

Troubleshooting Guide for the 5100 Terminal

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Batching and Settlement Errors

1.1 Totals Mismatching

The message "Totals Mismatch" occurs when the total of the transactions stored in the terminal does not match the totals the host has captured for your debit/credit terminal. This may occur if you have received a replacement terminal recently. You will be asked if you would like to Force Close (Yes or No)!. If you select 'yes' the HOST TOTALS amount will be settled to your account. If you select 'no', the terminal will not be settled at this time. You can continue to transact but the next time you try a settlement you will get the same error. Once the force settlement has been done, both the terminal and the host will be set back to zero and you should be able to transact and batch without this issue.

Communication Errors

2.1 No Line Detected

The terminal cannot detect a telephone line attached while attempting to call out:

- Check if there is a telephone line connected
- Check if the line connected has a normal dial tone by plugging a telephone into the wall jack and checking the dial tone coming from it
- Telephone company services that change the dial tone may cause this message to appear. If you subscribe to such services as "Call Waiting" or "Call Answer", you may need to clear your messages to get a solid dial tone

If your terminal dials through a PBX-type system:

- You may need to contact your telephone company to come to your location and have them set up a proper analog line

2.2 TCP Connect Fail

There is a problem with the Ethernet connection. Verify if the Ethernet cable is plugged in correctly and there is an active internet connection

Display Issues/Frozen

3.1 Pin Pad Display Blank

Ensure the pin pad is plugged securely into the RS-232-1 port at the back of the terminal
There is writing on the pin pad cable, make sure the end that is plugged into the terminal says 'TERMINAL' and the end that is plugged into the pin pad says 'PIN PAD'
Ensure the terminal has power. If the terminal does not have power the pin pad will not have power.

If the pin pad is still blank, request a replacement

3.2 Pin Pad Display Stuck on Serial Number

Ensure the pin pad is plugged securely into the RS-232-1 port at the back of the terminal
There is writing on the pin pad cable, make sure the end that is plugged into the terminal says 'TERMINAL' and the end that is plugged into the pin pad says 'PIN PAD'
From the main screen, press sale then cancel

If the pin pad display is still stuck on the serial number, request a replacement pin pad cord

3.3 Terminal Display Blank or Hard To Read

If the terminal screen is blank ensure the terminal is plugged in properly and has power
If the terminal is plugged in and still has no display, request a replacement terminal.
If the terminal is powered on but the screen appears faint, follow the below steps

From the main screen

- press the blue ADMIN button
- select OTHER
- scroll down and select TERMINAL CONFIG
- enter the manager password (the default is 111111) then press OK
- select OTHER
- continue pressing OK until the screen displays CONTRAST LEVEL
- make sure this is set to 10. If it is not press the yellow CORR button, enter 10 then press OK
- Press CAN to return to the main menu
- If the screen is faint request a replacement terminal

3.4 Terminal Display Frozen

Unplug the power from the back of the machine and plug it in again
If this does not rectify the problem, request a replacement terminal

Printer Issues

4.1 Terminal is Printing a Blank Receipt

Make sure you are using heat sensitive paper. Scratch the surface of the paper with your nail. If it turns black then you are using the correct paper. If it does not, turn the paper over and try again. If nothing shows up you are not using thermal paper. Make sure the paper lid cover is down all the way (i.e. it should snap in when pressed all the way down). If the problem continues, request a replacement terminal.

Transaction Errors

5.1 Buffer Full

The i5100 is capable of holding 100 debit transactions and 100 credit transactions. You will need to close your batch in order to continue processing. There is no way to increase this limit.

5.2 Card Not Read

Check to ensure that none of the buttons are stuck down
Ensure you are swiping the card with the stripe facing inwards
Try another card. Is this happening with every card or just one
If the problem persists request a replacement terminal

5.3 Check Sped

The terminal cannot communicate properly with the pinpad.
Check if the connection between the pinpad and the terminal is correct
The pin pad cord has writing on it; make sure the end of the pin pad cord that is plugged into the pin pad has the word PIN PAD written on it. The other end that is plugged into the terminal should have the writing TERMINAL on it.
Unplug the pin pad and plug it in again. Look at the bottom of the pin pad screen, there should be a long number which is the serial number. If the screen displays 'Ingenico' request a replacement pin pad.

5.4 Invalid Date

From the main screen

- press the blue ADMIN button
- select OTHER
- scroll down and select TERMINAL CONFIG
- enter the manager password (default is 111111) then press OK
- select OTHER
- continue pressing OK until you see TERMINAL DATE
- enter the correct date in the format displayed then press OK
- enter the correct time in the format displayed then press OK
- press cancel to return to the main menu

5.5 Invalid Sequence Number

This will happen on the first transaction after a key synch is completed. The terminal should retry the transaction automatically. If it does not, attempt the transaction again. If the problem persists close your batch and retry the transaction

5.6 Key Synch Failed

Before attempting the key synch ensure that the pin pad screen displays 'WELCOME'. If it does not, select sale, then cancel. This should change the display on the pin pad to welcome. If it does not, check to ensure the writing on the pin pad cord reads PINPAD on the end that is plugged into the pin pad. If the screen still does not display welcome, replace the pin pad cord.

Unplug the pin pad then plug it back in.

The bottom of the screen should display the entire pin pad serial number. If this serial number is the same eight digits twice, replace the pin pad

If the bottom of the screen displays INGENICO replace the pin pad

Miscellaneous

6.1 Failed To Init Call Help Desk

- The terminal has not yet been initialized

From the main screen

- press the blue ADMIN button
- select OTHER
- select TERMINAL INIT
- enter the manager password (default is 111111) then press OK
- the screen will display RETAIN SETTINGS, select F3 for NO
- the screen will display MERCHANT ID
- ensure the merchant id is entered correctly. If it is not, press the yellow CORR button, enter the correct number then press OK

- the screen will display TERMINAL ID
- ensure the terminal id is entered correctly. If it is not, press the yellow CORR button, enter the correct terminal id then press OK
- the terminal will dial to the host then display CLEAR STORAGE
- select F3 for NO
- if this process fails, check your phone line or IP set up.

6.2 Buttons Beeping Without Being Pressed

Sometimes also this will be accompanied by a blank screen on the terminal and looks like there's a problem with the power supply. Check to ensure there are no buttons stuck down on the terminal. Check the power supply. Sometimes the power pack becomes loose and needs to be plugged in again

Reboot terminal

If problem persists, request a replacement terminal

6.3 Buttons Not Working/Hard To Press

Ensure there are no other buttons stuck down

Are the buttons very hard to press and sometimes they work, or if they are not working at all. Request a replacement terminal and include these notes.

6.4 No Power

Check to make sure the terminal is plugged into a working outlet. Try plugging the terminal into a different outlet. With the i5100 there is a power cord that goes from the terminal into a power pack, then another cord that goes from the power pack to the outlet. Ensure that these cords are securely plugged into the power pack. Sometimes they come

loose and cause the terminal to have no power. If the connections have been verified and the terminal still doesn't have any power, request a replacement terminal.

6.5 Sticky Buttons

It is your responsibility to keep the machine clean. If the buttons are sticking it is likely that something was spilled on the terminal. You can clean the terminal. If you want the terminal replaced, you may be charged for the replacement plus shipping and handling as this is not covered under their warranty.

6.6 Swipe Card Reader Not Working

Check to ensure that none of the buttons are stuck down
Are you swiping the card with the stripe facing inwards?
Try another cards, is this happening with every card or just one
If the problem persists request a replacement terminal

6.7 Terminal or Receipt in Wrong Language

From the main screen

- press the ADMIN button
- press the number 1

If the terminal is in English it will change the language to French and vice versa.

6.8 No Keys Loaded

If the terminal displays no keys loaded, chances are the terminal is not set to use the external pin pad. To enable the external pin pad follow the below steps

From The Main Screen

- press the blue ADMIN button
 - select OTHER
 - scroll down and select TERMINAL CONFIG
 - enter the manager password (the default is 111111) then press OK
 - select OTHER
 - continue pressing OK until you see ENABLE EXTERNAL PIN PAD?
 - select F1 for YES
- press OK to return to the main menu

How To's

7.1 Enable/Disable Tips for Credit or Debit

From the main screen

- press the blue ADMIN button
- select OTHER
- scroll down to and select TERMINAL CONFIG
- enter the manager password (the default is 111111) then press OK
- select OTHER
- continue pressing OK until you see TIP ENTRY
- to turn tips on select F1 for YES then press CAN until you return to the main menu
- to turn tips off select F3 for NO then press CAN until you return to the main menu

7.2 Retail/Restaurant Mode

From the main screen

- press the blue ADMIN button
- select OTHER
- scroll down to and select TERMINAL CONFIG
- enter the manager password (the default is 111111) then press OK
- select OTHER
- the screen will display APPLICATION TYPE
- select F1 for RETAIL mode then press CAN to return to the main screen. When the terminal is in retail mode the credit card receipt will not show the tip line.
- select F2 for RESTAURANT mode then press CAN to return to the main screen. When the terminal is in restaurant mode the credit card receipt will show the tip line

7.2 Enable/Disable Cash Back

From the main screen

- press the blue ADMIN button
- select OTHER
- scroll down to and select TERMINAL CONFIG
- enter the manager password (the default is 111111) then press OK
- select OTHER
- continue pressing OK until you see CASH BACK
- to turn Cash Back on select F1 for YES then press CAN until you return to the main menu
- to turn Cash Back off select F3 for NO then press CAN until you return to the main menu

7.3 Set/Remove Floor Limit

From the main screen

- press the blue ADMIN button
- select OTHER
- scroll down to and select TERMINAL CONFIG
- enter the manager password (the default is 111111) then press OK
- select OTHER
- continue pressing OK until you see MINIMUM AMOUNT TO SURCHARGE

MINIMUM AMOUNT TO SURCHARGE

- if an amount is entered in this field the terminal will surcharge every transaction that is equal or greater than this amount. If this is the desired result, enter the amount, press OK then press CAN until you return to the main menu. If this is not the desired amount leave this amount at zero and press OK.

MAXIMUM AMOUNT TO SURCHARGE

- if an amount is entered in this field the terminal will surcharge every transaction that is equal or less than this amount. If this is the desired result, enter the amount, press OK then press CAN until you return to the main menu. If this is not the desired amount leave this amount at zero and press OK.

7.4 Key Synch

From the main screen

- press the blue ADMIN button
- select OTHER
- scroll down and select KEY EXCHANGE

7.5 Clear Storage

From the main screen

- press the blue ADMIN button
- select OTHER
- select TERMINAL INIT
- enter the manager password (default is 111111) then press OK
- the screen will display RETAIN SETTINGS, select F1 for YES
- the terminal will dial to the host then display CLEAR STORAGE
- select F1 for YES to clear the storage

7.6 Enable/Disable Training Mode

From the main screen

- press the blue ADMIN button
- select OTHER
- scroll down and select TRAINING MODE
- enter the manager password (default is 111111) then press OK
- select TRAINING MODE
- enter the manager password (default is 111111) then press OK

7.7 Print Parameter Report

From the main screen

- press the blue ADMIN button
- select REPORTS
- scroll down and select TERM CNFG LIST
- enter the manager password (default is 111111) then press OK