
Topic: BASIC COMMUNICATIONS TROUBLESHOOTING

This tutorial is designed to provide some basic guidelines for troubleshooting communications with Uniwell AX/HX POS terminals. The information in this tutorial will help you to either (a) fix simple problems yourself, or (b) provide a technician with information needed to solve the problem.

If communication with your POS terminal has been working, then the most likely causes of communication problems are (in rough order of likelihood):

1. POS terminal switched off or not in a state that allows communication
2. Network cabling disconnected
3. Changes to computer/network hardware or settings
4. Changes to POS terminal settings
5. Computer/network hardware faults
6. POS terminal hardware faults

FAQ What should I check if communication jobs fail?

- *Check that the POS terminal is switched on and in a state that allows communications*
Note: Some communication jobs cannot be executed if the terminal is in X-Read Report, Z-Reset Report, Program or Configure mode
- *Do a Communications Test in the software and if it fails check the following:*
 - *Network cable connections at the POS terminal and the computer*
 - *If any network switches are being used check that they are turned on and check the cable connections*
 - *Hint: Most network switches have an LED on each port to indicate whether a valid network connection exists on the port - check these LEDs on the ports connected to your POS terminal and your computer*
- *Click the **View Error Report** button after a communications job fails to see the error code and description*
Hint: You can find my information about common error codes at <http://lynxsoft.zendesk.com/hc/en-us> (enter the error code in the search box)

FAQ What information should I provide if I cannot solve the problem and need to call a technician?

- *What steps you have taken to solve the problem yourself and any error codes/descriptions*
- *Any significant events of changes that may have caused the problem such as:*
 - Electrical storms or power surges
 - New software, computer hardware or network hardware installed
 - Computer network or security settings changed
 - Electrical work performed at the site

FAQ I have been asked to send a data backup file with log and temp files included to my support provider. How do I create the backup file?

- *Go to **File > Backup Data File***
- *Tick the **Include Log and Tmp Files** checkbox*
- *Click **Proceed** to create the backup file*