

Technical Bulletin

Equinox/Hypercom Boot Updates and Recovery
for PIN Pads with Expired Boot Software

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Note: The attached instructions have been provided by Equinox to assist Channel Partners needing to recover a T4200, M4200, L4150, or L4250 with expired boot software.

FTP Boot Update Process for terminals with an Expired Hypercom Boot

This document provides instruction to recover a T4200, M4200, L4150, or L4250 with an expired boot software. The process detailed in this document does not update the Terminal ACL. The Terminal ACL must still be updated to restore the terminal to normal operation.

Requirements

- Win7 Laptop or PC with a RS232 Serial connection
- For **T4200** or **M4200** - Cable part number **810356-001** or **810356-002**
- For **L4150** or **L4250** = Cable part number **810341-001** or **810341-002**

Get the FTP setup instructions and update files from the Equinox FTP site

For **T4200** or **M4200** Use the following FTP login credentials to download the file listed below to your local hard-drive:

URL address: <https://ftp1.equinoxpayments.com/>

Username: Eqxftp

Password: CSS2015\$ftp1

Files in the *Expired Boot Fix* folder to download are "***X42XX_FTP_Boot_Update_25Oct2015.zip***" and "***Win7 Software Loading via FTPv2.pdf***"

For **L4150** or **L4250** Use the following FTP login credentials to download the files listed below to your local hard-drive:

URL address: <https://ftp1.equinoxpayments.com/>

Username: epmluser

Password: Ep2018\$\$

Files in the *Error 111 Fix* folder to download are "***L4X50_FTP_Boot_Update_25Oct2015.zip***" and "***Win7 Software Loading via FTPv2.pdf***"

Laptop / PC Configuration

Configure a Laptop or PC running Windows7 for FTP communication with a terminal by following the instruction provided by the “*Win7 Software Loading via FTPv2.pdf*” document.

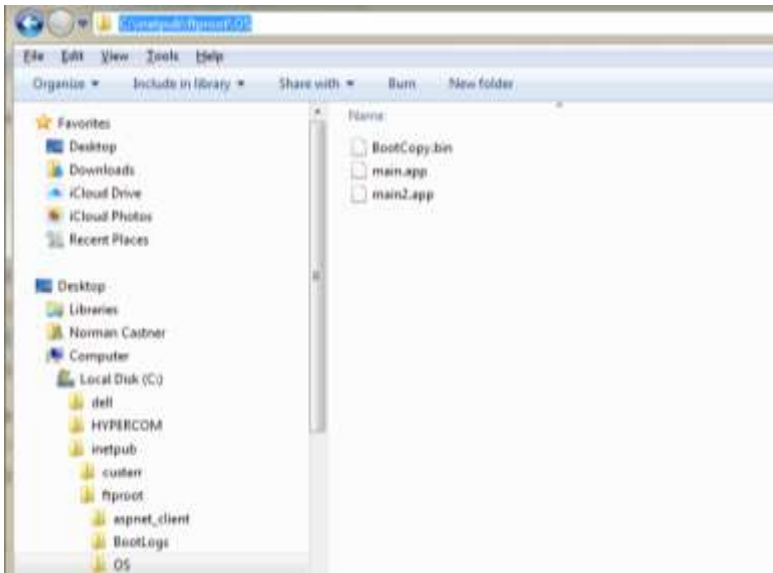
When the FTP setup is complete, you must add the update files to the OS directory.

For **T4200** and **M4200** extract the contents of *X42XX_FTP_Boot_Update_25Oct2015.zip* to the C:\inetpub\ftproot\OS directory. The files that must be in the OS directory are:

Main.app

Main2.app

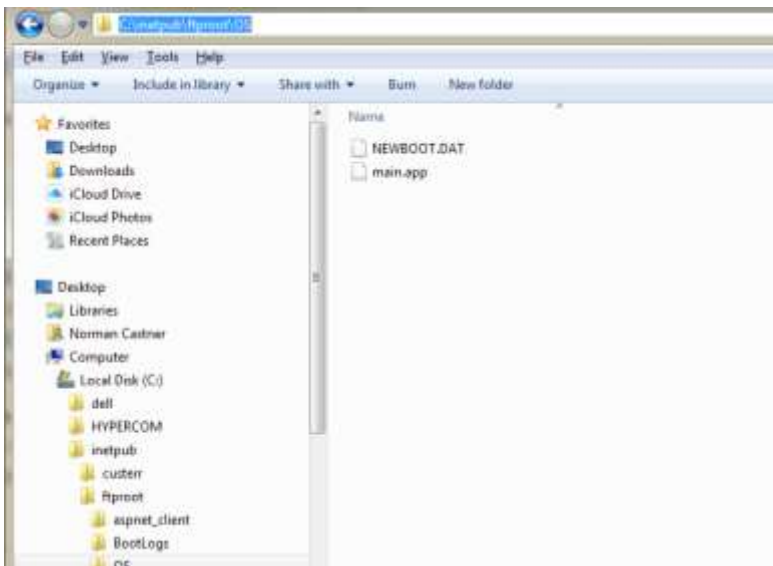
BootCopy.bin



For **L4150** and **L4250** extract the contents of *L4X50_FTP_Boot_Update_25Oct2015.zip* to the C:\inetpub\ftproot\OS directory. The files that must be in the OS directory are:

Main.app

NEWBOOT.DAT




Loading the Terminal

For **T4200** or **M4200**

Connect the power cable to the terminal

After the terminal is powered on, connect the RS232 Cable part number **810356-001** or **810356-002** to the terminal.

 **WARNING! DO NOT connect the RS232 Cable to the terminal until the terminal is powered ON. Also, remove the RS232 cable prior to disconnecting the power cable.**

Press the HOME key

Press the **Red** Cancel key. The terminal will display “Do you want to Restart?”

Press the middle function key to the left of the display to select Yes, then press Enter

Immediately after pressing Enter, Press and Hold down the **Red** Cancel key.

Continue to hold down the Cancel key until you hear two beeps.

For **L4150** and **L4250**

Connect the terminal to the RS232 Cable part number **810341-001** or **810341-002**

When the terminal is powered on, Press and Hold the RESET button located on the underside of the device until you hear two beeps.

The terminal will generate constant beeps indicating the file transfer in in process.

A RAS icon should appear on the computer system tray indicating the terminal connection.



When the file transfer is complete, the terminal reboots.

For **T4200** or **M4200**

DO NOT disconnect the RS232 cable from the terminal prior to disconnecting the power cable.

You can now reload your software, including the Terminal ACL, using your regular software loading process.