How to recalibrate the touchscreen on the iSC250 Payment Terminal

Summary:

How to recalibrate the touchscreen on the iSC250 Payment Terminal

When using the attached pen or manually pressing 'yes' or 'no' on the iSC250 touchscreen, an incorrect entry is selected.

iSC250 touchscreen buttons sporadically do not work properly if manually pressed or when using the attached pen for entry.

Cause:

The iSC250 touchscreen may not be properly calibrated.

Solution:

1.   Press and hold the **[Clear]** and **[-]** (minus) keys simultaneously on the iSC250 payment terminal to reboot it.
2.   When the iSC250 reboots and the grey Retail Base screen appears, press **[2], [6], [3], [4],** and the **[Enter]** key.
3.   Press the **[+]** (plus) key to display the functions menu.
4.   Select **Telium Manager** > **Initialization** > **Hardware** > **Calibration** to display the Calibration screen. **Please Note that once you enter the Calibration screen, you might receive an 'Unavailable message'
5.   Press **[7], [5], [8], [1],** and the **[Enter]** key to recalibrate the payment terminal.
 The **Calibration successful** message appears, indicating that the iSC250 has been recalibrated.