

## Frequently Asked Questions (FAQ)

### How to know the status of signal strength in PoS device ?

When Device is switched on at the bottom of the screen search for symbol “E” showing good signal strength. If any other symbol means signal strength is weak go for wip antenna to boost the signal strength.

### How to boost the signal strength in case weak signals ?

Change the location of device and use wip antenna . still not able to connect use broad band .

### How long PoS will function on battery ?

For eight hours.

### Sometimes printing fails while generating receipt, what could be the reason ?

Check if paper roll is properly placed. Check for battery strength. Good battery strength is required for printing

### What are the different types of UIDAI and ePos error codes ?

Error Code	UIDAI - Description
300	Biometric data did not match
510	Invalid Auth XML format,because of UID is less than 12 digits
811	Missing biometric data in CIDR for the given Aadhaar number
996	Aadhaar Cancelled
997	Aadhaar Suspended
998	Invalid Aadhaar Number Or Non Availability of Aadhaar data
999	Unknown error
Error Codes	ePos - Description
051	Device is not Mapped with this Shop
004	Update your Device Software
069	Incorrect Password
099	UIDAI Network Connection Time Out, please try again/ Connection Time Out
010	Transaction failed
057	Invalid session id

070	Server exception
080	Inactive ration card number
101	Failed to download commodities
073	Incorrect UID
070	Invalid ration card number
061	Network error
052	Incorrect Details
004	Dispatch qty greater than allotted qty
003	Duplicate Submission
065	Stock Entry Failed
070	Invalid Entry
001	Server Error/Entry Missing
068	Koil entry failed
060	Invalid Quantity
063	Stock not dispatch for this shop
005	AWC ID not linked with shop
021	Failed to download ICDS Commodity
025	Please issue upto closing balance
026	Carry is exceeded than allotment
021	Failed to download MDM Commodity
062	Stock not dispatched

### **Whom to contact in case of Hardware or application related problems ?**

<b>District wise PMU &amp; Device Vendor Contact Numbers</b>		
<b>Sl.No</b>	<b>District</b>	<b>Device Vendor</b>
		<b>Contact No.</b>
1	Guntur	9133302248
2	Nellore	9133302246
3	Krishna	9701601320
4	Visakhapatnam	9701601428
5	East Godavari	9133302247
6	Srikakulam	9701601416
7	Vizianagaram	9133302258
8	West Godavari	9133302259
9	Chittoor	9701601318
10	Kurnool	9133302243
11	Anantapur	9133302241
12	Kadapa	9133302242
13	Prakasam	9701601414

### **How to download new version ?**

Whenever a new version is released . when the dealer switches on the device . The device prompts to download new version. Go to settings , select device update option . Automatically latest version is updated.

### **How to check new version is successfully updated?**

In the login screen version number is displayed.

### **Whom to contact in case of GPRS connection failure ?**

Check for signal strength and try to boost it using wip antenna or broad band.

### **Can we give ration to other than the bebeficiaries tagged to the FPS ?**

No

### **How to receive the stock from MLS points through PoS device ?**

Select Stock receive option. List of truck chits will be listed select the truck at delivery . Select the truck chit. Enter the quantities received quantities against the truck chit . The route officer will authenticate. Then Dealer will authenticate . and the stocks are added to the stock register.

**How does UIDAI Mobile Updation works through PoS ?**

Select Mobile Number Update option, enter the aadhar number and mobile number , based on mobile and uid , OTP will be generated on beneficiary mobile, give the input as OTP and pos will ask beneficiary and dealer authentication ,if authentication is success, beneficiary will get confirmation message from UIDAI

**What is ICDS and MDM ?**

It is a scheme to issue Commodities to Aanganwadi Centres and MDM is a Mid Day Meal Scheme to issue commodities to schools . Both the schemes are Aadhar based . where representatives of the schemes take their entitelments through Aadhaar authentication.

**What is the ration Portability ?**

A benefeciary of AP can take a commodity from any Fair price Shop across the state from any district