

[FAQ]

Why my GV-System can't detect the POS Text Sender dongle?

Release Date: 12/8/2010

Applied to

GV-System of versions earlier than V8.4

Question

After I integrated a POS device to the GV-System, the GV-System could not detect the POS Text Sender dongle (USB dongle). What can I do to solve this problem?

Answer

For GV-System of versions earlier than 8.4, it cannot detect a USB dongle with 1, 4, 8 or 12 ports. To solve this problem, you need to upgrade the GV-System to version 8.4 or later.