

Subject: "Activata Bitmap Not Loaded" alert & new port numbers **Bulletin No:** 37

Hardware: Move 5000, Move 2500, Desk 5000, Desk 3200

Bulletin Date: 15th April 2026

Effective Date: 20th April 2026

Software Version: V600 R6, Activata 114

Bulletin Message:

At Activata's request, new Activata Voucher Logos and new Certificate Port Numbers have been introduced and uploaded to TMS as part of a new release, which includes:

- Activata App 114
- EFTPOS V600 R6

Due to TMS limitations, it is not possible to assign a specific voucher logo to a particular release.

As with previous Activata updates, once the new logo and certificates are loaded onto TMS, it will be applied to all terminals when they connect to TMS from the effective date—regardless of their current software version. All terminals will automatically receive the Activata changes.

What to expect

Terminals that connect to TMS and receive updated voucher logos and certificates, but are **not yet running the latest software version**, will display the following messages upon restart:

- On screen: **"ACTIVATA BITMAPS NOT LOADED"**
- Printed receipt: **"ACTIVATA GRAPHICS NOT LOADED"**

Important notes

- These messages appear only during terminal startup (after a reboot)
- Pressing **Enter** or **Clear** while this message is displayed will allow the terminal to continue restarting immediately, saving approximately 10 seconds.
- Once the terminal is updated to the latest release, these messages will no longer be shown
- After contacting TMS and downloading new certificates, new activata app 114 and the latest EFTPOS V600 R6, the port numbers in the activata app will **automatically change from 52722 to 52723**
- This release is only available with WTS230
- V4 Terminals will not update to Activata App 114 and port numbers will need to be manually updated for Activata to continue to work
- There is **NO** impact to V5 and V6 terminal's functionality

Action required!

V5 and V6 Terminals: It is recommended that V5 and V6 terminals are updated to the latest release at the earliest opportunity to remove the message.

V4 Terminals: To continue using Activata, V4 terminals will require a manual update of the primary and secondary port numbers **via Function 4824**, changing them from **52722** to **52723**.

