

An Post Retailer Services Castles User Guide

Configuring Wi-Fi network from the Sale application:

Press white arrow next to SALE then press on MENU icon, then click on Wi-Fi setting icon:



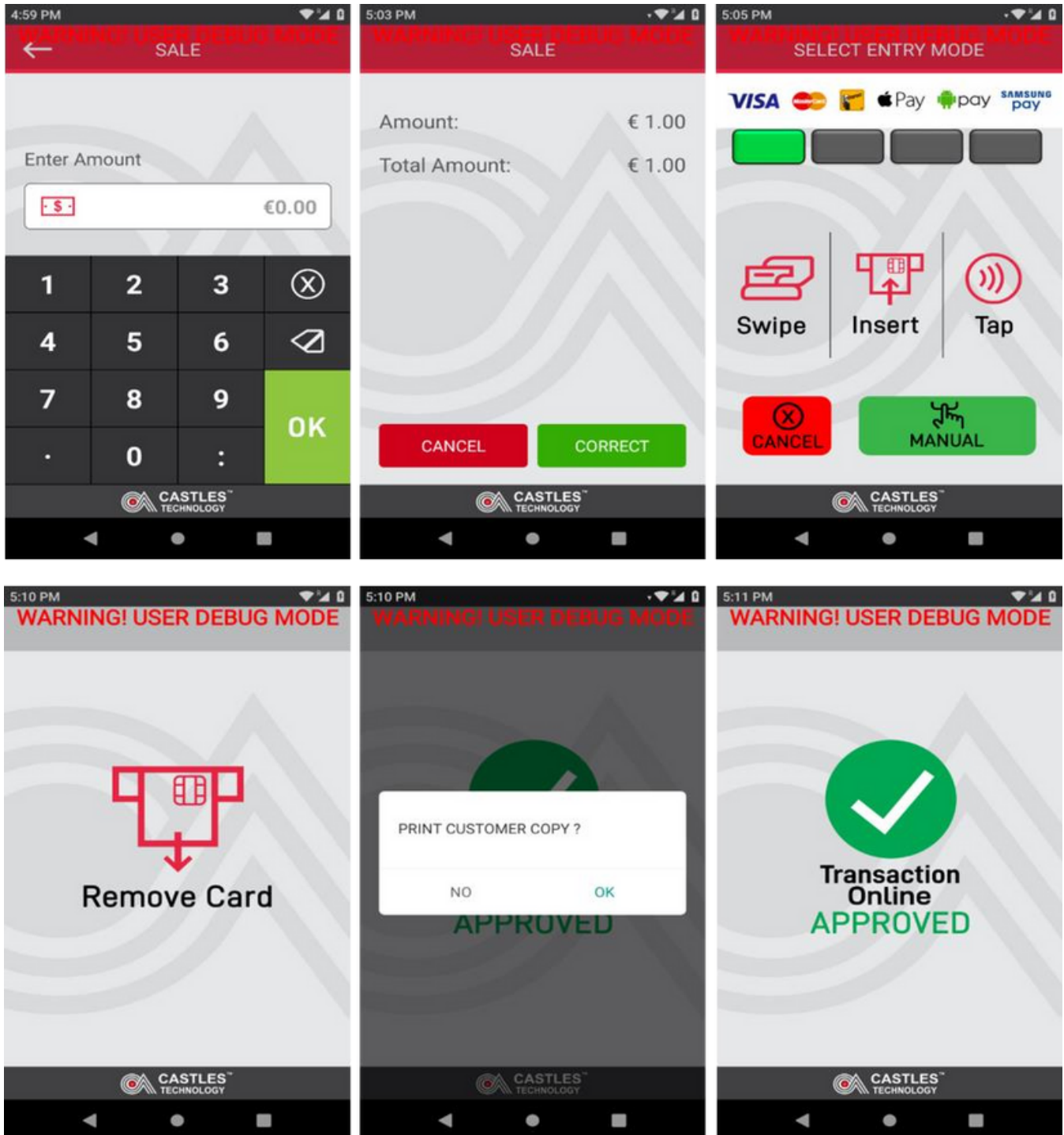
The terminal will display a list of the available networks, select the one you wish to connect to by clicking on it, the terminal will prompt to type in the password. Click on the horizontal line to open the keyboard. Key in the password as required.



Once password entered press CONNECT; once successfully connected, the terminal will display message State: CONNECTED

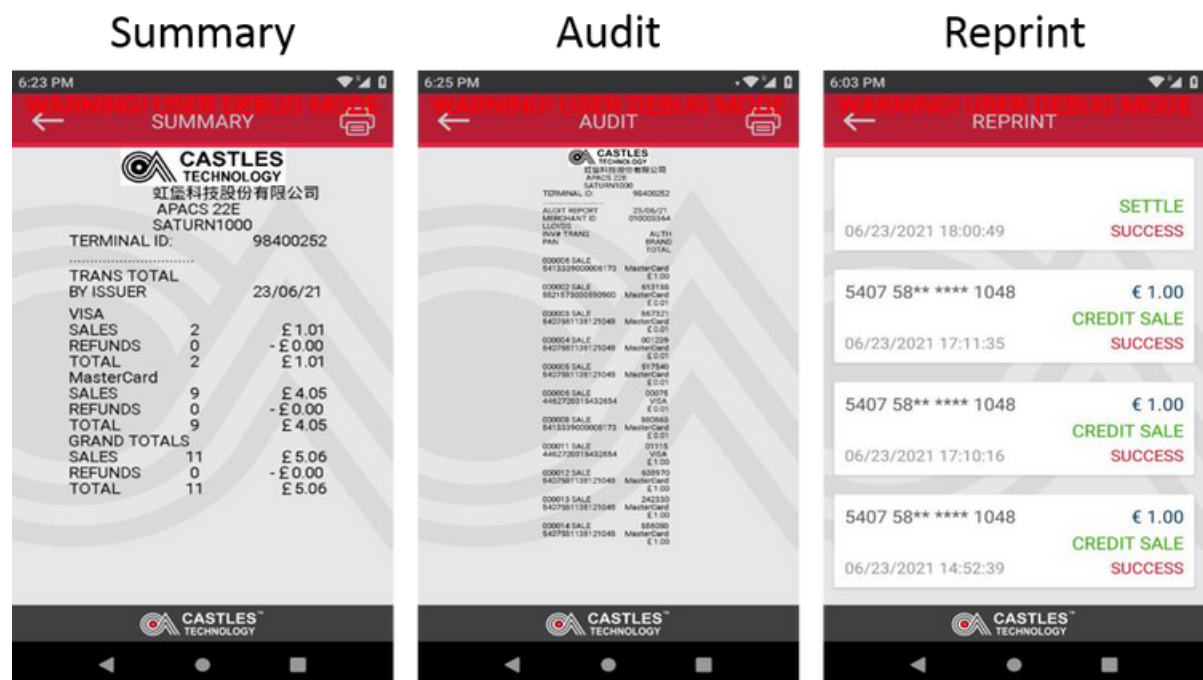
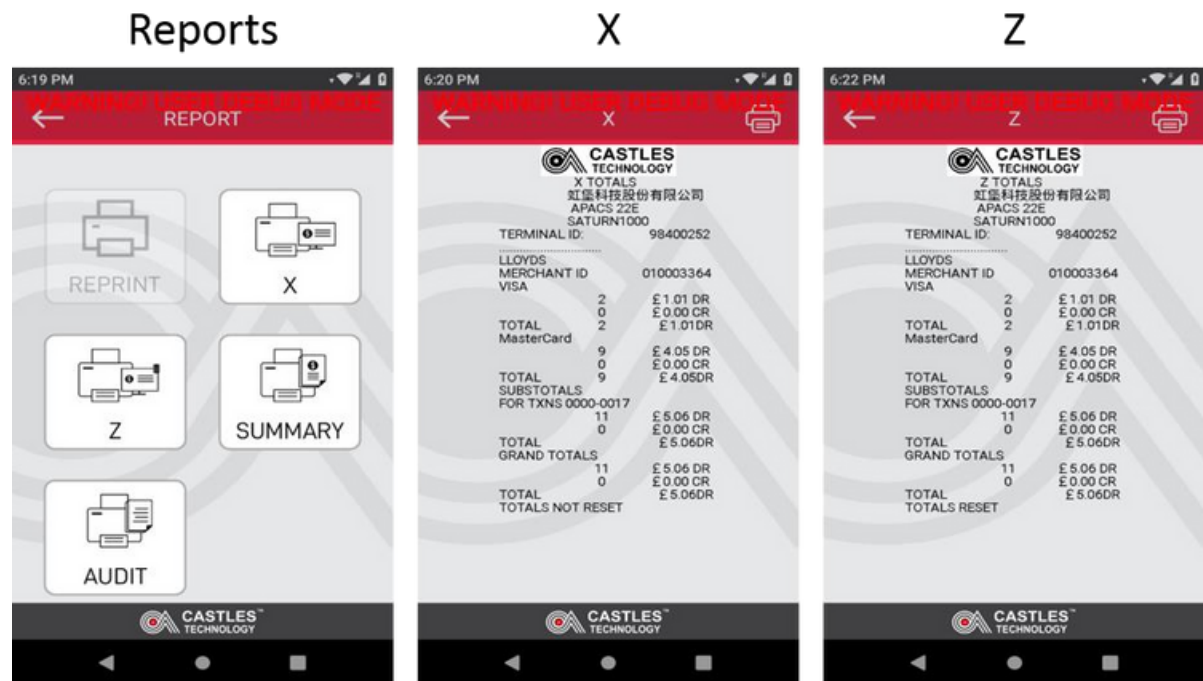


Sale Transaction Flow



An Post Retailer Services Castles User Guide

Reports, X and Z Report



Merchant Password 7415369

Wi-Fi troubleshooting

- 1.Restart the terminal
- 2.Ensure the terminal is within required Wi-Fi range
- 3.Disconnect from the Wi-Fi network from the Sale App level
- 4.Re-connect to Wi-Fi from the Sale app level
- 5.Exit Sale application - disconnect and reconnect to the Wi-Fi network from 'Settings' level
- 6.Forget the network from 'Settings' level
- 7.Reconnect to the network from 'Settings' level
- 8.Test Wi-Fi network from 'Test utility' application
- 9.Power cycle router
- 10.Connect the terminal to the alternative network

Mobile Networks Troubleshooting

- 1.Power cycle terminal
- 2.Check the terminal can detect the sim card - if no SIM detected remove and insert the SIM card back to SIM slot 1
- 3.Check the terminal has a signal
- 4.Check the strength of the GPRS signal
- 5.Check APN settings are correct
- 6.Location of the terminal - take it to a window or outside the building if possible Disable and Re-enable auto registration
- 7.Disable Auto registration - Manually select network provider
- 8.Disable and enable mobile data

10 Hardware troubleshooting

10.1. Power troubleshooting

- 1.Restart the terminal
- 2.Check if terminal displays any error/screen messages when it turns back on Look for any physical damaged to the terminal
- 3.Look for any damage to the power supply and/or USB cable and USB power connector
- 4.Look for any damaged to the battery - disconnect and reconnect the battery Check if the power socket is working - connect to alternative power socket

10.2. Touch screen troubleshooting

- 1.Restart the terminal
- 2.Exit sale application and select 'Test utility'
- 3.Select UI LCD touch the screen for the background to change the colour - keep pressing until 'LCD TEST FINISH' message appear on the screen
- 4.Select 'Bulb' symbol and swipe the bar left and right to amend screen
- 5.brightness
- 6.Select 'Hand on screen' symbol (you have to scroll up the symbols on the left- hand side) - draw with your hand on the screen
- 7.Select 'Settings' menu key in password (00000000 as default for both first
- 8.and second password) scroll screen 'up' and select 'Settings' select 'Display'
9. Brightness level amend level by moving the 'dot' to the right or left
- 10.Update the terminal - exit application - select CTMS - From top right corner of the screen select three vertical dots and select 'UPDATE NOW'

10.3. Printer troubleshooting

1. Ensure that correct paper is used and paper is feed from underneath the roll.
2. Ensure the printer lid is locked properly
3. Restart the terminal
4. From 'Enter amount' select left arrow (on the top left side of the display)
5. MENU Settings Printer - touch '0' on the screen and from numeric
6. keypad select '2', then select 'ROLL'
7. Exit sale app and enter 'Test utility'
8. Select 'COG' symbol from the red bar on the left side of the terminal -
9. select 'Printer' then click on 'Print'
10. Ensure that printer roller (allocated on the printer lid) is installed with the
11. cog on the right side and that it spins freely
12. Ensure that the battery is charged minimum of 20%
13. Look for any physial damage to the printer, paper lid, and printer roller

10.3. Card reader troubleshooting

For all types of card test please ensure that test are completed on more than one card to eliminate card issue.

For all card reader test you have to exit the sale application, select 'Test utility' and select 'Card' symbol from the red vertical bar on the left hand side of the display.

Chip reader

1. Restart the terminal
2. Select 'SC' and insert the card - terminal to display ICC detect and active'
3. Run an update
4. Insert card to the card slot (in and out) several times (do not use payment card
5. as this may cause the damage to the chip on the card) to clear the Chip reader

Conactless reader

1. Conactless reader
2. restart the terminal
3. Select 'CL' and terminal will display 'CL Pooling'. Present the card to the
4. contactless reader allocated on the printer lid. Terminal to display 'CL Pool
5. success'
6. Run an update
7. Swipe card
8. Restart the terminal
9. Select 'SD' and swipe the card on the swipe reader allocated on the right side
10. of the terminal
11. Clean the reader by swiping the card up and down several times (do not use
12. payment card as this may cause the damage to the magnetic stripe on the
13. card)
14. Run the update

Passwords

Merchant Password	7415369
Operator Password	13971397
System Panel	00000000