

Error: Tampered device on PIN Pad

Summary:

Error: Tampered device on PIN Pad

Cause:

This error indicates an issue with the encryption on the device.

Solution:

- Check with the PIN Pad merchant or processor to ensure it was sent encrypted properly for the merchant and processor. If the device was purchased from NCR, contact your Account representative to RMA the device. Have the part number available.

Online URL: <https://counterpoint.knowledgebase.co/article.php?id=220>