
Download Procedures

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Full Download (Program Load) 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 40 minutes. 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

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 028510 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)

 The terminal display could be different than what is shown here but the steps to complete the Ram Clear procedure are the same.


Step	Action	Display
6	Touch [Reversals] and then [CONTINUE] .	COMPLETE TRANSACTION COMPLETE CONTINUE
7	Repeat steps 1-5 and touch [Batch] at step 6. Press [CONTINUE] .	COMPLETE TRANSACTION COMPLETE CONTINUE
8	Repeat steps 1-5 and touch [Init Tab] at step 6. Press [CONTINUE] .	Please Initialize Initialize
9	Touch [MENU] and then [TERMINAL] on the display.	TERMINAL ← + X Initialize Prog Load Shift View Train Mode Logon
10	Touch + for the next menu.	TERMINAL ← + X ICE Pac NMS Call Stat Call Deployment Lock Reset
11	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
12	Press [3] on the terminal keypad to Clear Page Memory.	CLEAR PAGE MEMORY CORRECT? YES OR NO CANCEL NO YES

Step 1. Ram Clearing the terminal (Continued)

Step	Action	Display
13	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.	CONFIGURE TERMINAL OR CALL HELP-PE 0: RESTART 1: MERCHANT PROGRAMMING 2: PROGRAM LOAD 3: CLEAR PAGE MEMORY 4: MAINTENANCE FUNCTIONS 5: FAST LOAD
2	Key in the terminal ID number and touch [ENTER] on the terminal display or press [ENTER] on the terminal keypad.	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

 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 – 1-800-533-4921

NMS Phone Number:
 Tampa – 1-800-533-4920

☰ PABX Access Code is use 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 INIT. 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 NMS TELEPHONE NO XXXXXXXXX ← A B C D E F CANCEL CLEAR ENTER
5	Touch 0 for tone dialing or 1 for pulse dialing. Touch or press [ENTER] .	MERCHANT PROGRAMMING DIAL 0 - TONE 1 - PULSE ← CANCEL CLEAR ENTER
6	Key in PABX access code if necessary and touch or press [ENTER] .	MERCHANT PROGRAMMING PABX ACCESS CODE ← A B C D E F Del 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