

Equinox PIN pads can have financial encryption keys injected via a remote key injection system (RKI) hosted by Equinox with special pricing for NCR Channel Partners.

Equinox payment terminals that accept RKI injections include:

- Equinox L5300 and L5200
- Equinox/Hypercom L4150<sup>1</sup>
- Equinox/Hypercom L4250
- The Hypercom L4100 may or may not be compatible with RKI<sup>2</sup>



RKI (earlier referred to as “Hypersafe”) enables dealers to upgrade previously installed PIN pads on-site, with no need to pay for shipping or cycle installed units through a “float” of PIN pads while waiting for customer key changes. For example, Connected Payments P2Pe Hardware Encryption keys can be injected via RKI in terminals that have already been installed.

Equinox provides many encryption keys that can be injected via RKI, including most of the important keys for multi-lane grocery. In cases where a key is not available through RKI, the PIN pad will need to be injected manually at a certified facility

### HOW DOES RKI WORK?

1. The Equinox RKI host server maintains a list of keys that are available for remote injection.
2. Channel Partners order the desired keys from NCR along with the serial number of the PIN pads to be injected. NCR sets up the key download session with Equinox using this data to configure the Equinox RKI host by loading the serial numbers against the financial keys needed by the Channel Partner for the remote injection session.
3. The Channel Partner goes to the store location (RKIs can also be executed in the Channel Partner’s) and attaches each PIN pad in turn to an Internet connection using a laptop loaded with the Equinox software. The Equinox host then validates the PIN pad and the required authorizations, and if successful, downloads the keys that have been ordered and set up. In some cases, dealers may be able to download the keys to USB thumb drives, and then use those drives to update the payment terminals in the store using the PIN pad’s serial number (see additional information below).
4. The PIN pads are re-installed in the POS lane and are immediately usable with the updated keys.

<sup>1</sup> Includes L4150 part numbers 010338-xxx and 010358-xxx shipped by Retailix. Earlier versions of the L4150 are not compatible or supported via RKI.

<sup>2</sup> Some L4100s may be supported but this PIN Pad must meet minimum requirements. Specifically, certain older L4100 models will not support SCAT code higher than version 232 so will therefore not be able to support P2Pe which requires a minimum of SCAT 434.

## SETTING UP YOUR DEALERSHIP FOR REMOTE KEY INJECTION

Equinox will work directly with NCR Channel Partners to get you set up for RKI. The normal charge for the Equinox RKI setup kit is \$2,500, but NCR has arranged with Equinox to entirely waive this fee for NCR Channel Partners.

To get set up with RKI, contact:

**Equinox RKI Technical Support:** [RemoteKeyInjection@equinoxpayments.com](mailto:RemoteKeyInjection@equinoxpayments.com)

## ORDERING KEYS FOR RKI SESSIONS

Channel Partners use the usual ordering methods with a P.O. to NCR Order Entry to procure remote key injection loads. An RKI Order Form provides the necessary location, key and serial number information for the terminals being upgraded, as well as the contact information for the Channel Partner's RKI lead tech to resolve any questions or issues with the RKI order.

The RKI Order Form is available on the Solution Provider Support Web site – [click here](#).

The list of keys available via RKI is published in the Equinox Pricing and Configuration along with the other Equinox keys, terminals and accessories.

## COMPATIBILITY AND REQUIREMENTS

RKI requirements for the Channel Partner:

- The Channel Partner must contact Equinox and get set up as an authorized RKI Channel Partner (see above).
- PIN Pads must have SCAT code installed. Version 434 or higher is the released version for the L4xxx terminal series. The FPE/SCAT version for the L5300/L5200 must be at least 7.P.211 with the installed operating system being version 1012 or subsequent.
- The Channel Partner must get the following information for each terminal to be injected:
  - The correct RKI Financial or Hardware P2Pe Key part number (see the Equinox Pricing and Configuration bulletin below for all available keys)
  - The serial number for each terminal to be injected
- RKI supports IP only (dial-up is not supported). The L5300/L5200 can have keys injected via USB thumb drives if these drives have been pre-loaded with the terminal-specific software.
- If the Connected Payments P2PE hardware encryption key is being installed, it must be injected in Slot 5.
- The Channel Partner must order the RKI download and the key using the RKI Order Form and with the Channel Partner's normal P.O. process.

## PRICING FOR THE KEYS AND RKI INJECTIONS

- The normal charge for the Equinox RKI setup kit is \$2,500, but NCR has arranged with Equinox for a 100% waiver of this charge for NCR Channel Partners.
- A flat \$15 additional RKI fee per terminal to download and inject any key was published when RKI was initially released. This fee has now been waived and does not need to be ordered.
- All the financial or P2PE keys themselves are priced at \$30 list with a \$20 dealer net price per key per terminal.

- Orders for RKI should be provided a week in advance of the planned download to ensure that the order process is completed and the data is uploaded to the Equinox host systems and the keys are ready and waiting for download and injection.
- Orders for RKI will be invoiced upon acceptance of the order by NCR Order Entry. NCR has no control over, or acknowledgement of, when the Channel Partner actually downloads and injects the keys.

## ADDITIONAL INFORMATION

The [Equinox All-In-One Page](#) on the Channel Partner Support Website provides all the RKI and other Equinox information in one place.

- RKI [Supplementary Order Form](#) — required for all RKI orders.
- The [Hypersafe Information Sheet](#) that provides some additional RKI background and information. (Please note that this was created before the Equinox acquisition, and the logo, naming conventions, supported terminal list and some other information is not necessarily current. NCR will post an updated version when one is released by Equinox.)
- An [RKI client setup document](#) from Equinox is downloadable from the Channel Partner Support Web site.
- An alternative USB methodology may be used with the L5200/L5300 if convenient. [This document](#) explains its use.