



# SATURN S1F2

## User Manual

# Introduction

## Saturn S1F2

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Thank you for choosing your new Castles Technology terminal.

The terminal range offers simple operation combined with ability to perform fast and secure payment transactions. Please read through this User Manual which contains important information to help you install, use and maintain your payment terminal. Content includes step-by-step guides for all of the transaction types, running reports and end-of-day procedures.



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# Introduction

# Safety information and battery guarantee

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## General Safety information

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- Do not use if visibly damaged.
- Do not apply power/operate below 0 °C and above 50 °C.
- Do not store in an unpowered state below –20 °C and above 70 °C.
- Do not expose to moisture and do not store or operate in high-humidity environments.
- Do not disassemble.
- Do not incinerate or crush.
- This product is not suitable for use in hazardous environments such as petrol stations, chemical depots, etc.
- Keep out of reach of children and pets.
- Recharge the battery module only with the supplied power supply or charging stand.
- Do not short-circuit battery module contacts by placing metal objects across the connections.
- Use only batteries supplied by Castles Technology as a replacement

## Battery module safety for the S1F2 portable terminals

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- Do not drop or impact
- Do not disassemble, puncture or breach.
- Do not leave in direct sunlight.
- Do not moisten or throw into water.
- Keep any spare batteries in a cool, dark, dry place out of direct sunlight
- Do not expose to fire or incinerate.
- Never expose to temperatures less than –20 °C or greater than 70 °C. You must dispose of used or faulty batteries using either your local battery disposal facility in accordance with local laws, or by return to Castles Technology. Do not discard with general waste and do not incinerate. Insulate the battery module contacts with electrical tape prior to disposal. This battery module is a lithium-ion battery.

# Introduction

# Safety information and battery guarantee

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## General caution and safety instructions

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- Do not attempt to disassemble, service or repair any part.
  - Do not use if damaged or with signs of tampering.
  - Only use the supplied power adapter provided by Castles Technology or from the official supplier, ensuring correct rating.
  - To avoid the potential hazard of electrical shock do not use in wet environments or during an electrical storm.
  - Do not use in the proximity of potentially flammable gases or substances.
  - Ensure cables used do not cause a trip hazard or risk the device being dropped on to a hard surface.
  - Do not expose to excessive heat or cold. Only operate between 0 °C and 50 °C.
  - Before cleaning disconnect from electrical outlet. Use only a dry or dampened soft cloth.
  - Do not immerse, use liquids, sprays or aerosol cleaners. Clean all spillages quickly.
  - This device is intended for handheld use only (V3M Wi-Fi and V3M GPRS terminals).
  - Dispose any part in an environmentally sound manner and in accordance with local laws.
- Castles Technology will not be held liable for any damage resulting from user operation that does not comply with the guidance stated.

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## How to Clean Your Terminal

**WARNING: DO NOT USE UNDILUTED AMMONIA OR ABRASIVE CLEANERS**

Switch off and unplug the mains power supply units from the terminal, PIN Pad, charging stand and Wi-Fi access point where applicable. Carefully note how all the cables are connected and disconnect all cables before cleaning.

Apply denatured alcohol (methylated spirits) to a clean, soft, non-abrasive, low-lint cloth. Wipe carefully.

Use an air duster (compressed air) to clean in and around the printer mechanism.

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# Introduction

## Safety information and battery guarantee

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### Battery module guarantee

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- Unless the terms & conditions of your terminal supply differ, the battery module is excluded from the Castles Technology terminal warranty and is guaranteed for one year. If your battery module fails after this period you must purchase a replacement battery module from Castles Technology.
  - Battery module performance does degrade over time and you will need to purchase a replacement when the battery module performance becomes unacceptable.
- 

### PCI-PTS

PCI SSC's approval only applies to PEDs that are identical to the PED tested by a PCI Security Standards Council recognized laboratory. If any aspect of the PED is different from that which was tested by the laboratory – even if the PED conforms to the basic product description contained in the letter — the PED model should not be considered approved, nor promoted as approved. For example, if a PED contains firmware, software, or physical construction that has the same name or model number as those tested by the laboratory, but in fact are not identical to those PED samples tested by the laboratory, then the PED should not be considered or promoted as approved.

No vendor or other third party may refer to a PED as “PCI Approved,” nor otherwise state or imply that PCI SSC has, in whole or part, approved any aspect of a vendor or its PEDs, except to the extent and subject to the terms and restrictions expressly set forth in a written agreement with PCI SSC, or in an approval letter. All other references to PCI SSC's approval are strictly and actively prohibited by PCI SSC. When granted, an approval is provided by PCI SSC to ensure certain security and operational characteristics important to the achievement of PCI SSC's goals, but the approval does not under any circumstances include any endorsement or warranty regarding the functionality, quality, or performance of any particular product or service. PCI SSC does not warrant any products or services provided by third parties. Approval does not, under any circumstances, include or imply any product warranties from PCI SSC, including, without limitation, any implied warranties of merchantability, fitness for purpose or non-infringement, all of which are expressly disclaimed by PCI SSC. All rights and remedies regarding products and services, which have received an approval, shall be provided by the party providing such products or services, and not by PCI SSC or the payment brand participants.

**EU Compliance Statement:** Castles Technology hereby declares that this device is in compliance with the essential requirements and other relevant provisions of the R&TTE Directive. A copy of the EU Declaration of Conformity is available online.

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# User guide

## Using your terminal

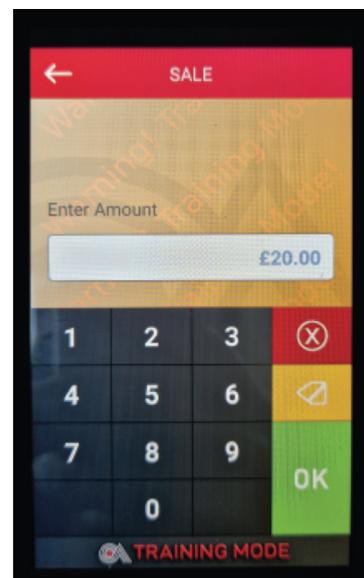
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**Please note:** The screenshots and receipt examples on your terminal may differ in detail from those depicted in this manual.

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### Turning the terminal on

Press and release the power button (located on the side of the terminal) until the display illuminates. Remove the protective film from the display if present.



### Turning the terminal off

To turn the terminal off press the power button for three seconds, Select 'Power Off' and the terminal will shut down.

**Please note:** Selecting 'Restart' will restart the payment application.

# User guide

## Using your terminal

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### **Terminal display**

The display is separated into two specific areas:

#### **Status bar**

At the top of the display is a black bar with white text and coloured icons. This is known as the status bar and displays the following information from the left:

- Battery level indicator.
- Time in hh:mm format.
- Connection method icon. See icon index.
- Signal (GPRS or Wi-Fi) strength icon (see icon index)

#### **Middle of the screen**

The middle of the screen (largest area) is used to display choices for data entry requests, instructions, transaction progress and any other relevant information.

To represent specific operating modes, this part of the displays different colour backgrounds:

- White/Grey - Live transaction mode
- Orange - Training mode

#### **Screen saver**

If a key has not been pressed for 30 seconds, the terminal's display will automatically revert to a screen saver. Pressing the power button on the side once will turn the display back on.

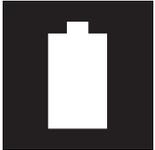
# User guide

## Icon index

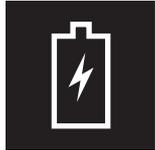
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The following is an index to the icons shown in the status bar:

### Battery level indicators



Full battery  
(% will show next to icon)



Charging

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### Signal strength indicators



Signal 100%



Signal 75%



Signal 50%



Signal 25%



Signal <10%



GPRS  
Connection



EDGE  
Connection



3G  
Connection



4G  
Connection

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### Connectivity indicators



WiFi  
Connected

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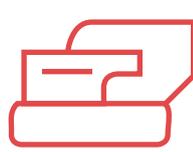
### Payment type indicators



Tap



Insert



Swipe

# User guide

# Training Mode

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**Please note:** The Training Payment Card is not supplied with the terminal as standard.

Once the terminal is switched to Training Mode it enables the user to perform all transaction types without the actual transfer of funds. You may use normal Chip and PIN cards to perform these training transactions.

## How to switch to Training Mode

- From the 'Enter amount' screen, press the back arrow
  - Select MENU
  - Select TRAINING
  - If prompted, enter the user password (default 0000)
  - Select ENABLE to put the terminal into Training mode
  - select YES to enable Training mode
- 

## Using Training Mode

Once in Training mode, the text 'TRAINING MODE' will be printed on all receipts, the background will be orange in colour & 'TRAINING MODE' will appear in a banner across the device.

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## Leaving Training Mode

- From the 'Enter amount' screen, press the back arrow
  - Select MENU
  - Select TRAINING
  - If prompted, enter the user password (default 0000)
  - Select DISABLE to take the terminal out of Training mode
  - Select YES to disable Training mode
- 

**Please note:** Ensure you do not attempt live transactions in Training Mode as the funds will not be transferred into your bank account.

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# User guide

## Setting the merchant password

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You may be asked to enter a password to perform certain functions. Different passwords protect different terminal functions and it is best to change these from the factory default to protect against potential fraudulent usage of the terminal. We strongly recommend to change this password on a regular basis.

**Please note:** To protect against fraudulent activity with regard to voice referred transactions, you must amend your merchant password to your own value.

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### Local (Merchant) password

The local password (sometimes referred to as a merchant password) is used to protect certain terminal functions, such as the End of Day Settlement process and Refunds. This password comprises of four digits and has a factory default of 0000. If you forget this password, please contact your helpdesk. To change the local password follow the procedure below:

- From the 'Enter amount' screen, press the back arrow
  - Select MENU
  - Select SETTINGS
  - Select PASSWORD
  - Press to highlight MERCHANT NEW PASSWORD
  - Type in new password
  - Select SAVE
- 

**Maintenance password:** The maintenance password is used to protect supervisory terminal functions. This password comprises of six digits. You will need call your helpdesk to obtain this password.

# User guide

# Transactions

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Your terminal is able to provide the following transaction types:

- Sale
- Sale with Cashback
- Sale with Tip
- Pre-Authorisation
- Completion
- Refund

**Please note:** By default, your terminal will not be configured to accept all transaction types. Please contact your terminal leasing company for further details on how to add other transactions.

There are multiple configurable options on the S1F2 terminal which are set by the acquirers. As such the transaction flows within this manual may vary slightly to those displayed on your terminal.

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## How to insert a chip card

The cardholder inserts their Chip Card into the terminal or, if preferred, they can ask you to perform the operation.

If the card has a Chip on the front, insert the card into the main terminal with the Chip facing up and towards the terminal. When the card is inserted correctly you should feel some resistance and hear an audible soft 'click'

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## How to swipe a card

If the card presented is a Chip Card, it must be inserted into the terminal. If your terminal cannot read the Chip you may be given the option to swipe the card's magnetic stripe. As an additional security measure you may be requested to enter the last 4 digits of the card number.

If a Chip Card is swiped prior to being inserted into the terminal, the terminal will request the card is inserted into the Chip Card reader.

Swipe the card with the magnetic stripe facing down and towards the terminal. Swipe the card quickly in either direction.

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# User guide

## Presenting a contactless card

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### **Presenting a contactless card**

Most card types support contactless technology. This is the ability for a payment to be taken by simply holding the card in close proximity (a few millimetres) to the terminal. This is known as 'presenting' the card. This method of payment is for small transactions and is designed to speed up the entire process. Contactless technology is available as standard on S1F2 terminals.

### **How to present a contactless card**

The card must be placed close to the display area (within few millimeters for several seconds during which time the terminal will confirm audibly that the transaction was successful)

### **Contactless limits**

You will be prompted to perform a Chip and PIN or Swipe transaction if the amount entered is not suitable for completion as a Contactless transaction.

Please refer to your Acquirer for further details.

### **Cardholder authentication**

A contactless transaction will neither prompt for the cardholder's PIN nor signature. However, depending on previous contactless use on the card, it may prompt the terminal to revert to a Chip and PIN transaction for security purposes.

### **Contactless transactions supported**

The following transactions are permissible with a contactless card:

- Sale
- Refund

If a transaction type not listed above is requested by a contactless card, the terminal will prompt for a Chip and PIN (or Swipe transaction).

### **Receipts**

A merchant receipt is printed with every contactless transaction, but the printing of a customer receipt is optional. The skipping of this step speeds up the transaction process further.

# User Guide

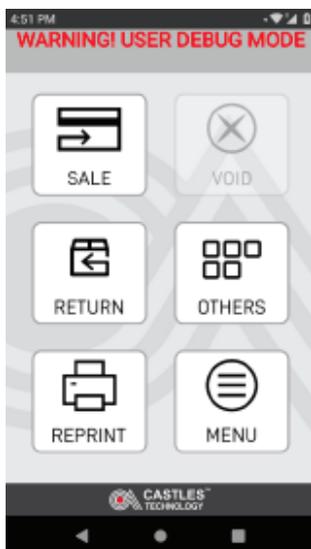
## Menus

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**Please note. Merchants are responsible for ensuring that training mode is used for training purposes only and is disabled prior to accepting payments. No liability is accepted by Castles Technology, your merchant acquiring service provider, and/or terminal finance provider for any loss of payment acceptance if training mode is used in error.**

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## Main Menu



This is the main menu for our Castles Pay app. From here you can make sales, manage returns and run reports as well as void transactions and print summaries.

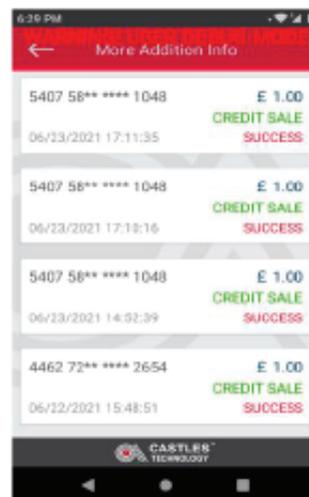
### Others



### More trans



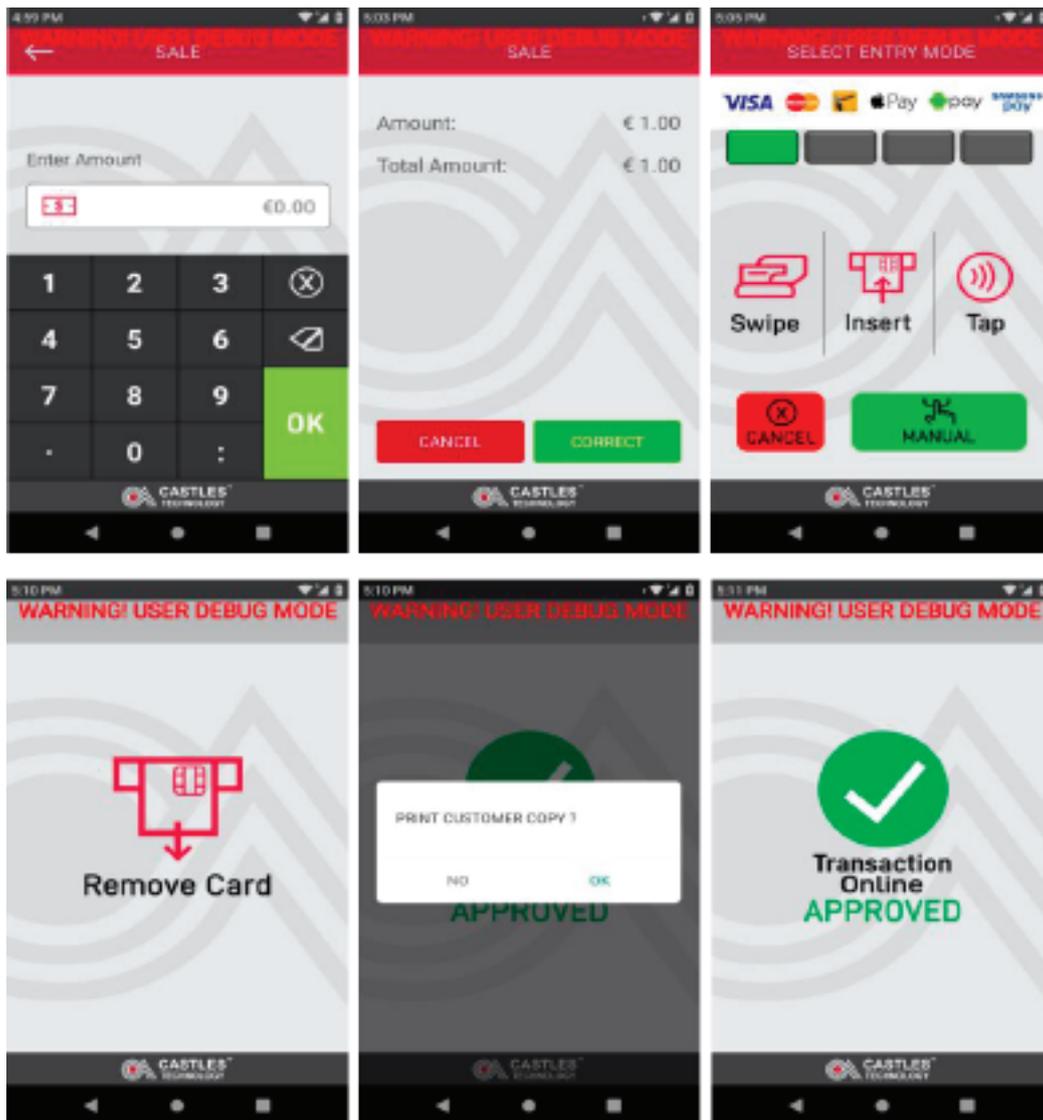
### More add Info



# User guide

## Sales transaction flow

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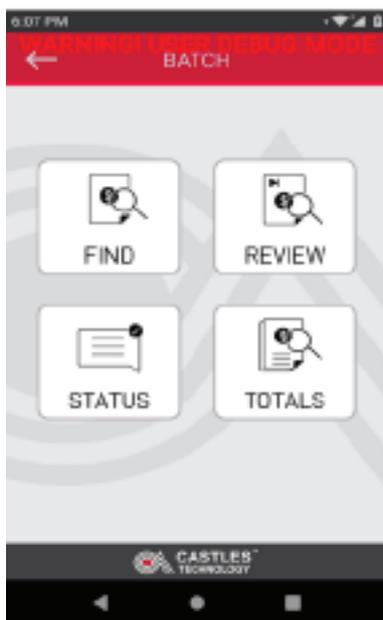


# User guide

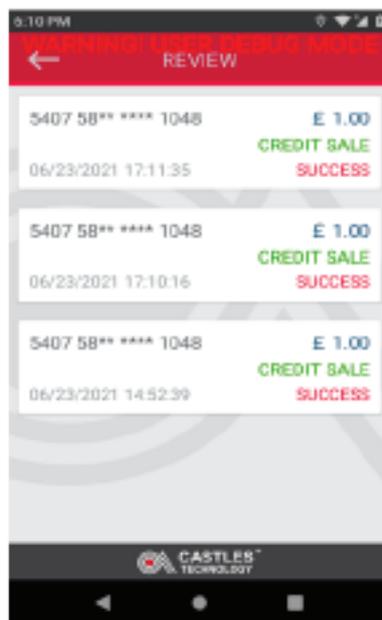
## Batch, Review, Status & Totals

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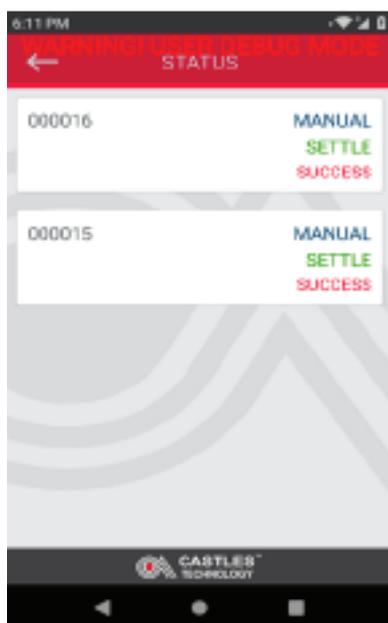
### Batch



### Review



### Status



### Totals



# User guide

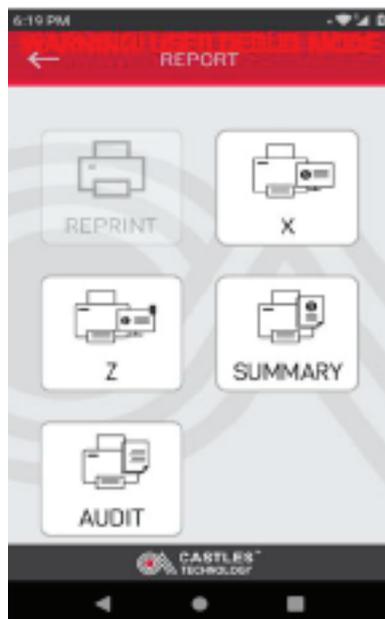
## Print outs, Reports, X & Z



### Reports

### X

### Z



# User guide

## Summary, Audit, Reprint, Menu & Settings

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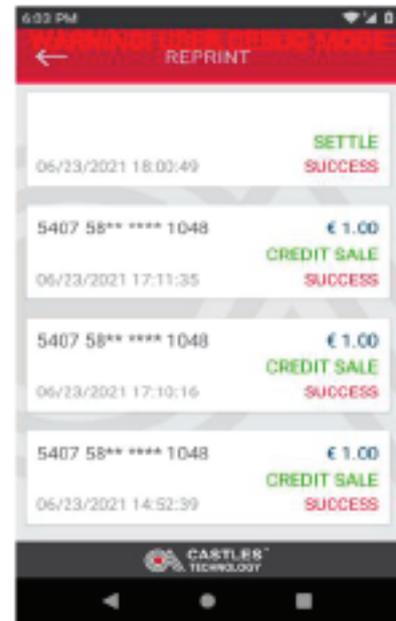
### Summary



### Audit



### Reprint



### Menu



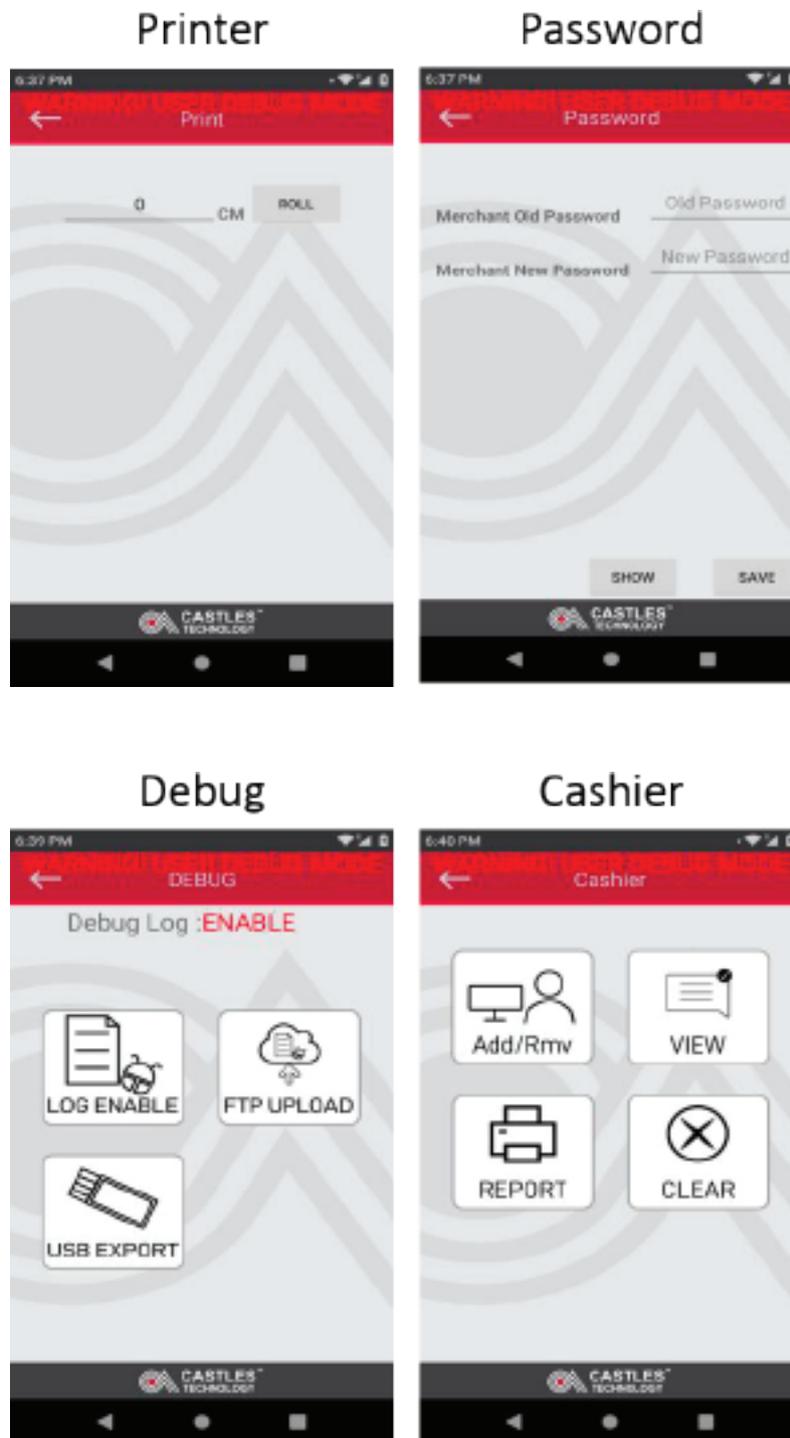
### Settings



# User Guide

## Printer, Password, Debug & Cashier

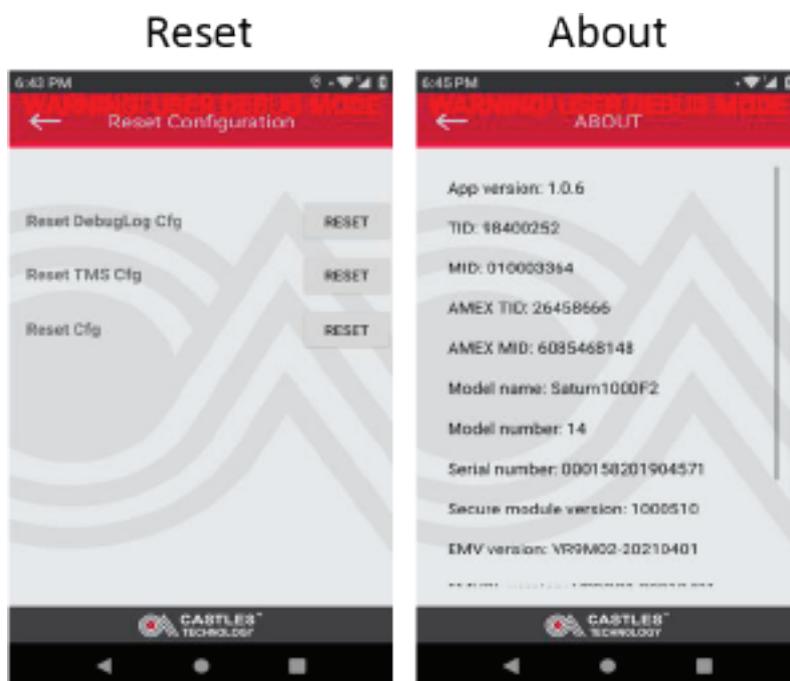
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# User guide

## Reset, About & SIM installation

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### SIM installation

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To install the SIM card remove terminal back cover, remove the battery and insert the SIM to the SIM 1 slot. Reinstall the battery and put the cover back in. If you have any issues please refer to support website [www.castlestechemea.com/support](http://www.castlestechemea.com/support)

# User guide

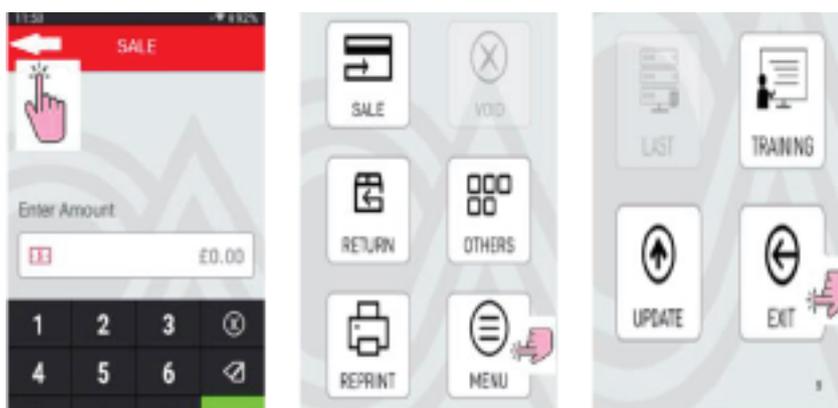
## Applications menu

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### Accessing Applications Menu

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To access various application and system settings you have to exit sale application (CastlesPay)  
From the Sale screen:

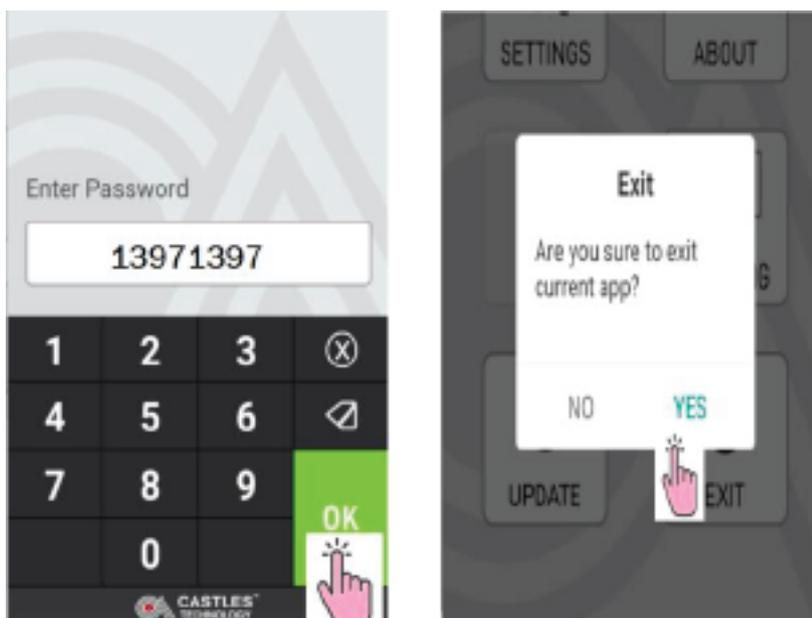


Click on white arrow

Select 'Menu'

Select 'Exit'

Key in operator and logon password 13971397 and click green 'OK'



Select OK

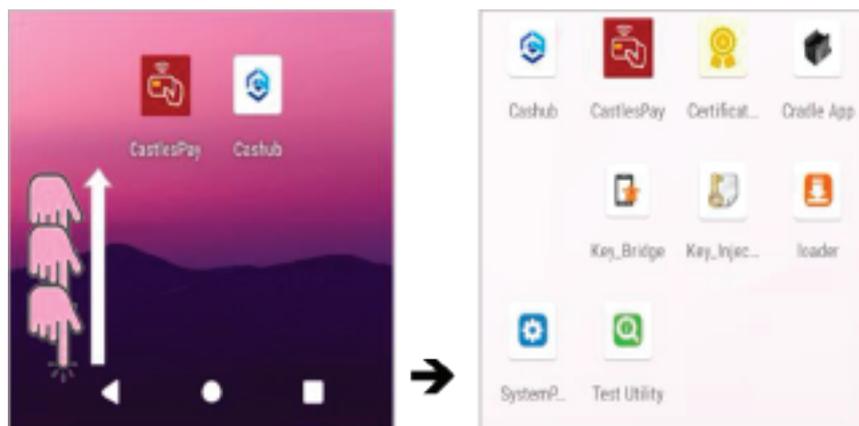
YES to exit app

# User guide

## Applications menu

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You may be also asked to key in user login password – key in 0000 0000 and click on login.  
From the background screen, press and hold the screen (next to the left arrow) and slide it up until search apps is visible:



You can now access all applications.

# User guide

## Application list

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This list may vary and depends on number of applications installed on the terminal. Please see glossary section for images.

**Castles Pay** - This is the payment application with all sub-menus. From this app you can:

- Perform transactions (Sales, Refunds, Void etc)
- Run various reports
- Update the terminal
- Connect to WiFi

**CasHub** - Allows you to review application details (listed below) and run updates:

- Application version
- Install date
- Update date

**System Panel** - Allows you to control most aspects of your device - Everything from establishing a new WiFi or Bluetooth connection to installing a third-party on screen keyboard or adjusting system sounds and screen brightness. Some key features with functionalities are listed below:

- **Network and Internet** - Allows you to configure and manage WiFi, SIM connections, airplane mode, VPN, mobile hotspots and more.
- **Connected devices** (via USB and Bluetooth) – Allows you to view all devices connected to via USB or Bluetooth.
- **Apps and notifications** – Allows you to view recently used apps, it also display all apps installed on the device.
- **Battery** - Displays battery info and allows to access battery manager settings
- **Display** - Allows you to set and configure screen settings including brightness level, wallpaper, font size, display size, screen saver
- **Sound** – allows you to set and configure sound settings including volume, default notification sounds, touch sounds
- **Storage** – provides info about device storage capacity and storage usage by application

# User guide

## Application list

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- **Security and location** – allows you to access to info about device security and privacy settings
- **Accounts** – provides info about SIM and synch data
- **Accessibility** - a large on-screen menu to control your Android device. You can control gestures, hardware buttons, navigation and more.
- **System** - allows you to control most aspects of your device—everything from establishing a new Wi-Fi or Bluetooth connection, to installing a third-party onscreen keyboard, to adjusting system sounds and screen brightness.
- **About phone** – provides basic information about the device to include Device name, SIM status, Model and hardware, IMEI for installed SIM, Android version, IP Address and MAC Address
- **Connecting to WIFI** - you can connect the terminal to Wi-Fi network from the Sale app level or by accessing 'Network and Internet' config within System settings

**Test Utility Apps** - Allows you to access the 'test hardware performance' tool:

- From the 'Enter amount' screen, select the **Back arrow**
- Go to MENU ⇒EXIT
- Key in Operator password 13971397 and press green OK
- Select YES on Exit current app screen

From the new screen, swipe the screen up and click on test utility icon

### System Test

- **Printer** – Allows you to test the printer. Ensure there is paper inside the terminal and click the print Icon
- **Battery** – Displays the battery's current status. It informs you if the battery is currently charging (and how it is connected), the charge level (in %) and the battery temperature

**App Info** - Has two functions you can run:

- **Revision** - Displays current software operating system and application version
- **Size** – Informs you of the available memory size

# User guide

## Application list

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### UI Test

- **LCD** – Used to test LCR display - Touch the screen and the display will change colour.  
Once 'LCD test finish' is displayed the test is over.
- **LED** - Turns on and off the LED light on the front of the terminal
- **Backlight** - Allows you to adjust the background brightness
- **RTC** - Displays the internal clock
- **Speaker** - Allows you to adjust the device volume
- **Touch** - Tests the touch screen
- **Camera** - Tests the camera

### Card Test

- **MSR** – Tests the swipe reader. Swipe the card and terminal will display recorded track  
SC –Chip reader test – Once the card is inserted, the terminal should display message:  
icc detect card & active.
- **CL** (Contactless reader) – Present the card to the top of the screen and the terminal will display  
'cl poll success' message when the card is read correctly
- **SD** - swipe card reader

### Comms Test

- **Wi-Fi network test** - Select the start scan icon for the terminal to display available Wi-Fi networks,  
signal strength (in dB), signal band (in Ghz) and channel through which the signal is broadcasted.  
Click on the network to prompt the terminal to connect to this network (terminal will prompt for  
password insertion if required).
- **Bluetooth** - search for Bluetooth devices. Select 'search Bluetooth device' icon start scan.
- **USB** – detects any device connected via USB
- **GPRS test** – Allows you to run various GPRS mobile network tests: checking the network,  
testing network type, Network operator and run a ping test
- **Cradle** – Test RS232 connection with the cradle (if connected)

# User guide

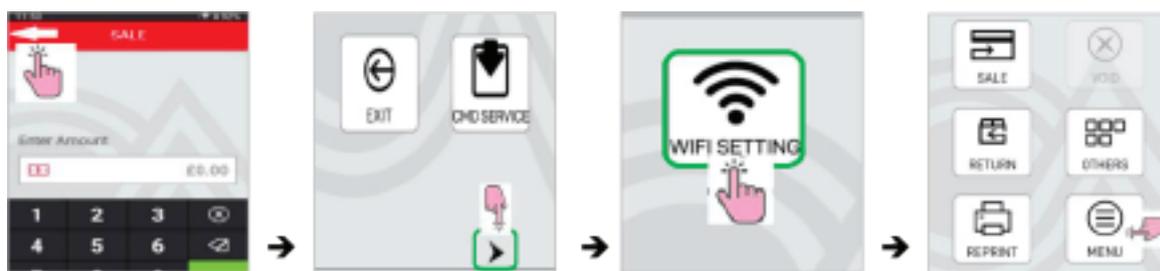
## WiFi Communication

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Castles Technology S1F2 terminals are compatible with 2.4 GHz and 5 GHz Wi-Fi Networks

### Configuring Wi-Fi network from the Sale application:

Press white arrow next to SALE then press on MENU icon, then press the black arrow from the bottom of the screen, 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



Click on the back-arrow from the top left side of the screen to return to Enter amount screen.

# User guide

## WiFi Communication

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### **Configuring Wi-Fi network from the 'Settings' menu:**

- From the 'Enter amount' screen, select the black arrow
- Go to MENU and select EXIT
- Key in Operator password 13971397 and press OK
- Select YES on the 'Exit current app' screen.
- From the new screen, swipe the screen up and click on system menu icon
- Enter 00000000 in both the first and second password, then press the red tick
- Swipe the system panel screen up and select settings
- From the top of the screen select network and internet and click on **Wi-Fi**
- Select the network you would like to connect to, key in the password and click connect

### **Disconnecting and reconnecting to Wi-Fi**

- Select **System menu** screen
- Enter 00000000 in both the first and second password - press the red tick
- Swipe the **System panel** screen up and select **Settings**
- From the top of the screen select **Network and Internet**
- Swipe the toggle to stop using the Wi-Fi (the switch will become grey) and underneath the Wi-Fi you will see off
- To reconnect to Wi-Fi move the toggle from left to right

### **Forgetting Wi-Fi network**

- Select **System menu** screen
- Enter 00000000 in both the first and second password - press the red tick
- Swipe the **System panel** screen up and select **Settings**
- From the top of the screen select **Network and Internet**
- Click Wi-Fi
- Locate the network which has connected status (usually top displayed network)
- Click on a cog icon and select forget, the terminal is now disconnected from the network

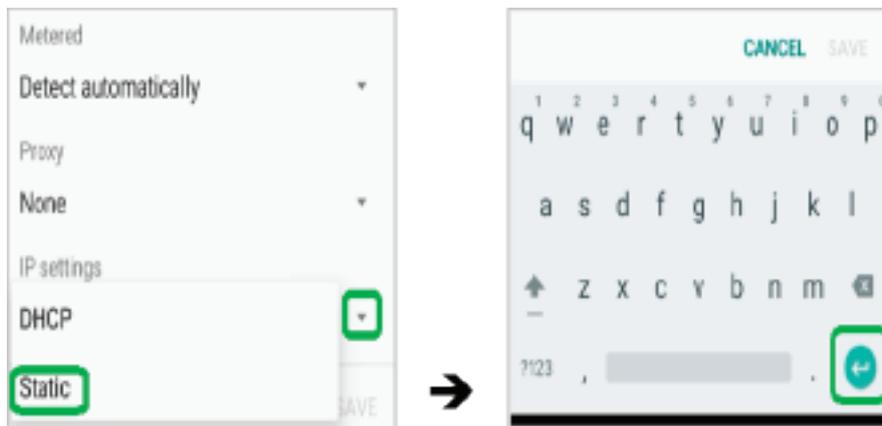
# User guide

## WiFi Communication

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### Setting Static (Non-DHCP) IP on the terminal

- From the top of the screen select network and internet
- Click on WiFi
- Click on + Add network > Advanced options
- Scroll down and click on dropdown on DHCP and select Static
- Scroll down the screen and enter Static IP address, Gateway IP and DNS1 then press green arrow from the keypad to confirm:



# User guide

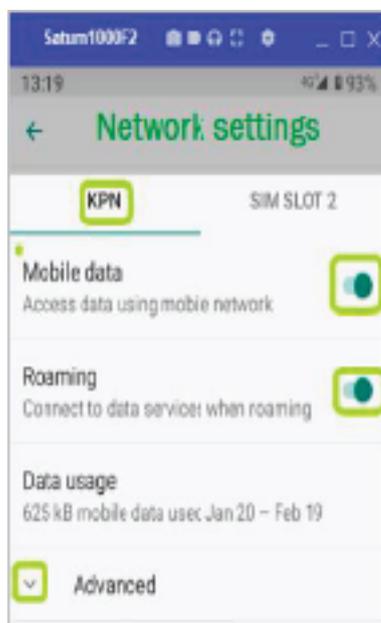
## Communication Mobile networks

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### Setting mobile network – Automatic registration

- Key in Operator password 13971397 and press green OK
- Select YES on Exit current app screen.
- From the new screen, swipe the screen up and click on system menu icon
- Enter 00000000 in both the first and second password - Press the red tick
- Swipe the system panel screen up and select settings
- From the top of the screen select network and internet, click on Mobile network and the Terminal will display the below messages:

- Name of the SIM Provider
- Mobile data
- Roaming
- Data usage
- Advanced



### Setting mobile network – Manual registration

- From Enter amount screen select back arrow
- Go to MENU and select EXIT
- Key in Operator password 13971397 and press green OK
- Select YES on Exit current app screen
- From the new screen, swipe the screen up and click on system menu icon
- Enter 00 00 00 00 in both first and the second password - Press the red tick
- Swipe the system panel screen up and select settings

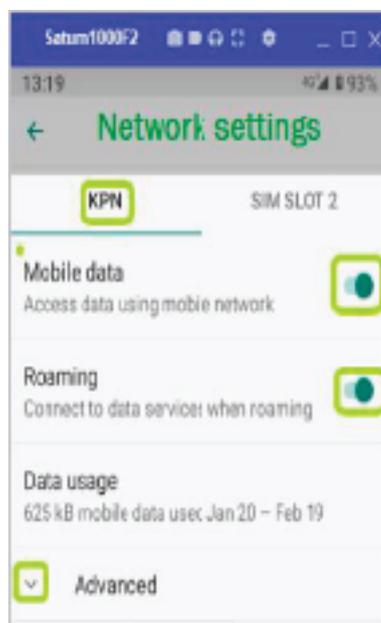
# User guide

## Communication Mobile networks

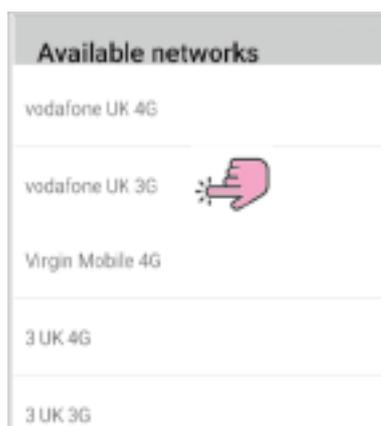
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- From the top of the screen select network and internet, click on mobile network and the Terminal will display the below messages:

- Name of the SIM Provider
- Mobile data
- Roaming
- Data usage
- Advanced



- Select advanced, scroll down to 'Automatically select network' and move the toggle from right to the left
- Click on preferred network from the list:



Terminal will display name of the network it's connected to:



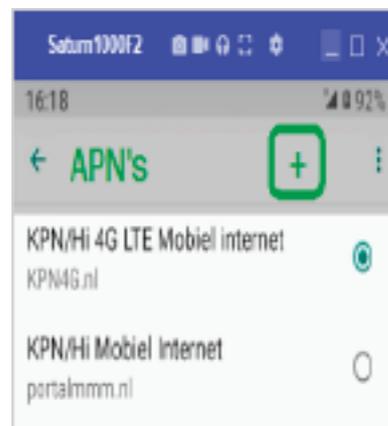
# User guide

## Communication Mobile networks

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### Setting APN on the terminal

- From Enter amount screen select back arrow
- Go to MENU EXIT
- Key in Operator password 13971397 and press green OK
- Select YES on Exit current app screen.
- From the new screen, swipe the screen up and click on system menu icon
- Enter 00000000 in both first and the second password - Press the red tick
- Swipe the system panel screen up and select settings
- From the top of the screen select network and internet and click mobile network
- Select advanced > Scroll down > Access Point Names
- An APN list should appear (if the SIM card is already installed)
- Select + symbol from the top of the screen:



- Enter APN details as per SIM requirement:
  - Name – Castles
  - APN – As per SIM requirement
  - Proxy – Leave blank
  - Port – Leave blank
  - Username – As per SIM requirement
  - Password – As per SIM requirement

All other settings don't require amendments. Once amended to the required, please click on the vertical dots and save changes

# User guide

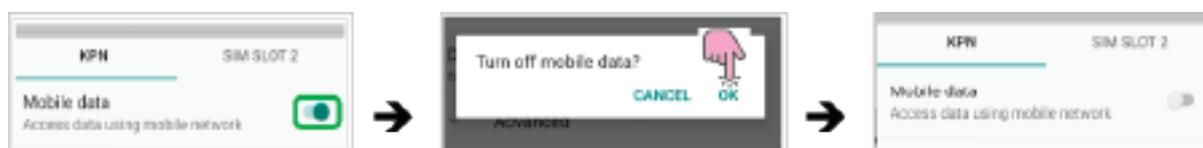
## Communication Mobile networks

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### Disabling Mobile data

To disable mobile data (stops terminal from communicating via mobile network) follow below steps:

- From 'Enter amount screen select back arrow
- Go to MENU > EXIT
- Key in Operator password 13971397 and press green OK
- Select YES on Exit current app screen
- From the new screen, swipe the screen up and click on system menu icon
- Enter 00000000 in both first and the second password - press the red tick
- Swipe the system panel screen up and select settings
- From the top of the screen select network and internet and click Mobile network
- On the mobile data section move the toggle from right to left and press ok to turn off data transfer via mobile network:



### Enabling Mobile data

To enable data transfer via mobile network follow below steps:

- From 'Enter amount screen select back arrow
- Go to MENU > EXIT
- Key in Operator password 13971397 and press green OK
- Select YES on Exit current app screen
- From the new screen, swipe the screen up and click on system menu icon
- Enter 00000000 in both first and the second password - press the red tick
- Swipe the system panel screen up and select settings
- From the top of the screen select network and internet and click Mobile network
- On the mobile data section move the toggle from left to right

# User guide

## Connection troubleshooting

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### **WiFi Troubleshooting**

- Restart the terminal
- Ensure the terminal is within required Wi-Fi range
- Disconnect from the Wi-Fi network from the Sale App level
- Re-connect to Wi-Fi from the Sale app level
- Exit Sale application – disconnect and reconnect to the Wi-Fi network from 'Settings' level
- Forget the network from 'Settings' level
- Reconnect to the network from 'Settings' level
- Test Wi-Fi network from 'Test utility' application
- Power cycle router
- Connect the terminal to the alternative network

### **Mobile network (3G/4G/5G) troubleshooting**

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

# User guide

## Hardware troubleshooting

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### **Power Troubleshooting**

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

### **Touch screen troubleshooting**

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

### **Card reader troubleshooting**

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

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

# User guide

## Hardware troubleshooting

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### **Chip reader**

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

### **Contactless reader**

- Restart the terminal
- Select 'CL' and terminal will display 'CL Pooling'. Present the card to the contactless reader allocated on the printer lid. Terminal to display 'CL Pool success'
- Run an update

### **Swipe Card**

- Restart the terminal
- Select 'SD' and swipe the card on the swipe reader allocated on the right side of the terminal
- Clean the reader by swiping the card up and down several times (do not use a payment card as this may cause damage to the magnetic stripe on the card)
- Run the update

### **Printer troubleshooting**

- Ensure that correct paper is used, paper is fed from underneath the roll and printer lid is closed
- Restart the terminal
- From 'Enter amount' select left arrow > MENU > Settings > Printer > touch 0 on the screen and from numeric keypad select 2 and then 'ROLL'
- Exit sale app and enter 'Test utility'
- Select the COG from the red bar on the left side of the terminal - select Printer then click 'Print'
- Ensure that printer roller is installed with the cog on the right side and that it spins freely
- Ensure that the battery is charged minimum of 20%
- Look for any physical damage to the printer, paper lid, and printer roller