

Cardnet Terminal



Troubleshooting Guide

HOW TO CONTACT US

Please read this guide if you're having any issues with your Cardnet Terminal, or encountering any error messages. If you can't resolve your issue, please contact us at CardnetTerminal@lloydsbank.co.uk where we'll aim to get back to you within two working days.

DEVICE WON'T TURN ON

Please ensure your device is plugged in and on 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.

PAYMENT HASN'T GONE 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. If the issue continues please contact us at CardnetTerminal@lloydsbank.co.uk.

ORANGE CONNECTION IMAGE ON DEVICE

The orange colour indicates the internet connection is unstable. Restart the Lloyds Bank Cardnet app to reset the connection. If you continue to see an orange cloud connection screen, please restart your router. If the issue continues and none of your other internet-connected devices are impacted, please contact CardnetTerminal@lloydsbank.co.uk so we can look into this for you.

ERROR MESSAGES

Reader not assigned

Please contact us at CardnetTerminal@lloydsbank.co.uk so we can check that the payment terminal has been correctly assigned to your account.

Server not available

There may be an issue with your Internet connection. Try to restart your router. If your problem persists or is limited to problems with your terminal and none of your other internet-connected devices, contact CardnetTerminal@lloydsbank.co.uk so we can look into this for you.

Failed card reader authentication

First, try to restart the Lloyds Bank Cardnet app. If that doesn't work, go to Settings > Apps > Handpoint > Storage and select 'clear data' – if that still doesn't work, contact CardnetTerminal@lloydsbank.co.uk.

Cloud connection unavailable

Please contact us at CardnetTerminal@lloydsbank.co.uk so we can investigate further.

No device listening

Turn on or reboot your device and make sure it is correctly connected to your internet.

Configuration update failed

This is most likely from an unstable connection to the internet. Restart the app and your terminal to reset the connection. If this doesn't work, contact CardnetTerminal@lloydsbank.co.uk.