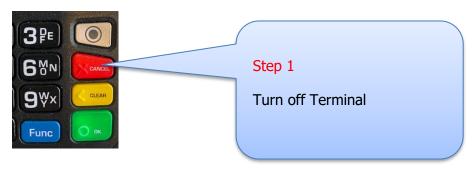
Eftpos Terminal – not responding

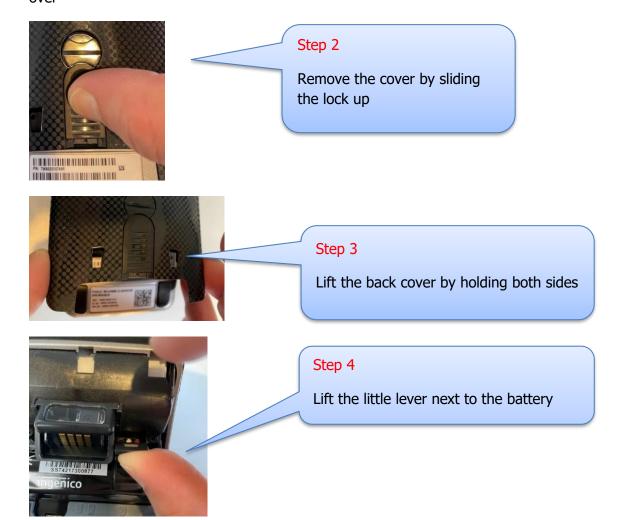
If you can't get the Eftpos terminal to respond or you are getting a TCP Error, you can restart the Terminal.



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 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