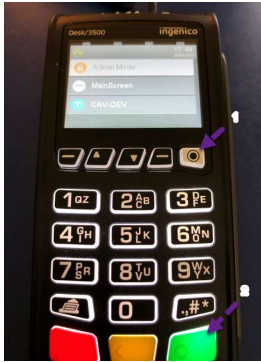

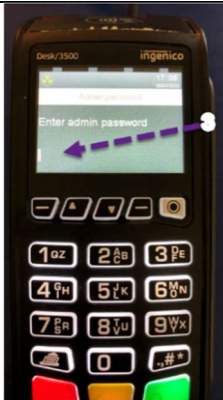


## Ingenico Desk 3500 IPDownload Procedure



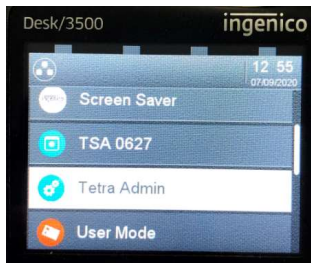
1. Press  (Home Key) to power up the terminal
2. Press the Green/Enter Key to Select **Admin Mode**




3. Enter your Admin password and press **Enter**
- To make an alpha character, press the numbered key associated with that alpha character until the desired alpha character appears
    - For example, press 7 then 7 again without pause to make a "p"
  - Default password is V123456 (capital "V")



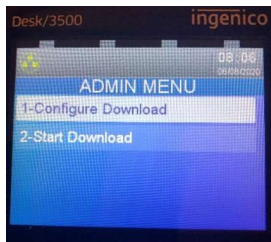
- Screen will read "Admin Mode Activated"



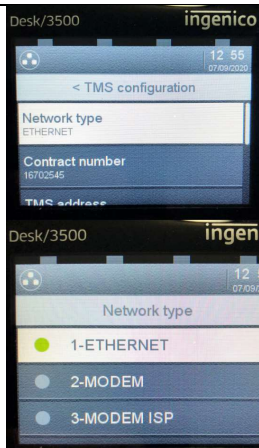
- If using WiFi and currently not connected, please see [Wi-Fi Setup via Admin Menu \(Tetra Desk/Move\)](#)
4. Press the down  arrow then press the Green/Enter key to select Tetra Admin






5. **Download Application** should already be highlighted, but if it's not, use your arrow key to highlight **Download Application** and press the Green/Enter Key






6. **Configure Download** should be highlighted, if not then press the arrow key and select **Configure Download**.




- Under TMS Configuration:
7. Use   to highlight **Network Type**, then press the Green/Enter Key 
  8. Under the Network Type options, please select **"Ethernet"** (as shown) – Once this option is selected, you'll be returned to the TMS Config menu



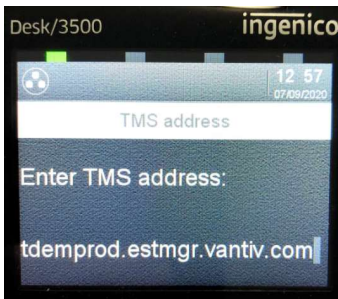
9. Use   to highlight Contract # and then press the Green/Enter Key 




10. Here you'll enter the terminal id# (for the terminal being downloaded) and press the Green/Enter Key 



11. Use   to highlight TMS Address and press the Green/Enter Key 




12. Enter the value: `tdemprod.estmgr.vantiv.com` and press the Green/Enter Key 



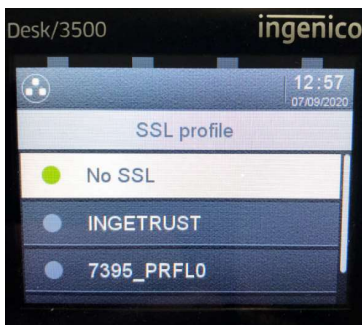
13. Use   to highlight TCP Port and press the Green/Enter Key 



14. Type in the value 2602 and press the Green/Enter Key 

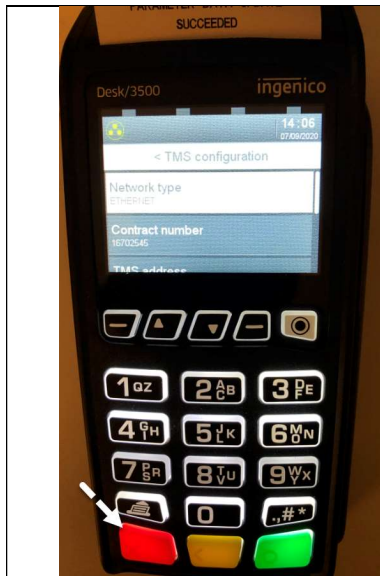



15. Use   to highlight SSL Profile and press the Green/Enter Key 

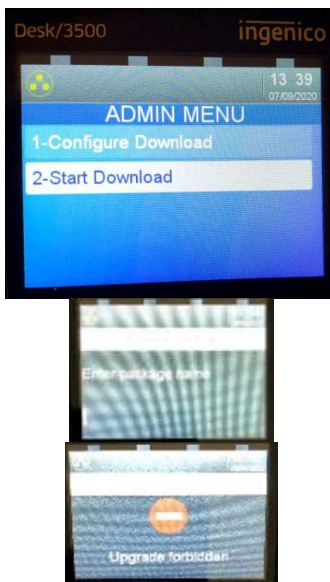





16. Use   to highlight "No SSL" and press the Green/Enter Key 





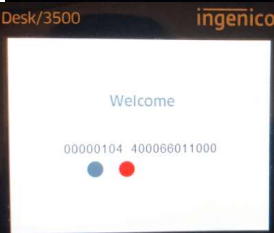
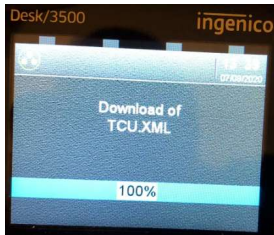
17. From the TMS Configuration Screen, press the red/cancel key  to get back to the Admin Menu



18. Under the Admin Menu – use the  to highlight Start Download, then press the Green/Enter Key 
1. If Prompted for a Package Name, press the Green/Enter Key 
  2. If you see a message “Upgrade Forbidden” – Then the batch isn’t empty and you must settle or delete the batch (if deleted – batch will not be funded) prior to running the download
  3. Otherwise you should see that the download has started (see next step/pic)



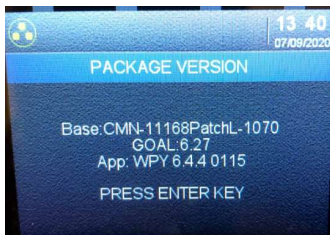
19. You should see “Download in Progress”, like you see in the picture to the left.
- If your ethernet cable isn’t connected properly or isn’t getting a signal, you’ll see a message like this “Connection error Ethernet Not plugged”



20. The terminal will cycle through a few screens like you see to the left.



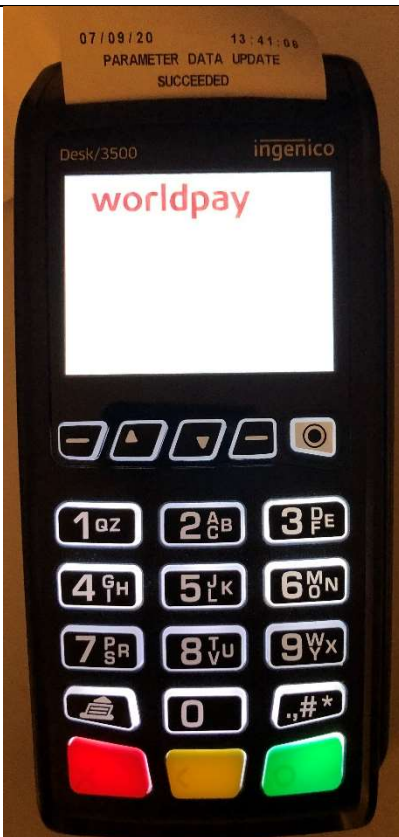
21. The terminal reboots



22. Terminal displays the package information



23. The terminal will reboot a 2<sup>nd</sup> time



24. The reboot will finish and take you back to the sale screen or if you've left the terminal and came back to the screensaver, press the Green/Enter Key