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**FREQUENTLY ASKED QUESTIONS:**  
*TECHNICAL SUPPORT*

*Below you will find a list of the most common issues with  
Credit Card Terminals.*

***If your screen says...***

***It means that...***

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

The terminal cannot find a dial tone. Check the phone line and ensure that it is connected to the line port of the terminal.

Check to ensure that the phone line is not being shared by any other device, such as a fax machine or another phone. Ensure that you are not using a rollover line for the terminal. If the problem still persists, take the line out of the terminal and plug it into a phone, and check for a dial tone.

If you do get a dial tone, please call Tech Support at the number listed at the top of this page. The terminal may require servicing.

**NPM / Replace Paper**

Either of these messages indicates that there is no paper in the terminal or it has not been installed correctly. Check to ensure that 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 take the paper out. Feed the end of the paper into the bottom of the roller, gently push the paper in until you hear a beep from the terminal, and the roller should start moving automatically. At this point, keep pushing the paper gently until the paper is pulled in. Replace the plastic cover, making sure that 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 a Visa or MasterCard, call Technical Support. If you see this message for another card type such as American Express or Discover, and you are certain that you should have been setup with these card types, call Technical Support and a representative will ensure that your request is taken care of.

**No Master Key**

The most common cause for this message is attempting to connect a pin pad to the terminal without turning the terminal off first. Doing so destroys the encryption on the pin pad. The pin pad will need to be sent in to MSI to be reencrypted. Contact Technical Support for instructions on how to do this.

**Invalid MICR Number**

This message appears when a check reader / imager connected to the terminal is not reading the check properly. Ensure that the check is being inserted correctly. For an RDM reader, insert the check facing up with the routing and account number on the right side. For a Magtek, ensure that the check is being inserted with the front of the check facing inwards.