

Subject: iCT220 16MB Terminal Upgrade via USB Flash Drive

Hardware: iCT220 16MB

Software: 2015

Effective Date: Immediately

Description:

iCT220 16MB downgrading to 2014 after a 2015 upgrade via USB Flash Drive. Currently iCT220 16MB are pointed to a special version of 2014 that changes the memory size prior to upgrading to 2015 via TMS.

Impact:

If an iCT220 16MB terminal is upgraded via USB Flash Drive, when the terminal next contacts TMS, it will automatically downgrade, to that special version of 2014, impacting the memory and rendering the terminal inoperable. In this case the terminal will need to be returned to Skyzer for service.

Resolution:

Serial numbers of all iCT220 16MB terminals upgraded via USB need to be provided to Skyzer Support.

To assist all, serial numbers can be provided to Skyzer in any of the following methods:

- Send a text or a pix of the serial number/s to 027 299 7861
- Ring the main support number (09 259 0322, selecting option 1 for Technical Support)
- Email the serial numbers to Support at "support@skyzer.co.nz"
- Complete an online form on our dealer zone homepage
Under the TMS Menu there is an option "Serial numbers for TMS Upgrades"
Select this and fill in the required data.