
Download Procedures

4

Full Download Procedure


A full program download of the Hypercom T7 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.
3. A full download takes approximately 30 – 40 minutes. This downloads the shell, or generic programming, into the terminal.
4. Initialization takes approximately 30 - 45 seconds to complete. This downloads the merchant specific information into the terminal.

Step 1. RAM Clearing the Terminal

Step	Display	Action	Key(s)
1	JULY 10, 1998 10:00 SWIPE CUSTOMER CARD	Press:	[FUNCTION]
2	MERCHANT FUNCTION	Press:	[99]
3	MERCHANT FUNCTION 99	Press:	[ENTER]
4	SUPERVISOR PASSWORD	Press:	[336070]
5	SUPERVISOR PASSWORD XXXXXX	Press:	[ENTER]
6	PROGRAM FUNCTION	Press:	[9]
7	PROGRAM FUNCTION 9	Press:	[ENTER]
8	TYPE ?	Press:	[6]
9	TYPE ? 6	Press:	[ENTER]
10	TRANSACTION COMPLETE	WAIT UNTIL DISPLAY CHANGES	
11	TYPE ?	Press:	[2]

Step 1. RAM Clearing the Terminal (Continued)

 Gray fields are optional.

Step	Display	Action	Key(s)
12	TYPE ? 2	Press:	[ENTER]
13	TRANSACTION COMPLETE	WAIT UNTIL DISPLAY CHANGES	
14	HOST # ? Note: This prompt will only show if the terminal is using multiple hosts, i.e., American Express Reverse PIP*	Press:	00= BOTH HOSTS 01 = PNS 02 = AMEX OR OTHER HOST
15	HOST #? 00 *	Press	[ENTER]
16	TYPE ?	Press:	[1]
17	TYPE ? 1	Press:	[ENTER]
18	TRANSACTION COMPLETE	Wait until display changes	
19	TYPE ?	Press:	[CANCEL]
20	CONFIGURE TERMINAL OR CALL HELP - CO	Press:	[FUNCTION]
21	MERCHANT FUNCTION	Press:	[3]
22	MERCHANT FUNCTION 3	Press:	[ENTER]
23	WAIT - SELF TEST	Quickly press and hold down the following keys simultaneously:	[CARD VERIFY] [VOID] [OFFLINE] CONTINUE HOLDING KEYS FOR A FEW SECONDS UNTIL TWO BEEPS ARE HEARD
24	CONFIGURE TERMINAL OR CALL HELP - FE	Press:	[FUNCTION]
25	MERCHANT FUNCTION	Press:	[98]
26	MERCHANT FUNCTION 98	Press:	[ENTER]
27	CORRECT? YES OR NO	Press:	[ENTER]
28	WAIT - SELF TEST then CONFIGURE TERMINAL OR CALL HELP - PE (PE indicates the RAM has been cleared)	See Step 2 (Configuring for a New Download) listed below	

Step 2. Configuring for a Full Download

- ☰ **Initialization Phone Number:**
Tampa: 18005334921
- ☰ **NMS Phone Number:**
Tampa: 18005334920
- ☰ **PABX Access code** is used in the event that the merchant requires an '8' or '9' to dial an outside line. No dashes are required
- ☰ **Terminal ID** is composed of an 8-digit number plus a 9th character check digit. This check digit is displayed in the Term-Master Suite file.
- ☰ To get the check digit click on the calculator button and key in the Terminal ID and press enter. The check digit displays in the box to the right of the Terminal ID entered.

Step	Display	Action	Key(s)
1	CONFIGURE TERMINAL OR CALL HELP - PE	Press:	[FUNCTION]
2	MERCHANT FUNCTION	Press:	[2]
3	MERCHANT FUNCTION 2	Press:	[ENTER]
4	TERMINAL ID NUMBER XXXXXXXXXX	Key in 8 digit Terminal ID plus 1 digit check digit from Term-Master Suite.	XXXXXXXXXX
5	TERMINAL ID NUMBER XXXXXXXXXX	Press:	[ENTER]
6	INIT. TELEPHONE NO	Key in initialization phone number	18005334921
7	INIT. TELEPHONE NO 18005334921	Press:	[ENTER]
8	NMS TELEPHONE NO	Key in NMS phone number.	18005334920
9	NMS TELEPHONE NO 18005334920	Press:	[ENTER]
10	DIAL 0-TONE 1-PULSE 0	Press:	[ENTER]
11	PABX ACCESS CODE	Key in code (if needed)	9 (EXAMPLE)
12	PABX ACCESS CODE 9	Press:	[ENTER]
13	EXIT, PRESS CANCEL	Press:	[CANCEL]
14	PLEASE INITIALIZE OR CALL HELP - PE	See Step 3 (Initiating a Full Program Load) listed below	

Step 3. Initiating a Full Download

Step	Display	Action	Key(s)
1	PLEASE INITIALIZE OR CALL HELP - PE	Press:	[FUNCTION]
2	MERCHANT FUNCTION	Press:	[92]
3	MERCHANT FUNCTION 92	Press:	[ENTER]
4	PROGRAM LOAD CORRECT? YES OR NO	Press:	[ENTER]
5	DIALING... PROCESSING NOW... LOADING MEM XXXXXX	No action while terminal downloads	
6	PLEASE INITIALIZE	See Step 4 (Initializing the terminal) listed below	

Step 4. Initializing the Terminal

Step	Display	Action	Key(s)
1	PLEASE INITIALIZE	Press:	[INITIALIZE]
2	INITIALIZE CORRECT? YES OR NO	Press:	[YES]
3	INITIALIZE DIALING NOW... PROCESSING NOW...	No action while terminal initializes	
4	TRANSACTION COMPLETE	Press:	[CANCEL]
5	JAN 01, 1997 14:50 SWIPE CUSTOMER CARD	Terminal is ready to process transactions	

Initialization Procedure

Before initiating a download, make sure the terminal has the most current application version or it will corrupt the application.

An initialization of the Hypercom T7 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	Display	Action	Key(s)
1	JULY 10, 1998 10:00 SWIPE CUSTOMER CARD	Press:	[FUNCTION]
2	MERCHANT FUNCTION	Press:	[91]
3	MERCHANT FUNCTION 91	Press:	[ENTER]
4	PNSTP7_XXX T7AEPRM401 TERMINAL ID	Verify terminal has the current software version. If not, the terminal requires a Full Download. After verifying the version in terminal, go to next step.	

Step 2. Initializing the Terminal

Step	Display	Action	Key(s)
1	PLEASE INITIALIZE	Press:	[INITIALIZE]
2	INITIALIZE CORRECT? YES OR NO	Press:	[YES]
3	INITIALIZE DIALING NOW... PROCESSING NOW...	No action while terminal initializes	
4	TRANSACTION COMPLETE	Press:	[CANCEL]
5	JAN 01, 1997 14:50 SWIPE CUSTOMER CARD	Terminal is ready to process transactions	