Peplink Failover Router FAQ

Q- Can you connect your laptop or other device to the Peplink that's not an NRS POS or NRSPAY device?
A- No, it will not work. Only NRS POS & NRSPAY transactions.

Q- The 'status' light is red?
A- When first turning on, the Peplink will take about 2 minutes for the status light to turn green. Don't disconnect from power and wait for the light to change to green. Red means the device is booting up.

Q- Does it work with more than one POS?
A- Yes, but the store will need to buy a separate internet switch. It can be found on the NRS Marketplace. If trying to use with more than 2 POS's, reach out to failover@nrsplus.com

Q- The POS is showing 'Failed' under network even though its plugged into the Peplink?
A- First try unplugging and plugging back in the ethernet cable from the POS.
If that doesn't work, unplug the peplink from power, count to 10 and plug it back in. It will take about 2 minutes to reboot- you'll know it's ready when the 'Status' light and the 'Cellular' light are both green.

Q- The 'Cellular' green light is flashing?
A- That means the unit is having trouble connecting to the network. Make sure the correct antennas are screwed on tightly and onto the right places on the unit- MAIN & Diversity/AUX. This could also be a cellular network issue.

Q: What's the maximum length the ethernet cables can be?
A- We recommend the cables should not be more than 20 feet in length to make sure the connection doesn't degrade from the failover.

Q: Is this unit WIFI enabled?
A- This unit is not WIFI enabled at this time.

Any other Questions? Reach out to failover@nrsplus.com