

dnapayments



Applying a software update - standalone



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1. Preparing for the update

This guide details the steps to follow on your standalone asept® terminal in order to download and apply the mandated software update. A standalone terminal is not connected to an Electronic Point of Sale. Transactions are started on the terminal itself. Most terminals are Standalone.

INFO

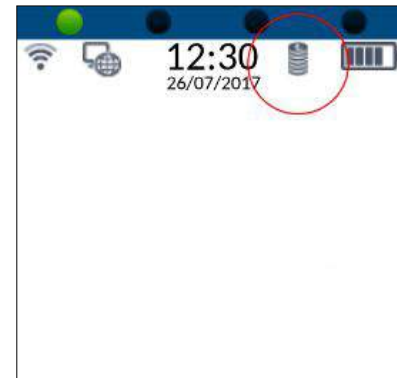
Please log on to your terminal before attempting these steps.

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 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.




1. Preparing for the update

NOTE

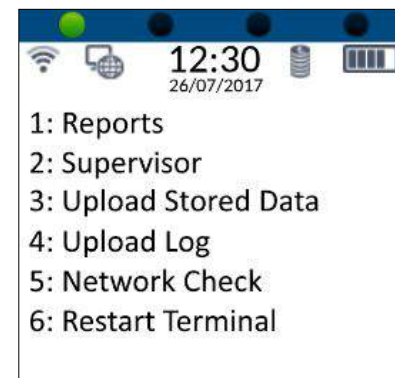
Please ensure the terminal is connected to the internet before uploading stored transactions.

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




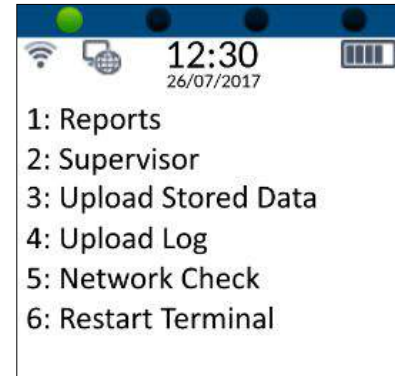
- 3 To initialise the upload, select option **3: Upload** Stored Data (Press the  key on the keypad).

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



1. Preparing for the update

- 4 Once the upload has been 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 if you have any queries at support@dnapaymentsgroup.com or 0208 102 8100.

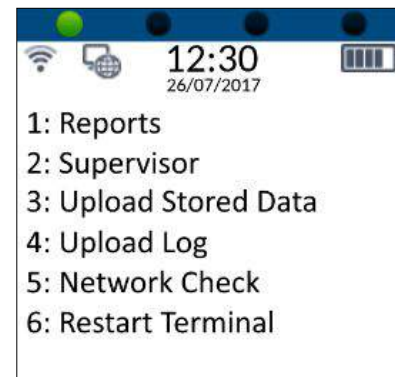
2. Applying the Update

Please ensure that the terminal is ready to apply the update by following the steps in section 1 - Preparing for the update.

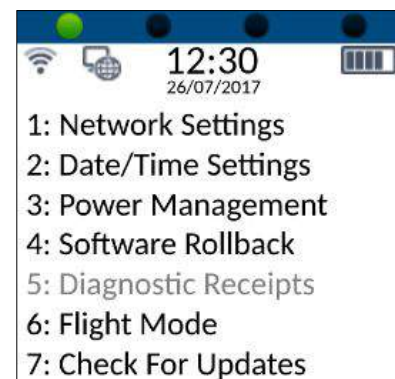
- 1 From the main menu, select option **5: Menu** (Press the **5 #JKL** key on the keypad).



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

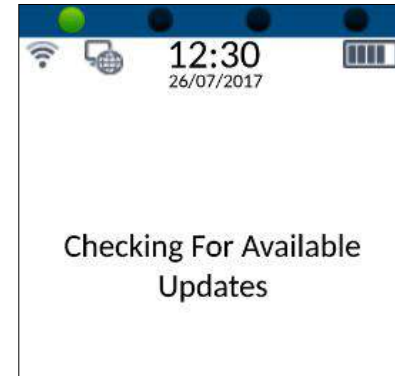


- 3 Check for updates, select option **7: Check For Updates** (Press the **7 PCRS** key on the keypad).




2. Applying the Update

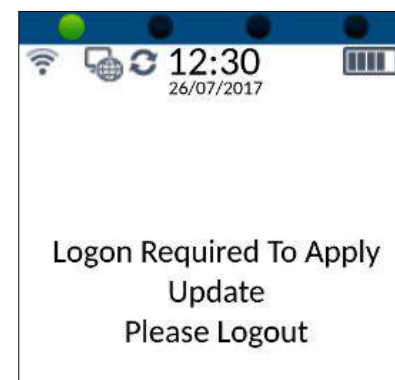
4 axept® will check for available updates.




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

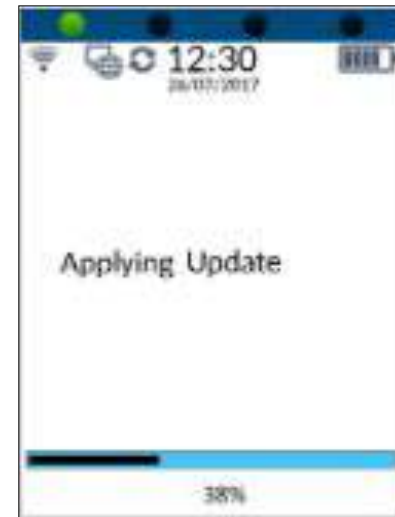



2. Applying the Update

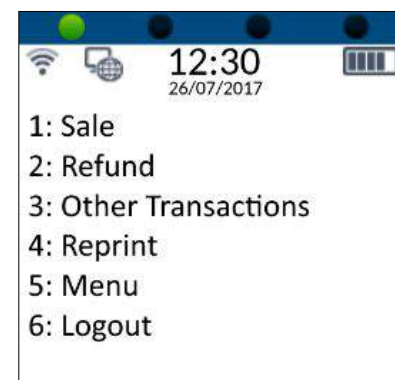
- 7 From the main menu, select option **6: Logout** to logout and then logon again. (Press the  on the keypad).



- 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.

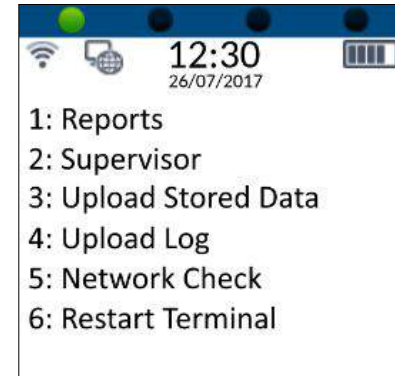


- 9 Once logged in, from the main menu, select option **5: Menu** (Press the  key on the keypad).

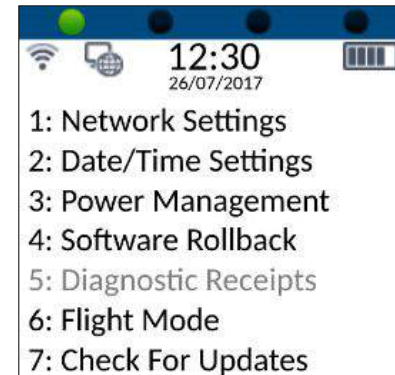


2. Applying the Update

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



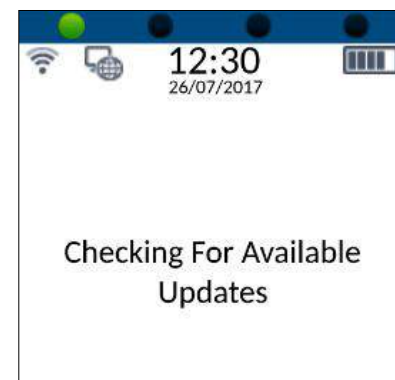
- 11** Check for updates, select option **7: Check For Updates** (Press the **7 PCRS** key on the keypad).



i INFO

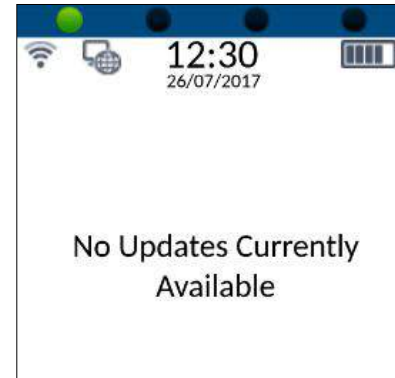
This secondary check is required to confirm with the central platform that the update has been applied.

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

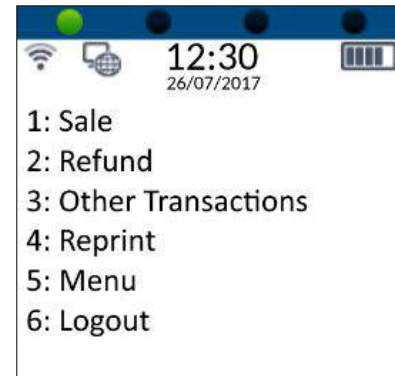


2. Applying the Update

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



- 14 axept® will return to the main menu allowing you to use your terminal.



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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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