SKYZER TECHNOLOGIES

Bulletin No. : 15

Date: Mar 12, 2019

Subject: iPP315 Screen Intermittently Flashes with Black Screen

Hardware: DESK 3200 & Desk 5000 with iPP315

Software: 2017

Effective Date: Immediately

Description:

The iPP315 PINPad screen may intermittently flash with a black (welcome screen) when the keys are pressed when attached to the Desk 3200 or Desk 5000.
This only happens when a card is incorrectly inserted or swiped at idle and where there is an iPP315 PINPad attached.

Impact:

There is no actual operational impact to the terminal however, subsequent transactions may also be affected with the flashing screen for up to 10 Minutes.
As per the Paymark specification, the Swipe Start operation has been removed. All transaction's now start from selecting the transaction type, then entering the amount **PRIOR** to the card holder presenting their card.

Resolution:

Please ensure that you advise your merchants that **SWIPE START** is no longer supported and not to attempt to start a transaction that way. The transaction type **MUST** alway be selected first.

If Swipe Start has been attempted and the screen is flashing - a power re-set will correct this immediately, else it will self correct after approx 10 minutes.

We are working with Ingenico to try to alleviate the flashing screen in a future release.