

## Troubleshooting Guide for Terminal Out of Service in HarbaKiosk

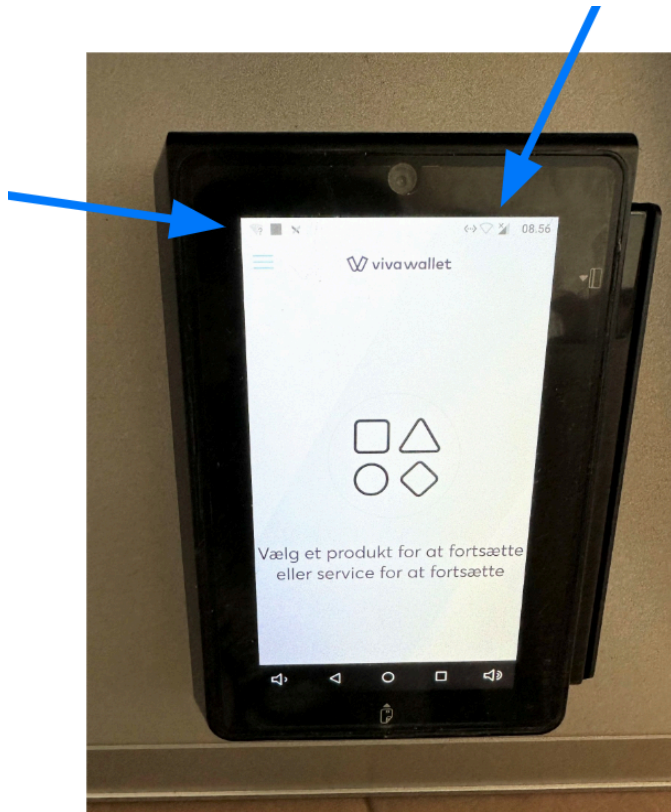
If you encounter issues with the terminal displaying 'terminal out of service' in the HarbaKiosk, follow these steps to resolve the problem:

### Steps to Correct the IP Address on the Terminal:

- When the terminal is connected to the kiosk and the marina's internet, we need to set it to the **kiosk's IP address**
- Open the kiosk with its key. The terminal has two small black buttons on its back. **Press the top black button** (Service) once.



- You will now have access to the terminal's configurations menus on the top of the screen. **Swipe down from the top of the screen.**



- Locate **Viva Proxy**. Drag this section further to reveal and **tap the Show Settings button**.
- Scroll down to the EPAS section towards the bottom
- **Enable the EPAS option**
- In ECR IP, enter the **IP address of the Harba kiosk** and click “OK”
- Make sure “Support cash devices” is disabled
- Press back on the triangle at the bottom and **launch the Viva Wallet POS app**
- Press the Service button on the back again to remove the configurations menu



- Wait for a few minutes to see if the terminal connects correctly with the internet. The warning message 'terminal out of service' should disappear from the Kiosk screen

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