



Instrucciones para la descarga en el POS

Antes de iniciar una descarga

- › Asegúrese de que no haya lotes abiertos
- › Asegúrese de que la línea Ethernet o telefónica esté conectada al dispositivo
- › Asegúrese de que el teclado externo para ingreso de PIN, si corresponde, esté conectado al dispositivo



Ingenico



Tiempo de descarga esperado

- Para las conexiones IP, la descarga tardará aproximadamente 10 minutos
- Para las conexiones telefónicas, la descarga tardará aproximadamente 30 minutos

Cómo cambiar el tamaño del sistema a 10 (ICT220/IWL220) o 16 (ICT250/IWL250)

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Instrucciones para descargar la aplicación

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Instrucciones de carga de clave EMV

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- Press [1] EMV Public Key Load to access the EMV Public Key Load menu
- Press [1] EMV Public Key Load
- Terminal will communicate out, displaying "Receiving, Connecting, Receiving" until Key Load is complete
- Once complete, terminal will display "Download Successful Press Enter"
- Press [Enter]
- Press [Cancel] until ELAVON appears on display



POS Download Instructions

Ingenico (cont'd)

If You Have PIN Pad Connection Issues

If your terminal is not set to look for an external PIN pad, please take the following steps. First, make sure the correct PIN pad type is selected in the terminal:

- Press the [.,#*] key
- Input [123456F] and press the [Enter] key
- Select [3] Setup
- Select [5 or 6] Term settings
- Select [4] PIN pad
- Select [1] PIN pad type
- Select appropriate option

If this does not correct the error, please contact customer care.

Application Download Instructions

- Press the * key until you see Elavon and EMA on the screen
- Press F3 for EMA
- Press F3 for Update Now
- Key in 288635 at the password prompt
- Terminal will check in and do a download if updates are available

NOTE: Terminal will reboot and print a receipt after the download. The receipt should read "Terminal is Up To Date" to indicate the download completed successfully.

EMV Key Load Process

Once the application download has completed successfully, press F2 to enter the application. At this time, the terminal will automatically initiate an EMV Key Load.

- For terminals utilizing the internal PIN Pad, the EMV Key Load will process and an "EMV Key Load Successful" message will appear.
- For terminals with an external PIN Pad attached, the terminal will display a "Please wait" message. When the EMV Key Load is complete, the main application menu will appear.

If the EMV Key Load fails, or to re-initiate the EMV Key Load for any reason, do the following:

- Press the green Enter key
- Press the purple More button one time to scroll down
- Press F1 for Public Keys
- Key in the 1 alpha alpha 66831 at the password prompt
- Press F2 for Public Key Load
- Terminal will communicate to the Host to obtain the EMV Keys

Verifone



Expected Download Time

- For IP connections, your download will take approximately 5 minutes
- For dial-up connections, your download will take approximately 30 minutes
- For terminals with external PIN Pads, your download will take an additional 10-40 minutes depending on current software version and connection type