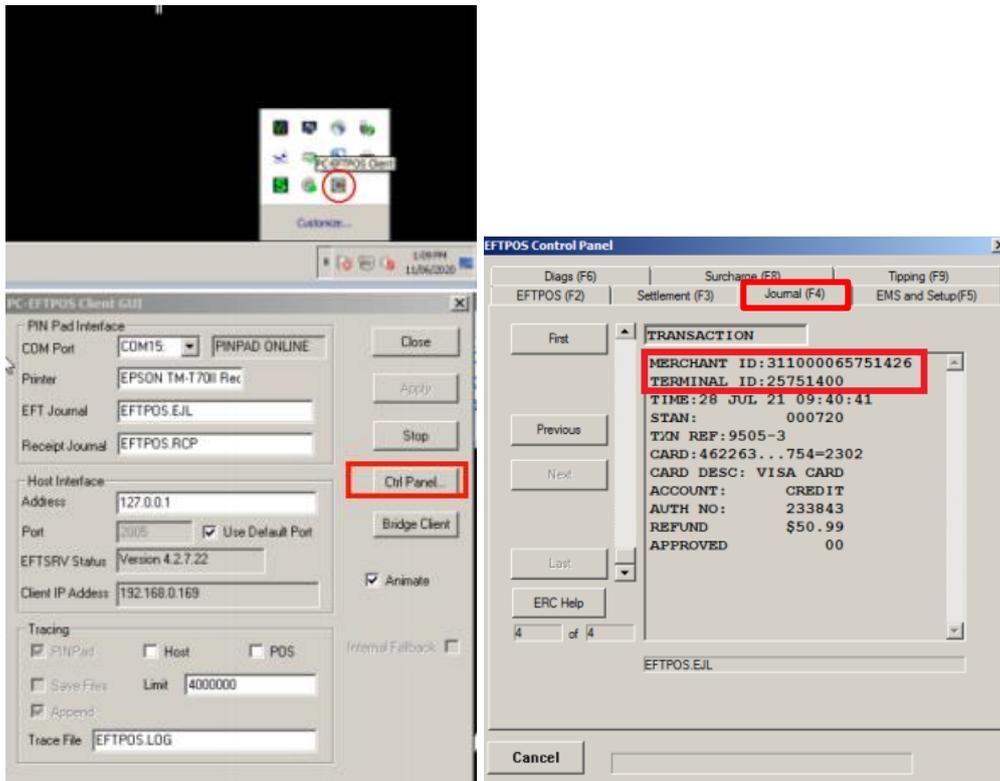
➤ Stuck transaction

If the payment has gone through on the customer's end, however the POS won't proceed.

- Try pressing cash
- Call Customer Care to have your till un-stuck
- Re-process the sale as a cash transaction so that the customer receives a receipt and your SOH is correct

● Merchant/Terminal ID

- To find your merchant or terminal ID, double click PC-EFTPOS Client, Click CTRL PANEL, Journal



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SIMPLE SOLVES

Instances when re-starting your computer (Windows 7) will resolve the issue you are experiencing

- **Keyboard gets stuck/not working**
- **Float Calculator not working**
- **Till not printing EOD receipt**
- **Till drawer won't open**
- **Screen needs to be re-calibrated**
- **Countdown**

If re-starting your computer does not resolve your issue, please log a ticket to be forwarded to IT

J E A N S W E S T