

## Troubleshooting Internet Problems

- 1.) Are the lights on the internet modem amber or green...on the front and on the back next to each port ....they must be
- 2.) Check ethernet connection at the terminal...is the cable in the correct port? Does the cable snap in place?
- 3.) Follow the Ethernet cable from the cc terminal to the other end....make sure it is not cut and that it is properly plugged into the wall, router, or modem.
- 4.) What else is connected to the internet modem? Are those devices working properly?
- 5.) **Power Cycle terminal and Modem**
  - a.) **Unplug credit card machine**
  - b.) **Unplug the cable modem from the electrical outlet.**
  - c.) **Wait 10 seconds, then plug the cable modem back into the electrical outlet.**
  - d.) **Wait 30 seconds, then turn your device back on.**
- 6.) Try running a transaction
- 7.) **Is it possible to take the terminal next door/ somewhere else and connect to another internet connection???** This step will help you pinpoint the problem...Internet or cc terminal.