

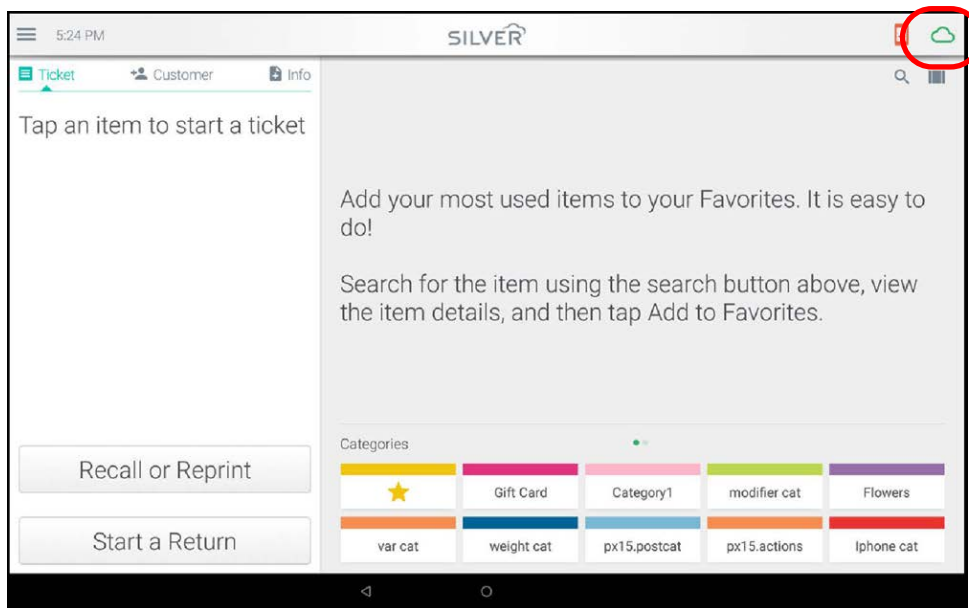
Silver Essentials

Upgrading the POS App 6.6.0, or Below

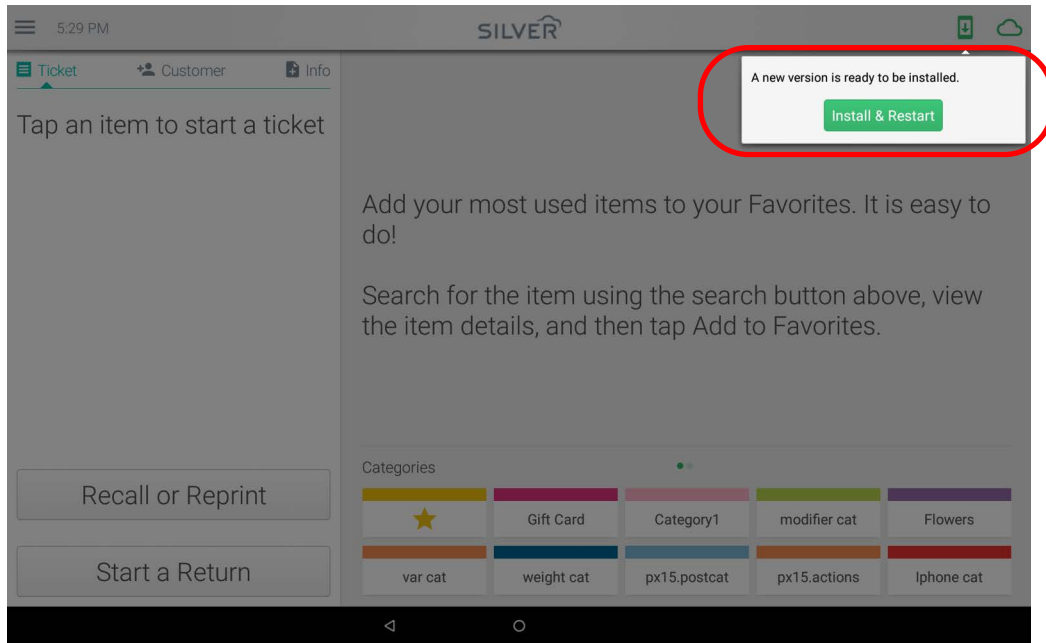
Last Updated: March 25, 2026

NCR Voyix has created a new minimum required version of Silver Essentials POS. Please follow this guide to complete your upgrade.

1. Turn the **POS system** on.
2. Log into the **POS** with the existing Silver Essentials application.
3. Navigate to the **ticket entry screen**.

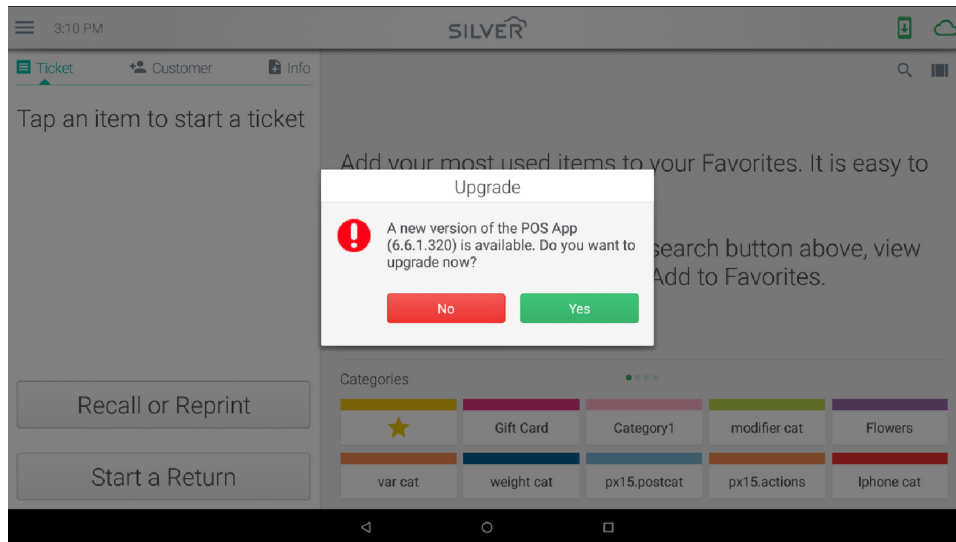


4. Tap the **mobile icon** in the top right corner of the screen, when green. The 'A new version is ready to be installed' message appears.



5. Tap **Click Install & Restart.**

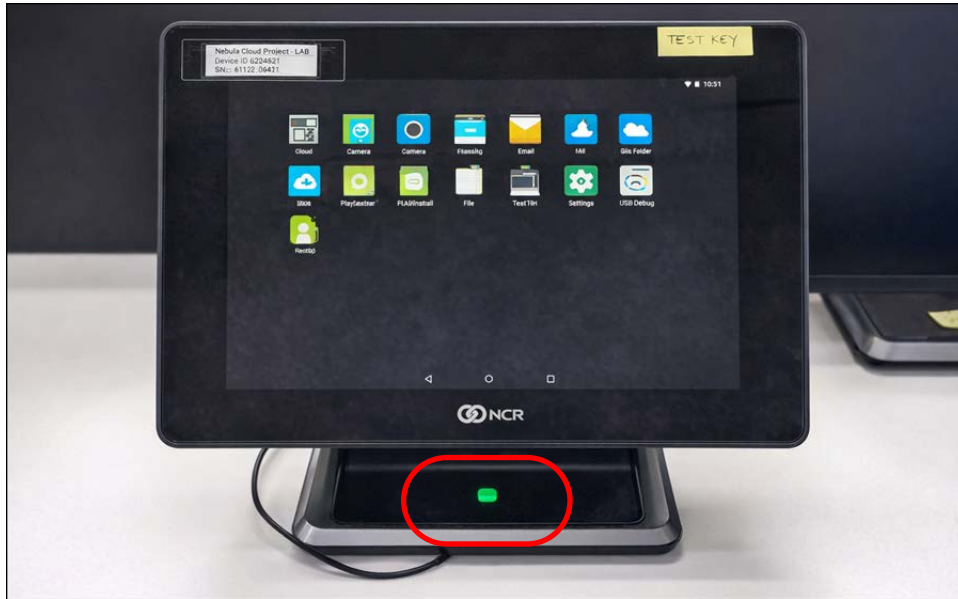
The Upgrade message appears.



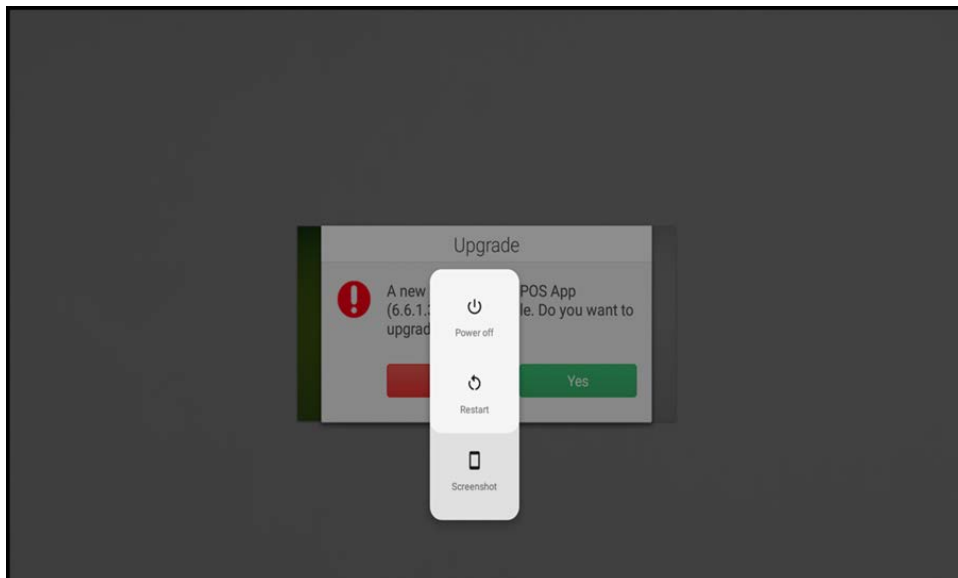
Tap Yes to proceed with the upgrade or Tap No to upgrade at a later time. When you select No, the system upgrades to the specified version.

If the upgrade stalls and the Upgrade message appears frozen on the screen, perform the following steps.

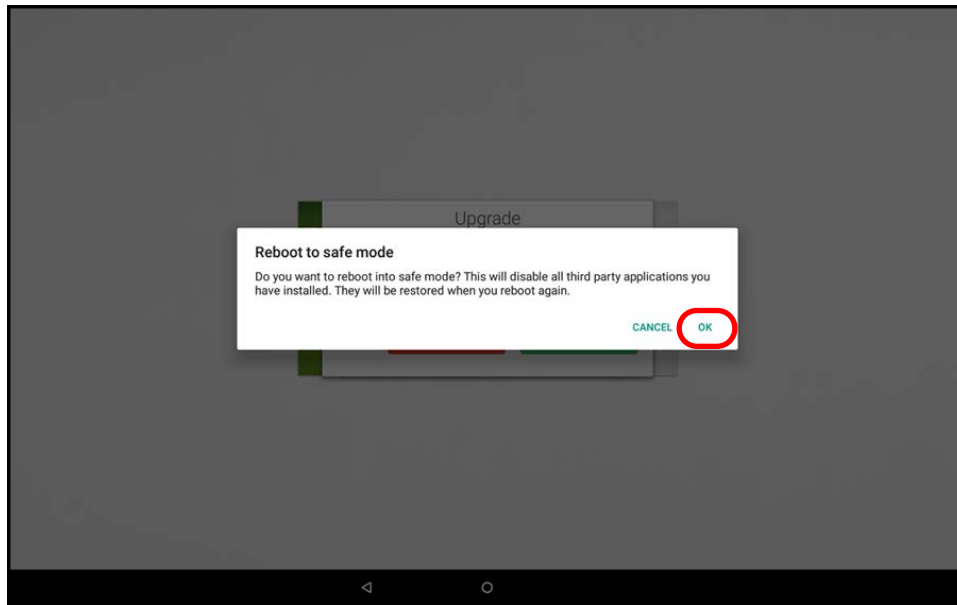
1. Locate the **Power button** on the terminal.



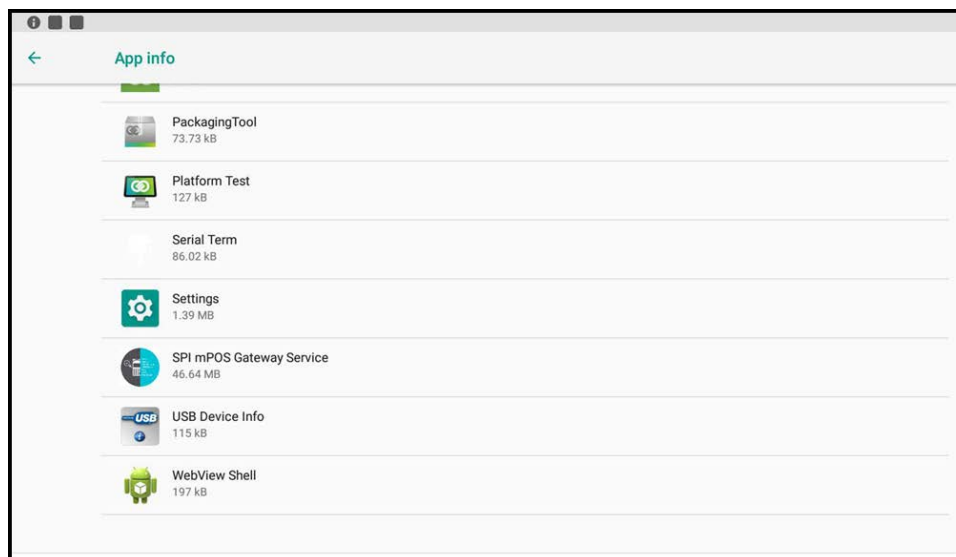
2. Long press the **Power button** until the terminal is powered off.



3. Upon reboot, the **Reboot to safe mode** message appears.



4. Click **OK** to enter safe mode.
5. Access the **Apps utility** on the computer.
6. Search for the **package starting with SPI** installed on the computer, such as SPI mPOS Gateway Service, SPI Connected Payments Gateway Service, or SPI Monetra Gateway Service.



7. Select the **package** and select **Uninstall**.
8. Once uninstalled, restart the **computer** to exit safe mode.
9. Log back into the **POS**. The Upgrade message appears again.
10. Tap **Yes** to proceed with the upgrade.