

FREQUENTLY ASKED QUESTIONS

TECHNICAL SUPPORT

866-201-1100

Option 3

Yourcreditcardprocessor.com

Below you will find a list of the most common issues with credit card terminals. www.mpsnationwide.com

If your screen says...

It means that...

No Line / Waiting for Line / Line Busy / No Carrier

The terminal cannot find a dial tone. Check the phone line and ensure it is connected to the line port of the terminal. Check and ensure the phone line is not being shared by another device, such as a fax machine or another phone. Ensure you are not using a rollover line for the terminal. If the problem still persists, remove the line from the terminal and plug it directly into a phone; then check for a dial tone. If you get a dial tone, please have your MPS account number ready and call Tech Support at 1-866-201-1100 option 3. The terminal may require servicing.

NPM / Replace Paper

Either of these messages indicates there is no paper in the terminal or it has not been installed correctly. Check to ensure the paper is properly fed into the terminal by pressing the feed button. If the paper does not feed, open the plastic cover on top of the terminal and remove the paper. Re-feed the end of the paper in until you hear a beep from the terminal; the roller should start moving automatically. At this point, keep pushing the paper gently until the paper is pulled out. Replace the plastic cover, making sure the slip of paper coming out of the terminal stays outside the plastic cover.

Card Not Allowed / Invalid Card Brand / Service Not Allowed

This means that your terminal has not been setup to accept this particular brand (Visa, Mastercard, etc.) of credit card. If this message shows up for Visa or Mastercard, call Technical Support at 1-866-201-1100 option 3. If you see this message for another card type such as American Express or Discover, and you are certain you should have been setup with these card types, call Technical Support at 1-866-201-1100 option 3 and a representative will be happy to assist you.

No Master Key

The most common cause for this message is attempting to connect a pin pad to the terminal without first turning the terminal off. Doing so destroys the encryption on the pin pad. The pin pad will need to be sent in to UBC to be re-encrypted. Contact Technical Support at 1-866-201-1100 option 3 for instructions on how to do this.

Invalid MICR Number

This message appears when a check reader or imager connected to the terminal is not reading the check properly. First, ensure the check is being inserted correctly. For a RDM Mobilescape 5000 reader, insert the check facing up with the routing and account number on the right side. For a ingenico en-3000, please ensure the check is being Mobilescape 5000 reader, insert the check facing up and placing the left side of the check in first.