First Payment Merchant Services

PAX Terminal Update How to Guide

1 PREPARING FOR THE UPDATE

This guide details the steps to follow on your PAX terminal which is required to download and apply the mandated update.

INFO Please log on to your terminal before attempting these steps.

Note: There may be minor variations to the message displayed dependent on the software version running on the terminal. Please contact Customer Support if you have any queries.

01

Before attempting to perform the software update, please ensure there are no stored transactions present on the terminal. Stored transactions are identified by the stored transaction icon with the number of transactions shown underneath.

If there are no store transactions on the terminal, please proceed to section 2 - Applying the Update

If stored transactions exist, please follow the steps below to upload the stored transactions.

INFO Please ensure the terminal is connected to the internet before attempting to upload stored transactions.

02

From the main menu, select option **5: Menu**

(Press the 5 JKL key on the keypad).

03

To initialise the upload, select option **3: Upload Stored Data**

(Press the 3 DEF key on the keypad).

Please be patient whilst the transactions are uploaded (dependent on number of transactions to be uploaded and internet connection speeds).

04

Once the upload has completed, the stored transaction icon will no longer be displayed.

2 APPLYING THE UPDATE

Please ensure that the terminal is ready to apply the update by following the steps in section 1 - Preparing for the update.

2.1 Terminal software and configuration updates

01

From the main menu, select option **5: Menu**

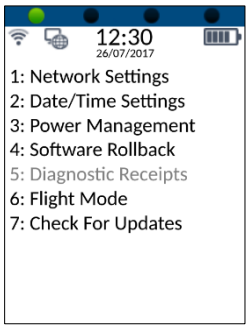
(Press the 5 JKL key on the keypad).

02

From the Terminal menu, select option **2: Supervisor**

(Press the 2 ABC key on the keypad).

03



Check for updates, select option **7: Check For Updates**

(Press the 7 PQRS key on the keypad).

04

PAX will check for available updates.

05

If a software update is available and has been assigned to the terminal, PAX will start to download the software update. Please be patient whilst this download takes place as it may take several minutes.

06

After the download is complete, the update icon will be displayed and PAX will require you to logout and logon again. PAX will return to the main menu.

07

From the main menu, select option **6: Logout** to logout and then logon again. (Please note this may be option 7 on some software versions)

(Press the 6 MNO key on the keypad).

08

After logging on, PAX will start applying the software update. Please be patient as this may take several minutes. The terminal will return to the main menu once the software update has been applied.

09

Once logged in, from the main menu, select option **5: Menu**

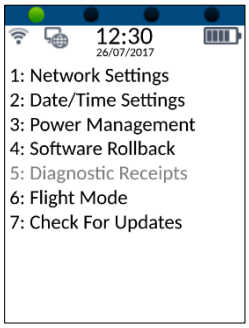
(Press the 5 JKL key on the keypad).

10

From the Terminal menu, select option **2: Supervisor**

(Press the 2 ABC key on the keypad).

11



Check for updates, select option **7: Check For Updates**

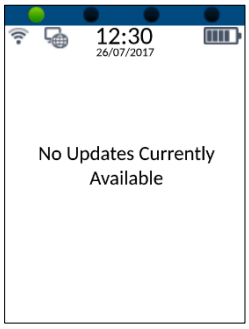
(Press the 7 PQRS key on the keypad).

INFO	This secondary check is required to confirm with the central platform that the update has been applied.

12

PAX will check for available updates.

13



PAX will display '**No updates Currently Available**' if no updates are available or has not been assigned to the terminal.

14

PAX will return to the main menu allowing you to use your terminal.

CONTACT INFORMATION

If you have any questions or require support, please get in touch with us using the details below:

First Payments Merchant Services Technical Customer Support

Phone: 01933 201 298

Customer Support Hours:

Days	Hours Covered
Monday - Saturday	08:00 – 23:00
Sunday and Bank Holidays (excluding Christmas Day)	10:00 – 17:00

Non-urgent requests can be emailed to Customer.Support@firstpayments.co.uk

E-mails will be actioned within the business hours of Monday to Friday 9:00 am to 5:00 pm.

Should you need to contact First Payments Merchant Services for something other than support, the details are below.

First Payments Merchant Services Head Office

Address: First Payments Merchant Services
3rd Floor, Norwich House
Knoll Road
Camberley
Surrey
GU15 3SY

Phone: 01256 605 690
Email: Customer.Service@firstpayments.co.uk