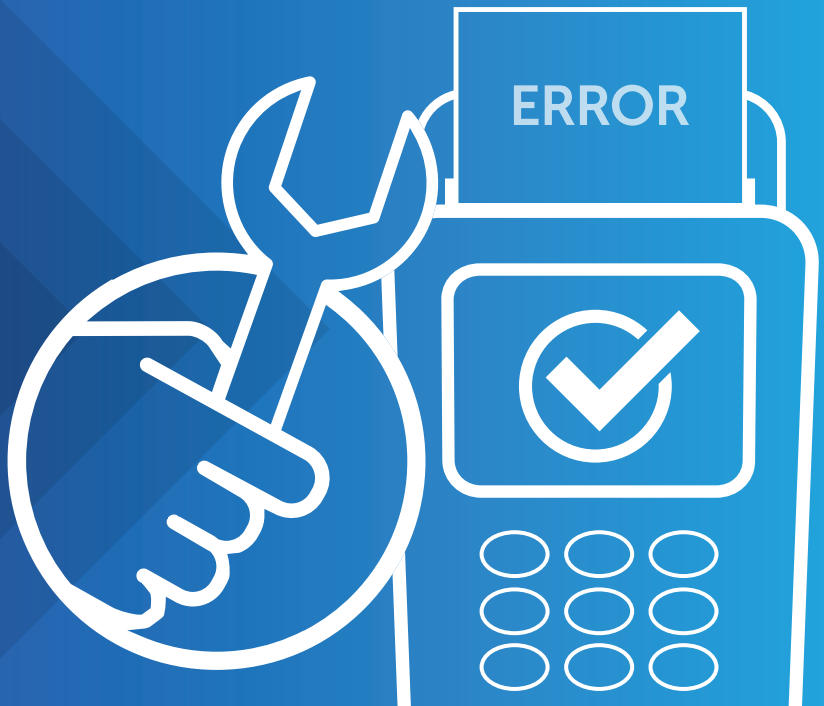


NETS Terminal Self-Help Guide



Terminal Self-Help Guide



If the following occurs:

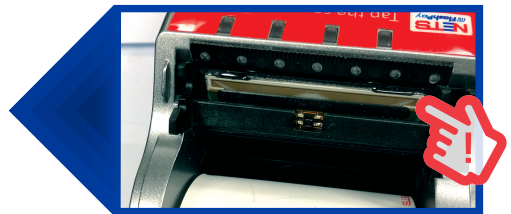
Blur
Printing

Partial
Printing

Blank
Paper

Please do the following:

1. Open the printer cover and remove the thermal paper roll
(Check that no paper is stuck to the cutter or inside the paper compartment)
2. Clean the heating mechanism with a dry cloth
3. Put back the paper roll and reboot the terminal
(Ensure correct side of the paper roll is facing up and 1-2 inches is outside before closing the cover)



NOTE: Do not place under running water

If problems persist,

Email: info@nets.com.sg | Call 24-hour NETS Sales & Customer Service Hotline: **6274 1212**

Terminal Self-Help Guide



If you see the following error message:

No Dial
Tone

Line
Busy

No
Carrier

Lost
Carrier

Please do the following:

ERROR CAUSED BY PHONE LINE

1. Ensure telephone line between terminal and telephone socket is well secured
2. Disconnect the telephone line cable from the terminal and connect it to a desk phone and make a outgoing call
3. If unable to make a call, please contact telephone service provider to check on the phone line

ERROR CAUSED BY TERMINAL SET UP

1. Press ▼ / ⬇ to select **Admin**
2. Press ▼ / ⬇ to select **Merchant Function**
3. Press ▼ / ⬇ to select **PABX Setup**

If your screen display is as such:



Press and to remove all digit(s)

or



Press and

Lastly, logon to test or perform a settlement

If problems persist,

Email: info@nets.com.sg | Call 24-hour NETS Sales & Customer Service Hotline: **6274 1212**