

Dear merchant,

As a leader in the merchant services industry, Pivotal Payments is making numerous improvements in order to help our clients operate more productively. In keeping with our goal, we are providing you with this new SIM card. Please follow the instructions below to clear previous wireless settings, insert your new SIM card into your terminal and update your application.

Please note that the new SIM card has to be installed within 5 business days from reception. Once installed, please keep your old SIM card until the new one is properly installed and the terminal application is successfully updated. **DO NOT DISCARD YOUR OLD SIM CARD until a transaction has been successfully completed on your new SIM card.**

Should you have any questions or concerns, please do not hesitate to contact us at 1-877-785-1396.

STEPS TO CLEAR PREVIOUS WIRELESS SETTINGS

- Press "HOME"
- Press "FUNCTION"
- Press 1 for "DEPLOYMENT CONFIG"
- Press 2 for "CONFIGURE HOST"
- Press 1 for "EDIT/VIEW HOST"
- You should now see your credit terminal ID displayed, please confirm this number is correct then press OK - ****Your credit TID can be found next to "Terminal ID" on any Credit Receipt****
- Select 2 for "GPRS"
- Select 1 for "IP ADDRESS"
- Enter 216.226.44.246 (to enter a "." (period), press the * key) then press OK
- Enter 1402 for the port number then press OK
- The screen will display "SECURITY LEVEL", select 1 for "NONE"
- The screen will display "CFG. ANOTHER DOWNLOAD HOST?", select 2 for "NO"
- The screen will display "SAVE CHANGES", select 1 for "YES"
- Press 3 for "DOWNLOAD NOW" then press OK
- Your terminal will display a progress bar at the bottom of the screen. Once complete the terminal will reboot and you can continue with the steps below

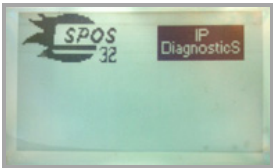
STEPS TO REPLACE A SIM CARD IN AN M4230

1. Remove the SIM card cover
2. Slide the metal bracket down to release the SIM holder
3. Lift the top of the holder, bringing the holder upright and slide the SIM card out
4. Insert the new SIM card with the gold colored contact facing down with the cut corner on the top left
5. Push the holder back down and slide the metal bracket up to lock the holder in place

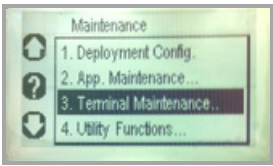


STEPS TO UPDATE YOUR TERMINAL APPLICATION:

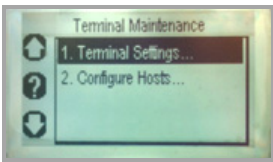
Please make sure that your new SIM card is inserted in the terminal. The below settings will not work with your old SIM card.



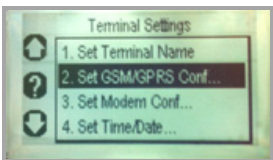
- Press **"HOME"**
- Press **"FUNCTION"**



- Press 3 for **"TERMINAL MAINTENANCE"**



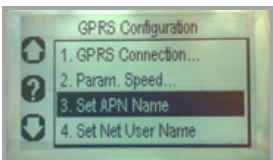
- Press 1 for **"TERMINAL SETTINGS"**



- Press 2 for **"SET GSM\GPRS CONF"**



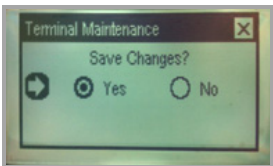
- Press 1 for **"SET GPRS CONF"**



- Press 3 for **"SET APN NAME"**



- Press the yellow **"CLEAR"** button to delete the current entry
- Press the white button next to "123" to change that value to "ABC"
- Press number 8 for the letter "T"
- Press number 6 twice for the letter "N"
- Press number 4 for the letter "G"
- Press number 2 for the letter "A"
- Press number 7 for the letter "P"
- Press number 6 twice for the letter "N"
- Press white button next to "ABC" twice to change that value to "123"
- Press number 0 (zero) to enter that value
- Press number 1 to enter that value
- Press white button next to "123" twice to change that value to "ABC"
- Press number 0 (zero) three times to enter a period (.)
- Press number 2 for the letter "A"
- Press number 7 for the letter "P"
- Press number 6 twice for the letter "N"
- Your screen should now display **TNGAPN01.APN**
- Press the green **"ENTER"** button
- Press the white button below HOME



- The terminal will now ask you to **SAVE CHANGES**. Please make sure that the "Yes" radio button is selected and then press **"ENTER"**
- Press any key to reboot the terminal
- The terminal will now reboot and attempt to connect with the new settings.

Congratulations! Your terminal setup is complete.