**EFTPOS Communication Errors**

NT-Comms Error: Failed to Dial Up

Your terminal was unable to contact Suncorp. Please can you check the phone line is securely connected to your terminals Blue 'LINE' port and other end of the curly cable (if attached) is securely connected to the phone socket. Please also check the phone line is still working. If the terminal is sharing the line with a phone or fax machine, or is plugged into a double adapter, please try removing the other device and retry the transaction. Please restart the terminal by press the Blue 'Function' key then type '3' and press the Green 'Enter' key. When the screen is back to Swipe Customer Card, retry the transaction once. If that does not solve the problem, please call the Suncorp Helpdesk on 1800 836 055 and quote 'PSTN Comms Error: NT

CE-Comms Error: General Comms Error

Your terminal was unable to contact Suncorp. Please can you check the phone line is securely connected to your terminals Blue 'LINE' port and other end of the curly cable (if attached) is securely connected to the phone socket. Please also check the phone line is still working. If the terminal is sharing the line with a phone or fax machine, or is plugged into a double adapter, please try removing the other devices and retry the transaction. Please restart the terminal by press the Blue 'Function' key then type '3' and press the Green 'Enter' key. When the screen is back to Swipe Customer Card, retry the transaction once. If that does not solve the problem, please call the Suncorp Helpdesk on 1800 836 055 and quote 'PSTN Comms Error: CE'

LC-Comms Error: Lost Carrier

If the terminal is sharing the line with a phone or fax machine, or is plugged into a double adapter, please try removing the other device and retry the transaction. Please restart the terminal by pressing the Blue 'Function' key then type '3' and press the Green 'Enter' key. When the screen is back to Swipe Customer Card, retry the transaction once. If that does not solve the problem, please call the Suncorp Helpdesk on 1800 836 055 and quote 'PSTN Comms Error: LC'

GP-Comms Error: GPRS Communication Error

Terminal was unable to contact Suncorp. Please restart the terminal by pressing the Blue 'Function' key then type '3' and press the Green 'Enter' key. If you are in a low signal area, or if this error occurs frequently, you may want to reposition the terminal (if possible) to an area where the terminal can get a stronger mobile signal. If that does not solve the problem, please call the Suncorp Helpdesk on 1800 836 055 and quote 'GPRS Comms Error: GP’ Please note: A terminal must have at least 15% battery charge in order to complete a transactions. If your battery is drained, please charge for at least 10mins before attempting the transaction again.

ND-Reversal or Advice Timeout

Press the Blue 'Function' key then enter '3' and press the Green 'Enter' key. When the screen is back to Swipe customer card, retry the transaction once. If that does not solve the problem, please call the Suncorp Helpdesk on 1800 836 055 and quote 'Error: ND'

IV-Invalid Host Response

Press the Blue 'Function' key then enter '3' and press the Green 'Enter' key. When the screen is back to Swipe customer card, retry the transaction once. If that does not solve the problem, please call the Suncorp Helpdesk on 1800 836 055 and quote 'Error: IV'