

Technical Bulletin

Manual Card Entry on Hypercom L4100 PIN Pad

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PROBLEM

How to get manual credit card entry to prompt and operate on the Hypercom L4100 PIN pad

SOLUTION

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

To support manual credit card entry at the PIN pad, a newer version of the PIN pad SCAT code is required. Due to memory requirements to load the newest SCAT code you will need to verify the model of the L4100 to see if it is compatible.

- L4100 models 010309-xxx — Revision D and higher (ex E,F,G) these models are newer and are compatible. **These models are equipped with the necessary PKI Certificate which enables local updating of PIN pad software.**

In general the L4100 does not have sufficient memory to simultaneously hold both an old and a new copy of the PIN pad SCAT code. So when a new version of the SCAT code is loaded to the terminal, the former version must be deleted. This removes the ability to roll back SCAT code to previous versions. Note: the initial code version in an L4100 *might* have been small enough that a SCAT update *could* fit simultaneously the first time the code is updated. However, once the original SCAT code has been updated once to a newer/larger version, the *next* update will absolutely not fit simultaneously, and it will be required to load the software.

- L4100 models 010239-xxx — These models are older and are not compatible. SCAT v232 is the highest level supported. **These models do not have the required PKI Certificate to allow reloading of the PIN pad software in other than a factory location.**

The TAC must also be set for manual entry in OpenEPS / Connected Payments:

- Under Configurations select the appropriate Terminal Configuration File
- Under First Actions → Sequence → B - Slide Card >> click on ">>"
- Click on Bad Card Slide
- Under Transaction Sequence → D – Manual Acct # >> click on ">>"
- Select "Entered at PIN" option.
- NOTE: While it is possible to continue to use the older L4100's still, this new feature will not be supported on these units.

ADDITIONAL CONSIDERATIONS:

- ~~1. Older non-compatible PIN pads can be returned to Equinox/Hypercom to increase memory to support manual credit card entry and install the PKI Security Certificate to ensure that track data is encrypted. SCAT v331 resolves this issue which requires hardware upgrade.~~

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NOTE: Equinox/Hypercom has advised StoreNext that it is not possible to add memory to the older L4100: the BOM for the device will not support it. Even if this were technically possible, the cost of RAM for these older devices would exceed \$250 per terminal. Given that all L4100 terminals must be replaced by the end of December 2014 (per PCI mandate) the cost could not be justified regardless.

2. PIN Pad serial # reporting is not supported on older models — these devices cannot support PIN pad tracking. For this, SCAT v410 is required which involves a hardware upgrade.
3. Fleet data is not supported on the older model. SCAT v410 or higher is needed, which requires hardware upgrade.

