

Ingenico iSMP4

Model IMP657

Below are the steps to manually reload the firmware and add AT&T settings for the Authorized Retail All-In-One (AIO) Scanner (iSMP4).

- If you have an AIO iSMP4 Scanner that is showing LLT, Lane Closed or is just not working properly this usually means something has been corrupted in the device. If the device is not physically damaged, then it may be possible to manually fix the device by wiping and reloading the firmware.
 - You will need to be logged in as an Administrator on a Windows computer (not the ATT Managed Desktop if you have one installed), have the wi-fi network password and have a USB-C to regular USB cable (which should have come in the box with the original unit).
 - Do NOT plug the iSMP4 to the computer until you have installed the USB drivers (step 4).
1. On the iPad reset Network Settings by going to Settings \ General \ Reset and choose “Reset Network Settings”. After iPad reboots go to Settings \ Wi-Fi and reconnect to your companies secured Wi-Fi network
 2. On the computer download and run the self-extracting file iSMP4_Setup(23KM).exe, which will extract all needed files to C:\iSMP4_Setup
 - Link: https://www.dropbox.com/s/i4u73jwcpb034er/iSMP4_Setup%2823.n2%29.exe?dl=0Or you can download a regular ZIP file with the same files from here
 - Link: https://www.dropbox.com/s/wdiu4jl2vwunj5u/iSMP4_Setup%2823.n2%29.zip?dl=0
 3. Open File Explorer (right click the START button and select “File Explorer”)
 4. Navigate to C:\iSMP4_Setup\IngenicoUSBDrivers_2.60\ and run IngenicoUSBDrivers_2.60_setup.exe (do not modify any settings just click *next* to complete install)
 5. Navigate to C:\iSMP4_Setup\LLT_5.6.1\ and run LLT_5.6.1_setup.exe
 6. On the iSMP4 device - wipe memory and put it in LLT Mode
 - Power on (press button on the upper right side) or reboot the device (pressing the Yellow and # buttons).
 - During start up the :) symbol is displayed in the upper left corner - press the number **2** button repeatedly until options are displayed
 - Press F2 until >>Delete menu<< is flashing then press the Green enter button
 - Press F2 until >>Delete All<< is flashing then press the Green enter button, LLT should now be displayed at the top of the screen
 7. Connect the iSMP4 to the computer (using the USB-C cable). Wait for about 15 seconds to allow Windows to detect the device
 8. Open the Local Loading Tool (LLT) software that was installed in step 5
 9. Under Select the Target Terminal choose Telium Legacy Generic

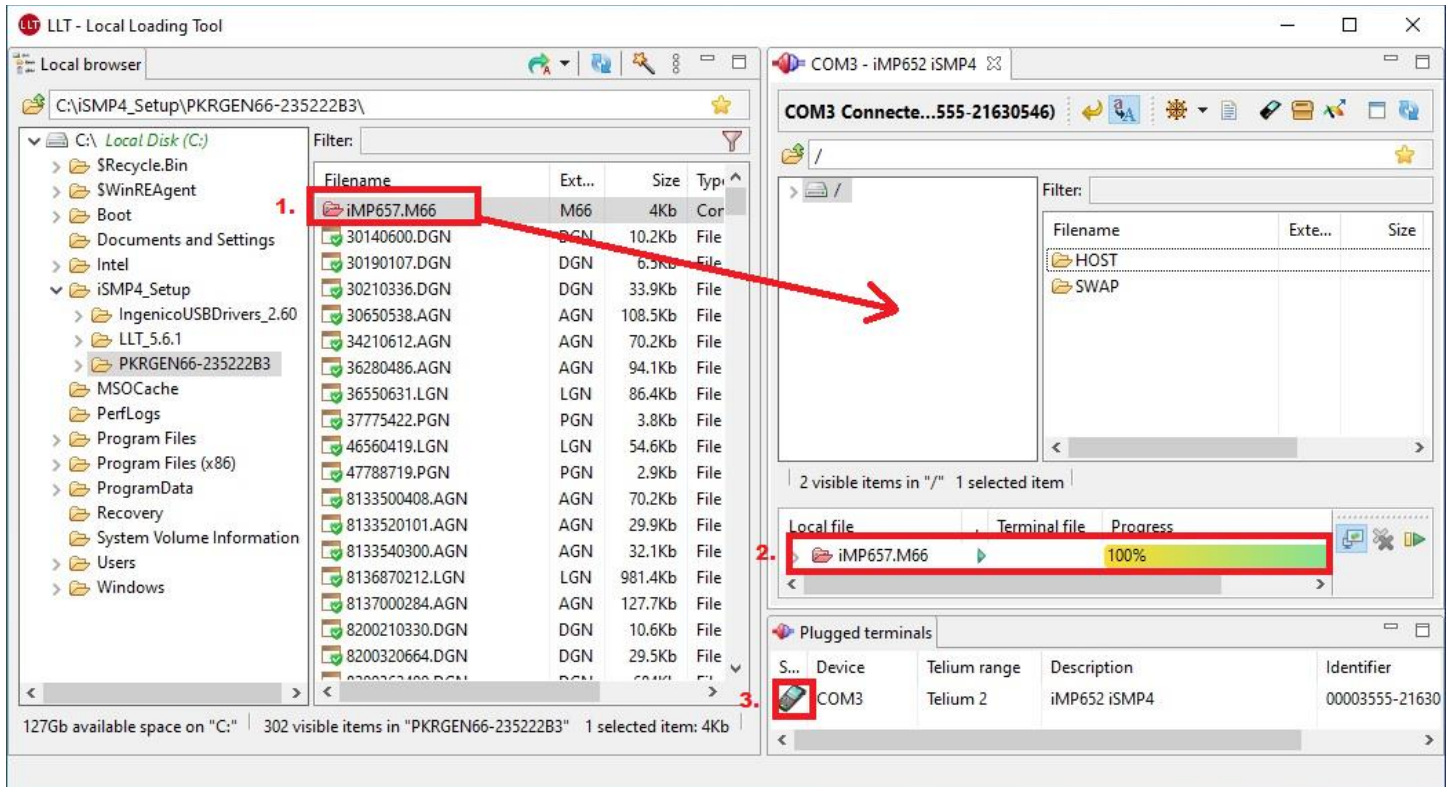
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10. Click to Transfer Contents

11. Install iSMP4 Firmware

- Step 1 - Navigate to C:\iSMP4_Setup\PKRGEN66-235502B3_23.n2 and drag the iMP657.M66 file to the right panel and release
- Step 2 - Wait for the progress bar to complete to 100%
- Step 3 - Double click Device icon, wait 30 seconds for disconnect to complete then close LLT program and unplug device
- Step 4 - iSMP4 should reboot



12. Pair iSMP4 to iPad

- Step 1 - After the iSMP4 boots up, it should display "BT Pairing Required"
- Step 2 - On the iPad go to Settings \ Bluetooth and enable Bluetooth if turned off
- Step 3 - On the iSMP4 press "F1" to for iOS then toggle to the iPad Name and press the Green button
- Step 4 - On the iPad enter the PIN when offered to connect the devices

13. Install custom AT&T Patch

- Step 1 - After the iSMP4 is paired successfully launch the OPUS Mobile app on the iPad
- Step 2 - When prompted install the custom AT&T firmware patch (if the firmware prompt doesn't appear uninstall the OPUS Mobile App by pressing the app icon until it wiggles and hit the x or – sign then power cycle the ipad by holding the HOME and SLEEP buttons for 10 seconds then reinstall the OPUS Mobile app from Apps@Work and then try again)
- Step 3 - iSMP4 should reboot then display "Welcome to AT&T" with RBA 23.55.02 in the bottom corner

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