

Troubleshooting Guide

My terminal displays “Please Try Again – CE Communications Error”

This indicates the terminal dialed a number that does not answer.

My terminal displays the message “Line Busy, Please Wait”

The “Line Busy, Please Wait” or similar error message occurs when the terminal’s communication is being interrupted by another device (i.e. fax, phone), the terminal’s phone line is plugged into the wrong port, or the phone line being used is not working.

For Dial Up Terminals:

- A. The first step to solving these issues is to check and make sure that all wires are properly connected. Be sure that the phone line is securely connected into the port that displays “Line” on the back of your terminal and that the other end is securely connected to a telephone wall jack.
- B. Be sure to follow the cord to where it is plugged in the wall and ensure it is secure.
- C. Do you have a dial out number such as a 9?
- D. If the terminal is being shared with any other device (phone, fax, credit card terminal, etc) check to see if the other device(s) are communicating or not. Only one device can communicate at a time.
- E. Check to see if the phone line is still working properly by unplugging the cord from the “Line” port on the terminal and plug it into a regular phone. If there is a dial tone, dial **1-877-898-1787** and confirm that you hear computer tones. If there is no dial tone or you hear anything else call your phone provider.”
- F. You can also try swapping out the telephone cable with a new one.
- G. Has there been phone system changes recently? If yes, call the Phone Company and tell them the terminal used to work but now is not working.

For IP Terminals:

- A. The first step to solving these issues is to check and make sure that all wires are properly connected. Be sure that the Ethernet cord is plugged into the “Net” Port and not the “Line” or “Pin port.
- B. Be sure to follow the cord to where it is plugged in the wall and ensure it is secure.
- C. Try testing with another Ethernet cord.

If these steps do not resolve your problem, please call Merchant Care at **1-888-381-8054, option 4** for additional support and troubleshooting.

If the card is DECLINED, what do I do?

The account associated with the card has insufficient funds. You need to ask for an alternative method of payment (cash or credit).