

Eftpos Terminal – not responding

If you can't get the Eftpos terminal to respond or you are getting a TCP Error, you can restart the Terminal.



Step 1

Turn off Terminal

Video instruction

<https://objective.cgd.vic.gov.au/documents/A6734053>

If this doesn't fix the it, then you will need to remove the battery by turning the terminal over



Step 2

Remove the cover by sliding the lock up



Step 3

Lift the back cover by holding both sides



Step 4

Lift the little lever next to the battery



Step 5

Wiggle the lever side to side whilst pulling to pulling out

This turns off the terminal



Step 6

Fit the battery connector back into place (hear/feel click)



Step 7

Place back on cradle/base to restart.
(if not placed correctly it may not restart or charge properly)

Video instruction

<https://objective.cgd.vic.gov.au/documents/A6693406>

If none of this doesn't work contact CS Support