

## **Ingenico iSMP4 Product Notice** **by Ingenico Inc. (“Ingenico” or “Ingenico Group”)** *mandatory SDK updates for the iSMP4*

*Alpharetta, Ga - August 22, 2019* — This Ingenico iSMP4 Product Notice is intended to provide clarity and guidance on the mandatory SDK updates for the Ingenico iSMP4 device (“iSMP4 Device”).

### **Executive Overview**

The iSMP4 Device has recently received a software update in manufacturing which requires changes to the Telium 2 SDK. All iSMP4 software must be upgraded to a valid Telium 2 SDK patch.

### **Summary**

Ingenico received limited reports of the iSMP4 Devices being unable to complete the bootup process (Blue screen hang). A software update, which is available, has been created to resolve such issue. The updated iSMP4 software passed internal qualification and testing showing that the bootup process has been resolved. The new updated software requires updates to the Telium 2 SDK and RBA software.

### **Impact**

All new iSMP4 Devices (specifically Model iMP627 and Model iMP657) are impacted by the Blue screen hang issue. Customers are required to upgrade to RBA 23.XX.44 as soon as possible.

### **Resolution**

A required software change was made and has been applied at the factory for new production.

### Telium SDK

Ingenico has released two (2) new SDK patches that resolve the issue set forth below. Ingenico will work with you to determine the appropriate patch for your environment.

- v9.32.3 Patch R
- v9.30.2 Patch T

### RBA Customers

Customers using RBA are required to upgrade to RBA v23.XX.44 or work with your account manager to obtain the appropriate action.

**I am here to help and assist with the above issue and how it impacts you.**

**Please contact me and we can discuss next steps.**

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