

Are Your Pin Pads Not Working? How to Service Your Pin Pads.

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Factory Reset:

Are you receiving factory reset errors below? If so, skip to Returning Your Pin Pad below. Your pin pad unit believes tampering has occurred and you will be unable to troubleshoot.

- Alert Irruption
- Unauthorized

Hardware Troubleshooting:

Your unit is not performing as needed. Engage support@prismrbs.com to have the support team help troubleshoot the unit. PrismRBS Support may have you engage with Shift4 support as needed. PrismRBS Support will indicate at what time it is necessary to begin the return process outlined below.

Returning Your Pin Pad:

Is your pin pad new within the last 12 months?

- **YES**
PrismRBS will help to facilitate the unit to the manufacturer, Ingenico, for warranty service repair. Please contact us at info@prismrbs.com to initiate the process.
- **NO**
Your pin pad is no longer under warranty and you will need to submit your repair request to Ingenico. Steps to start the Return Merchandise Authorization (RMA) process through Ingenico are below:
 - (1) Submit an email to the Ingenico RMA department at RMARequestingus@Ingenico.com.
 - a. Subject: Your Bookstore Name – RMA Request
 - b. Body of Email:
 - i. Type of machine needing repair
 - ii. Number of units needing repair
 - iii. Serial number of each unit needing repair – this can be found on the back of the pin pad on the bottom right hand corner on the vertical sticker.
 - iv. Description of what is wrong with the unit
 - c. A completed "Sales Bill of Material Form," found [here](#).
 - (2) Once the RMA is submitted to the Ingenico RMA department, you will receive a reply in 2-5 days detailing the repair charge and PayPal payment option.
 - (3) Once you approve, RMA instructions will be sent via email. Only send the pin pad. No cables, power cords, stylus...etc.
 - (4) Once mailed, send tracking information for your shipment to the Ingenico Team.
 - (5) Repair lead time is typically 4-6 weeks.

