Skyzer

Subject: Terminal Power Supplies

Bulletin No: 30

Hardware: Tetra

Bulletin Date: 24 Nov 2022

Effective Date: Immediately

Software Version: All

Description:

After thorough investigation, it has been found that, in some cases, the power supply provided with the terminal is not being swapped out when the older Telium terminals are being upgraded to Tetra Terminals. When the terminal is swapped the power supply must be swapped as well.

It is NOT possible to use the old Telium power supply on Tetra Terminals.

Power supply requirements for terminals are as follows:

DESK3200 - 8V 4A	ICT220 - 8V 2A
DESK5000 - 8V 4A	ICT250 - 8V 3A
MOVE2500 - 5V 1A	IWL252 - 5V 1A

Impact:

Potential faults include, but are not limited to:

- Printer not functioning or not functioning correctly, i.e. printing slowly
- Terminal resetting on card swipe, chip card or printing
- Terminal may not power up correctly
- Brownouts (which may lock the CPU, causing the terminal to reset)
- PINPad failure
- Internal battery to be drained

A power supply that does not meet the terminal's requirements is a potential cause of issues that are being reported to Support and a potential cause of a large number of terminals that are returned from Service as "no fault found."

Resolution:

At all times, use the supplied TETRA power supply. NEVER use the older Telium Power Supply for Tetra Terminals.

When returning the Telium Terminals, please ensure that the Telium power supply is included to help avoid confusion.

NOTE: Skyzer will not honour any warranty claims where it can be proved that the incorrect power supply has been used.