



QUICKPARKING

[Knowledge base](#) > [Hardware \(Open\)](#) > [CCV & Payment Equipment](#)

CCV & Payment Equipment

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CCV & Payment Equipment

Payments can fail at the terminal on occasion, the reasons behind this can include the following:

- The CCV PIN Pad (from the payment provider) failed or malfunctioned.
- An unexpected shutdown corrupted some internal data.
- An unknown issue needing deeper investigation – assuming that the first two options have been ruled out.

In each of the above issues relating to a failed payment, the Support Team will need to confirm:

1. **The specific time of the issue**
2. **The exact location of the terminal in question**
3. **Specific error messages when the issue occurred**

In some cases relating to issues with the PIN Pad itself, the problem may lie with the configuration or incorrect configuration of the PIN Pad. Typeqast can assist with the configuration process of a PIN Pad device, but this should normally be planned and/or a time slot booked in for this.

Thanks and regards,

The Quick Parking Support & Assistance Team



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