



NCR Point of Sale Device: Troubleshooting

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Contents

Troubleshooting Devices	3
Power Issues	3
Pax S500, Pax S300, Pax A80.....	3
Pax SP30 (PIN pad).....	3
Pax S920	3
Communication	3
Analog	3
Ethernet	3
Pax S500.....	3
Pax S300.....	4
Pax A80.....	4
Firewall Settings	5



Troubleshooting Devices

The most common issues encountered when using a point of sale device are power and communication related. This guide is meant to provide some basic troubleshooting points to either resolve the issue, identify the cause of the issue, or determine if the issue should be escalated.

Power Issues

Pax S500, Pax S300, Pax A80

If the device is not powering up:

- Confirm that the device's power supply is securely connected to the terminal and power outlet. If a two-piece power supply, ensure that the two are fully connected.
- Confirm that the user has held down the power button to power up the device.
- Confirm that the device is connected to the manufacturer's power supply originally provided by NCR.

Pax SP30 (PIN pad)

If the PIN pad is not powering up:

- **Power off the terminal before troubleshooting any power related issues for the PIN pad.**
- Confirm that the cable coming from the Pax SP30 is securely connected to the PIN pad port on the terminal.
 - The terminal should have a label from the manufacturer that identifies which is the PIN pad port.
 - The SP30 must be connected to the terminal's PIN pad port to power up.

Pax S920

If the device is not powering up:

- Confirm that the device has been charged using the manufacturer's power supply originally provided by NCR.
 - Confirm that the user has held down the power button to power up the device.
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Communication

Analog

If a user is having communication issues with a terminal's analog connection:

- Confirm that the analog line is securely connected to the terminal's analog phone line port.
- Confirm that digital phone lines are not being used. Service should be "plain old telephone service" line, or POTS line.

Ethernet

If a user is having communication issues with a terminal's ethernet connection:

- Confirm that the ethernet cable is securely connected to the terminal's LAN port.
- Confirm that the local area network is operational.
- Confirm that the user is utilizing Chrome as their internet browser if transaction is being initiated through ePAY Dashboard/Magic.


If communication issues persist, then attempt to make an IP connection to the internet:

Pax S500

Pinging


- Press Menu Key



- Enter the password, which should be "1"
- Page Down using the **blue down arrow** 
- Press 2 for **Communication**
- Enter the password, which should be "1"
- Page down and press 3 for **LAN Settings**
- Page down and press 2 to **Ping**
- Press enter to attempt to ping **Google**

Static IP

If the ping is unsuccessful and the LAN requires Static IP information, you can check the terminal's Static IP settings.

- Return to the **LAN Settings** menu
- To confirm it has the correct Static IP, Press **2**
- To confirm it has the correct Subnet Mask, Press **3**
- To confirm it has the correct Gateway IP, Press **4**
- To confirm it has the correct DNS, page down **using the blue down arrow**  and select **1**
- If any of the information is incorrect, please change it and attempt the ping. If successful, please notify NCR as to what changes were made so that NCR may apply the same changes on NCR systems. You may either submit a ticket in the portal or send an email to Help.Payments@ncr.com.

If the ping is successful and this is a semi integrated device, but you are still unable to process a transaction through ePAY Dashboard, you may also reference the [Firewall Settings](#) section of this document for further troubleshooting. Also, a ticket may be submitted, or our Help Desk may be contacted by sending an email to Help.Payments@ncr.com for further assistance.

Pax S300

Pinging

- Press **Function** key and **1** at the same time
- Enter the password, which should be "1"
- Page down and press 2 to access the **Communications Menu**
- Enter the password, which should be "1"
- From the Communications Menu press 4 for **LAN Parameters**
- Page down and press 2 to attempt to ping Google, press **Enter**

Static IP

If the ping is unsuccessful and the LAN requires Static IP information, you can check the terminal's Static IP settings.

- Return to **LAN Parameters**
- To confirm it has the correct Static IP, Press **2**
- To confirm it has the correct Subnet Mask, Press **3**
- To confirm it has the correct Gateway IP, Press **4**
- To confirm it has the correct DNS IP, Press **5**
- If any of the information is incorrect, please change it and attempt the ping. If successful, please notify NCR as to what changes were made so that NCR may apply the same changes on NCR systems. You may either submit a ticket in the portal or send an email to Help.Payments@ncr.com.

If the ping is successful and this is a semi integrated device, but you are still unable to process a transaction through ePAY Dashboard, you may also reference the [Firewall Settings](#) section of this document for further troubleshooting. Also, a ticket may be submitted, or our Help Desk may be contacted by sending an email to Help.Payments@ncr.com for further assistance.

Pax A80

Pinging

- Select **JETPAY HC APP**



- Select **FUNC**
- Select **SETTINGS**
- Enter passcode (Default is "pax9876@@", but passcode can be changed by Participant)
- Default passcode will be 1 or the current date (Format: mmddyyyy)
- Press **ENTER**
- Select **COMMUNICATION**
- Select **PING**
- Select **CONFIRM**

Static IP

If the ping is unsuccessful and the LAN requires Static IP information, you can check the terminal's Static IP settings.

- Select **SETTINGS**
- Enter password (Default is "pax9876@@", but passcode can be changed by Participant)
- Press **ENTER** 2x
- Select **ETHERNET**
- This screen will show the IP information and can be changed by selecting **ETHERNET CONFIGURATION**
- If any of the information is incorrect, please change it and attempt the ping. If successful, please notify NCR as to what changes were made so that NCR may apply the same changes on NCR systems. You may either submit a ticket in the portal or send an email to Help.Payments@ncr.com.

If the ping is successful and this is a semi integrated device, but you are still unable to process a transaction through ePAY Dashboard, you may also reference the [Firewall Settings](#) section of this document for further troubleshooting. Also, a ticket may be submitted, or our Help Desk may be contacted by sending an email to Help.Payments@ncr.com for further assistance.

Firewall Settings

If the user's firewall has limitations or preventions on inbound/outbound network communication, please confirm the following:

- Port 10009 should allow inbound and outbound communication for the point of sale device and, if semi-integrated, the PC communicating with the point of sale device.
- TCP port 443, UDP port 53, port 9080, and port 9120 should be enabled for outbound communication for the point of sale device or processing PC.
- The following addresses should be allowed for communication:
 - 162.159.129.43
 - 162.159.130.43
 - <https://gateway20.jetpay.com/jetpay>
 - <https://gateway17.jetpay.com/jetpay>
 - t.broadpos.com (current DMS for Pax devices)
 - t.paxstore.us (DMS used by new Pax devices and device applications)



Version Control Table

Version Number	Date Issued	Author	Updated Information
1.0	09/23/20	George, Randy	First published version.
1.1	10/08/20	George, Randy	Added required IP addresses to Firewall Settings.
1.2	12/09/20	George, Randy	Correcting spelling error.

