

Key Tips on POS Terminal Care, Security, and Software Updates



Dear Valued Merchant,

Your Point-of-Sale (POS) Terminal is one of the most important tools in your business, and so, taking care of it is crucial for its efficient and effective functioning.

To help you with this, we have prepared a list of essential terminal care tips, including security and software updates.

By following these guidelines, you are not only ensuring that your device is ready for business every day, but you are also increasing the reliability you deserve and expect from our products and services.



Terminal Care Tips

- Handle your Point-of-Sale Terminal with care. Do your best not to drop the device or spill any liquids on it, as this will affect the device's functionality.
- Your terminals should be secured and placed in a clutter-free space. This allows for easy and free usage of the device – reducing the need to pull on terminal cords.
- Securely store terminal in a safe and dry place during periods of adverse weather conditions e.g. hurricanes/storms.
- It is recommended that you plug your terminal into a surge protector versus directly into a wall outlet. This small step can prevent damage from power surges and extend the life of your terminal.
- Be sure to keep your terminal at a normal temperature (extreme heat or cold can influence functionality).
- Use the correct charger for the assigned POS as provided by your NCB Representative which aids terminal performance.



Terminal Security Tips

- Keep your device in a safe and visible location and conduct routine checks to ensure no unknown peripherals were installed.
- Signs of tampering may include:**
1. Wires protruding from the device.
 2. Foreign objects inserted into the smart card (chip card reader) or magstripe slot.
 3. Signs of damage to the tamper-evident label.
 4. A warning message on the device display.

- Check to ensure that no cameras can capture the Cardholder's PIN, and immediately report a missing terminal or signs of tampering/altering of the terminal.



Terminal Software Update Tips

- Your Point-of-Sale Terminal must be powered to receive the latest application and security updates.
- Let your Point-of-Sale Terminal update by connecting via Ethernet or Wi-Fi. Always allow it to finish; do not cancel the update.
- Make sure your Point-of-Sale Terminal is fully charged and ready for each day.

Thank you for continuing to choose NCB as your financial partner.

If you have any questions or concerns, please do not hesitate to contact us:

- Reach out to your assigned Sales & Relationship Officer
- Call our Merchant Support Direct Line at (876) 935-2600
- Connect on jncb.com via Web Chat for Merchant Services
- Email us at ncbinfo@jncb.com