MyCard EMV | Common EMV Terminal Troubleshooting

Batching errors

When clicking the device from the Night Audit 'Settle Credit Cards' page, you may see a message: "The EMV device is not responding. Either choose another one, else try again after you power-cycle it". This means that the specific EMV device that has known qued transactions (payments, credits, or batch ques) cannot be found on the network. This is doing what we call a 'heartbeat' test, trying to find the EMV device before issuing the EMV device the command that starts the batch sequence. We advise re-starting the device and watch it re-start and display it's 'network' signal before trying again. The device has to be found on your network in order to settle the qued transactions.

Restarting

If your **MyCard EMV**© device is not function correctly there are a few simple steps you can take to re-set the device or see what transactions are causing the issue. To reset the device all you need to do is unplug the power core on the device. Wait ten seconds and plug it back in to the power source. Once it powers up it goes through a self-check, if all is good you will get a self-check successful message. If a problem arises it will post the error message to the screen. This information is critical in determining what is going on with your **MyCard EMV**© device.

Viewing the transactions on the device

If you need to see what transactions or credits are on the device you can login to the device using the F key and the #1 key together. At this time you will need to key in the password that was provided to you with your device and hit the green enter key. Once the password has been entered you will see the internal menu. Choose display transactions to review the transactions on the device.

Manual Batch process

When the device needs to be batched manually due to a device software update or communication error these are the steps to be taken.

1. Contact TSYS/Global support team called the **ISV Care Team ph#** 855-882-0507 or email at ISVCARE@TSYS.com.
2. Have TSYS/Global support walk you through the manual batching process on the device. If the device needs to update its software, have them walk you through how to clear all transaction from the device to ready it for the current software download.
3. Power cycle the device by unplugging it for ~ 10 seconds, and then plugging it back in. This should start the download process (can take ~ 3-5 minutes). Once that is complete, the terminal should restart. If it doesn't unplug it and plug it back in and it should start the download. For typical app updates as long as the batch and authorizations are clear, the device only needs to be restarted to get the new build. Because each EMV device is programmed to automatically look for a new application each day at 4AM, if you have batched and left your device powered up, this will take place automatically.
4. Contact BookingCenter Support at +1707-874-3922 x202 or support.bookingcenter.com to let us know you had a manual batch on your EMV device and, if needed, we can mark your BookingCenter transactions as settled so that the batch report will support any of these 'offline' batched transactions.

App UpdateTip:

- The Pax uses port 10009 for communication between the POS and Pax but also use Port 9120 for downloads. If the device cannot download the updated app files but can ping google, then it's likely something internal is blocking the download from occurring so the first step is to check port 9120 to ensure it's not blocked. You internet provider can help make sure this port is open on your modem/router.

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