Ingenico isc250 will not display image

Summary:

Ingenico isc250 will not display image

Solution:

Force reload. The ingenico_isc250.ini file stores the status of the last ad image that was loaded to the device. Clearing this status will cause CP to re-load the stock image.

- Log out of Counterpoint
- Copy and rename the ingenico_isc250.ini to ingenico_isc250.ini_OLD (found in: C:Program Files (x86)NCRDevice Services APIConfigurationDataIngenico_iSC250.ini). Then clear the contents of the ingenico_isc250.ini file.
- Save the changes
- Log back into Counterpoint.
- Once the device loads, the updated **8.5 Counterpoint** Logo should now be displayed on the device.

Note that the image needs to be 480x272 and named iSC250_AD1.jpg or iSC250_AD1.png

Online URL: https://counterpoint.knowledgebase.co/article.php?id=1279