

# MNHC - CREDIT CARD TROUBLESHOOTING

**Note:** The sticker with D##### is your Computer ID and also your (Alias).

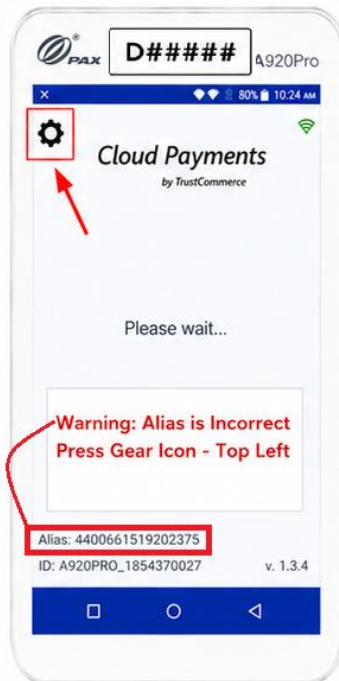
**1** **IMPORTANT:** Your Alias (Computer ID) is shown at the bottom.



**2** If not connected to the network, you will see this warning. Check your connection and try again.



**3** If your Device Alias has changed, see image. Click the Gear icon to update.



**4** Enter your Computer ID (Alias) from the sticker. Press the Green Circle to confirm. The Alias will be updated.



**5** Enter your Alias or Computer ID and press the Green Circle to confirm.



**i** Your Computer ID (Alias) is printed on the sticker. **D#####** If the Device Alias is incorrect, the app will not connect. Please enter your correct Computer ID (Alias) to continue.

Devices are connected to MNHC Wifi.

Each device must be used on the designated computer to which it is assigned when processing credit card transactions.

## Power Button (Side View)

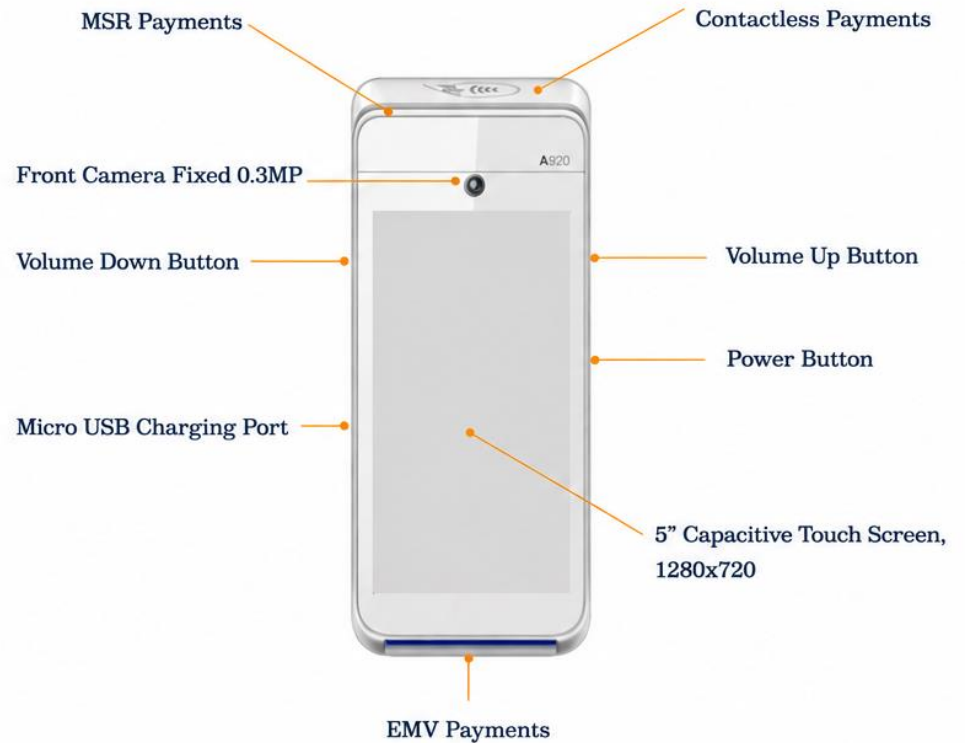
The Power Button is located on the side of the device. Press and hold the Power Button for **5-7 seconds** to power on or off the device.



### Power Button

Press and hold for **5-7 seconds** to turn the device on or off.

## A920 Pro Device Overview



## Tips

- Press and hold the Power Button for **5-7 seconds** until the screen turns on or off.
- If the device still does not power on, ensure the battery is charged or connected to a power source.
- If the issue persists, contact DAS IT Support for further assistance.