Troubleshooting Verifone T650P

Device does not start

Ensure that the device is plugged into a dedicated power source; check if the power cable connector is plugged in properly.

Device Display Does Not Show Correct/ Readable Info

If the device display does not show correct/readable info, please check all the cable connections.

Blank Display

If the device display is dark, tap the screen with the stylus or your finger.
If the unit was in screen-saver mode, the screen will turn on when touched.
If the display does not show correct or readable information, then check all the cable connections.

Reboot Device

If the device is not responding, please restart by the holding the start button for 1-2 seconds until a message is displayed on the screen. Touch the "Restart" selection to restart the device.

Transaction failed/ declined

1. Ensure customer has enough funds in their bank account.
2. Ensure the terminal is connected to WiFi or Data
   - If your WiFi is down, disable this from the Settings to switch to Data
3. Reboot the terminal.

4. Clear cache by going to:
   - Settings >
   - Apps & Notification >
   - Connect express >
   - Storage >
   - Clear cache (right button)
5. Force stop the application by going to:
   - Settings >
   - Apps & Notification >
   - Connect express >
   - Select Force Stop

If the issue still persists, please contact PayNuts Support.

Change receipt printing options

Please contact PayNuts Support with your preference.
- Merchant copy – Always print OR Never print OR Prompt to print
- Customer copy – Always print OR Never print OR Prompt to print

Need more support?

Please contact our Support team by via phone or by scanning the QR code below.