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 symbo means signal strength is week go for wip antenna to boost the signal strength.

How to boost the signal strength in case week signals ?
Change the location of device and use wip antenna . still not able to connect use broad band .

How long PoS will fucntion 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 0r 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 ?

District wise PMU & Device Vendor Contact Numbers

Contact Details of Technical Support Engineers						
Support	Location	Name	Designation	Mobile Number	Email id-	Service Centre
Group Support	Ambala	HIMANSHU SHARMA	TSE	8950548377	support.haryanapds@visiontek.co.in	6066 jamma dass building fish market amballa cant 133001
		NITISH KUMAR	TSE	9996694044		
		Padam Kumar	TSE	9416935562		
		HARVINDER KUMAR	TSE	7206393120		
Helpdesk mail Haryana PDS						
State Office Support	Kuruksetra	Mr Balwinder Singh Sidhu	Service Engineer	9779992255	balwinder@visiontek.co.in	
		Mr Rinkul Tyagi	Manager	9780430057	rinkul.tyagi@visiontek.co.in	
		Mr Pradeep	Service Engineer	9793589993	pradeep@visiontek.co.in	
		Mr Harish Sharma	Senior Sevice Manager	9717198833	harish@visiontek.co.in	

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

How to check new version is successfuly 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 beneficary mobile, give the input as OTP and pos will ask beneficary and dealer authentication ,if autentication is success, beneficiary will get confirmation message from UIDAI

What is the ration Portability ?
A benefeciary of Haryana can take a commodity from any Fair price Shop across the state from any district