
CARDNET

TROUBLESHOOTING GUIDE

Pay-as-you-go mobile card reader

August 2022



LLOYDS BANK

How to contact us

Please read this guide if you experience an issue with your card reader. If you can't resolve it, email us on **LloydsBankCardnetmPOS@lloydsbanking.com**.

We aim to answer within two business days.

Refer to the security guide if your card reader is stolen or damaged.

Why won't my card reader turn on?








Plug in your card reader to charge, in case it has run out of battery. Then, try turning it back on by holding down the power button for a few seconds.

What should I do if a payment doesn't go through?

Check the payments log in the app. If there's no record of the payment, ask the customer to try again or use a different card.


My card reader isn't working as expected

If the card reader isn't working as expected, you can reset it. This will erase its working memory, so it'll need to fetch the software and configurations again. Here's how to do it:

1. Press  [cancel] and  [back button].
2. Enter password **746723** and press  [OK button].
3. Scroll through the menu using  [down arrow] to Config and press  [OK button].
4. Select 'RESET FLASH' and press  [OK button].
5. Scroll down to 'Save and Reset' and press  [OK button].
6. The card reader should now restart.

Find out more

 Go to lloydsbankcardnet.com

 Call us on 01268 567100
lines open from 8.00am
to 9.00pm Monday to Saturday

Please contact us if you'd like this in an alternative format such as large print, Braille or audio.

Important Information

Calls may be monitored or recorded in case we need to check we have carried out your instructions correctly and to help improve our quality of service.

Please remember we cannot guarantee the security of messages sent by email.

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Lloyds Bank plc is covered by the Financial Ombudsman Service. (Please note that due to the eligibility criteria of this scheme not all Lloyds Bank customers will be covered.)

This information is correct as of August 2022.

Our service promise

If you experience a problem, we will always try to resolve it as quickly as possible. Please bring it to the attention of any member of staff. Our complaints procedures are published at lloydsbankcardnet.com/forms/contact-us



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