**Pin Pad Troubleshooting Guide (2014)**

* This guide is intended to help you determine what course of action you should take in the event you are having problems with your PIN Pad.
* The PIN pad screen is usually your best indicator of the nature of the issue.

**Screen shows “Welcome” but nothing goes through:**

1. **Is the customer swiping/ inserting the card correctly?** 
   * Ensure the customer is properly swiping or has inserted their credit/debit card completely.
2. **Have you hit “OK” in Class POS?**

* Ensure the transaction has been sent from Class to the PIN Pad.

1. **Is the card Canadian or American? (Other country’s cards may not work if they are not ‘Plus’ or ‘Cirrus’)**

* Confirm the Plus or Cirrus logo appears on the front of the card. If not, the customer must choose an alternate payment method.

1. **Is Class functioning properly?**

* If Class is not functioning properly then cancel the transaction, close down Class and relaunch, and attempt the transaction again.

1. **Are other pieces of equipment such as the PC and printer working?**

The PIN pad depends on a properly functioning terminal to operate.

* If the PC is not functioning properly then attempt to reboot the terminal.
* To reboot the PC:
  + **If the PC is responding to mouse commands:** Select the Windows icon on the taskbar to open the start menu. Select the arrow beside the **Shut down** button and select **Restart** from the options menu.
  + **If the PC is NOT responding to mouse commands:** Hold the CTRL-ALT-DELETE keys – this should present a Windows screen with several command options. In the lower right hand of the screen will be a red shut down button. Attempt to use the mouse to select the arrow button beside it to view options and select **Restart** from the menu.

***NOTE: If the mouse continues to not respond, use the Tab key to progress through the onscreen options and Enter to select the shut down menu once selected. Use the arrow keys (and then ENTER) to select Restart from the menu.***

* If none of the above solves the issue please enter a Footprints call immediately.

**If the PIN pad continues to fail to respond attempt the following solutions:**

1. Select the red PIN pad button to cancel the transaction and (in Class) select the payment method again to restart the payment process and see if the message changes. If the PIN Pad will not respond to the cancel command then attempt option 2 below.
2. Attempt to reboot the PIN pad. Press and hold the yellow button and the symbols button below the 7 button on the PIN pad. Wait until the screen changes and then release the buttons as the PIN pad goes through the reboot process. Before attempting to complete the payment again,reinitialize the PIN Pad (see **How to Re-initialize a PIN Pad**)

**Screen shows “CPX followed by pad serial number”**

1. **This usually means that your Pin Pad needs to be re-initialized.**

* See **How to Re-initialize the PIN Pad** on the following pagefor instructions.

1. **You may also have logged in to a non POS terminal.**

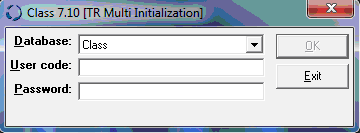
**To confirm which terminal you have logged into use the following steps:**

1. In the Class Central Login window, select **File** from the top menu bar.
2. Select **Change Terminal**. The **Confirm Terminal** prompt window will open. The listing that is highlighted is the terminal that you are logged into.
3. Ensure that the proper location is displayed and you are logged into the correct terminal.
   * + - If *NOT*, select the correct terminal from those listed and select **OK** to save the change and close the prompt.
       - If the terminal is correct then select **OK** to close the prompt without changing the setting.

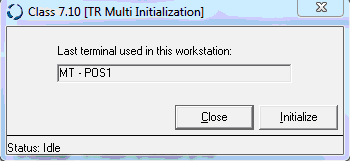
***IMPORTANT NOTE: Do NOT change the terminal unless you know for certain that you are logged into the wrong terminal.***

**How to Re-initialize a PIN Pad**

1. On your PC desktop locate the **Class PIN Pad initialization** shortcut and double click. A login prompt will appear



1. Enter your Class login information and select **OK** to continue. A new prompt will appear.



1. Ensure the correct Class terminal is listed (this is the Class terminal that was last logged into on your PC).

* If the terminal is INCORRECT then select the **Close** button. Return to Class and change the terminal login to the correct one. Once the terminal is corrected repeat the above steps.
* If the terminal is CORRECTthen select the **Initialize** button. The process will take about thirty seconds and a message will appear indicating if the process was successful.

**If the process is successful:**

* Select Close to close the prompt. Return to Class and proceed with any outstanding transactions.

**If the process is unsuccessful:**

* Make one more attempt to re-initialize the pad. If this is unsuccessful again, contact Paymentech support. (see **Screen is Blank** for contact instructions)

**Screen is blank**

**In this case it may be that your Pin Pad is not getting power.**

**Please check:**

1. Is the power source plugged in correctly?
2. The Pin pad may have ceased functioning. In this event, call Paymentech to enter a service request. It may be necessary to have the PIN pad replaced.
   * + Paymentech contact is 1-800-265-5158
     + You will need to quote your merchant number (see list below), your name, and the address of your location as part of their verification process.
     + They may also request the PIN pad serial number (located on a label on the side back of the PIN pad.) The number will follow the format of “PPxxxxxx-PBxxxxxx”

|  |  |
| --- | --- |
| **Location** | **Merchant Number** |
| CHOCC | 17507530277 |
| CGAC | 17507530269 |
| City Clerks | 17507530210 |
| City Hall Cafeteria | 17507530244 |
| Development and Compliance | 17507530442 |
| Fanshawe Golf Course | 17507530376 |
| Hamilton Road Seniors Centre | 17507530293 |
| Kiwanis Seniors Centre | 17507530301 |
| Market Tower | 17507530285 |
| Oakridge Outdoor Pool | 17505730459 |
| Parking | 17507530418 |
| River Road Golf Course | 17507530335 |
| SLCP | 17507530343 |
| Storybook Gardens | 17507530350 |
| Stronach Arena | 17507530319 |
| Stronach Outdoor Pool | 17507530467 |
| Thames Outdoor Pool | 17507530475 |
| Thames Valley Golf Course | 17507530251 |