

## Topic: UNIWELL HX POS TERMINAL COMMUNICATION TROUBLESHOOTING

This tutorial assists with standard communication between Uniwell HX POS terminals (in a factory default state) and Uniwell Lynx software using a local area network (LAN) and Uniwell's standard FTP communication.

FAQ: What settings are required in the HX POS terminal to allow communication with Uniwell Lynx?

- *Configure > POS Setting – set a unique 'IP Address' on the same subnet as the computer using Uniwell Lynx. (The 'Subnet Mask' should remain as 255.255.255.0)*
- *Configure > FTP Setting > Server – ensure that the 'User 1' Account is enabled, and the 3 checkboxes in the 'Level' section are ticked. (Note: User Name and Password need to be matched in Uniwell Lynx)*
- *Program > System > System Option > Journal Data – ensure that 'Journal Data is used' is ticked (this is required for specific Uniwell Lynx reports and features)*

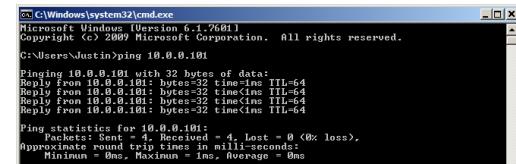
FAQ: How do I check the correct model number and firmware version to ensure I set up Uniwell Lynx correctly?

- *Program > System > System Information – the details on this screen need to correspond to the Sales Terminal screen in Uniwell Lynx*

FAQ: Communication does not seem to be working – how can I find out what the problem is?

*Here are a few things to start looking for:*

- **Is the POS correctly connected to the network?** *Check the physical connection of cables, and that the 'Internet' port on the POS and the corresponding data port on the network switch/modem are lit up*
- **Is the computer able to connect to the POS at all?** *Try the 'Ping' command from the Windows Command Prompt (cmd.exe). If this fails, you likely have a networking issue. If successful, the problem is more likely to be incorrect settings in the POS terminal or configuration issues related to Uniwell Lynx*
- **Is the POS in the correct state for PC communication?** *Check that the POS is turned on, and in the sign-on or sales screen*
- **Is there a firewall or anti-virus software enabled on the computer?** *These could cause problems with communication – try temporarily disabling them to see if this overcomes the issue. (Note: Lynx Software recommends enabling 'PASV Mode' in each Sales Terminal screen of Uniwell Lynx)*
- **Are there multiple POS terminals on the network?** *It is good practice to set each terminal with a unique 'POS Number' (found in Configure > POS Setting)*
- **Are there other devices on the IP network?** *If so, make sure that there is no IP Address conflict. This is a common source of problems, particularly if DHCP is being used to automatically assign addresses*



```
C:\Windows\system32\cmd.exe
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\Austin>ping 10.0.0.101

Pinging 10.0.0.101 with 32 bytes of data:
Reply from 10.0.0.101: bytes=32 time=0ms TTL=64
Reply from 10.0.0.101: bytes=32 time=0ms TTL=64
Reply from 10.0.0.101: bytes=32 time<1ms TTL=64
Reply from 10.0.0.101: bytes=32 time<1ms TTL=64

Ping statistics for 10.0.0.101:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

***If no obvious solution becomes apparent, we highly recommend restarting the POS and computer and retrying.***

FAQ: Does the Communications Log in Uniwell Lynx contain clues regarding what the problem could be?

- *Yes, select 'Include detailed error messages' when viewing or printing the Communications Log (see sample below).*

Date/Time	Sales Terminal	Job	Status
20/07/2017 6:00:54PM	1 HX-1500	Communications Test Test Communications: Test Error 8213: No FTP server found on the specified address.	Failed!

- *Common errors and suggestions can be found at [support.lynxsoft.net](http://support.lynxsoft.net)*