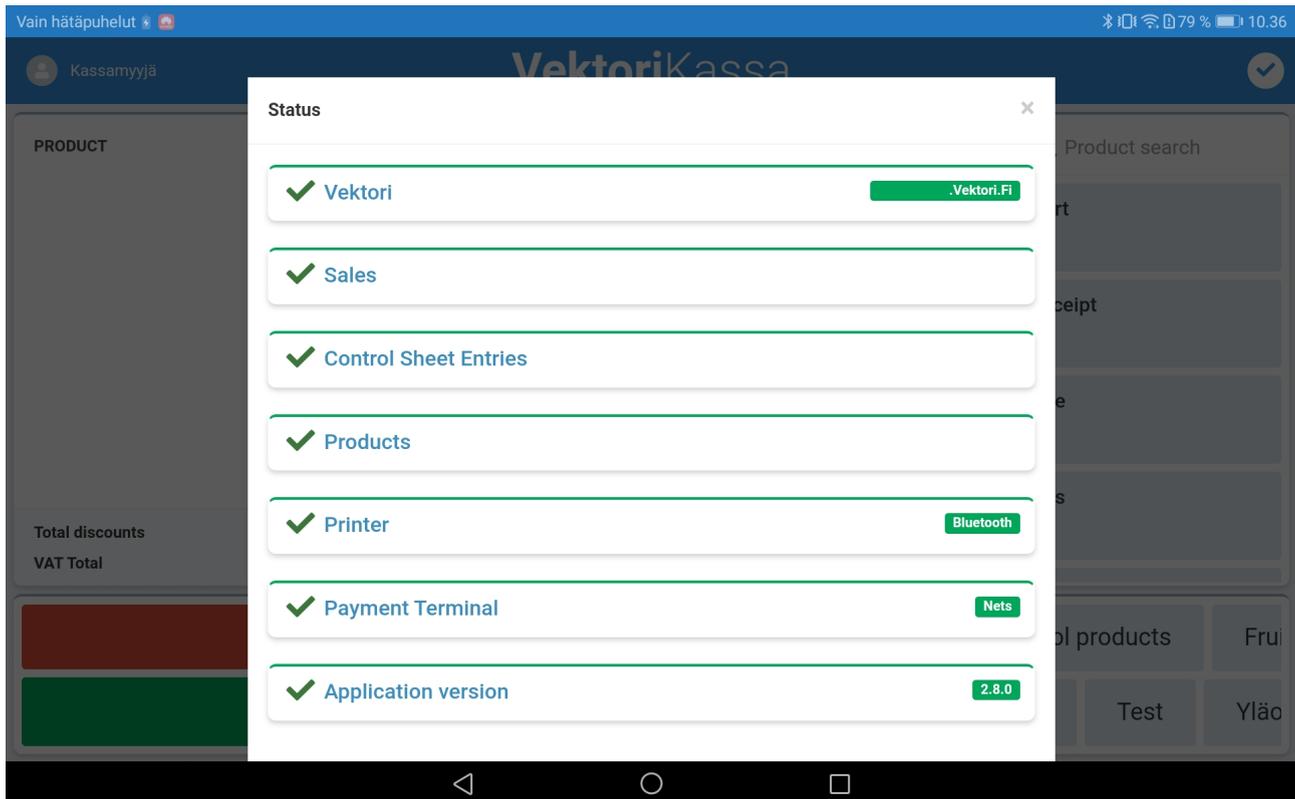


Application status



The overall color is green, it says everything is ok - no further action is needed.



Indicates that the connection to the cloud service is OK. Also displays the cloud address linked to Vektori Kassa.



If the internet connection is working and all is well these will all look green.



If the connection to the printer is working, this will show it. If no printer is added, this status would not be listed.



Payment terminal was successfully added and all is OK.



Vektori Kassa uses the latest version of the application.

 **Printer** Bluetooth

A problem was encountered with the printer connection.

[Reconnect](#)

This message appears, for example, when the printer is turned off or the bluetooth connection is turned off. Check that they are turned on and restart the application.

 **Payment Terminal** Nets

A problem was encountered with the payment terminal connection.
Connection to the cloud was established, but the payment terminal is not responding.
Check if the payment terminal is online.

[Reconnect](#)

Nets payment terminal error message when a problem is encountered - for example, the payment terminal may be experiencing connection problems or the power may be off.

 **Payment Terminal** Poplapay

A problem was encountered with the payment terminal connection.

Poplapay's corresponding error message about the payment terminal problem.



Warning

Application detected another application using the same payment terminal. Therefore, the payment terminal connection does not work properly.

If problem persists, verify that the application(s) does not use the same payment terminal.

Current payment terminal ID: 0000

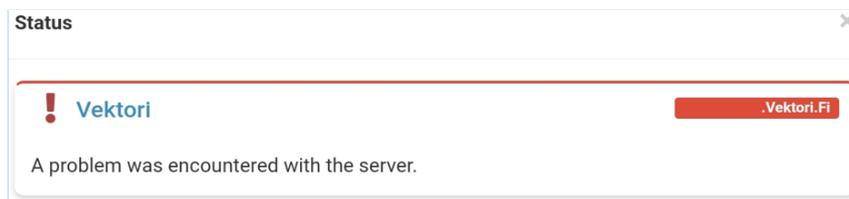
[OK](#)

In addition, Poplapay recognizes if the payment terminal is used in two Vektori Kassa applications. This can happen, for example, by leaving the tab open inside the cloud services that has the Vektori Kassa POS and at the same time using the application on a tablet - always one payment terminal for each Vektori Kassa.

The ID: 0000 would be replaced with a real one.

Troubleshooting

1. Check the (pos) terminal's network connection



There are several methods to check the network connection of a terminal. The application notifies you of that on the Status -screen.

If the card payments work, a temporary connection failure is OK. The sales are recorded into Vektori Kassa application. **NOTE!** *If the problem persists for several hours, proceed with troubleshooting.*

In this case, you may want to check if Wi-Fi is turned on. For example, if Wi-Fi comes from a separate device, such as a router / modem, the functionality of this device should be checked.

It is also advisable to find out if there are any problems with your network service provider's connection and, if possible, switch to a working one.

Some important icons relating to connection issues in Android terminals:



Bluetooth is on (this is important to be on if you are using a printer with this connection), the mark is missing if bluetooth is off.



When Wi-Fi is on, the icon looks like that, but when it's off, it doesn't appear.



There is no SIM card in the device.

For example, it might help to turn on airplane mode and then switch it off. When you reconnect, that is, turn off airplane mode, make sure to switch bluetooth back on. In some cases, your Android device may also need a full reboot.

2. Check the network connection of the payment terminal

Nets instructions

General information about payment terminals <https://support.nets.eu/category/payment-terminals>

Poplapay instructions

Sign in with your credentials to Poplapay Online tools page <https://poplapay.com/tools/login>

3. Check Vektori cloud services functionality

Try to sign in to your firm's Vektori cloud services at:

<https://companyname.vektori.fi>

Measures in case the cashier's card sales do not work

1. Reconfiguration of the payment terminal connection

Possible causes are (on a Nets Move 3500):

- The payment terminal uses a 3G network, it must be configured to use a Wi-Fi network.
- The payment terminal parameters are incorrect, they should come from Nets delivered correctly, but you can check them with this video (in Finnish):

https://www.youtube.com/watch?v=bSYH6i8MV_4

NOTE! Are you sure, you are not using the Vektori Kassa in browser and tablet with the same payment terminal?

A payment terminal can only be connected to one Vektori Kassa at a time.
This also applies to the Vektori Kassa app and the Vektori Kassa used inside the browser.

You can also try restarting the payment terminal. The Nets payment terminal can be restarted by pressing the yellow and . (point) buttons down simultaneously and holding them down for approximately five(5) seconds. When the device is switched off, it is switched on by pressing the green button.

If these do not solve the problem, contact Nets Customer Service.

More information for Nets contacts <https://www.nets.eu/payments/contact-us> .

2. Restarting the Vektori Kassa application

NOTE! The "Close Application" found in the actions of the Vektori Kassa application is not enough, it does not shut down the application completely but only closes the application window and leaves the application in the background.

Close the Vektori Kassa application completely by swiping it up from the list of open applications.

Android

1. Swipe up from the bottom of the screen, press and hold, and release.
2. Then swipe up from the app.

<https://support.google.com/android/answer/9079646?hl=en>

Apple

1. In the Home menu, swipe up from the bottom of the screen to stop the movement in the center of the screen.
2. Swipe right or left to find the app you want to close.
3. Swipe up to close the app.

<https://support.apple.com/en-us/HT201330>

3. Reinstallation of Vektori Kassa application

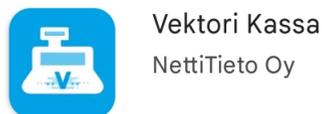
If none of the above measures help, the last option is the Reinstallation of Vektori Kassa application.

NOTE! This is not recommended for situations where a connection to the Vektori cloud service is not available, as reinstallation requires reconnecting the Vektori Kassa application to the Vektori cloud service to retrieve products and settings.

Remove the Vektori Kassa application from your tablet and reinstall it from the app store.

Android

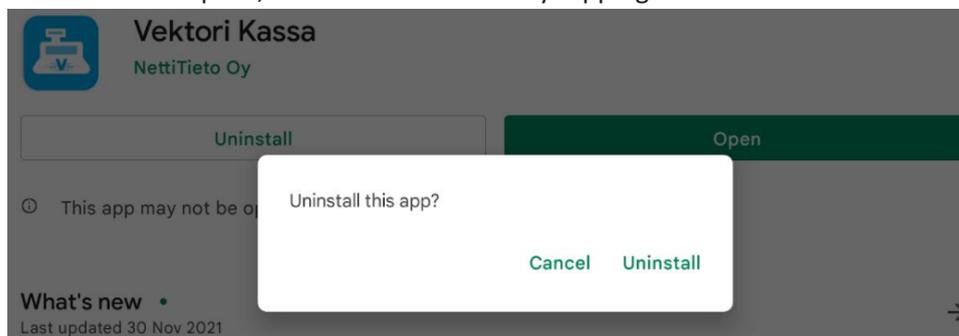
1. Close the application.
2. Open the Play Store.
3. In the search bar, type "vektori kassa".
4. Tap the *Vektori Kassa icon*, seen in the image below.



5. Next, tap *Uninstall*.



6. In the box that opens, confirm the deletion by tapping *Uninstall*.



7. Finally, tap *Install*.



Apple

1. Touch and hold the app.
2. Tap **Remove App** .
3. Tap Delete App, then tap Delete to confirm.
4. Reinstall Vektori Kassa from App Store.

<https://support.apple.com/en-us/HT207618>

During the reinstallation, Vektori Kassa application will be reconnected to the Vektori cloud service and you will need the following information:

address: *companyname*.vektori.fi

username, i.e. email address (for Vektori cloud service)

password(for Vektori cloud service)

See installation instructions if necessary from Vektori Kassa Quickstart Guide.

Charging the card fee past the Vektori Kassa

Poplapay payment terminals

If the payment terminal is integrated into Vektori Kassa, you cannot debit card payments with the payment terminal by entering the amount manually.

Nets payment terminals

You can make manual debits with the payment terminal, even if it is integrated into the Vektori Kassa. Please note, however, that Vektori Kassa and Vektori cloud service are unaware of manually made payment transactions. They only appear in Nets reporting. Also, the receipt cannot be printed unless the payment terminal itself has a receipt printer.

ISMP4: Press F button + 1 + enter the amount + green button

Move 3500 / Desk 3500: Press the menu button (black circle) + 1 + enter the amount + green button

Lane 3000: Press the menu button + 1 + enter the amount + green button