

[FAQ]

Why can't I see the POS data on the GV-System?

Release Date: 10/18/2010

Applied to

GV-System V8.3.1 and later
GV-Data Capture V3 Series

Question

Why can't I see the POS data on the GV-System?

Answer

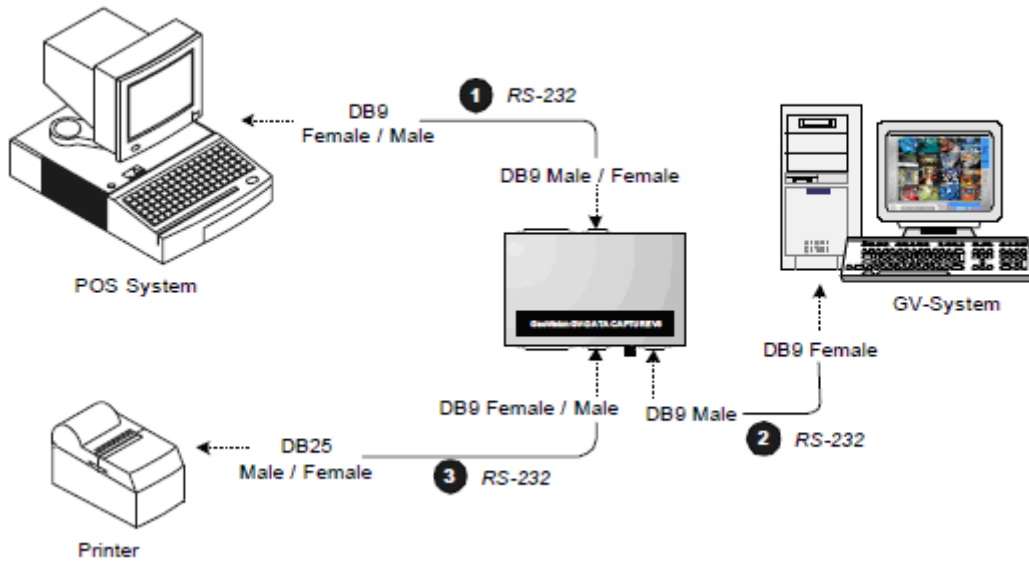
The problem occurs when certain settings are not configured correctly. To fix the problem, you can verify the configuration, including the wiring, DIP Switch settings and Baud Rate Switch settings, and find out where goes wrong.

How to do

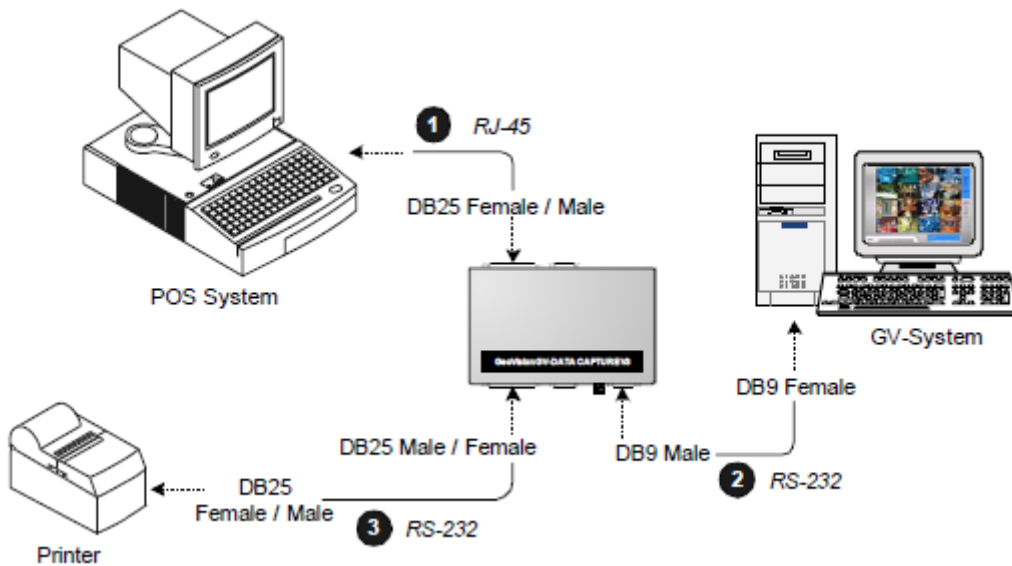
To verify the settings, follow the steps below:

- **Wiring:**

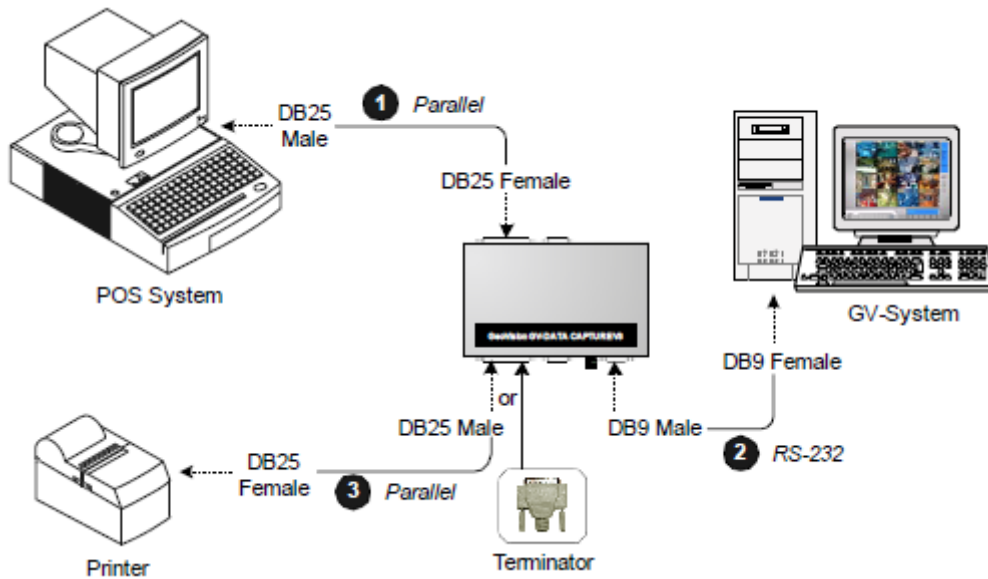
A. DB9 Serial Interface:



B. DB25 Serial Interface:



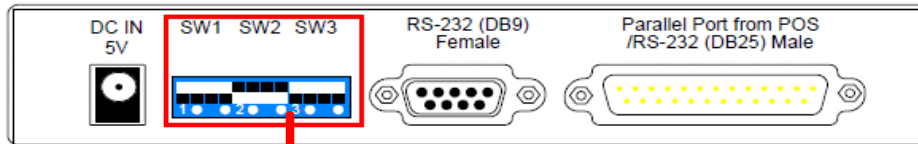
C. Parallel Interface:




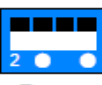

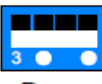


- DIP Switch Settings:**

Ensure to set the mode accordingly on the DIP Switch Setup on the rear panel.

Rear Panel

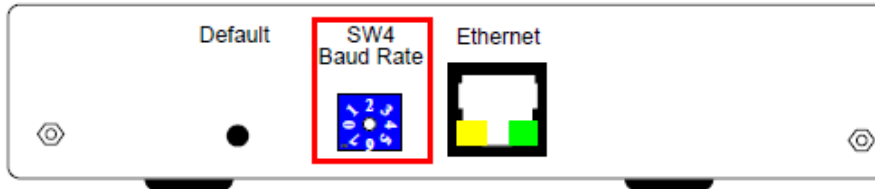


SW1	Up: Serial (Default) Down: Parallel	 Up	 Down
SW2	Up: DB25 Mode Down: DB9 Mode (Default)	 Up	 Down
SW3	Up: Non-crossover (Default) Down: Crossover	 Up	 Down

- **Baud Rate Switch:**

Ensure the baud rate is exactly matched that of the POS system.

V3E Side Panel

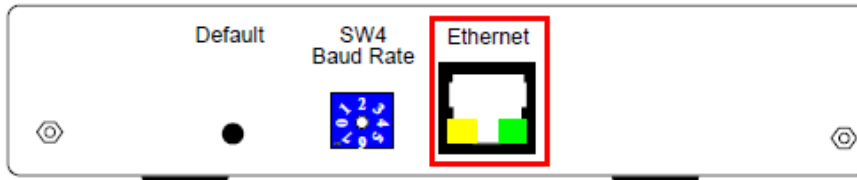


Switch Number	Baud Rate
0	115200 (default value)
1	57600
2	38400
3	19200
4	9600
5	4800
6	2400
7	1200

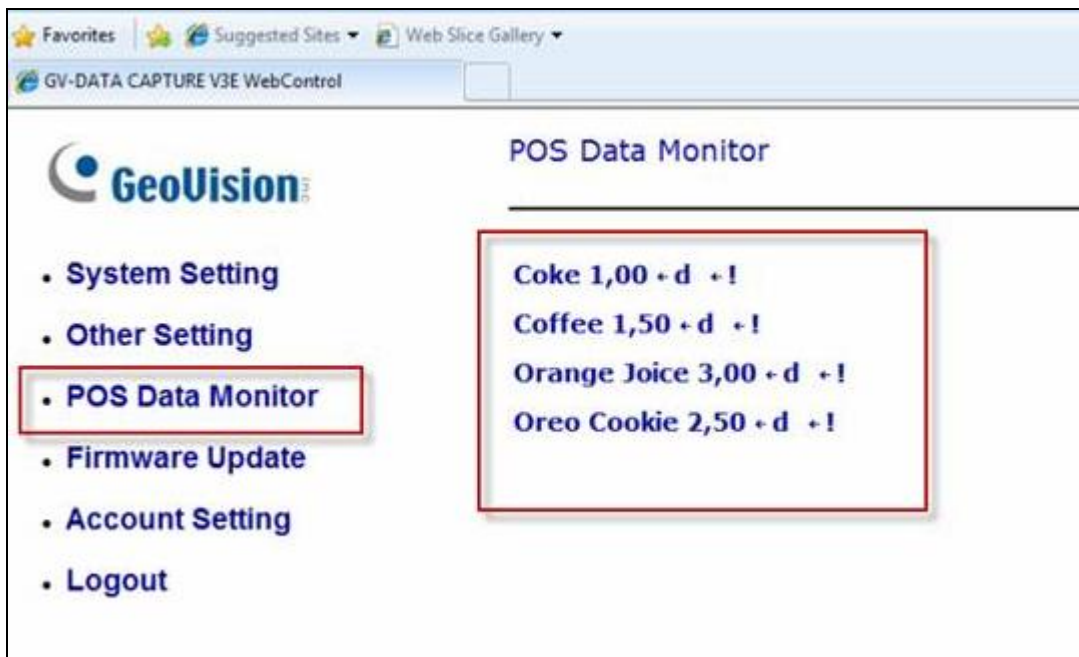
- **Data Reception Diagnosis:**

1. Connect GV-Data Capture to your network or laptop via the Ethernet Interface on the side panel. Here we use GV-Data Capture V3E as the example.

V3E Side Panel



2. Type <http://192.168.0.100> in the Internet browser, and log in with the default ID/password: **admin/1234**.
3. Click **POS Data Monitor** and the POS data should be correctly displayed on the right pane as shown below, after a transaction is made.



If the POS data still can't be displayed on the GV-System after you verify the above settings, it is recommended to use the **POS Text Sender** or the **POS Data Sender** to send the POS data. To determine whether to use the POS Text Sender or the POS Data Sender, please refer to the POS support flowchart:

http://classic.geovision.com.tw/english/faq/POSflowchart/posflow-1_new.htm