

Applying a configuration update

[November 2020]




1 PREPARING FOR THE UPDATE


This guide details the steps to follow on your **axept®** terminal in order to download and apply the mandated configuration update.

INFO Please log on to your terminal before attempting these steps.

Note: There may minor variations to the message displayed dependent on the software version running on the terminal. Please contact Customer Support if you have any queries.

01



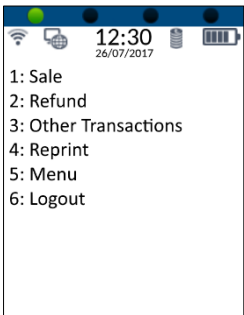
Before attempting to perform the software update, please ensure there are no stored transactions present on the terminal. Stored transactions are identified by the stored transaction icon  with the number of transactions shown underneath.

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.

INFO Please ensure the terminal is connected to the internet before attempting to upload stored transactions.

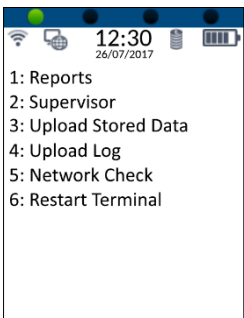
02




From the main menu, select option **5: Menu**

(Press the  key on the keypad).

03

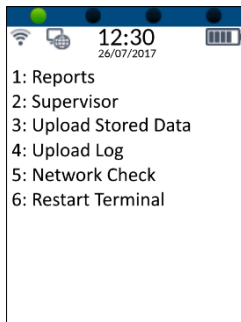



To initialise the upload, select option **3: Upload Stored Data**

(Press the  key on the keypad).

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

04



Once the upload has completed, the stored transaction icon  will no longer be displayed.

INFO

If the stored transaction icon is still displayed after performing the upload, please do not attempt the update and contact customer support on +44 (0) 208 102 8102* followed by option 2 for further assistance.

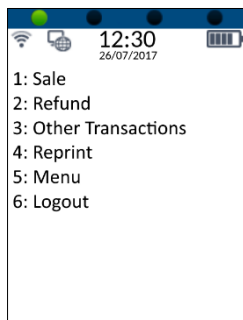
* Available Monday to Friday: 09:00 - 17:00

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](#).

2.1 Terminal Configuration Updates

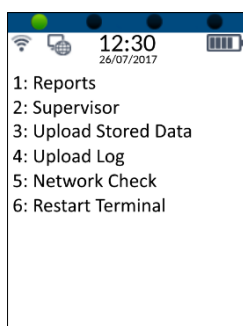
01



From the main menu, select option **5: Menu**

(Press the **5 JKL** key on the keypad).

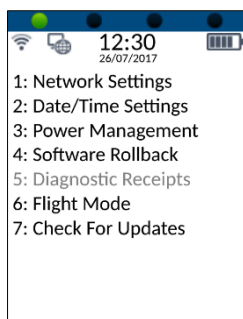
02



From the Terminal menu, select option **2: Supervisor**

(Press the **2 ABC** key on the keypad).

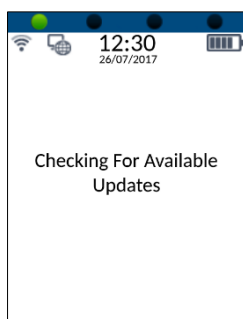
03



Check for updates, select option **7: Check For Updates**

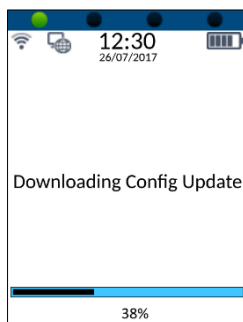
(Press the **7 PQRS** key on the keypad).

04



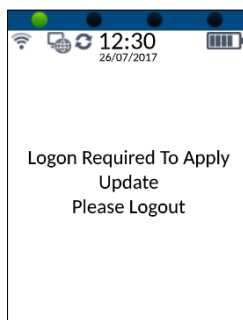
axept® will check for available updates.


05



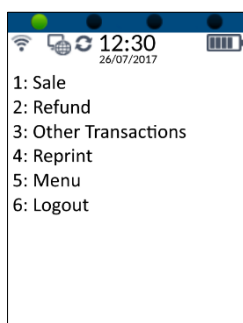
If a configuration update is available and has been assigned to the terminal, **axept®** will start to download the configuration update. Please be patient whilst this downloads as it may take several minutes.

06



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

07



From the main menu, select option **6: Logout** to logout and then login again.

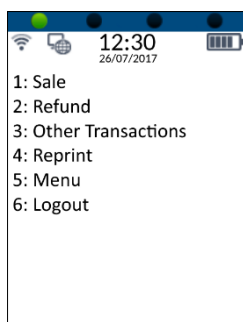
(Press the  key on the keypad).

08



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

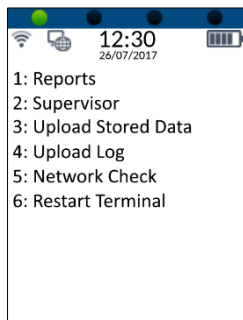
09



Once logged in, from the main menu, select option **5: Menu**

(Press the  key on the keypad).

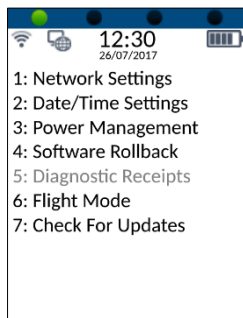
10



From the Terminal menu, select option **2: Supervisor**

(Press the **2 ABC** key on the keypad).

11



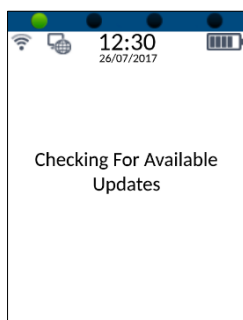
Check for updates, select option **7: Check For Updates**

(Press the **7 PQRS** key on the keypad).

INFO

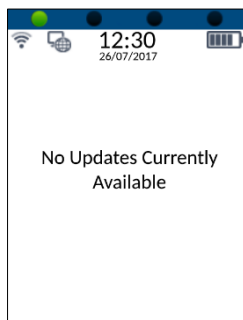
This secondary check is required to confirm with the central platform that the update has been applied.

12



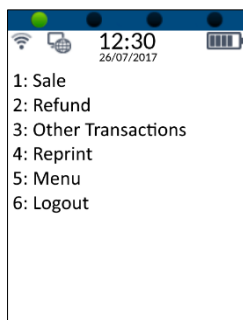
axept® will check for available updates.

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.

CONTACT INFORMATION

If you have any questions or require support, please get in touch with us using the details below:

123Send Customer Service

Phone: 0800 54 23 123
Email: customerservice@123send.net

Customer Support Hours:

Days	Hours Covered
Monday - Saturday	09:00 – 17:00
Sunday and Bank Holidays (excluding Christmas Day)	10:00 – 17:00

Non-urgent requests can be emailed to customerservice@123send.net.

E-mails will be actioned within the business hours of Monday to Friday 9:00 am to 5:00 pm. Upon receipt, an Optomany helpdesk ticket is used to track and record the request detail. A ticket is automatically generated on receipt of an email to customerservice@123send.net.

A unique reference number is allocated to each ticket - this is automatically notified to the email sender by return email. This unique reference should then be quoted in all further emails within the email subject line.

Should you need to contact 123Send for something other than support, the details are below.

123Send Head Office

Address: 123Send Ltd.
Building 40,
Suite 3,
Churchill Square,
Kings Hill,
Kent,
ME19 4YU.

Phone: 0800 54 23 123
Email: info@123send.net