


Download Procedures

4


Full Download (Program Load) Procedure

 If terminal has an application running, verify the current version in the terminal before doing the download procedure.

A full program download of the Hypercom ICE terminal is completed in four steps. The procedure is described below:

1. RAM Clearing the current memory in the terminal.
2. Configuring the terminal to accept a new download via Term-Master Suite.
3. A full download via Term-Master Suite, which takes approximately 1 hour. This downloads the shell or generic programming into the terminal.
4. Initialization via Term-Master Suite, which takes approximately 30 - 45 seconds to complete. This downloads the merchant-specific information into the terminal.

Step 1. RAM-Clearing the terminal

 The terminal display may differ than what is shown here but the steps to complete the Ram Clear procedure are the same.

Step	Action	Display
1	Touch [MENU].	MAIN → X (transaction setup displays here)
2	Touch →.	MAIN → X Tests Functions Supervisor
3	Touch [SUPERVISOR].	PASSWORD X Enter password ← CLEAR ENTER
4	Key in password 336070 and press or touch [ENTER].	SUPERVISOR ← X Print Clear Auto-Test A-Test Ans
5	Touch [CLEAR].	CLEAR ← X Init Tab Batch Reversals

Step 1. Ram Clearing the terminal (Continued)


Step	Action	Display
6	Touch [Reversals]	TRANSACTION COMPLETE
7	Touch [Journal]	TRANSACTION COMPLETE
8	Touch [Init Tab]	Clear Init Table Yes No
9	Touch [Yes]	TRANSACTION COMPLETE
10	Touch [X]	← X Clear Journal Init Table Reversal
11	Touch [Main Menu Bar]	Date Main Menu Bar Time Configure Terminal or Call Help – CO Configure Initialize
12	Enter Password	Optional
13	Touch [MAIN MENU] and then [TERMINAL] on the display.	TERMINAL → X Initialize Prog Load Shift View Train Mode Logon
14	Touch → for the next menu.	TERMINAL ← X Reset Lock ICEpac Logon
15	Touch [RESET] and immediately hold down the [CLEAR] key until you hear two beeps.	CONFIGURE TERMINAL OR CALL HELP-FE 0: RESTART 1: MERCHANT PROGRAMMING 2: PROGRAM LOAD 3: CLEAR PAGE MEMORY 4: MAINTENANCE FUNCTIONS 5: FAST LOAD
16	Press [3] on the terminal keypad to Clear Page Memory.	CLEAR PAGE MEMORY CORRECT? YES OR NO

Step 1. Ram Clearing the terminal (Continued)

Step	Action	Display
17	Touch [YES] on the terminal display, or press [ENTER] on the terminal keypad to confirm. The terminal will perform a self-test. The current software application is removed from the terminal memory.	CONFIGURE TERMINAL OR CALL HELP-PE 0: RESTART 1: MERCHANT PROGRAMMING 2: PROGRAM LOAD 3: CLEAR PAGE MEMORY 4: MAINTENANCE FUNCTIONS 5: FAST LOAD

Step 2. Configuring for a New Program Load

Step	Action	Display
1	Touch [1] on the terminal keyboard.	MERCHANT PROGRAMMING TERMINAL ID NUMBER XXXXXXXXXX Q W E R T Y U I O P A S D F G H J K L ← Z X C V B N M SPACE CANCEL CLEAR ENTER
2	Key in the terminal ID number and touch [ENTER] on the terminal display or press [ENTER] on the terminal keypad.	MERCHANT PROGRAMMING INIT. TELEPHONE NO XXXXXXXXXX ← A B C D E F CANCEL CLEAR ENTER

 The Terminal ID is composed of an 8-digit number plus a 9th character check-digit. This check-digit is found in the Term-Master Suite file. To get the check-digit, click on the calculator icon, key in the 8-digit Terminal ID and press ENTER.

Step 2. Configuring for a New Program Load (Continued)

☰ Initialization
 Phone Number:
 Tampa – 1-888-
 959-1408

NMS Phone
 Number:
 Tampa – 1-888-
 959-1478

☰ PABX Access
 Code is used in
 the event that
 the merchant
 requires an "8" or
 "9" to dial an
 outside line.

Step	Action	Display
3	Key in the initialization phone number and touch or press [ENTER].	MERCHANT PROGRAMMING NMS TELEPHONE NO XXXXXXXXX ← A B C D E F CANCEL CLEAR ENTER
4	Key in the NMS phone number and touch or press [ENTER].	MERCHANT PROGRAMMING DIAL 0 - TONE 1 - PULSE ← CANCEL CLEAR ENTER
5	Touch 0 for tone dialing or 1 for pulse dialing. Touch or press [ENTER].	MERCHANT PROGRAMMING PABX ACCESS CODE ← A B C D E F Del CANCEL CLEAR ENTER
6	Key in PABX access code if necessary and touch or press [ENTER].	MERCHANT PROGRAMMING TERMINAL ID NUMBER XXXXXXXXX Q W E R T Y U I O P A S D F G H J K L ← Z X C V B N M SPACE CANCEL CLEAR ENTER
7	Touch [CANCEL].	PLEASE INITIALIZE OR CALL HELP- 0 – RESTART 1 – MERCHANT PROGRAM 2 – PROGRAM LOAD 3 – CLEAR PAGE MEMORY 4 – MAINTENANCE FUNCTIONS 5 – FAST LOAD

Step 3. Initiating a Full Program Load

Step	Action	Display
1	Press [2] on the terminal keypad.	PROGRAM LOAD CORRECT? YES OR NO CANCEL NO YES
2	Touch [YES].	PROGRAM LOAD DIALING NOW
3	The terminal connects to the host and begins downloading.	PROGRAM LOAD LOADING MEM XX XXXX
4	The program load is complete.	Transaction Complete

Step 4. Initializing the terminal

Step	Action	Display
1	Touch [MENU] and then [TERMINAL] on the display.	PLEASE INITIALIZE
2	Touch [INITIALIZE].	INITIALIZE X Correct ? YES NO
3	Touch [YES].	PROCESSING NOW...
4	The terminal initialization is complete.	Transaction Complete

Initialization Procedure

An initialization of the Hypercom ICE 5500 terminal is completed in 2 steps. The procedure is described below:

1. Verify the current version in the terminal.
2. Initializing the terminal through Term-Master Suite, which takes approximately 30 seconds -2 minutes to complete. This downloads the merchant-specific information into the terminal.

Step 1. Verify the current version in the terminal

Step	Action	Display
1	Touch [MENU]	MAIN → X (transaction setup displays here)
2	Touch [→]	MAIN ← X Setup Function Tests Supervisor GiftCard
3	Touch [FUNCTION]	MERCHANT FUNCTION X Enter Function <input type="text"/> ← CLEAR ENTER
4	Key in Function 91 and press or touch [ENTER]	VERSION X Software xxxxxx OS xxxxxx Terminal xxxxxx OK
5	Verify that the Software version in terminal is current version. If not, the terminal requires a Full Program Load. After viewing the version in terminal, go to next step.	VERSION X Software xxxxxx OS xxxxxx Terminal xxxxxx OK
6	Touch [OK]	MAIN → X (transaction setup displays here)

Step 2. Initializing the terminal

Step	Action	Display
1	Touch [MENU]	MAIN → X (transaction setup displays here)
2	Touch [TERMINAL]	TERMINAL ← → X Initialize Prog Load View Train Mode Fast Auth
3	Touch [INITIALIZE].	Correct ? NO YES
4	Touch [YES]	Processing now...
5	No action while processing	MENU BAR Sale Find Adjust Tab Reports Settle