



MODEM ERROR – P66 DIAL UP

Is this Problem happening on all the pinpads in the store?

If YES – follow the steps below

If NO – refer the section NO

YES

- Locate the PC in the store with the P66 Modem connected to it (e.g square grey box)
- Double click on the EFT Server \$ icon, new versions will ask you to “Open Control Panel”, older versions will open straight to the EFT-Server Control Panel.
- Click on the “Lines” tab
- You should see “Bank Name Dial Up” underneath Interface Name, click on that Dial Up line so it becomes highlighted
- Click on “Start” button and wait to see the Status change, it will start connecting and will then either go to:

Connected – Modem connects ok to the bank, for next steps refer to the NO help option

Port Error / Com Port Error – refer to the Com Port Help Option

P66 Modem Error / P66 Error / Modem Error – check the Modem is physically connected in the correct way to the PC and is receiving power, also you could Power Test the Modem. **Refer to Modem Power Test.**

No Dial Tone – check the phone line is inserted into the “Line” slot. If your phone operates via a PABX system, you may need to dial 0 or 9 to get an outside line. To do this, you can click on Properties in the “Lines” tab, then you will need to insert a comma in front of the Phone Number.

Line Busy / No Answer / No Carrier –

No Carrier – for a NAB connection check the Transend ID has been entered (via Properties in the “Lines” tab) and if connecting to the 3DES host that the Host Address in the CNP field is 80000005. This is only required if you have used a version of release CD that is older than 4.1.0

Line Busy – the Modem is perhaps sharing the phone line, eg the phone you are talking on now or another device as a fax machine.



No Answer – the line to the Bank may be down, however this is not very common. The phone line could be faulty, Telstra would need to check.

NO

- On the PC that has a Pinpad (no Modem) double click on the FT Server \$ icon, new versions will ask you to “Open Control Panel”, older versions will open straight to the EFT-Server Control Panel
- Below Interface Name will be TCP/IP connection (this means this PC has the Pinpad is pointing to another PC on the stores network, i.e the PC that physically has the P66 Modem connected to it)
- Underneath the status “Connected” means this PC with the Pinpad can see across the network to the PC with the P66
- A status of “Idle” or “Starting” can mean either:
 - The IP address has been changed to direct this PC to a different PC in the store – check the IP address entered into Properties in the Lines tab, also check that the PC with the P66 Modem attached is actually turned on
 - You can check the IP address by going to the “Server” tab on the EFT Server, this will give you the IP address of the PC you are on
 - OR – there is a firewall blocking the 2 PC’s talking to each other, your IT Company or POS vendor might need to check this.

Options to try if the IP address is correct:

- Reboot the PC – this can often re-establish a network connection
- If your PC talks to a Head Office PC that has the modem you might need to call your Head Office to make sure the network across their stores is operating ok.



Modem Power Test

A faint click can be heard when either the power cable is inserted into the P66 or the power pack is turned off then on at the power point. If no click is heard usually the Power supply has died, check for an indicator light. If the power is broken it will need to be replaced. If this is the case you will need to call CBA as that is who you get your equipment from.

COM Port Help Options

Port Error – the PC can see the COM Port but is not receiving a response

Steps to try:

- Reboot the PC and check all the cables are attached ok, then reattempt the YES help option
- If still not working see if you have a spare COM Port you can try, the COM Port number you are moving the P66 to must be amended in the Properties tab

*NB – If you have the latest EMS Client installed you can click on the “Auto Detect” F7 tab to see what COM Port the PC believes the P66 is attached to alternatively you can check on Device Manager from the Windows Control Panel on the PC (refer to Device Manager Instructions) to see what COM Ports are on the PC

Device Manager Instructions

- Click on the Windows Start Button from the Desktop
- Open the “Control Panel”
- Within the “Control Panel” open “System”
- The “Systems Properties” box will open
- Click on the “Hardware Tab”
- Click on “Device Manager”
- Device Manager will open – find “Ports” and click on the + sign to expand, the list will appear advising what COM Port numbers are available on the PC