Bluefin®
The Leader in Payment Security

Dear Valued Bluefin Client,

As a Bluefin client with a PAX terminal, we would like to advise you of a scheduled PAX migration to a new terminal management system used by Bluefin to manage PAX devices.

Bluefin currently manages your terminals in a PAX system known as BroadPOS. PAX will be migrating all PAX devices to a new system called PAXStore Marketplace. This migration will not affect the performance of your devices. Please follow the instructions below to avoid disruptions in service.

Important Dates

Beginning on **Wednesday May 20th** after 12am EST, please complete the following tasks on or before **Saturday May 30th, 2020.**

This migration will take place on **Tuesday May 19th, 2020** between the hours of 6-9pm EST.

ACTION – Standard Bluefin PAX Customers

Your device performs daily health checks with the Terminal Management System BroadPOS (t.broadpos.com, port 9120). After the migration, your terminals will perform daily health checks with the Terminal Management System PAXStore (t.paxstore.us, port 9080).

It is important to let your Network Administrator know that traffic communicating with t.broadpos.com:9120 will now be communicating over t.paxstore.us:9080. Please ensure that this URL and port are open so that devices can download updates from the system in the future. You should adjust your firewall settings accordingly with your Network Administrator. Your device will continue to operate normally during this time after the migration.

1. Please ensure that traffic is allowed through your firewall so your device can obtain updates from the PAXStore system with the following credentials.
    - URL: t.paxstore.us
    - PORT: 9080
    - Static IP address: 199.102.65.180

If your device is set to "Auto Batch" and remains powered 'on', there is no need to follow the next steps. The device will automatically clear the data base and set the new health check URL after it completes an auto batch cycle.

2. At a time that is convenient to you, you will need to **clear out the transactions in the database on your device** (note: if you batch out on the terminal as part of your reconciliation process, make sure to do this before clearing out the database at a time convenient for you). **Then you**

will reboot your device. Your device will cycle through the boot sequence and download updates for your terminal to communicate with the PAXStore system. Your device will continue to operate as it has and will now be connected to PAXStore TMS instead of BroadPOS TMS.

- To clear out the database, access the Bluefin application menu and go to "System Settings>Database>Clear Database>Clear All>Yes."

3. The migration process will automatically update your device to change update settings from "t.broadpos.com:9120" to "t.paxstore.us:9080"

If you are using a WIFI based terminal, you will need to **reset your WIFI credentials and reboot again**. To reset your WIFI access the application menu: Function button>Communication>WiFi Parameters where you set your PW and find your SSID.

The **Bluefin application menu password will revert to the default of today/tomorrow's date (based on the day/date in China, ahead of US) in the format MMDDYYYY**. You can change the PW to one of your choice via the Bluefin application menu.

Please refer to the following user guides for your specific PAX device should you have any issues, or contact your Bluefin Relationship Manager, Salesperson or Bluefin support, should you have any issues.

D210 Semi-Integrated https://drive.google.com/open?id=1CtVRVgXFbAgDyNwR0GAGcsG05JAjdcw_
D210 Semi-Integrated Quick Reference https://drive.google.com/open?id=1oWp9JwqpthCh0zVjOlH_AYUv5gHyKoGt
D210 Stand Alone https://drive.google.com/open?id=1NCdmxsjv_api9tk0lSDyOXEmKh1101BA
S300 Semi-Integrated https://drive.google.com/open?id=1Nkbornvn73wN0ok-w1V1H5HPbSixkzBT
S300 Semi-Integrated Quick Reference https://drive.google.com/open?id=1TocTRFxbHoVZxpoBJsN4xQXF_tYk0VVj
S500 Semi-Integrated https://drive.google.com/open?id=1-ZGJhMtEUMwQLVjJtYhJL2eU0S_DzMcG
S500 Semi-Integrated Quick Reference https://drive.google.com/open?id=1mqxEbN9voseLosNcaI0BjCzDPAA12Ky3
S500 Stand Alone https://drive.google.com/open?id=1zbthkj2uXhftTSrPagIn58vHkpICm4RV

FAQ

Q: How will I know the device was successfully migrated?
A: You'll know your device was successfully migrated:
- ✓   if the application password will revert to the default password of today or tomorrow's date in the format MMDDYYYY.
- ✓   if you have a wifi device, if you have to reset your wifi credentials

Q: I can't get to the device because of COVID 19 restrictions. What will happen after May 30th?
A: There is no impact if you are unable to access the device before May 30th. When your operations return to normal, simply perform the steps outlined in this guide and your device will be ready for use.

Q: Will the device configurations stay the same?
A: All templates, profiles and device configurations will be migrated to the new PAXStore. If you are using the device in WIFI mode, you will need to reset your WIFI credentials and reboot the device as described in the instructions above.

Q: Will this migration affect the Firmware version?
A: No. There are no changes being made to the firmware during this migration.

Q: Why are the devices being migrated:
A: PAX recently announced plans to move all their customers to the new and improved PAXStore Marketplace as they plan to retire the legacy BroadPOS terminal management system.