Ingenico POS Terminal 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

APPLICATION DOWNLOAD INSTRUCTIONS

- Press [.,#*] key
- Input [1234567F] and press [Enter]
- Press [4] Maintenance
- Press [1] Download
- Press [1] Setup, press enter 6 times, input Elavon number provided
- Press [Enter] twice
- 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

EXPECTED DOWNLOAD TIME

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

IMPORTANT NOTES REGARDING PROCESSING CHIP CARD TRANSACTIONS

- Be sure that cardholders leave their chip card inserted into the device throughout the entire transaction. The device will prompt the cardholder to remove the chip card when the transaction is completed
- If a cardholder tries to swipe the chip card, they will be prompted to insert their chip card instead

For further instructions on how to use your terminal, check out the product demo videos found in the blue "Merchant News" box on the right side of your www.bechipcardready.com page.

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 [123456P] 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.

Insert Card 1
Instead of swiping, the customer will insert the card into the terminal, chip first, face up

Remove Card 4
When the transaction is complete, remind the customer to take the card with them

2 Leave the Card in the Terminal
The card must remain in the terminal during the entire transaction

3 Sign the Receipt or Enter a PIN
As prompted, the customer will sign the receipt or enter their PIN to complete the transaction