

## Frequently Asked Questions (FAQ)

### How to know the status of signal strength in PoS device ?

When Device is switched on at the bottom of the screen search for symbol “E” showing good signal strength. If any other symbol means signal strength is weak go for whip antenna to boost the signal strength.

### How to boost the signal strength in case of weak signals ?

Change the location of device and use **whip** antenna .still not able to connect use broad band .

### How long PoS will function on battery ?

For eight hours.

### Sometimes printing fails while generating receipt, what could be the reason ?

Check if paper roll is properly placed. Check for battery strength. Good battery strength is required for printing

### What are the different types of UIDAI and ePos error codes ?

Error Code	UIDAI - Description
300	Biometric data did not match
510	Invalid Auth XML format, because of UID is less than 12 digits
811	Missing biometric data in CIDR for the given Aadhaar number
996	Aadhaar Cancelled
997	Aadhaar Suspended
998	Invalid Aadhaar Number Or Non Availability of Aadhaar data
999	Unknown error

### How to check new version is successfully updated?

In the login screen version number is displayed. Whenever a new version is released there is a prompt to download new version when dealer switches on the device. Go to settings select device update option, Automatically latest version is updated.

### Whom to contact in case of GPRS connection failure ?

Check for signal strength and try to boost it using **Whip** antenna or broad band.

### Can we give ration to beneficiaries not tagged to the FPS ?

No

**What is eKYC ?**

Aadhaar eKYC is a service offered by the Unique Identification Authority Of India (UIDAI) to validate the identity of an individual by verifying the personal details of an individual such as name, address, etc. against his or her biometric information held with the Aadhaar database.

**What is the meaning of error message “Device is not Mapped with this Shop” ?**

Each Fair Price shop is tightly coupled with the device number allocated to the shop. Hence Transactions for a shop is allowed from only the device assigned