Technical Bulletin
Replacing i9500 Pinpad and card reader

Scope

This document is to advise on correct procedures to diagnose the fault with i9500 Pinpad and card reader when the pin pad is displaying "Secure link setup failed TERMINAL LOCKED" in order to determine whether a pin pad, a card reader or both units need to be replaced on the Compac OPT.

Procedures

1. When the i9500 Pinpad is displaying "Secure link setup failed TERMINAL LOCKED", it indicates that either the Pinpad, card reader or both units have been tampered and will need to be replaced.

2. Repower the OPT and look for the ITR state that will be displayed on the Pinpad.

   The ITR state determines which unit/s has failed and need to be replaced.

   - ITR State = 0 – Both Pinpad and card reader
   - ITR State = 1 – Pinpad
   - ITR State = 2 – Card reader

3. Call Compac and report the following information:

   - ITR state as this will be needed when Compac requests replacement units from DPS.
   - Serial number of the faulty unit and the replacement unit.

- There should be two service removal cards sent with the Pinpad and card reader. You will need to give the card numbers to Compac if the Pin numbers for these cards are not provided already.

4. Replace the faulty unit and any additional part requested by Compac and then deactivate the alarms on the replacement Pinpad and card reader with the service removal cards by following the instructions on the Pinpad. This may need to be completed twice to deactivate the alarms on both the pin pad and the card reader.

    Note: Make sure you enter the correct pin numbers for the corresponded card. The card will be locked permanently if incorrect pins are entered twice consistently. These cards are very expensive to replace so please call Compac to confirm the pin numbers if you are not sure.

5. If the Pinpad was replaced, you may need to wait for Compac to call you back before testing the OPT as the Pinpad will need to be switched over at DPS and this may take a little while depends on the availability of the DPS helpdesk.

    If only the card reader was replaced, you should be able to perform a test on the OPT once the alarms are deactivated through the Pinpad.

Helpdesk assistance
For any further queries regarding the above Service Advisory, contact the Compac Helpdesk on
+64 9 579 1877 (Worldwide) or 1800 145 887 (Australia) helpdesk@compac.co.nz