

## Technical Bulletin

### Removing Manual Card Entry from POST with L4250

EPS-TECH-13:01  
January 3, 2013

#### ISSUE

Unable to get manual credit card entry to prompt on an Equinox/Hypercom L4250 PIN pad.

#### BACKGROUND

All 4250s are 8MB devices – early shipments of the L4250 came with SCAT code that used relatively little memory, but later SCAT versions were larger. Later versions of FPE may not leave enough memory to upgrade the L4250 to the required FPE (SCAT 434) using the standard SCAT upgrade procedure. Normally, the PIN pad retains the old SCAT code through the upgrade process as a fall-back, and the old SCAT is deleted only when the new SCAT install is successfully completed. Newer SCAT versions are too large for both copies to be held in memory, so the standard upgrade procedure will not work in these cases.

Software requirements: ScanMaster 2.08.00-050+, ISS45 V7.1.5.0-050+, V8.1.5.4-050+ and MTX 827 or higher.

This applies to all models of the Equinox/Hypercom L4250.

#### SOLUTION

To support manual credit card entry at the L4250 PIN pad, a newer version of SCAT (434) is required. Due to memory constraints, loading the newest SCAT code will require that you first *downgrade* the L4250 to SCAT 230, and then upgrade to SCAT 434. For example:

- The L4250 has FPE 5P131 and you want to load 5P134 (SCAT 434 is FPE 5P134). The 5P131 currently loaded is too large, so not enough memory is available to also load 5P134.
- To get around the limitation, first back-rev the FPE to a smaller footprint version then load the current version. The recommendation is revert to FPE 3P030 (SCAT 230), then upgrade to 5P134 (SCAT 434).

Remember to also set the TAC for manual entry in OpenEPS / Connected Payments:

1. Under Configurations select the appropriate Terminal Configuration File
2. Under First Actions → Sequence → B - Slide Card >> click on ">>"
3. Click on Bad Card Slide
4. Under Transaction Sequence → D - Manual Acct # >> click on ">>"
5. Select "Entered at PIN" option.