



POS Download Instructions

Before Initiating a Download

- › Make sure there are no open batches
- › Make sure the Ethernet or dial line is connected to the device
- › Make sure the external PIN Pad, if applicable, is connected to the device



Ingenico



Expected Download Time

- For IP connections, your download will take approximately 10 minutes
- For dial-up connections, your download will take approximately 30 minutes

How to Change the System Size to 10 (ICT220/IWL220) or 16 (ICT250/IWL250)

- Reboot the terminal by pressing the Yellow key and Punctuation key [.,#*] at the same time
- On reboot when you see the screen with "---" quickly press [2] key to bring up the OS menu
- Arrow down to "Change Sys Size" using the F2 key and Press [Enter]
- Enter '10' for ICT220/IWL220 or '16' for ICT250/IWL250 and Press [Enter]
- Next screen will display "System memory has been successfully changes/Press a key." Press a key to return to the previous screen
- On the display the top line now reads "Sys size : 010 Mb" (ICT220/IWL220) or "Sys size : 016 Mb" (ICT250/IWL250)
- Press [Cancel] twice to exit and reboot terminal
- The attempt download

Application Download Instructions

- Press [.,#*] key
- Input [1234567F] and press [Enter]
- Press [4] Maintenance
- Press [1] Download
- Press [2] Start Download
- Terminal will communicate out to process the download

NOTE: Terminal will reboot and print a receipt after the download. The receipt should read "Parameter data update succeeded" to indicate the download completed successfully.

EMV Key Load Instructions

- Press [.,#*] key
- Input [1234567F] and press [Enter]
- Press [8] Host Management
- 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



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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