

Subject: Resolution for Nitro and Interface Connectivity Issue

Hardware: MOVE 5000

Software: 2017

Effective Date: Immediately

Description:

The Move 5000 terminal was restarting when activated for Nitro or Interface link.

Impact:

The Move 5000 experiences connectivity issues between the terminal and the POS and will intermittently go through reboot cycles. This affects both USB and serial connections.

Resolution:

Skyzer has resolved this issue and have released EFTPOS 336 rev1.

Please follow the steps in the MOVE 5000 PTS2017 REV1 Software Upgrade process which documents the upgrade by TMS or manually upgrading through USB flash drive.

Please contact Skyzer Technical Support to update your USB stick.