The do's and **the don'ts** of Pin Pad Usage

Prism|rbs
retail business solutions

- **DO** make sure your pin pad is secured within a pin pad stand/mount. If you are in need of stands please contact info@prismrbs.com.

- **DON'T** insert anything but a credit card in the EMV slot or magstripe. When foreign objects are inserted, software security is triggered and can cause an 'Alert Irruption' error message.

- **DO** keep the magstripe component of the terminal intact. If it is removed or bent back, this could cause the 'Alert Irruption' error message to appear.

- **DON'T** drop the payment terminal on a hard surface (i.e. ground or countertop). It can trigger a hardware attack.

- **DON'T** attempt to remove the pin pad keyboard. It can result in an 'Alert Irruption' error message.

- **DO** clean the terminals with a damp cloth with water.

- **DON'T** spray the terminal with any chemicals. Over time, the liquid can seep into the keyboard and trigger the 'Alert Irruption' error message.

- **DO** avoid 'Alert Irruption.' This requires the unit to be returned to the manufacturer for a reset.