

What to do if the terminal box can't connect to the internet



Overview

For Wi-Fi, head to your POS system's settings, find your network, and type in the password. Going wired?

Grab an Ethernet cable, plug one end into the router and the other into your POS device. Most systems will recognize the connection automatically. Are you experiencing issues with your internet connection, and you suspect that your Optical Network Terminal (ONT) box might be the culprit?

Resetting your ONT box can often resolve connectivity problems, but it's essential to do it correctly to avoid any unintended consequences. If you see NO IP Address or it is stuck on "getting IP info. ": Lift the base of the terminal and locate the USB-C Cable plugged. If your terminal has an Ethernet port, connecting the terminal to your internet router using an Ethernet cable is the recommended option. We'll take a look at some manufacturers such as Ingenico, Dejavoo, & Pax devices.

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Unscrew the silver locking screw, then unplug the cable from the base of the terminal. When plugging it back in, make sure it clicks into place before tightening the locking screw.



If your fiber terminal was installed in your garage or outside your home, it's likely that it plugs into a ground-fault circuit interrupter (GFCI) outlet. These have built-in circuit breakers that can trip when ...



Having trouble connecting to Wi-Fi? If you are having trouble connecting to Wi-Fi, try the following first: Check that the Wi-Fi icon is visible and Wi-Fi connection is enabled, then try the transaction again. ...



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Learn how to connect your POS system to the internet with this simple guide. Follow 4 easy steps, troubleshoot issues, and keep sales flowing, online or offline.



Having issues with your fiber internet and need help troubleshooting your ONT? We provide step-by-step guidance to get your internet back up and running.



This section provides a handful of fixes if your internet equipment shows a faulty or no internet connection. A bad connection between your modem and router can also cause connection ...



Optical Network Terminal (ONT) troubleshooting guide: Tackling common glitches, step-by-step fixes, and preventive care for fiber-optic internet.



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Check the network settings on the server to make sure it is properly configured to connect to the Internet. To do this, go to Control Panel > Network and Sharing Center > change the adapter ...



If the Home screen says "POS Offline", please double-check the terminal's connectivity to the internet network. If the Home screen states a message other than POS Online/Office, please get in touch ...

Contact Us

For more information, pricing, or custom solutions, please contact us:

Website: <https://indzawo.co.za>

Email: sales@indzawo.co.za

Phone: +27 71 296 8473

Address: 22 Quantum Street, Midrand, 1685, Gauteng, South Africa

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