

Nedbank Support FAQs

Q: Processing Error – 2/12/1258

A: What does this mean? The Device is timing out. In other words it is struggling to establish a connection. What can be done to fix the error? Reconfigure the COMMS Settings on the device. Make sure it is setup correctly depending on whether it uses SIMs

Q: Fixing Error 8/10/220

A: Turn Machine off and then on again. F1 2 – Functions 2- Utilities 2 – Downloads 1 –Profile F3 2 – Load hot card

Q: What is the merchant password for an IWL/WPI device?

A: Merchant Password: 11111111

Q: How do I reprint a slip?

A: Press F2, Press 2 for “Print”, Press 1 for “Reprint” and the last successful transaction will be printed.

Q: How do I do a manual settlement (End of day Cashup)?

A: Press F2, Press 1 for “settle”, Enter the Merchant Password (11111111), press “Enter”, the device will then print out the list of transactions since the last settlement.

Q: What do I do when I am experiencing bad/no signal on my device? Switch the machine off, swap the SIMs, switch the device on and reattempt the transaction. You are more than welcome to phone us for assistance on 021 3000121.

A: Switch off the device, open the back cover and swap the two SIM cards and switch the device back on. Press F1, press 2 for “Functions”, press 1 for “Comms”. The device will now ask for the “SWAN Code” which will appear on your device. Add the 1st digit + last digit, 2nd digit + 2nd last digit, 3rd digit + 3rd last digit and lastly enter the remaining numbers (or the number left in the middle).

Example:

SWAN:13154445

1+5, 3+4, 1+4 & 5+4

The code you will enter will be 6759

Q: My device is not printing, what to do?

A: Make sure the terminal roll is inserted correctly. The roll must face upwards and “bend” over the battery flap toward the back of the device.

Q: My device is saying “ALERT INTERRUPTION”

A: This means that the software is corrupt and we will need to do a swap out. Please contact us on 021 3000121 to make arrangements.