

ibank Data Capture Module (Hardware)

Troubleshooting

Please check the status of the ibank by referring to the below tables.

Power light	Action
Solid green	Perform 10-minute reboot.
Flashing green	Perform 10-minute reboot.
Off	Check transformer light (shown below)

Transformer light	Action
Solid green	Check connection to ibank.
Flashing green	Disconnect, then reconnect cables.
Off	Check wall socket is working correctly.



Your ibank is a small, black box measuring 7 x 7 inches (17.5 x 17.5 cms).

Your ibank is located:

10 Minute Reboot

- 1 Locate the ibank.
- 2 Hold power switch down for 5-7 seconds until all lights turn off. Please note, since the switch is a 'rocker' switch, it must be pressed and held for the full 5-7 seconds. If the light does not turn off, continue to step 3.
- 3 Switch off the power supply and then remove the power cable from ibank. The power cable will be a thin, black cable similar to a laptop charger.
- 4 Leave the cable disconnected for 10 minutes.
- 5 After 10 minutes, reconnect the power cable, turn on the power supply and then press the power switch once, releasing immediately.
- 6 The ibank may take up to 5 minutes to reestablish communication. Once connected, the green light should remain on and solid at all times. The ibank should beep upon reboot.
- 7 Check that the stock level readings from the ATG match those from the POS.



Once you have completed the troubleshooting process, call Fairbanks on +44 (0) 1695 52171 to confirm that you have successfully restored connectivity.