Terminal Self-Help Guide

If the following occurs:

- Blur Printing
- Partial Printing
- Blank Paper

Please do the following:

1. Open the printer cover and remove the thermal paper roll
   (Check that no paper is stuck to the cutter or inside the paper compartment)

2. Clean the heating mechanism with a dry cloth

3. Put back the paper roll and reboot the terminal
   (Ensure correct side of the paper roll is facing up and 1-2 inches is outside before closing the cover)

If problems persist,
Email: info@nets.com.sg | Call 24-hour NETS Sales & Customer Service Hotline: 6274 1212

NOTE: Do not place under running water
## Terminal Self-Help Guide

### If you see the following error message:

<table>
<thead>
<tr>
<th>No Dial Tone</th>
<th>Line Busy</th>
<th>No Carrier</th>
<th>Lost Carrier</th>
</tr>
</thead>
</table>

### Please do the following:

**ERROR CAUSED BY PHONE LINE**

1. Ensure telephone line between terminal and telephone socket is well secured
2. Disconnect the telephone line cable from the terminal and connect it to a desk phone and make a outgoing call
3. If unable to make a call, please contact telephone service provider to check on the phone line

**ERROR CAUSED BY TERMINAL SET UP**

1. Press ⏪/⏪ to select **Admin**
2. Press ⏪/⏪ to select **Merchant Function**
3. Press ⏪/⏪ to select **PABX Setup**

If your screen display is as such:

![PABX SETUP]

If problems persist,

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