Thank you for contacting Lightspeed retail support!

Today, we looked at why your Genius Terminal keeps disconnecting from your POS system. It seems that since you're network environment doesn't offer static Ip addresses and frequently cuts out that your terminal regularly change Ip Address connections and constantly needs to be reconfigured. First you'll want to check the connection to the gateway from the terminal, you do this by hitting 0000 on the terminal and entering the 9416557 password. Make sure the Ip address shown in this section matches the terminal Ip address in retail under Settings and Payment processing. Once you test the network from the terminal and see it connected to the gateway enter the link below and replace the IPADDRESSHERE portion of the url with the Ip address of the terminal. This should reconfigure the terminal and have it back up and running.

IF CARD READER WON'T WORK OR INTERNET

1) Make sure Computer is on ethernet connection (NOT WIFI)
2) Type "0000" into card machine
3) Enter "9416557" to bring up admin screen
4) Get the I.P. Address
5) Exit out of admin screen, copy and paste this link into Firefox :
https://IPADDRESSHERE:8443/v2/pos?Action=Status&Format=JSON (replace IPADDRESSHERE with the IP address from the admin screen)
6) From Lightspeed, Change employee to "123456", Click Settings, Click Payment Processing, Scroll down to (insert store name here)

7) Click the Register you are trying to reconnect
8) Verify that the IP Address in lightspeed is the same one that is being shown on the card reader, if not, change it.
9) Click Save
10) Click test connection
11) If successful, log out of 123456 and into your own Login Number
12) Try a test transaction and see if the card reader lights up

192.168.0.10