

Verifone General Troubleshooting Tree

Authentication Error

Step 1: Verify the full error message

Does the error message read AUTHENTICATION ERROR PXID:mid Store Code:xyz

Yes

No

Step 2: Set PX ID and Store Code

Is the error transaction 481 unsuccessful?

Yes

No

Manager Functions

Enter system password

Terminal Settings

Enter system password

Config Ethernet

Set PX ID

Enter appropriate merchant ID

Press the green arrow key

Set Store Code

Enter appropriate store code

Press the green arrow key

Power cycle the terminal

Try a balance inquiry

Problem Solved?

Yes

No, proceed to next step

Refer to 481 Txn Unsuccessful Guide

Escalate to Paytronix

Step 3: Verify Terminal serial number

Manager Functions

Enter system password if prompted

Terminal Settings

Enter system password if prompted

Print Settings

Scroll to find terminal S/N

Does terminal S/N match
Paytronix website?

Yes

No

Power cycle the terminal

Update the S/N to the store

Try a balance inquiry

Power cycle the terminal

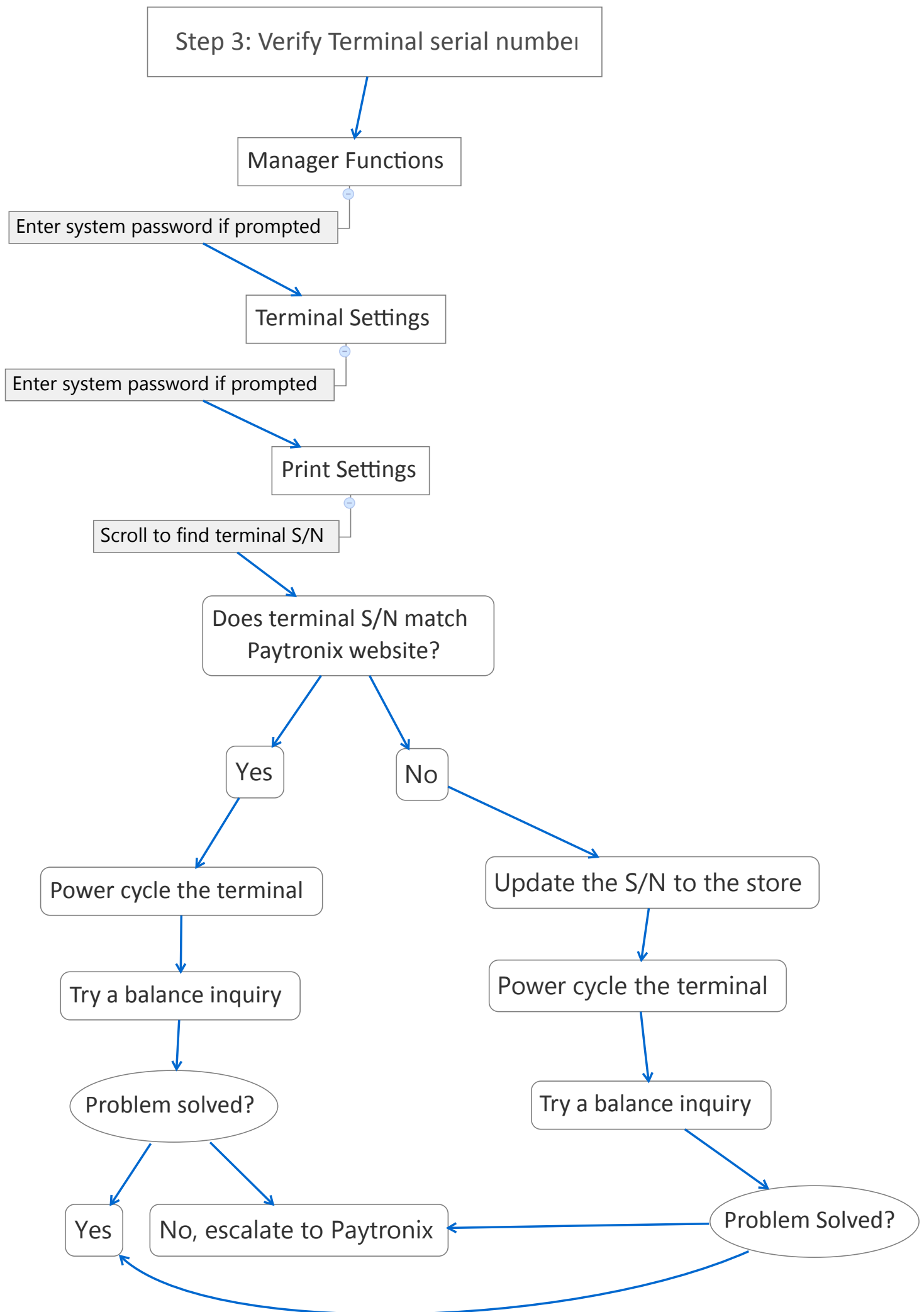
Problem solved?

Try a balance inquiry

Yes

No, escalate to Paytronix

Problem Solved?



Download Needed. No *GO Variable

Does the terminal process credit cards?

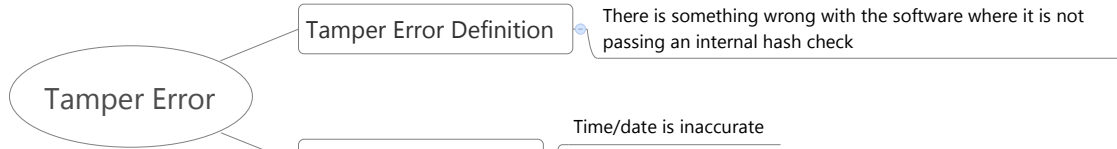
Yes

No

Refer the client to their credit card processor for download

Refer to the download guide and tree

You should contact your credit card provider for assistance with the download. While we absolutely want to help you, there is a chance that the download could impact your credit card software.



Check time/date on the terminal

Is the time/date accurate?

Yes

No

Terminal will likely need a swap. If terminal is out of warranty, then a new terminal is likely needed

Update time/date using procedure below

- Press F2/F4 simultaneously
- Enter system password if prompted
- Select the F2 button for clock
- Enter the date as YYYY MM DD
- Press the down arrow to scroll to the time setting
- Enter the time in 24 hour format as HH MM
- Press the green arrow key

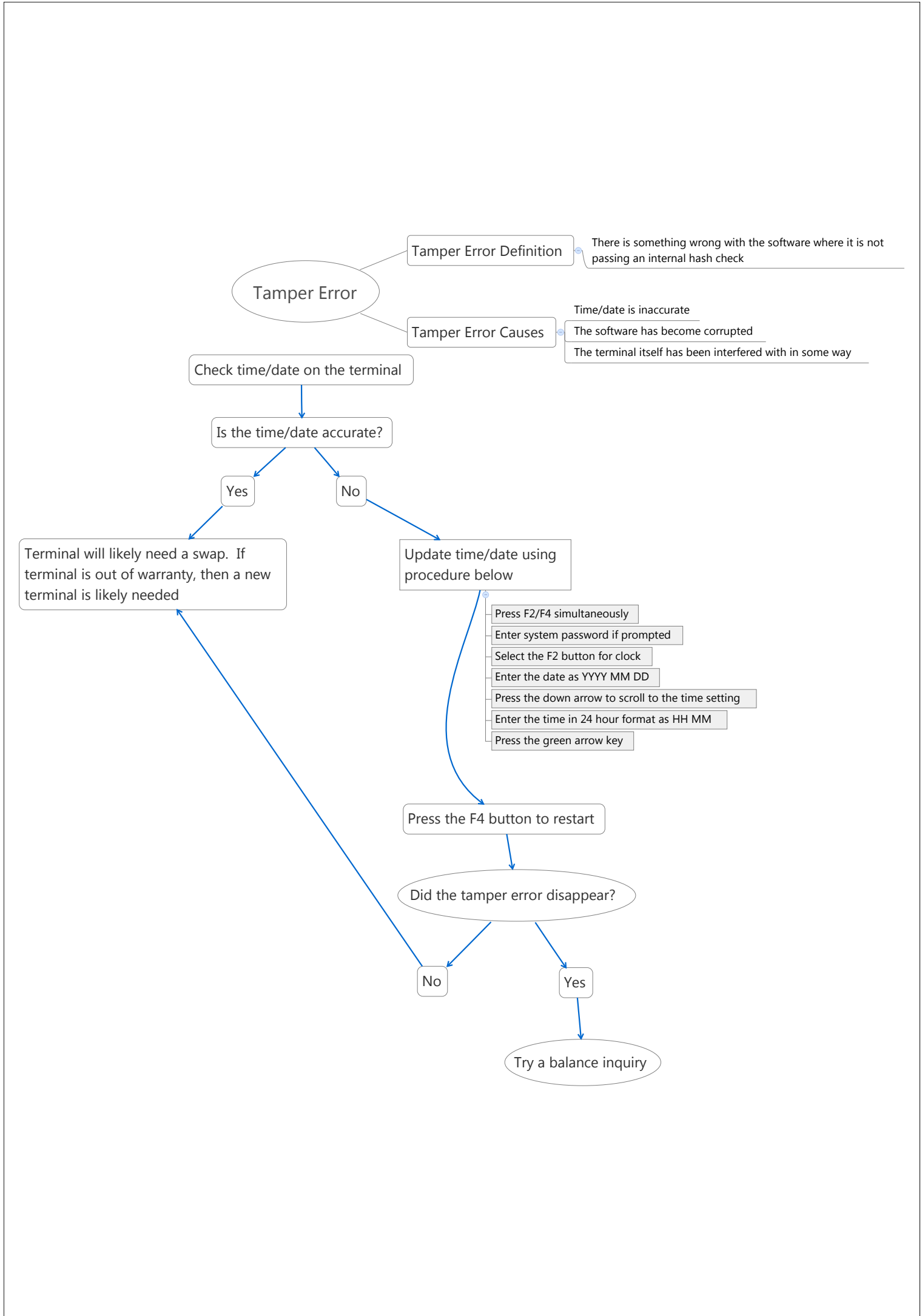
Press the F4 button to restart

Did the tamper error disappear?

No

Yes

Try a balance inquiry



End Of Day Not Possible Due To Auths

