



Bulletin No. : 2

Date: Jul 05, 2017

Subject: Unusual Screen Issues for iCT250

Hardware: iCT250 16MB

Software: 2015

Effective Date: Immediately

Description:

We have encountered some issues with the Paymark 2015 release where the iCT250 terminals are displaying unusual screens.

Impact:

The terminal screen will go white and the terminal will freeze and/or crash. A power reset in most cases will correct this however the frequency of these issues will increase with time.

Resolution:

Skyzer has created a special release for the iCT250 16MB terminals. This release **ONLY** includes the Payment Application and **DOES NOT** include Activata or DCC. This special release is smaller in size and therefore uses less memory to run the EFTPOS Application.

From the 20th April, 2017 Skyzer loaded the updated new release onto TMS and the terminal will download this the next time it contacts TMS.

If you receive a call from a merchant advising that they can no longer accept either Activata or DCC, it is highly likely that the terminal has downloaded the updated special version of software. The resolution will be to install a later version of iCT250 terminal with 32MB of memory.