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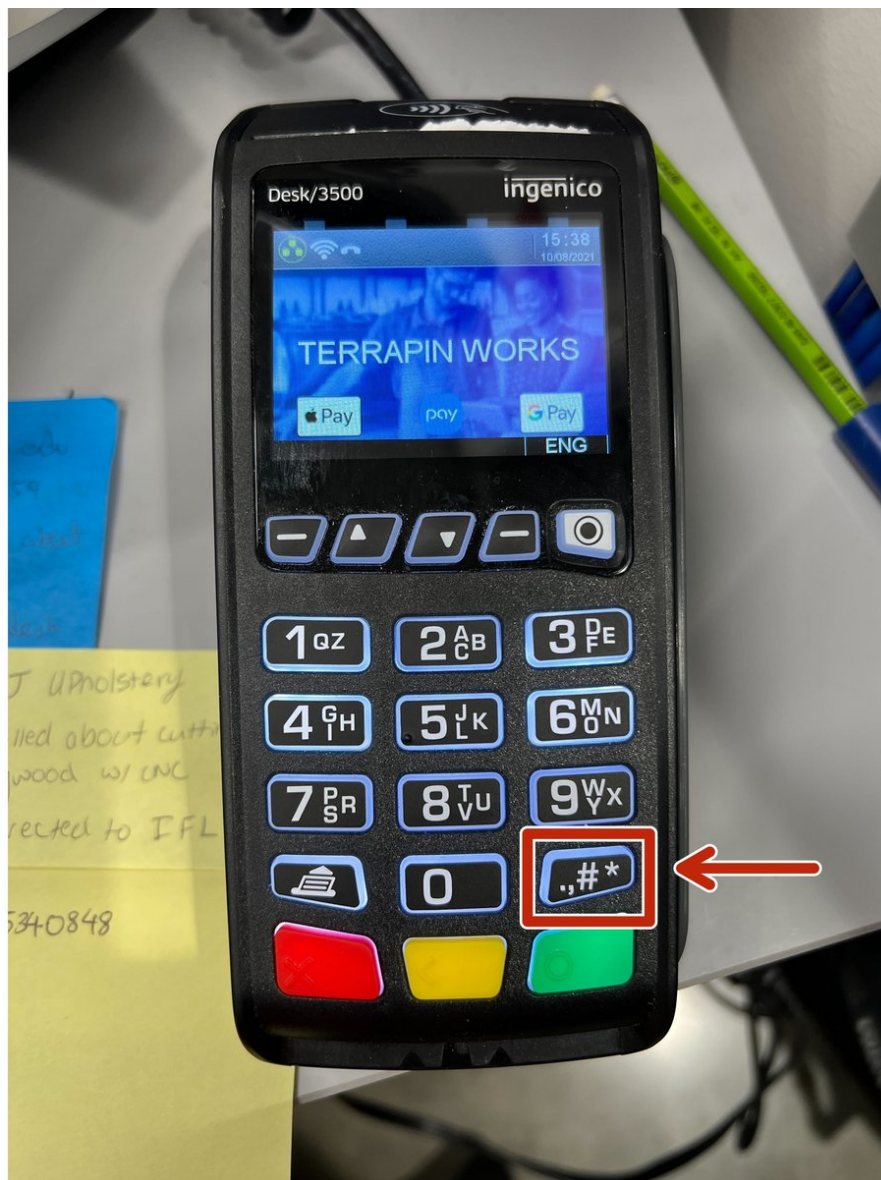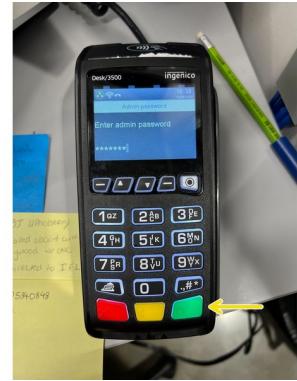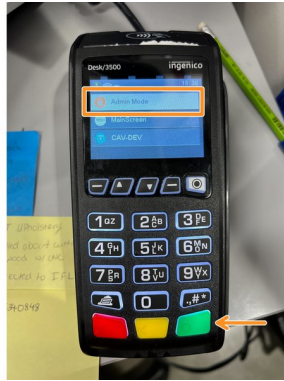# Validate E2EE is enabled on an Ingenico Desk 3500 terminal

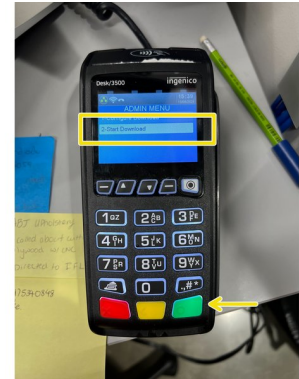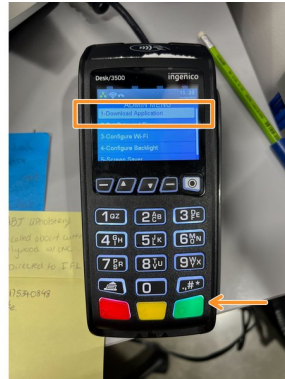**Written By: Nicholas Bentley**

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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.
  - (i) To select the capital A, keep pressing the **2 button** until you see a capital A.

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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.

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Step 3 — Go to the E2EE Identity screen
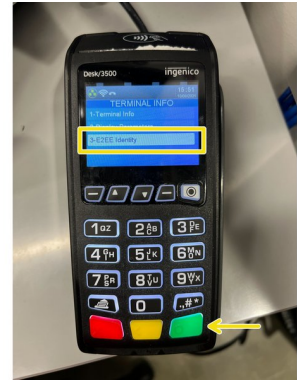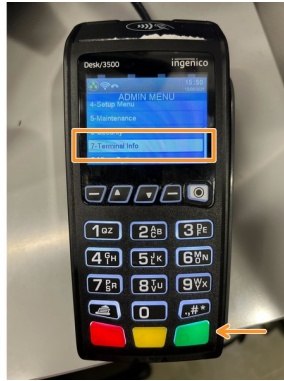
- Press the **# button** on the terminal.

- Using the arrows, scroll down to select the **Terminal Info** option and press the green button.

- Scroll down to select the **E2EE Identity** option and press the green button.

Step 4 — Verify the E2EE Identity

- The terminal should display a picture along with the text E2EE Identity. If this displays, E2EE is enabled.

- If you see **feature disabled** when you select E2EE identity, E2EE is not enabled.

You have successfully verified your E2EE Identity status.

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