

dnapayments



# Applying a software update - integrated



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# Contents

[Preparing for the update - S-Series Integrated Terminals](#)

[Applying the Update – S-Series Integrated Terminals](#)

# Preparing for the update – S-Series Integrated Terminals

This guide details the steps to follow on your integrated axept® terminal in order to download and apply the mandated software update. An integrated terminal is one where a separate Electronic Point of Sale starts the transaction via a different device.

## **i** NOTE

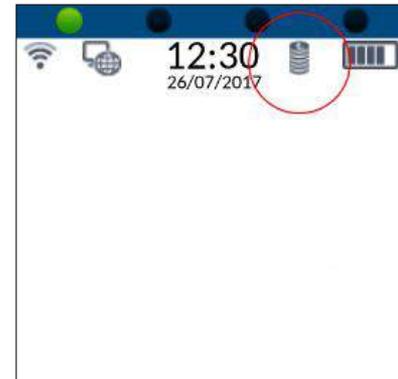
You must be in Semi-integrated mode to be able to follow these steps. In order to move to Semi-integrated, please log out of your terminal and press the 'Func' key Selecting Semi-integrated from the menu.

Note: There may be minor variations to the message displayed dependent on the software version running on the terminal. Please get in touch with Customer Support if you have any queries at [support@dnapaymentsgroup.com](mailto:support@dnapaymentsgroup.com) or 0208 102 8100.

- 1** Before attempting to perform the software update, please ensure no stored transactions are present on the terminal. The stored transaction icon identifies stored transactions with the number of transactions shown underneath.

If there are no stored transactions on the terminal, please proceed to section 2 - Applying the Update

If stored transactions exist, please follow the steps below to upload the stored transactions.



# Preparing for the update – S-Series Integrated Terminals

## NOTE

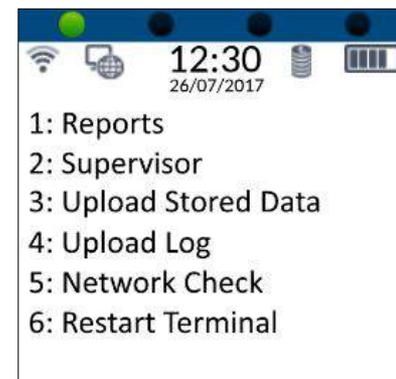
Please ensure the terminal is connected to the internet before uploading stored transactions.

- 2 From the main menu, select option **5: Menu** (Press the  key on the keypad).



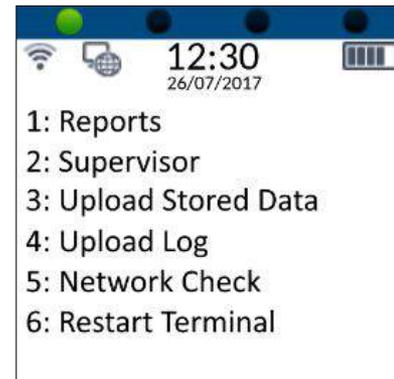
- 3 To initialise the upload, select option **3: Upload** Stored Data (Press the  key on the keypad).

Please be patient whilst the transactions are uploaded (the time required depends on the number of transactions to be uploaded and internet connection speeds).



# Preparing for the update – S800 and S900 Integrated Terminals

- 4 Once the upload is completed, the stored transaction icon will no longer be displayed.



## NOTE

If the stored transaction icon is still displayed after performing the upload, please do not attempt the update and contact customer support at [support@dnapaymentsgroup.com](mailto:support@dnapaymentsgroup.com) or 0208 102 8100 for further assistance.

# Applying the Update – S-Series Integrated Terminals

Please ensure the terminal is ready to apply the update by following the steps in section 2 - Preparing for the update – S800 and S900 Integrated Terminals.

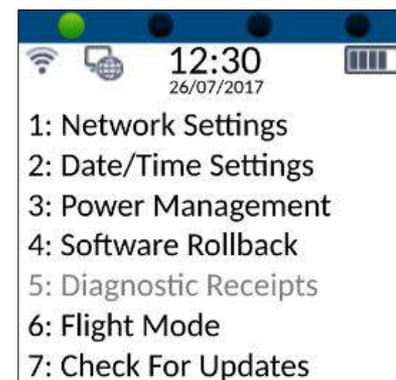
- 1 From the main menu, select option **5: Menu** (Press the **5 #KL** key on the keypad).



- 2 From the Terminal menu, select option **2: Supervisor** (Press the **2 ABC** key on the keypad).

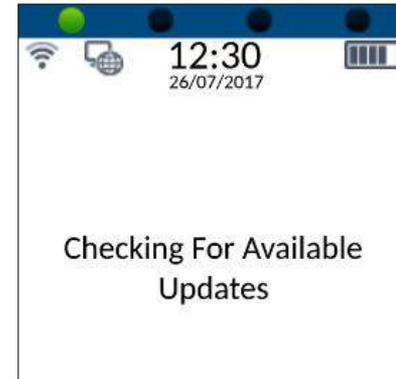


- 3 Check for updates, select option **7: Check For Updates** (Press the **7 PCRS** key on the keypad).

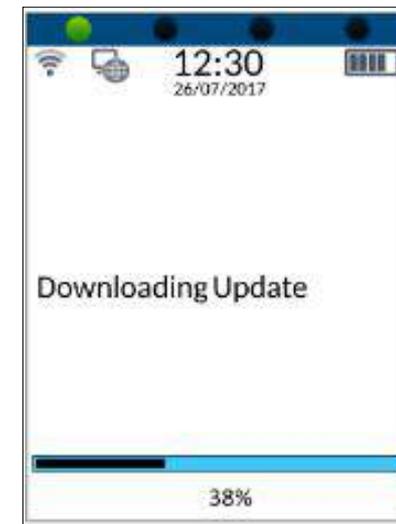


# Applying the Update – S-Series Integrated Terminals

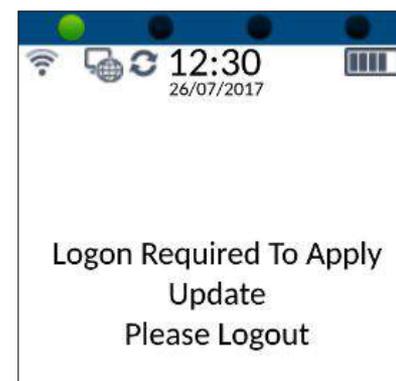
4 axept® will check for available updates.



5 If a software update is available and has been assigned to the terminal, axept® will start to download the software update. Please be patient whilst this downloads, as it may take several minutes.



6 After the download, the update icon  will be displayed, and axept® will require you to logout and logon again. axept® will return to the main menu.



# Applying the Update – S-Series Integrated Terminals

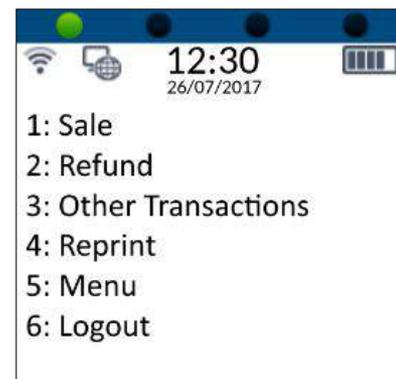
- 7 From the main menu, select option **6: Logout** to logout and then logon again. (Press the **6 MNO** key on the keypad).



- 8 After logging on, axept® will start applying the software update. Please be patient, as this may take several minutes. The terminal will return to the main menu once the software update has been applied.

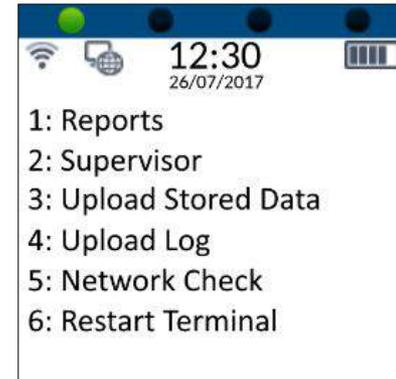


- 9 Once logged in, from the main menu, select option **5: Menu** (Press the **5 JKL** key on the keypad).

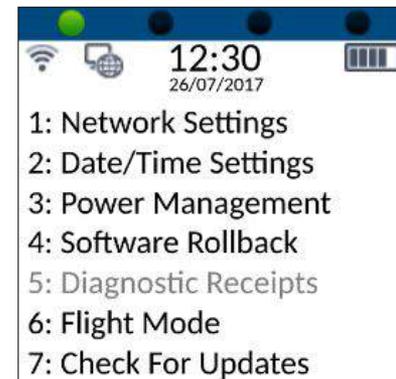


## 4. Applying the Update – S-Series Integrated Terminals

- 10** From the Terminal menu, select option **2: Supervisor** (Press the **2 ABC** key on the keypad).



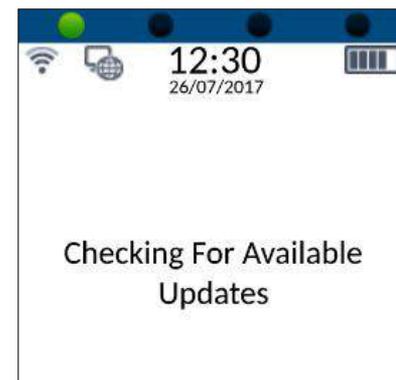
- 11** Check for updates, select option **7: Check For Updates** (Press the **7 PQRS** key on the keypad).



### **i** INFO

This secondary check must confirm with the central platform that the update has been applied.

- 12** axept® will check for available updates.

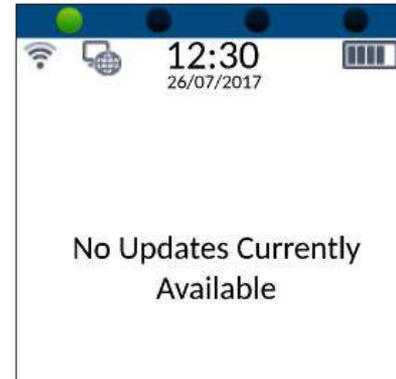


## 4. Applying the Update – S-Series Integrated Terminals

- 13** axept® will display '**No updates Currently Available**' if no updates are available or have not been assigned to the terminal.

### **i** INFO

If you had to change to Semi-Integrated Mode, please now return to Fully Integrated. This is achieved by pressing the 'Func' key when logged out and selecting Fully Integrated from the menu.



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10 Lower Grosvenor Place, London, SW1W 0EN. DNA Payments Limited is authorised  
by the Financial Conduct Authority under the Payment Service Regulations 2017  
for the provision of payment services.

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