

Subject: NITRO - EFTPOS Customer Copy receipt

Hardware: iCT250, iWL252, iPP350 with NITRO

Software: 2015

Effective Date: Immediately

Description:

When the Nitro terminal gets a software update, depending on the version it updates from, if the functionality is new, it may have not have registered properly with the Nitro application.

Impact:

Customer copy receipts are not printed after the software upgrade to 2015 when using Nitro application.

Resolution:

Switch to base application (Standalone) to ensure that the functionalities are enabled. This will then register the functionality to the application and offer them depending on the application in play. Follow the steps to register and allow the customer copy receipt to be print off in Nitro application.

- Press **FUNC**
- Key in **76** followed by **ENTER**
- Press **ENTER** to deactivate Nitro interface
- Terminal will restart and switch to **standalone mode**
- Press **3** which will print off a duplicate receipt
- Press **FUNC**
- Key in **7415** followed by **ENTER**
- Press **ENTER** until you see **PRINT CUST COPY** that should be **ON** followed by **ENTER**
- **PROMPT CUST COPY** should be **OFF**. Press **ENTER** until you return to idle screen
- Press **FUNC**
- Key in **76** followed by **ENTER**
- Press **ENTER** to activate Nitro interface
- Terminal will restart and switch to **Nitro mode**

Perform a sale in Nitro mode and complete the transaction with ACCEPTED response which will then print off the EFTPOS customer copy receipt.