



# Troubleshooting

This section addresses problems that may arise while using the POS device. In all cases, if the prescribed procedures do not correct the problem, call the POS/Internet Help Desk at 1-800-427-1295 for assistance.

**Problem**

**Possible Solutions**

**No power**

Make sure the power switch on the device is on. The green "power-on" indicator should be lit.

Make sure all cords between the wall outlet and the POS device are firmly connected.

Make sure the power outlet is working by plugging a different appliance into the power outlet. The power outlet in which your POS device is plugged should remain active at all times to avoid draining the battery reserve. If you normally turn off circuit breakers before closing your place of business for the day, do not turn off the circuit breaker for the outlet that contains the POS device. That outlet must remain active.

If your POS device is plugged into a power strip, make sure the switch on the power strip is on. Press the reset button on the power strip (if it has one).

**With the terminal on, the "Welcome" screen does not appear.**

Unplug the terminal and plug it back in.

If the "Welcome" screen does not appear 30 seconds after the unit has been plugged in, this may indicate a battery failure. Do not, under any circumstances, attempt to replace this battery.

**While submitting a transaction, the terminal stays at the "Dial Primary" screen.**

Make sure the phone cord connecting the terminal to the wall jack is secure at both ends.

Make sure the phone cord is inserted in the correct terminal port. The correct port is identified by the following icon: 

**Device does not display all necessary options on the main menu.**

If the main menu has more than three options available, some of the options may continue on another page. Press the <NEXT> key to scroll to the next page. Press the <PREV> key to return to the previous page.

Run a connectivity test transaction to activate necessary applications for your provider number. Please see the *Device System Transactions* section of this guide for instructions about executing a connectivity test.

**Pressing "SEND" repeatedly produces a "COMM ERROR."**

Make sure the phone cord connecting the terminal and the wall jack is secure at both ends.

Check to see if your POS device is sharing a line with another piece of equipment (a fax or other modem). Combining lines and using splitters is not recommended.

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**Problem**

**Possible Solutions**

**POS device is not responding to the keyboard.**

Make sure there is power to the device.

Make sure the keyboard extension cable is plugged into the correct port on the back of the POS device.

**POS device is not reading the recipient's BIC.**

You may have swiped the card incorrectly. Swipe the card again, making sure the stripe is facing away from the keypad.

The stripe on the card may be dirty. Wipe the card off with a soft cloth and swipe the card again.

The stripe on the card may be de-magnetized or damaged. Enter the recipient information manually. The recipient's information is printed on the face of the BIC.

**Printer does not work.**

The internal printer receives power from the POS device. Make sure there is power to the POS device. If the green "power-on" indicator is lit, the POS device is receiving power.

The printer may be out of paper. If the green "power-on" indicator is blinking, the printer is out of paper. Install a new roll of paper. Please see the *Assembly and Installation* section of this guide for information on inserting paper.

Make sure the shiny side of the printer paper faces up as the paper exits the printer. If the shiny side does not face up, remove the paper roll, turn it over, and re-insert it into the device. Please see the *Assembly and Installation* section of this guide for information on this procedure.

Poor quality paper can affect the printing quality of thermally printed material. Replace the paper in the device.

**Printer prints, but characters are faint or do not print at all.**

Make sure the shiny side of the printer paper faces up as the paper exits the printer. If the shiny side does not face up, remove the paper roll, turn it over, and re-insert it into the device. Please see the *Assembly and Installation* section of this guide for information on this procedure.

**Printer paper is jammed.**

To release the jammed paper, first remove the paper roll cover and free the paper by lifting the red lever. The paper should pull out easily once the red lever is lifted. Cut the damaged paper from the roll and re-load the paper. Please see the *Assembly and Installation* section of this guide for information on this procedure.

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**POS Device Error Messages**

The POS device displays messages that are (1) generated by help transactions, (2) generated by the POS device in response to operator error, (3) response code messages, or (4) transmitted directly from the Medi-Cal host computer at the conclusion of a transaction.

Transaction entries are checked to ensure that they conform to the required format in the POS device. If an entry does not conform, you will be alerted with one of the following error messages.

In all cases, if the prescribed procedures do not correct the problem, call the POS/Internet Help Desk at 1-800-427-1295 for assistance.

<b><u>Message</u></b>	<b><u>Description</u></b>	<b><u>Solution</u></b>
CARD SWIPE ERROR	The card reader detected an error.	<p>You may have swiped the card incorrectly. Swipe the card again, making sure the stripe is facing to the right.</p> <p>The stripe on the card may be dirty. Wipe the card off with a soft cloth and swipe the card again.</p> <p>The stripe on the card may be de-magnetized or damaged. Enter the recipient information manually.</p>
COMM ERROR	There is a problem connecting to the host.	<p>The POS device is having a problem communicating with the host computer. Try to send the transaction again.</p> <p>Make sure all cords between the wall outlet and the POS device are securely connected.</p> <p>Check to see if your POS device is sharing a line with another piece of equipment (a fax or other modem). Combining lines and using splitters is not recommended.</p>

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<b><u>Message</u></b>	<b><u>Description</u></b>	<b><u>Solution</u></b>
ERROR READING CARD DEVICE	The card reader detected an error, for example, magnetic stripe is bad.	Swipe the BIC again.
FAILURE: {file name and path}	The file name listed failed the security check, which occurs during application initialization. Error message stays on the terminal display and the application will not start.	The POS device cannot find the named file. Call the POS/Internet Help Desk for instructions.
FATAL MEMORY ERROR	An error has corrupted the terminal's memory resulting in the loss of software.	There may be a problem with your application software. Call the POS/Internet Help Desk for instructions.
FIELD NOT FOUND	The defined field was not present in either a request or a response message.	Call the POS/Internet Help Desk for instructions.
FILE ERROR PAGE	One of the files in the software is corrupted.	There may be a problem with your application software. Call the POS/Internet Help Desk for instructions.
INVALID AMOUNT	The user entered an invalid amount.	Check the amount entered and re-enter it. Consult the appropriate section of the Medi-Cal provider manual for more information about specific field amounts.
INVALID PASSWORD	The user entered an invalid password.	Check your password and re-enter it.
INVALID SECURITY	The user entered an invalid number of security modules defined.	There may be a problem with your application software. Call the POS/Internet Help Desk for instructions.

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<b><u>Message</u></b>	<b><u>Description</u></b>	<b><u>Solution</u></b>
INVALID DATE	The user entered an invalid date during transaction processing.	Check the date entered and re-enter it. Consult the appropriate section of the Medi-Cal provider manual for more information about specific dates.
INVALID PRESCRIPTION NUMBER	The user entered an invalid prescription number.	Check the prescription number entered and re-enter it. Consult the appropriate section of the Medi-Cal provider manual for more information about prescription numbers.
INVALID QUANTITY	The user entered an invalid quantity during transaction processing.	Check the quantity entered and re-enter it. Consult the appropriate section of the Medi-Cal provider manual for more information about quantity.
INVALID DAYS SUPPLY	The user entered an invalid days supply during transaction processing.	Check the number entered and re-enter it. Consult the appropriate section of the Medi-Cal provider manual for more information about days supply.
INVALID PHARMACY NUMBER	The user entered an invalid pharmacy number during transaction processing.	Check the pharmacy number entered and re-enter it. Consult the appropriate section of the Medi-Cal provider manual for more information about the pharmacy number.
INVALID PIN	The user entered an invalid entry of PIN (Provider Identification Number) during transaction processing.	Check your PIN and re-enter it.
INVALID SUBMITTER ID	The user entered an invalid submitter ID during transaction processing.	Check your submitter ID and re-enter it.

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<b><u>Message</u></b>	<b><u>Description</u></b>	<b><u>Solution</u></b>
INVALID RECIPIENT NUMBER	The user entered an invalid recipient number during transaction processing.	Check the recipient number and re-enter it. The recipient number is printed on the front of the BIC.
INVALID SOC CASE NUMBER	The user entered an invalid Share of Cost (SOC) case number during transaction processing.	Check the SOC case number and re-enter it. Consult the appropriate section of the Medi-Cal provider manual for more information about SOC case numbers.
INVALID PROCEDURE CODE	The user entered an invalid procedure code during transaction processing.	Check the procedure code entered and re-enter it. Consult the appropriate section of the Medi-Cal provider manual for more information about procedure codes.
LINE BUSY	The line busy signal occurs when the host phone number is busy. It also occurs when you try to dial internal device telephone numbers that are missing.	The sending line was unavailable for transmission. Try to send the transaction again.  Check to see if your POS device is sharing a line with another piece of equipment (a fax or other modem). Combining lines and using splitters is not recommended.
LINE CLOSE FAIL	The terminal is not able to close the modem link.	Re-send the transaction. If the problem persists, call the POS/Internet Help Desk for instructions.
LOST CARRIER	The carrier is lost during the exchange transaction messages.	The transmission was disconnected and the POS device did not receive the entire message. The POS device automatically attempts to re-send the transaction. After three failed attempts, the device will display "COMM ERROR." If you receive this message after receiving a "LOST CARRIER" message, call the POS/Internet Help Desk for instructions.

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<b><u>Message</u></b>	<b><u>Description</u></b>	<b><u>Solution</u></b>
MEMORY ERROR	The terminal's memory is not initialized.	Call the POS/Internet Help Desk for instructions.
NO CARRIER	This message occurs when downloading and the host does not answer.	<p>The POS device is having a problem communicating with the host computer. Try to send the transaction again.</p> <p>Check the phone cord connecting the terminal and the wall jack. Both connections should be secure. Try to send the transaction again.</p>
NO HOST RESPONSE	The terminal did not receive the expected response (ENQ) from the host.	<p>The POS device is having a problem communicating with the host computer. Try to send the transaction again.</p> <p>Check the phone cord connecting the terminal and the wall jack. Both connections should be secure. Try to send the transaction again.</p> <p>Check to see if your POS device is sharing a line with another piece of equipment (a fax or other modem). Combining lines and using splitters is not recommended.</p>
NO LINE	Software download has failed because the terminal does not recognize a working phone line.	Check to ensure the telephone line is properly connected to the terminal. Also, check whether the other end is properly connected to the telephone jack. Both connections should be secure. Try to send the transaction again.
OUT OF RANGE	The user entered an invalid amount during transaction processing.	Check the amount entered and re-enter it. Consult the appropriate section of the Medi-Cal provider manual for more information about specific field amounts.

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<b><u>Message</u></b>	<b><u>Description</u></b>	<b><u>Solution</u></b>
PRINTER ERROR	The terminal is not able to print the receipt.	The printer may be out of paper. If the green "power-on" indicator is blinking, the printer is out of paper. Install a new roll of paper by following the instructions in the <i>Assembly and Installation</i> section of this guide.
READ CARD ERR (NO TRACK ON CARD)	The card swipe was not read due to the way the card was pulled through the reader.	The device is not reading any information on the card swiped. You may have swiped the card incorrectly. Swipe the card again, making sure the stripe is facing to the right.  The stripe on the card may be de-magnetized or damaged. Enter the recipient information manually.
TABLE INIT ERROR	The terminal encounters an error in one of the terminal records after a software download.	Call the POS/Internet Help Desk for instructions.
TRACK NOT FOUND	There is no recording on the card.	The device is not reading any information on the card swiped. You may have swiped the card incorrectly. Swipe the card again, making sure the stripe is facing to the right.  The stripe on the card may be de-magnetized or damaged. Enter the recipient information manually.
TRANSACTION FAILED	The terminal transaction failed.	Re-submit the transaction.
TRANS NOT FOUND	The transaction is not supported.	Call the POS/Internet Help Desk for instructions.
TRANS NOT SUPPORTED	This message appears when the host supports the transaction, but the transaction has not been enabled at the terminal.	Call the POS/Internet Help Desk for instructions.

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