S900 Alternate Remote Update Process

The following instructions provide an alternate method of remote recovery of a PAX S900 using a Wi-Fi internet connection, following issues preventing the device from functioning normally.

You should expect this process to take approximately 20 minutes, though the majority of that takes place during the final download stage which does not require full attendance. An unlimited number of devices can be completed in parallel.

Some of the early steps are time-sensitive, it is recommended to review the complete guidance before starting the procedure.
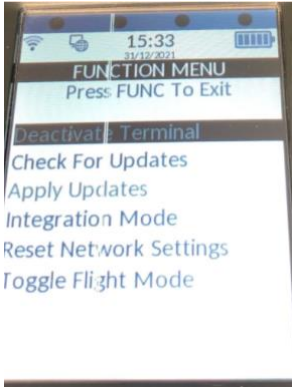
NOTE: If your PAX S900 is connected only via GPRS (2G – Mobile/Cellular) then please prepare a Wi-Fi connection, this cannot be performed via mobile connections.

1	Turn off the device, even if doing so requires the removal of a power supply or battery
2	Restore power & turn back on. During start-up a white "Splash Screen" will briefly display that says "Self-Test".
3	As soon as this message appears on screen, press the "2" button repeatedly to enter the System Menu. It is possible to press 2 accidentally once the menu has been displayed – this is normal. Should this occur, please use the red key to "back up" until the menu displayed looks like this, with the heading "Main Menu":

4	Press "1" selecting "System Config"
5	When prompted to do so, enter the system password. It will be one of four 6-digit options. If one fails, please try another until successful. The options are: **123456 505640 525640 or 408625**
6	The menu will now display "System Config" in the blue heading bar at the top of the display.
7	This is a 2-page menu. The first page displays Option 1 as "System Setting". Press the PageDown button (an arrow pointing down) either on screen using the touchscreen functionality, or the corresponding physical button below the image: The Page number will change from "1/2" to "2/2"
8	On page 2, there are some variances between devices. Find the option "Remote Load" and press the corresponding number button on the keypad to select it. This option is normally but not always option "2".
9	Press "New Load"
10	Press "WIFI"
11	When prompted, key in the following "Remote IP" Address and confirm by pressing the green enter key. *Note the full stop character is found by pressing the number "1" repeatedly which will cause the cursor to step through: 1QZ.1qz. and repeat. Be Careful after entering the first "101" – a pause is recommended before then pressing 1 again to find the decimal point.* **101.68.92.243**

12	You will now be prompted to specify a "Remote Port". Key in the following 4-digit number and press the green enter key. **9781**
13	You will now be prompted to specify a "Terminal ID". Key in the following 8-Digit number and press the green enter key. **97979705** <u>**"WiFi Open Succ"**</u> Should be briefly displayed on screen
14	The terminal will then scan for available Wi-Fi networks. Find and select your Wi-Fi Network by pressing the touchscreen or corresponding number.
15	You will be prompted to key in your Wi-Fi Password. As before, similar to an older mobile phone, letters of the alphabet are found by pressing a number multiple times to cycle through both uppercase and lowercase options. Should any special characters be required, these can be found by pressing the FUNC button on the keypad in the same way. *Please Note: In this system menu, the letters shown on the printed physical keypad do not entirely correspond with what you'll see on screen. The keypad will show you that the number "7" can be used for the letter Q, and the number "9" for the letter Z. Q and Z are instead found by pressing the number 1.* Once complete, press the green enter key to continue.
16	After a short delay, the terminal will connect to your network and immediately download a small file. If the terminal then displays the message <u>**"Download Succ!!"**</u> then this step has completed successfully. However, if an error code is displayed:

	A. If either "-984", or "-989" is displayed, then unfortunately this procedure cannot complete. The device can only be recovered by an engineer visit or a device swap. B. For any other error codes, please now restart the device (by removing power if easiest), turn back on and repeat steps 1 to 15. Repeat up to 3 times until seeing the **"Download Succ!!"** message display on screen – The addresses and passwords keyed in so far will be saved. If still unsuccessful after 3 attempts, then this device can only be recovered by an engineer visit or a device swap.
17	Once "Download Succ!!" is displayed on screen, press the green enter key, to return to the previous menu. The first stage is complete.
18	Select "WIFI" again. All of the data already entered will be saved and just has to be confirmed a second time. Press Enter to confirm the "Remote IP" and "Remote Port" numbers already entered.
19	The Terminal ID however **must be changed**. Delete the last digit and replace it with a "6", ensuring that the full 8-digit Terminal ID now reads: **97979706** Press the green enter key to continue. **"WiFi Open Succ"** Should be briefly displayed on screen
20	The terminal will again scan for available Wi-Fi networks. Find and select your Wi-Fi Network again by pressing the touchscreen or corresponding number.
21	Your Wi-Fi Password should have been saved from the previous step, so just press the green enter key to continue. The device will again connect to the host and begin a second download.
22	**NOTE:** This download is much larger and will typically take 15 minutes or so to complete. Progress is displayed on screen throughout.

	If the terminal then displays the message **"Download Succ!!"** then this step has completed successfully. If any error code is displayed, it is likely that the download was interrupted. It can be resumed if this is the case. You will be returned to the previous menu, repeat steps 18 to 21 to resume the download. Repeat as necessary until seeing the **"Download Succ!!"** message display on screen.
23	Once "Download Succ!!" is displayed on screen, press the green enter key, to return to the previous menu. The second stage is complete.
24	Restart the device a final time (by removing power if easiest) and allow to start normally. The axept® payment application should load as normal and prompt for the User ID. **DO NOT LOG IN**
25	Press the FUNC button on the keypad to enter the function menu
26	Select "Check For Updates" by pressing number "2" or using the down arrow button and pressing the green enter key
27	The device will check for updates once more (it should find none) and in doing so will reset the date and time to be accurate if it wasn't, as well as update the servers that it is back online.
28	You can now login as normal and use the terminal.