

OTC Pay Troubleshooting Guide

A receipt will not print:

Check the lights on the printer, make sure it is powered and online.
Check for an error light on the printer, if there is one, check the paper supply
Ensure receipt paper installed the correct direction
Check to make sure the cable is plugged in and secure

Unsure if a transaction was processed

Approved transactions will be displayed on screen in Green
Non-approved transactions will be displayed on screen in Red
Check the report to ensure the correct date, time and amount are listed as your last transaction.

Terminal Goes Offline

The terminal can run offline and store transactions during that time. Select Yes to “do you want to operate offline” message. There will be prompts to upload the stored transactions.

