

# Help for technical problems

## Tips and tricks for your Monetico payment terminal from Desjardins

Here are some troubleshooting tips for your Monetico payment terminal.

### COMMUNICATION ERROR IN IP MODE

- Disconnect and reconnect the power supply and make sure the network cable is connected.
- If that does not solve the problem, disconnect and reconnect, in order: 1) the power supply for the modem/router; 2) the payment terminal.

### REPETITIVE RESET OF THE TERMINAL/LACK OF POWER

- Disconnect and reconnect the power supply from the terminal and the electrical outlet
- Connect the power supply to a different outlet (avoid power bars).

### COMMUNICATION ERROR IN DIAL-UP MODE

- Disconnect and reconnect both ends of the phone wire and power supply.

### STUCK BUTTONS

- Rub the keypad with the palm of your hand for 30 seconds.

### PRINTER (PAPER JAM)

- Replace the paper or change the paper roll.
  - Paper format: 58 mm x 15 m to 18 m (roll 40 mm in diameter)
- Disconnect and reconnect the power supply from the terminal.

## FREQUENT ERROR MESSAGES

- **PESED1:** Reset the terminal by pressing and holding the **Yellow** and **#** keys simultaneously  
**Entourage short range terminal:** Disconnect the power supply from the base for 20 seconds and reset the terminal by pressing the **Yellow** and **#** keys simultaneously.
- **P7S7D1:** Reset the terminal by pressing and holding the **Yellow** and **#** keys simultaneously.
- **P3S3D1:** Disconnect and reconnect the network cable and the power supply from the terminal.
- **PGSGD1:** Disconnect and reconnect the telephone cable from the terminal.
- **050:** Call authorization services **(1-800-361-8120)**
- **101:** Call authorization services **(1-800-361-8120)**

## STILL NEED HELP?

Call technical support at 1-800-363-3514 (options 9, 1 and 2).  
Our advisors are available 24 hours a day, 7 days a week.

To find more information about your payment terminal, please refer to our user guides.  
Go to [assistance.monetico.ca/home](https://assistance.monetico.ca/home).