# SKYZER TECHNOLOGIES

**Subject:** Terminal SIM Card Insert and Removal Procedure

**Hardware:** iWL255, iCT250

**Software:** All

**Effective Date:** Immediately

## Description:

This bulletin describes the procedure that needs to be followed on the iWL255 and iCT250 EFTPOS terminal when operating over 3G/GPRS to establish connectivity to Paymark network as primary or backup for transacting.

## Impact:

Inserting or removing the SIM Card from the terminal while powered on could cause a voltage fluctuation which can result in 3G/GPRS hardware failure.

## Resolution:

The recommended procedure from Ingenico is to always power off the terminal when inserting or removing a SIM card.

When configuring the above terminal for 3G/GPRS connectivity, please ensure to always power off the terminal prior to inserting or removing the SIM card from the SIM card slot.