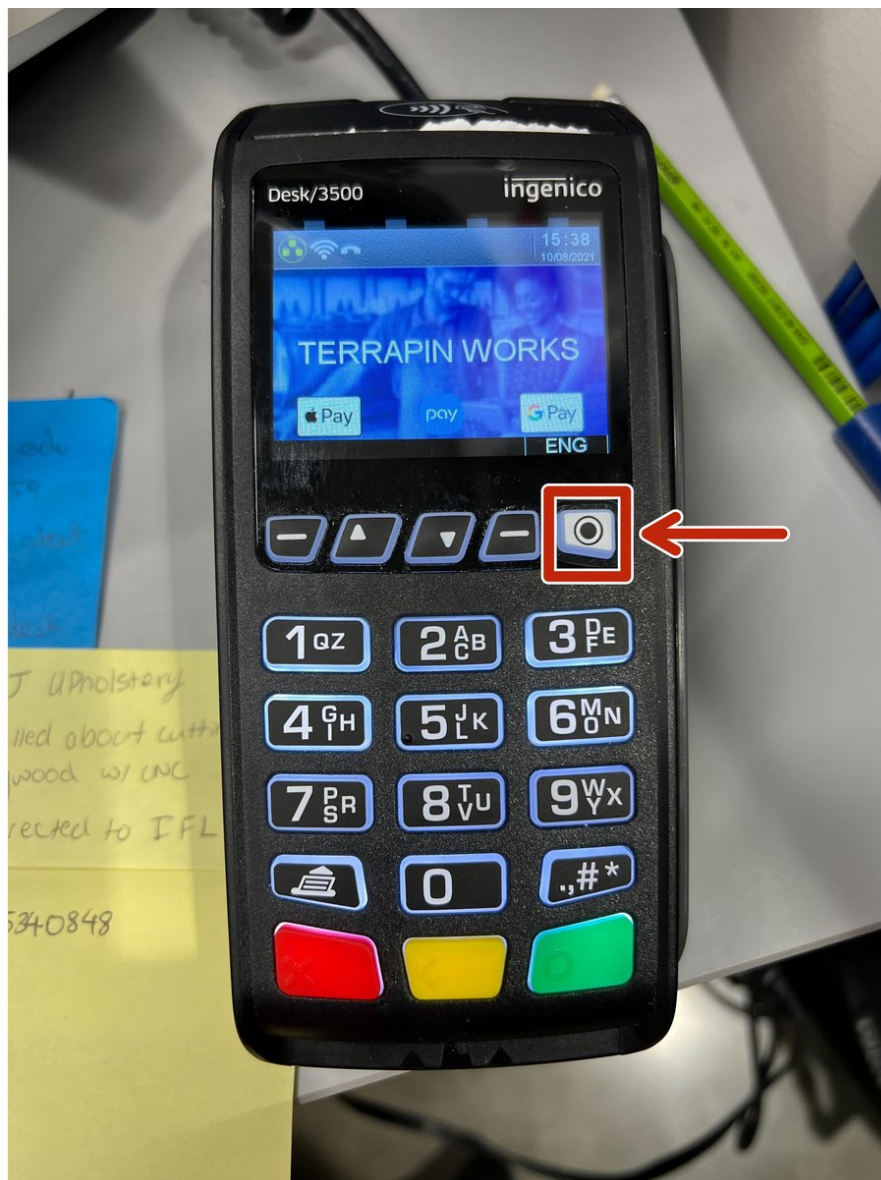


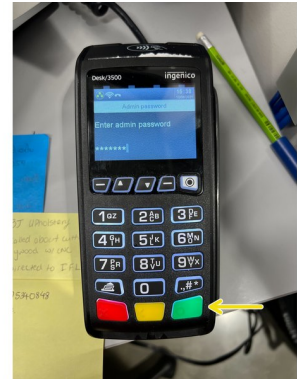
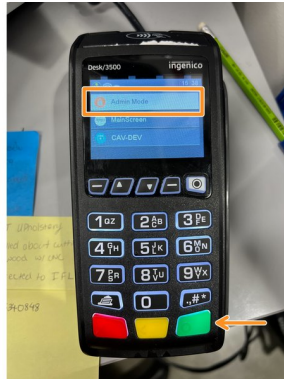


# Force a configuration download on a Ingenico Desk 3500 terminal

Written By: Nicholas Bentley

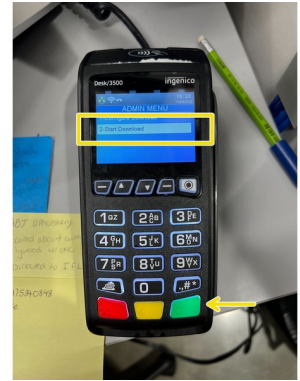
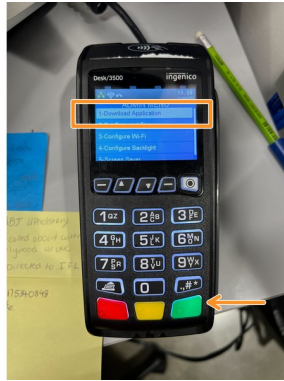




## Step 1 — Activate Admin mode



- Press the white button with a black circle in it.
- Select admin mode with the arrows and press the green enter button.
- Enter the password **123456A** and press the green enter button.
- ❗ To select the capital A, keep pressing the **2 button** until you see a capital A.

## Step 2 — Force the download



- Press the white button with the black circle in it. Navigate to the **Tetra Admin** option and choose it with the green button.
  - Choose the first option for **Download Application** and press the green button.
  - Choose the option for **Start Download** and press the green button.
-  The terminal will download its configuration and may reboot several times. The terminal should print a report on the receipt paper when it completes.
-  If the terminal gets stuck on a please wait screen, ensure the receipt paper door is fully closed.

You have successfully forced a redownload of your terminal's configuration.