Skyzer

Subject: Uncertified PIN Pad Combinations in Use		**Bulletin No:** 32
Hardware: Desk1500 and IPP315		**Bulletin Date:** 14 Dec 2023
Effective Date: Immediately		**Software Version:** All

Bulletin Message:

As previously advised, the IPP315 PIN pad is only approved and Certified for use on PCI v4 terminals. Do not connect an IPP315 PIN pad to a v5 terminal.

1. The DESK1500 PIN pad will only work on PCI v4 terminals that are running PTS190 (or greater than) Software. **v4 Terminals with PTS2018.1 are not compatible with the DESK1500.**

DESK 1500 Compatibility		
	PCI v4	**PCI v5**
PTS2018.1	✗	✓
PTS190>	✓	✓

2. The IPP315 PIN pad is only certified for PCI-PTS v4.x terminals. **We advise you that the IPP315 PIN pad IS NOT** to be connected to a PCI-PTS v5.x terminal as this will introduce unexpected issues.

IPP315 Compatibility		
	PCI v4	**PCI v5**
PTS2018.1	✓	✗
PTS190>	✓	✗

3. What happens if a v4 Terminal running **PTS2018.1** with an **IPP315** attached, upgrades to **PTS190>**?

   - The terminal will function fine but that particular IPP315 PIN pad can never be used on any other terminal again. **It now permanently identifies itself with that upgraded terminal**

   - That upgraded terminal **can never have any other IPP315 PIN pad** attached to it

   - Should the IPP315 PIN pad attached to the upgraded terminal fail, the only solution is to **install a DESK1500 PIN pad**