

Pocket MPOS Support FAQs

Q: What does the Authentication Failed mean on a PocketPos APP?

A: It means that the client did not put in the the log in details correctly. Please double check that all the log in details are put in the correctly. If the client has tested various PocketPOS login details and they get the same error on the same phone then it might be an issue with the date & time settings on the phone. Check the following: Time zone must be set on GMT, automatic date & time must be selected and on. Also ensure that the time is correct.

Q: Why can't I open the Merchant Receipts when "View Merchant Receipts" is selected on the PocketPOS APP?

A: Go to settings on your smart phone, Select Apps, Go to the PocketPOS App, Select Permissions and make sure both Phone & Storage is enabled.

Q: What does Error Code 4 mean on my PocketPOS?

A: The issue might be one of 2 reasons:

1. The Card Issuer is denying the transaction: Phone Bank
2. The PocketPOS is not reading the card: Swap Out Device

If possible, test more than one card type from different bank & / or use a different PocketPOS to establish where the problem lies.

Q: Can I reprint on a PocketPOS Printer?

A: Unfortunately it does not reprint, you can email yourself the transaction (taken from the transaction history) and print it from there.

Q: I am getting an error saying "Duplicate Merchant Reference number".

A: Every transaction requires a unique reference number within a six month window period. Please use a unique reference number for each transaction or allow reference numbers to be generated automatically.

Q: I am getting one of the following error messages on my device: System Tempered, PROMPT INDEX 0007, Missing pan, ICC Error Read. What does this mean?

A: All the listed problems are hardware related, the device might need to be swapped out Please contact us on 021 3000121.

Q: I am getting an “unauthorized application status..” error message when I do transactions. What does this mean?

A: The account could be inactive or suspended. Please contact us on 021 3000121.

Q: I have two mobile phones, can I link them both to one PocketPOS™ with the same log on credentials?

A: Yes, a PocketPOS™ device can be paired with multiple smartphones, tablets and iPod using the same log on credentials. Each will need to be paired one at a time with the PocketPOS™ to operate, which linked to the same merchant account. Please note that one smart device can be paired to one PocketPOS™ at a time to do a transaction with your smartphone, tablet or iPod. The same log on credentials and PocketPOS™ device can be used on any applicable Smart phone.