



Buy.®  
Earn.  
Redeem.

# NTR

## Troubleshooting Playbook



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# Table of Contents

## Issues Impacting All NTRs

All NTRs are down	4
No discount is applied or transaction isn't moving to the next shopper	4
Coupon not displayed	4
No LID lookup (NTR or POS)	5

## Issues Impacting A Single NTR

No power	6
Lost Connection	7
Loop not closing	8
Intermediate disconnection	9
No LID lookup	10
Screen display issues	11

## Issues Impacting the In-Lane Printers

Red flashing light	12
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## Note

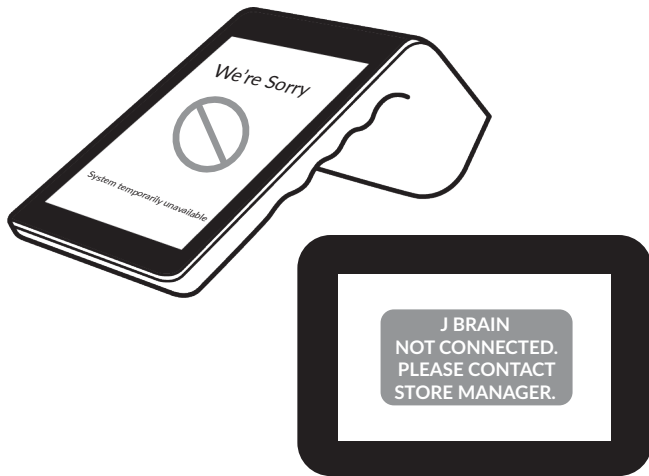
***For all troubleshooting issues, first access Settings on the NTR by following the steps below:***

### **Access Settings on the NTR**

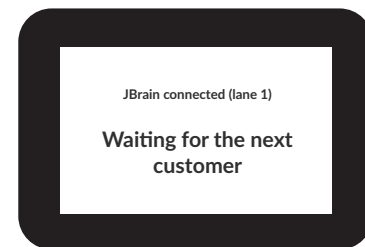
1. Click on globe icon at the top right corner located on the small screen that faces the cashier.
2. Click on 'Exit to Settings'.
3. When prompted with 'Would you like to access network settings?' Click 'Yes'.

## Issues Impacting All NTRs

### All NTRs are down



### No discount is applied or transaction isn't moving to the next shopper



### Coupon not displayed

## Troubleshooting Steps

1. Check for network/internet access issues at location.
2. Check if firewall maintenance has been done since the last working state.

If so, are the firewall IPs and Ports still open?

3. Make sure NTR has an IP address.

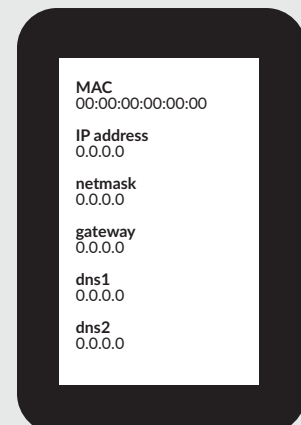
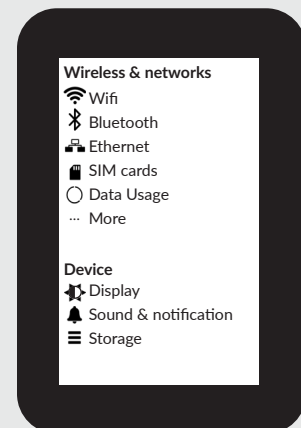
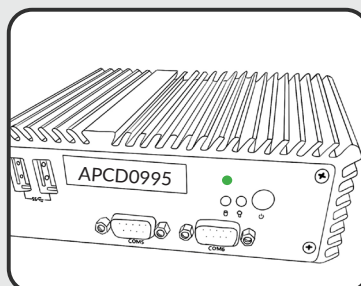
Settings → Ethernet: IP Address

If DHCP is enabled but you see 0.0.0.0, 1) check whether the DHCP server is down;  
2) check whether the Port access on the NTR is disabled (Ethernet option checked on Ethernet settings).

If Static, then there might be an issue at the switch/router level.

4. Make sure there is no power issue at the location.
5. Check if the JBRAIN is online.

*In the case that the above steps do not resolve the issue, please contact AppCard's technical support team at by email at [prologicsupport@appcard.com](mailto:prologicsupport@appcard.com) or by phone at 877-748-3543 ext 2.*



# Issues Impacting All NTRs

## No LID lookup (NTR or POS)

### Troubleshooting Steps

1. Check for network/internet access issues at location.
2. Check if firewall maintenance has been done since the last working state.

If so, are the firewall IPs and Ports still open?

3. Make sure NTR has an IP address.

Settings → Ethernet: IP Address

If DHCP is enabled but you see 0.0.0.0, 1) check whether the DHCP server is down; 2) check whether the Port access on the NTR is disabled (Ethernet option checked on Ethernet settings).

4. Make sure there is no power issue at the location.
5. Check if the JBRAIN is online.
6. Were any POS changes made to the setting since the last known working state?  
Ask if NTRs were moved or swapped between different lanes. This is very unlikely, but could happen when the store is moving things around or there is a major change happening at the store. Make sure the lane number matches the POS terminal number on the cashier mini screen.

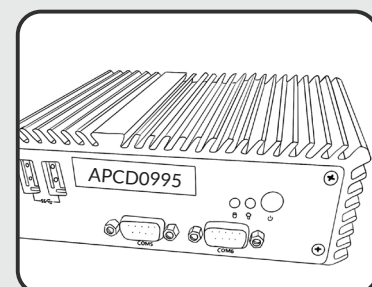
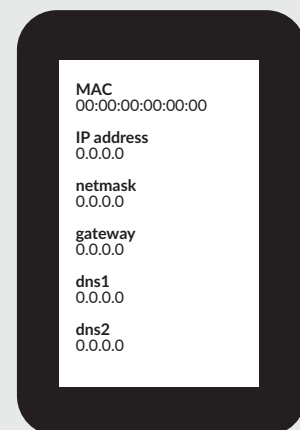
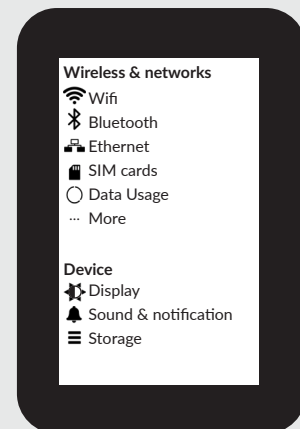
7. Please check any email from us about any general incident.

From: do-not-reply@appcard.com

Subject: <AppCard Incident - ..... >

In case that you aren't subscribed, please login to this page: <https://status.appcard.com/>.

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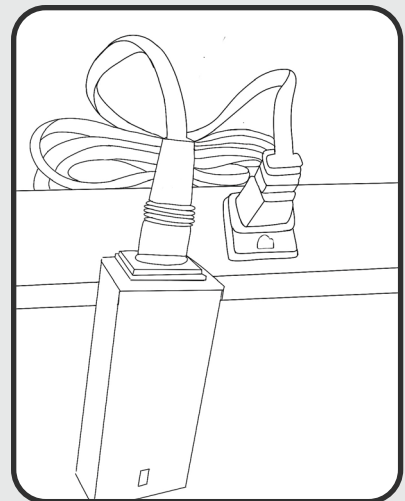
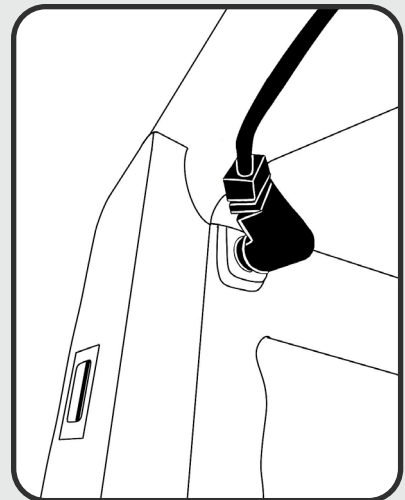
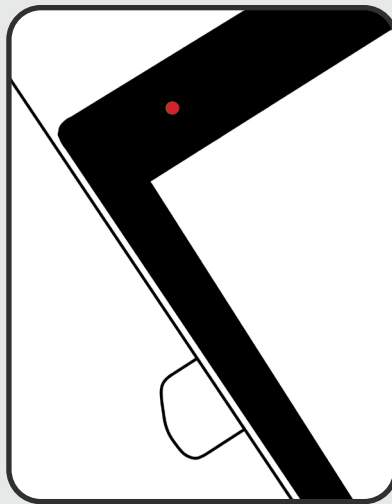
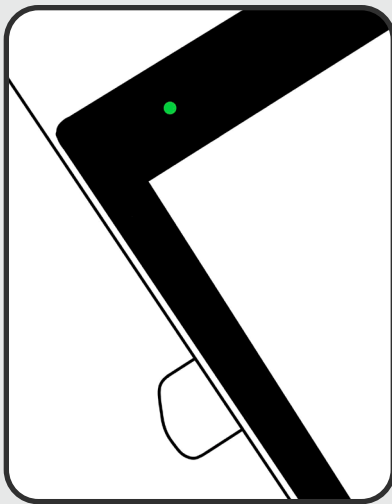
# Issues Impacting A Single NTR

## No power

### Troubleshooting Steps

1. Verify the outlet that the black power cable is connected to has power.
2. Verify black power cable is plugged into NTR.
3. Verify black power cable is not damaged (cord sliced, damaged, connection loose).
4. Make sure you see a red or green light on the upper left corner of NTR.

Green light = fully charged  
Red light = charging



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# Issues Impacting A Single NTR

## Lost connection

### Troubleshooting Steps

1. Verify if the NTR is on WiFi or Ethernet.

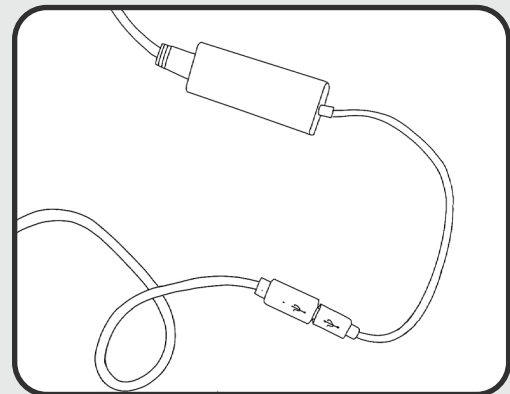
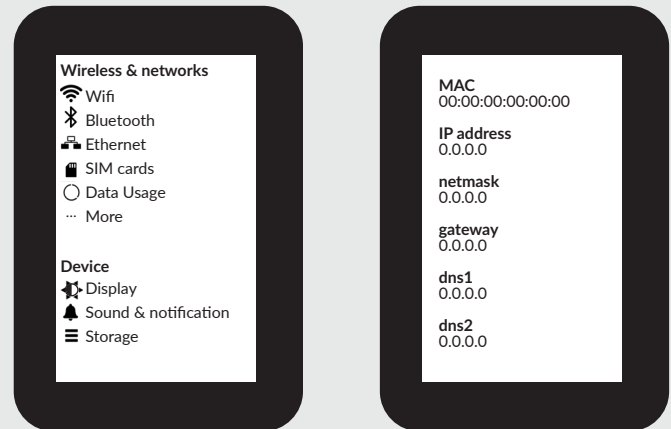
WiFi and Ethernet cannot be enabled at the same time. If on WiFi, make sure Ethernet is disabled. If on Ethernet, make sure WiFi is turned off. This can cause network conflict.

2. Verify 2 white cables, the extender and adapter cable, are firmly seated into the NTR or into the ethernet cable.

To verify if the extender cable is operational or not, go to ethernet settings and verify you see an IP address. If you do not see an IP address, confirm the ethernet cable is operational.

3. If there is still no IP address, switch the cables with a spare or with cables from a working NTR on another lane to determine if it is the cables that need to be replaced.

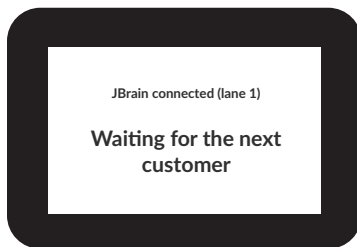
If NTR still has no connection after switching cables, please contact technical support to begin the process of replacing the NTR.



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# Issues Impacting A Single NTR

## *Loop not closing*



## Troubleshooting Steps

1. Verify that the small screen on the NTR says "JBrain is connected (lane 1)" and the lane number of the NTR matches the lane you are troubleshooting.
2. Verify that the NTR was not moved from one lane to another.

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# Issues Impacting A Single NTR

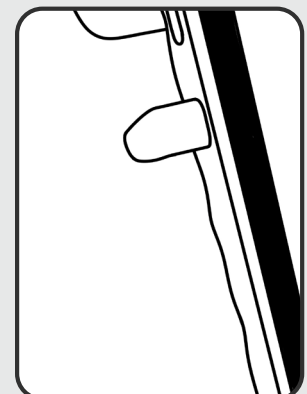
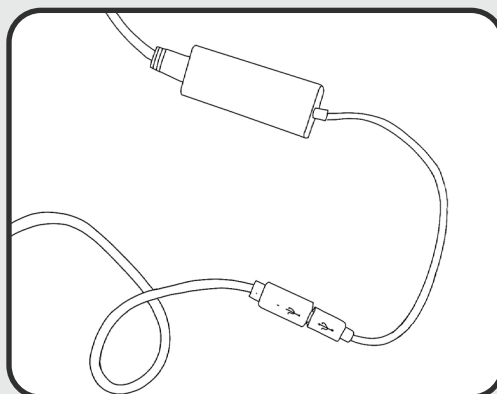
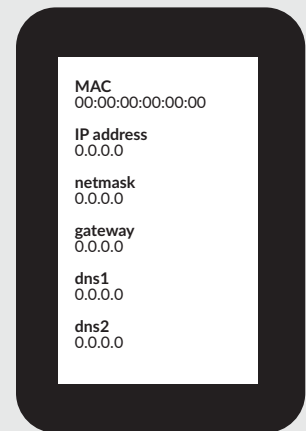
## *Intermediate disconnection*

### Troubleshooting Steps

1. Confirm there are no issues with store network.
2. Do a wiggle test of the white extender cable that goes directly into the NTR.

Go to Ethernet settings. Wiggle the extender cable. If you see the IP address go from numbers to all 0.0.0.0, that indicates the extender cable is going bad.

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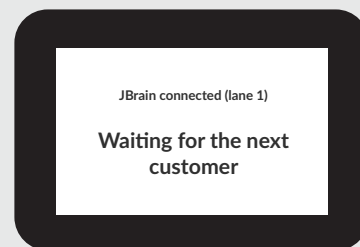
# Issues Impacting A Single NTR

## No LID lookup



## Troubleshooting Steps

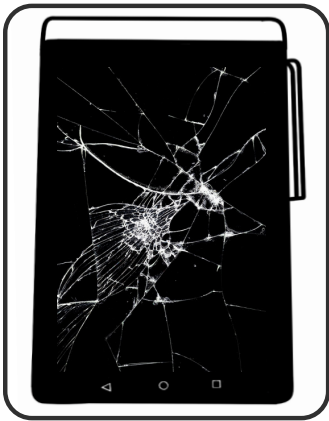
1. Verify that the small screen on the NTR says "JBrain is connected (lane 1)" and the lane number of the NTR matches the lane you are troubleshooting.
2. Verify that the NTR was not moved from one lane to another.



*In the case that the above steps do not resolve the issue, please contact AppCard's technical support team at by email at [prologicsupport@appcard.com](mailto:prologicsupport@appcard.com) or by phone at 877-748-3543 ext 2.*

# Issues Impacting A Single NTR

## *Screen display issues*



### **Troubleshooting Steps**

1. Verify if the same display issues exist on a different lane.
2. Verify if there is any physical damage to the NTR.

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# Issues Impacting the In-Lane Printers

## Red flashing light

### Troubleshooting Steps

1. Check if paper is loaded in the printer.
2. Check if ethernet cable is plugged into back of printer.
3. Verify you are getting green and orange lights in the ethernet port on back of printer.

If you are getting no green and orange lights, check the network switch in the store.

4. Verify if you can print a config page on the printer.

Turn off the printer. Hold down the “feed” button, then turn on the printer. It should print out a config page with network information. Verify you get an IP address on the config page.

5. You can also swap printers to another working lane (JUST TO TEST) and see if you see an IP address on the page.
6. If you are unable to print both a config page and receipts, the printer must be replaced.

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