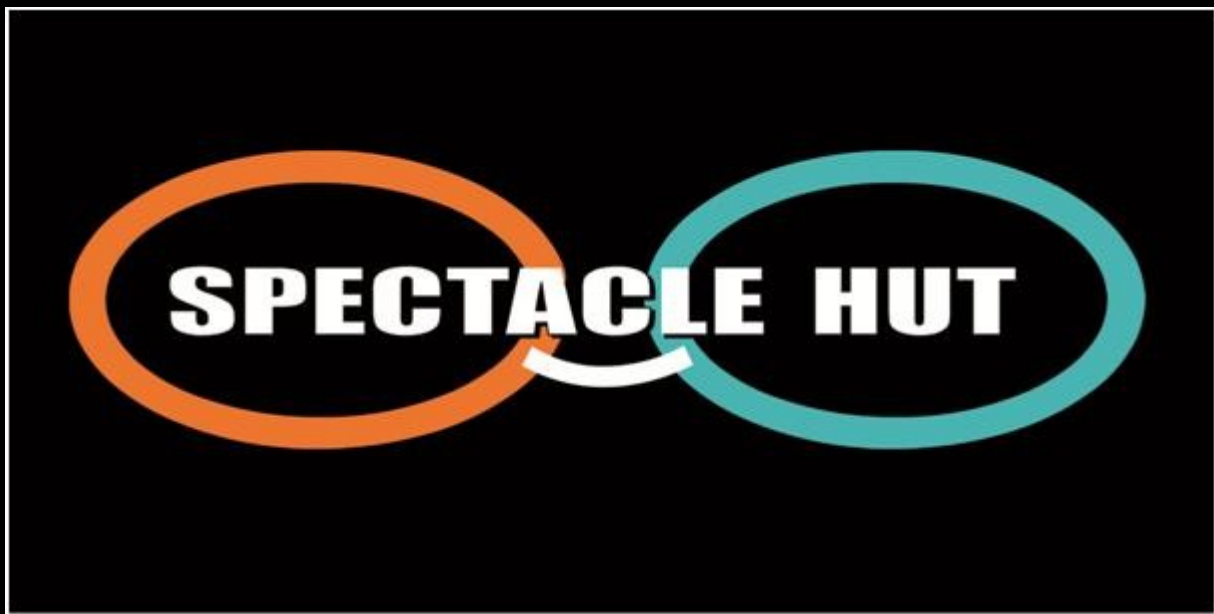


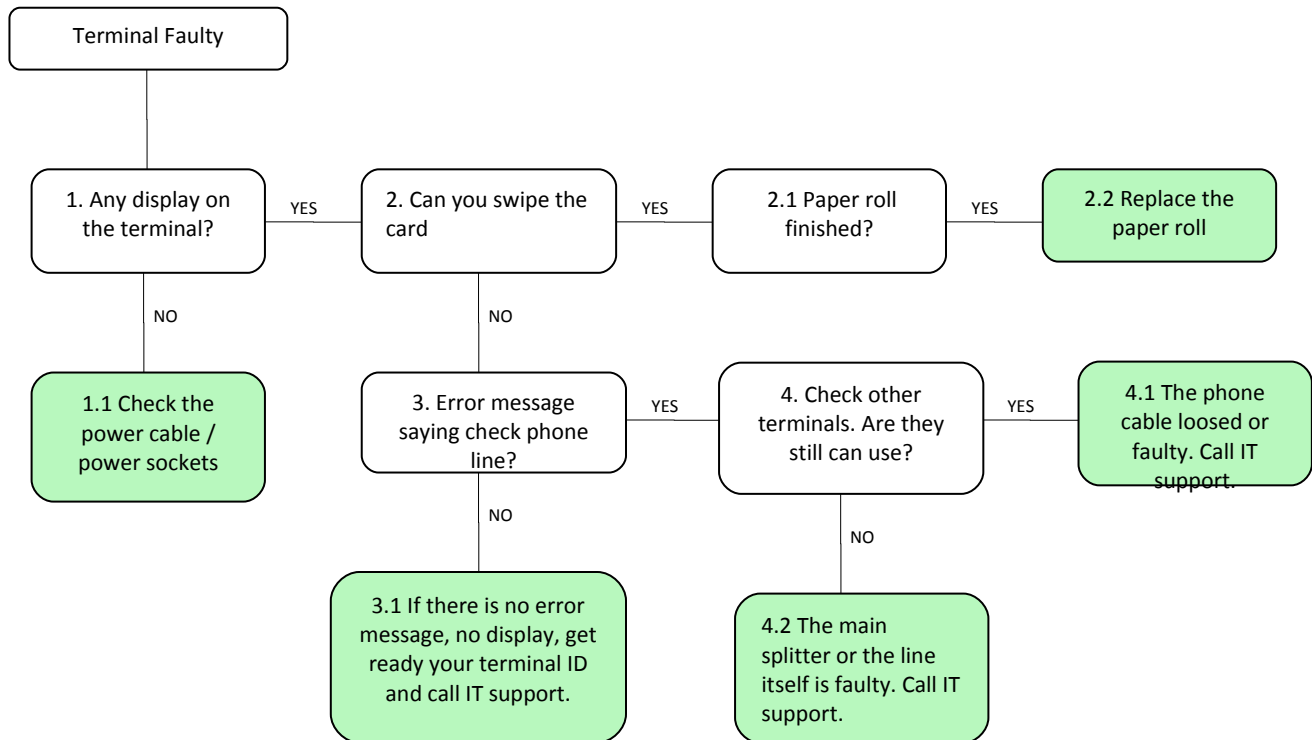


User Guide

**Credit Card/Nets Card/Visa machines
Solution**

Spectacle Hut

Flow Chart



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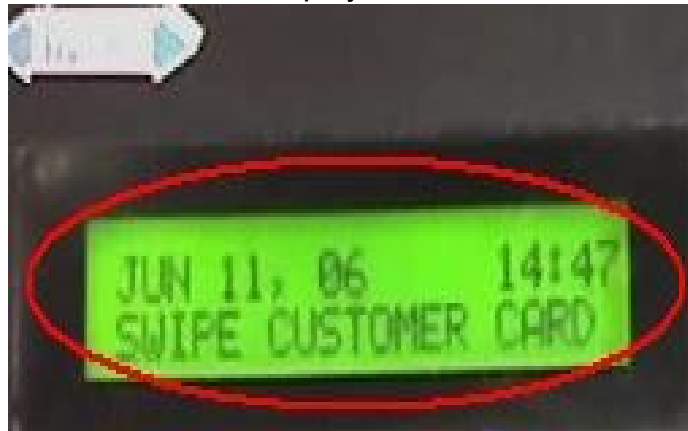
Solution for problems of Credit Card/Nets Card/Visa Card machines

This section would teach you how to solve the problems that you encounter when operating a Credit Card/Nets Card/Visa Card machines.

When Credit Card/Nets Card/Visa Card machines is not working:

1. Check if anything is displayed on the terminal.

Check for display on the terminal



- 1.1 If there is nothing displayed on the terminal, check the power cable or sockets for loose / not switch on.

Check power cable or sockets



2. If there is display on the terminal, check if you can swipe the card.

2.1 If you are able to swipe the card, check if paper roll is finished.

2.2 If the paper roll is finished, replace the paper roll.



Check the paper roll in the Terminal

3. If you are not able to swipe the card, check if there is an error message saying **“check phone line”**.



Error message saying “ Check phone line”

3.1 If there is no error message displayed, get ready your terminal ID and call for IT support.



No error message is displayed on the Terminal

4. If there is an error message displayed, check the other terminals on whether they are still working.

4.1 If the other terminals are not working, the main splitter or the line itself is faulty. Please call for IT support.

4.2 If the terminals are still able to work, Check the loosed or faulty phone cable. Please call for IT support.