



## **Performing the System Recovery Process** **on the EMV SPOT Display** **Canada Only**

### **Related Equipment:**

- E300/E500
- Encore S ECIM
- Advantage
- OPT

### **Issue:**

Technicians are **WRONGLY** selecting the “Blue” System Recovery button on back of the EMV SPOT display on power up to remedy an assortment of dispenser issues in the field.

### **Symptoms:**

1. Disables the ability for the SPOT to do magstripe debit. This cannot be fixed in the field, and therefore the SPOT display must be replaced.
2. No ability to capture Engineering logs. Destroys any SPOT logs that would help diagnose a problem.

### **Remedy:**

**Do Not ever use the (Blue) System Recovery button to fix a problem with a dispenser/SPOT.** You should use the EMV troubleshooting guide MDE-5118 that is located on the Gilbarco website GOLD. The MDE is located in the FlexPay EMV library. If you are still having a problem after extensive troubleshooting, please contact the Gilbarco Technical Assistance (TAC) line at 1-800-743-7501 for further direction.

### **IMPORTANT INFORMATION**

*This bulletin does not authorize any sites visits to perform any warranty work.*