
Download Procedures

2

Full Download (Program Load) Procedure

A full program download of the Hypercom 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 Suites.
3. A full download via Term-Master Suites, which takes approximately 30 minutes. This downloads the shell or generic programming into the terminal.
4. Initialization via Term-Master Suites, which 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	ENTER PASSWORD	Press:	[028510]
5	ENTER PASSWORD XXXXX	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]
12	TYPE ? 2	Press:	[ENTER]

Step 1. Ram Clearing the Terminal (Continued)

Step	Display	Action	Key(s)
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	TYPE ? TRANSACTION COMPLETE	Wait until display changes	
19	PLEASE INTITIALIZE	Press:	[FUNCTION]
20	MERCHANT FUNCTION	Press:	[3]
21	MERCHANT FUNCTION 3	Press:	[ENTER]
22	WAIT - SELF TEST	Quickly press and Hold Down the following keys simultaneously:	[CARD VERFIY] [VOID] [OFFLINE] CONTINUE HOLDING KEYS FOR A FEW SECONDS UNTIL THE DISPLAY CHANGES TO THE NEXT STEP
23	CONFIGURE TERMINAL OR CALL HELP - FE	Press:	[FUNCTION]
24	MERCHANT FUNCTION	Press:	[98]
25	MERCHANT FUNCTION 98	Press:	[ENTER]
26	WAIT - SELF TEST then CONFIGURE TERMINAL OR CALL HELP - PE (PE indicates the RAM has been cleared)	See Step 2 (Configuring for a New Program Load) listed below	

 If the terminal is unplugged then plugged in again, the display will show all "F's" if Ram Cleared.

Step 2. Configuring for a New Program Load

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 Suites.	XXXXXXXXXX
5	TERMINAL ID NUMBER XXXXXXXXXX	Press:	[ENTER]
6	INIT. TELEPHONE NO	Key in initialization phone number	1800XXXXXXXX
7	INIT. TELEPHONE NO 1800XXXXXXXX	Press:	[ENTER]
8	NMS TELEPHONE NO	Key in NMS phone number.	1800XXXXXXXX
9	NMS TELEPHONE NO 1800XXXXXXXX	Press:	[ENTER]
10	DIAL 0-TONE 1-PULSE	Press:	0-TONE 1-PULSE
11	DIAL 0-TONE 1-PULSE 0	Press:	[ENTER]
12	PABX ACCESS CODE	Key in code (if needed)	9 (EXAMPLE)
13	PABX ACCESS CODE 9	Press:	[ENTER]
14	EXIT, PRESS CANCEL	Press:	[CANCEL]
15	PLEASE INITIALIZE OR CALL HELP - PE	See Step 3 (Initiating a Full Program Load) listed below	

☰ Initialization Phone Numbers:
+ Tampa: 18005334921

☰ TMNS Phone Numbers:
+ 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 on the Term-Master Suites 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.

Before initiating a download, make sure the Network Access Command on Term-Master Suites is activated and ready to receive requests for downloads.

Step 3. Initiating a Full Program Load


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:	[YES]
5	DIALING.... TRAINING MODEM... PROCESSING NOW LOADING MEM XX XXXX	No action while terminal downloads. There are 5 pages to load.	
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	

Terminal Key Descriptions

The following is a listing of the terminal key functions and a description of each:

 On SPOS, the only report options that will show are the ones chosen in the download file.

Key	Description
Debit Key	Press [DEBIT] and swipe ATM card to initiate a debit sale transaction (Optional feature).
Balance Inquiry	Not supported at this time.
Reports	Press [REPORTS] to print one of four reports: 1 = Till (Not supported at this time) 2 = Cashier 3 = Audit (shows transaction detail) 4 = Summary (Total only-shows card type totals, sales totals and return totals).
E-Mail	Press E-Mail to process EBT transactions.
Shift	Hold down [SHIFT], and press a key with a letter on it, for that letter to display. Shift + Clear = lighten display Shift + Enter = darken display
Card Verify	Press [CARD VERIFY] and enter account number.
Check	Press [CHECK] to process check guarantee
Void	Press [VOID], enter Invoice number to void specific transaction in the batch. You may void any transaction in the current batch.
Refund	Press [REFUND] and enter account number to issue credit to customer's credit card.
Offline	Press [OFFLINE] and enter account number to process a "force" (prior) transaction.
Initialize	This key prompts the terminal to call in to Term-Master to pick up merchant specific programming.
Function	Will be used in conjunction with numeric keys to access special functions.
Settlement	Initiates deposit to the network. Will prompt for a password then asks for "host". Press [ENTER] to settle all hosts.
Cancel	Will take the user back to the date/time screen.
Adjust	Allows transaction and/or tip editing.

Terminal Key Descriptions (Continued)

Key	Description
<----	Backspace key. Will erase one character to the left of the cursor every time it is pressed. Also used in the Batch Review Function.
Clear	Will delete everything in the display. Takes the user back one step. Will not cancel the transaction. Also used to indicate a “NO” answer.
Enter	Completes the transaction. Also used to indicate a “YES” answer.
Batch Review	Press [BATCH REVIEW] . User can view individual or all employee transactions. Press the [ENTER] key at the “Enter Server Number” prompts to view all transactions. Press the [ENTER] again to scroll through the transactions from the last one to the first one. At each transaction, use the <---- key to see transaction detail. Press [CLEAR] to view the previous transaction. Shows “Start of Batch” at completion of this function. Transactions can be voided or adjusted during the review by pressing [VOID] or [ADJUST] . All of the above is only available on Version 9.
Find	Allows user to search for individual transactions by invoice number.
Reprint	Press [REPRINT] , then press [ENTER] to print the last receipt, or enter the invoice number to print a specific receipt. *** DUPLICATE *** will be printed on the receipt. Cardholder name will not print on duplicate receipts.
Totals	Will itemize totals by Sales, Card Type, etc. Use the [ENTER] key to scroll through this function.
Numeric Keys [1 through 9]	Will be used to enter account numbers, expiration dates, and amount information.