

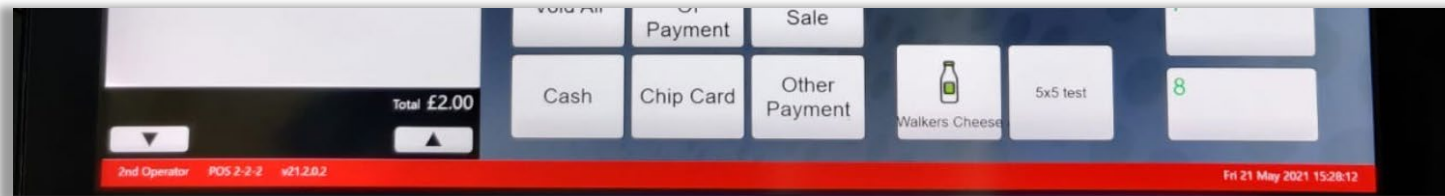
evoPOS Fallback Mode - What to do

This flash card explains the steps you should take when your evoPOS is in fallback mode and your server is offline

evo Fallback (Resilience) mode is an emergency mode that enables you to continue trading when there is an issue with your server.

1

You will know you are in fallback mode as evoPOS will display the message **'Server Offline'**



! You may see a message flash up on screen while your pumps switch to fallback mode ! Your pump buttons will briefly show as offline but will return when fallback is in place.

2

! Important !

When you see you are in fallback mode do not reboot the POS or switch off/reboot the evoServer.

3

! Important !

Call the TLM Support Hub.
Let them know you have a message on your POS and that you are in fallback mode.

Note: Promotions, Tobacco Gantries, some Loyalty platforms and Pay at Pump will not activate on the POS while in fallback mode.