

INGENICO UPDATE INSTRUCTIONS

Because you are downloading a new application, you need to make sure the terminal has no unprocessed transactions in its memory. Please complete any pre-authorizations and close the batch.

PART 1 – Identifying Your Terminal

Your terminal is part of the Ingenico IWL 250 family of devices, and you will need to determine the type of Ingenico terminal you have before following the instructions below

- If your terminal connects over **Bluetooth**, please follow the **IWL 252 Download instructions**
- If your terminal is labeled **ICT250**, please follow the **IWL 252 Download Instructions**
- If your terminal connects over **3G or GPRS**, please follow the **IWL 255 Download instructions**

PART 2 – Downloading the Software

IWL 252 Download instructions *(If your terminal is a 3G device, please follow the below **IWL 255 Download Instructions**)*

1. From the Main menu, press **#**
2. Select **4** for **Maintenance**
3. Select **1** for **Download**
4. Select **1** for **Setup**
5. Select **2** for **Ethernet**
6. Set **SSL** to **OFF** by pressing the **F4 button** (the rightmost button under the screen)
7. Enter URL **DL.QA.SPT.HOST** and press **OK**
 - To enter letters, press the number corresponding to the letter you need followed by the F key just underneath the 7 key to cycle through characters.
8. Enter Host Port # **44322**
9. Enter your **TERMINAL ID** when prompted for TMS Identifier and press **OK**
 - The terminal ID may be found on the hand written sticker behind the terminal, or printed on a receipt.
10. Enter **0** under Software NR and press **OK**
11. Select **2** for **Start Download**
12. Select **1** for **Software/Param**
13. Terminal will connect and after downloading display 'Download Successful' Followed by a reboot.
14. Once the terminal has rebooted please proceed to **PART 3 – Testing the Terminal**

INGENICO UPDATE INSTRUCTIONS

IWL 255 Download instructions (If your terminal is a 3G device, please follow the above **IWL 252 Download Instructions**)

1. From the Main menu, press **#**
2. Select **4** for **Maintenance**
3. Select **1** for **Download**
4. Select **1** for **Setup**
5. Select **2** for **Wireless**
6. Set **SSL** to **OFF** by pressing the **F4 button** (the rightmost button under the screen)
7. Enter URL **DL.QA.SPT.HOST** and press **OK**
 - To enter letters, press the number corresponding to the letter you need followed by the F key just underneath the 7 key to cycle through characters.
8. Enter Host Port # **44322**
9. Enter **APN** (Rogers will be entered by default) and press **OK**
10. Press **OK** when prompted for **Login**
11. Press **OK** when prompted for **Password**
12. Enter your **TERMINAL ID** when prompted for TMS Identifier and press **OK**
 - The terminal ID may be found on the hand written sticker behind the terminal, or printed on a receipt.
13. Enter **0** under Software NR and press **OK**
14. Select **2** for **Start Download**
15. Select **1** for **Software/Param**
16. Terminal will connect and after downloading display 'Download Successful' Followed by a reboot.
17. Once the terminal has rebooted please proceed to **PART 3** – Testing the Terminal

PART 3 – Testing the Terminal

1. Complete a Key Exchange
 - Press **#** to access the **ADMIN MENU**
 - Press **8** For **HOST MANAGEMENT**
 - Press **1** For **Key Exchange**
 - Once successful, press the cancel button until you return to the main screen
2. Test a transaction
 - Once the transaction approves, verify on the receipt that the **TERMINAL ID** matches the original Terminal ID of the device.