

POS Terminal Reboot Correction Procedures

Verifone VX 520 Terminal

New Release as of 8/22/2018



BEFORE YOU BEGIN

Review the scenarios outlined below and carefully follow the procedures provided. If you experience issues, please contact the Technical Support number printed on your terminal sticker.

A. Terminals Continually Rebooting

If your terminal is continually rebooting, follow the [Terminal Reboot Correction Procedure](#).

B. Terminals Displaying Error Message

If your terminal is displaying an error message, you must complete a download and then perform the Terminal Reboot Correction Procedure. Follow the procedure applicable for your type of connection:

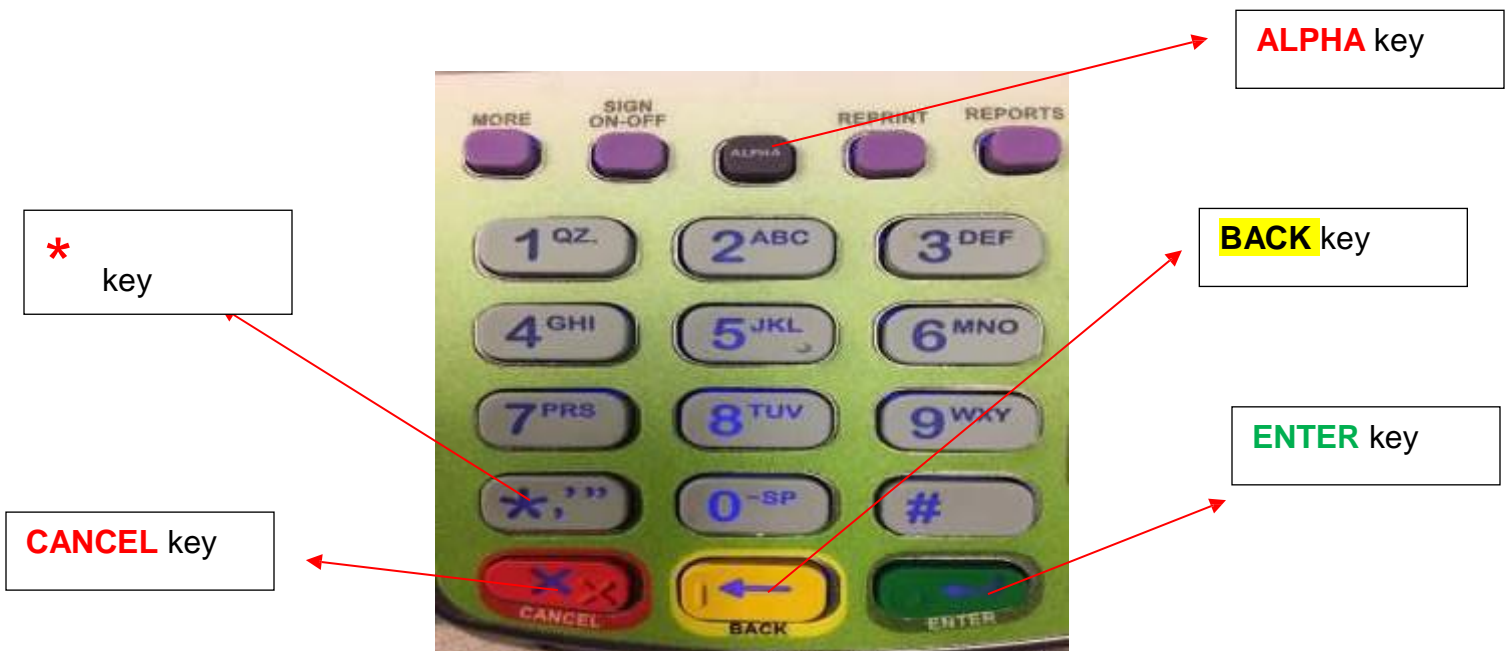
- [Click here for Broadband Terminal Download](#)
 - After the download is successful, perform the [Terminal Reboot Correction Procedure](#).
- [Click here for Analog Terminal Download](#)
 - After the download is successful, perform the [Terminal Reboot Correction Procedure](#).

Please note: This release has been updated on 8/22/2018 to include new Terminal Download Dial-up Phone Numbers and Broadband IP Address.

POS Terminal Reboot Correction Procedure

1. Before you begin the procedure, please unplug all the cords except the power cord from the back of the device.
2. Review the following Keypad Display Reference

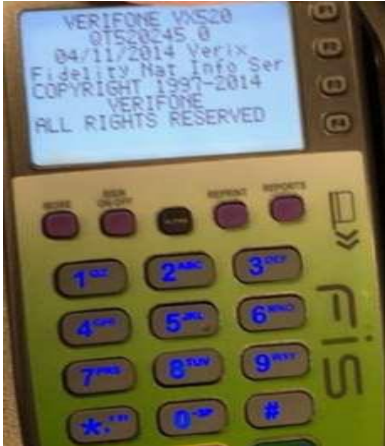
Keypad Display Reference



Note: If you make a mistake at any time during this procedure, unplug the power cord, plug it back in and restart at Step 1.

Step 1

On the Initial screen (as shown in Figure 1), **HOLD** down key “7” and the “Enter” button **together** until you get “TERMINAL MGR ENTRY” Screen (as shown in Figure 2)



(Figure 1)



(Figure 2)

Step 2

On the keypad, press the buttons in the following order to enter the password:

1 ALPHA ALPHA 6 6 8 3 1

and then press the “Enter” button.

Note: If you make a mistake while entering password, use the Yellow “Back” button to go back a step.

Note: If the password screen is disappearing quickly, remove all cords **EXCEPT** the Power Cord.

Step 3

At the screen shown in Figure 3, Press “1” (the option that says “Edit Parameters”)



(Figure 3)

At the screen shown in Figure 4, press the “Enter” button.



(Figure 4)

On the keypad, Press the buttons in the following order to enter the password:

1 ALPHA ALPHA 6 6 8 3 1

and then press the “Enter” button.

Note: If you make a mistake while entering password, use the Yellow “Back” button to go back a step.



(Figure 5)

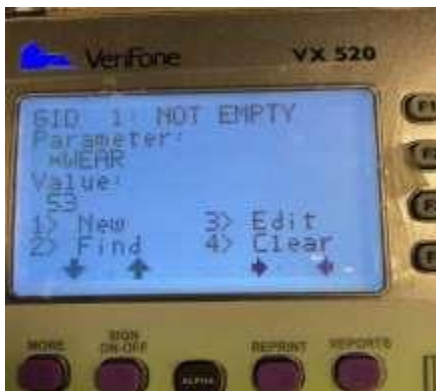
Step 4

At the screen shown in Figure 6, press the “Enter” button.



(Figure 6)

At the screen shown in Figure 7, press “1” to add new parameter.



(Figure 7)

On the keypad, press the buttons in the following order to enter the New Parameter (**Please be reminded to add that ‘*’, it is part of the Parameter**):

*** 3 Alpha 4 Alpha Alpha 3 Alpha Alpha 2 Alpha 7 Alpha**

Note: If you make a mistake while entering password, use the Yellow “Back” button to go back a step.



(Figure 8)

At the screen shown in Figure 9, press the “Enter” button.



(Figure 9)

You will see the screen as shown in Figure 10 with an option to enter a value.



(Figure 10)

At the screen shown in Figure 11,

1. Press **“0”**
2. Press **“Enter”**
3. Press **Cancel**



(Figure 11)

At the screen shown in Figure 12, press **“3”** to restart the device.



(Figure 12)

During the restart the screen will change multiple times. When the main screen is displaying the menu option as shown in the Figure 13 below, the terminal is ready to be used. Please plug all the cords back into the device.



(Figure 13)

If you are not seeing the menu options shown in Figure 13, a download is necessary.

We have outlined a set of instructions for those using broadband, and a set of instructions for those using analog.

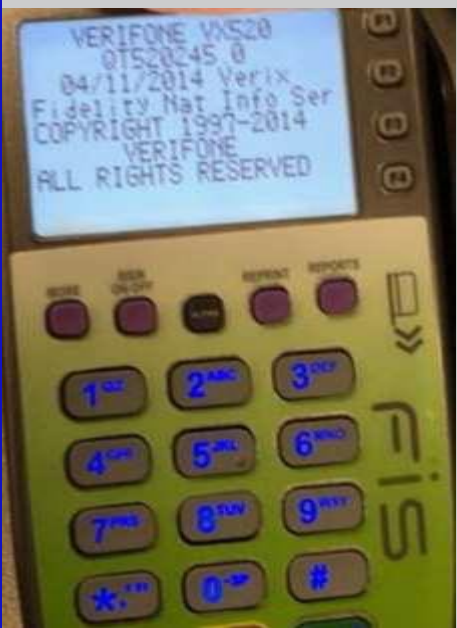
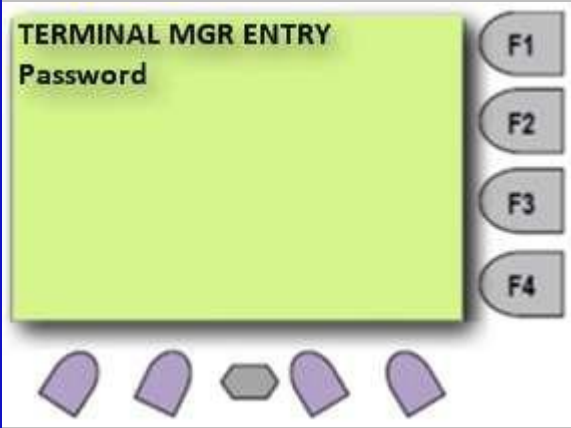
Please follow the applicable instructions to perform a download.

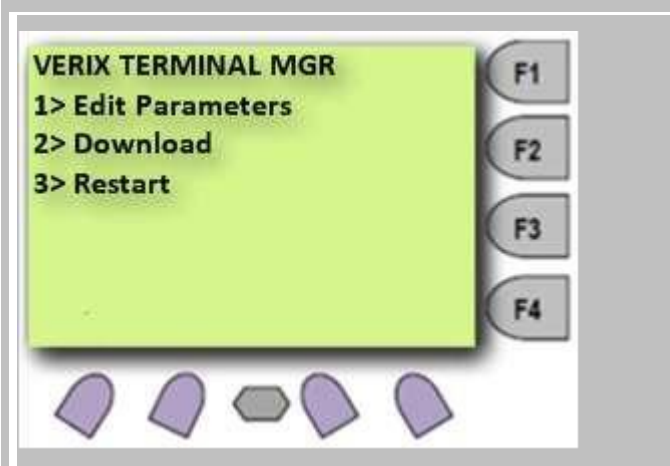
[Click here for Broadband Terminal Download](#)

[Click here for Analog Terminal Download](#)

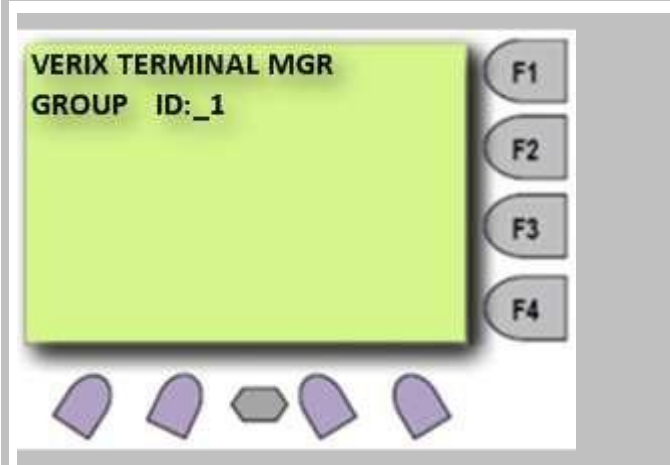
Analog Terminal Download

**** Please Note **** If the Terminal is Displaying GO FILE NOT FOUND, the Terminal will need to try the Download Again.

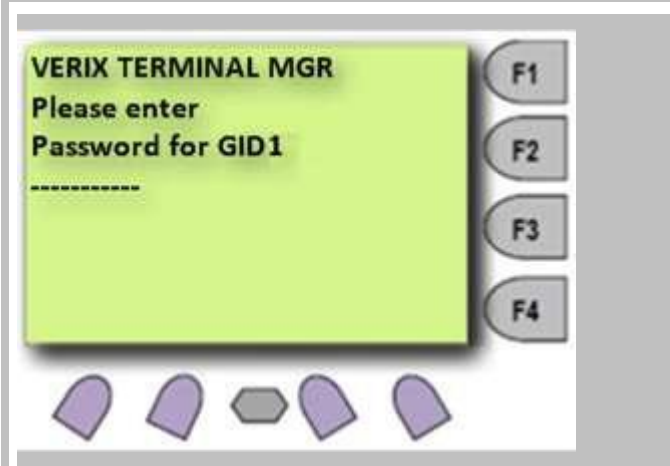
Terminal Display	Merchant Action
	<p>Press F2 and F4 at the same time to enter the Terminal Manager menus.</p>
	<p>Enter the password: 1 Alpha Alpha 6 6 8 3 1 Enter.</p>



Press **2 (Download)**



Press the **Enter** key.

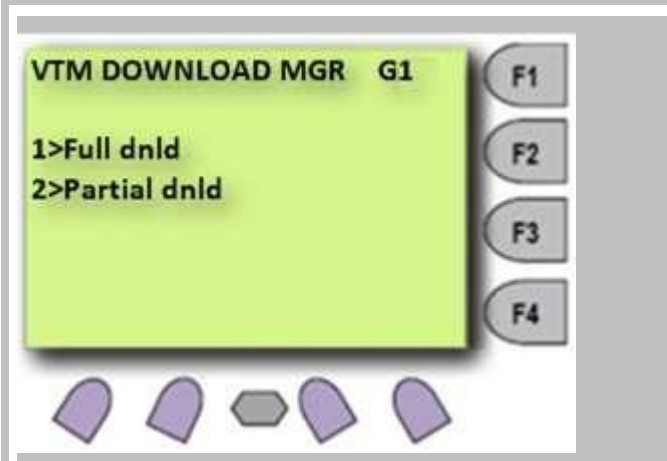


Double check to be sure the terminal is at the correct **Group 1**.

Enter the password: **1 Alpha Alpha 6 6 8 3 1 Enter**.



Select 2 (Multi-App)



Press 1 (Full dnld)



Press 1 (Yes)

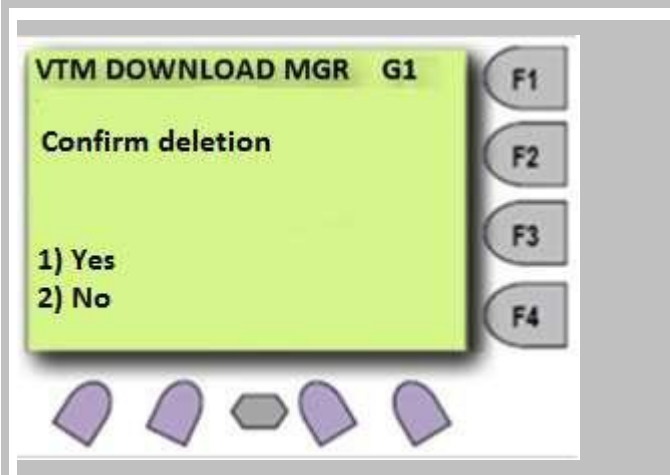
Note: This screen will only display the first time a download is attempted. If the download does not complete successfully, and you attempt to start the download again, this screen will not display. If this screen does not display, skip to the next step.



Press 1 (Yes)



Press 1 (Yes)



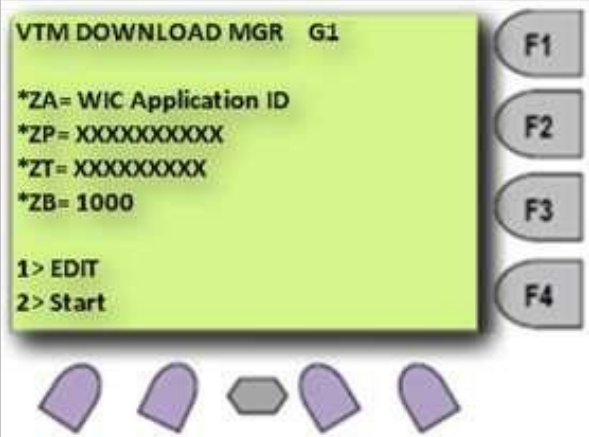
Press 1 (Yes)



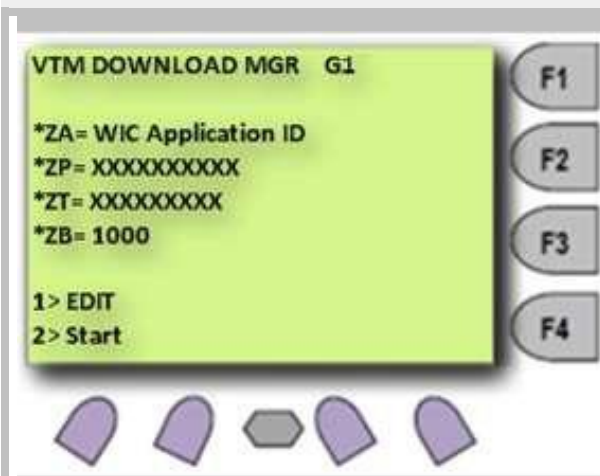
Press 1 (Modem)

- Press 1 to [EDIT](#)
- Press 2 from **Multi APP**

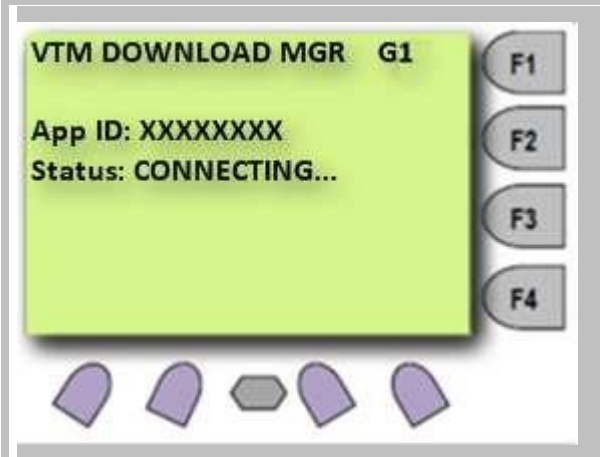
The following information will display either all at once or one at a time. If all memory locations have something in them they will all display at once. If memory locations are empty they will display one at a time and after all memory locations are loaded they will then display all at the same time.



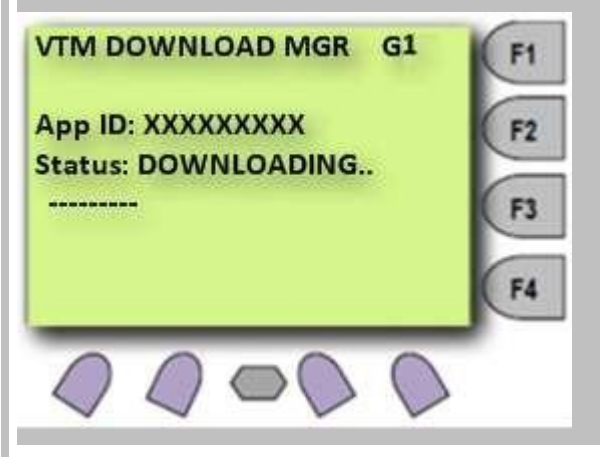
*ZP (Download Phone Number)	<ul style="list-style-type: none"> • Primary: 1-866-214-3167 • If the merchant needs to dial 9 to get an outside line: use Backspace to clear out the number and type 9 * Alpha
*ZT (Terminal ID)	POS Term ID
*ZB (Block Size)	Never change. Should always be 1000



After the parameters are verified as correct, press **2 (Start)** to start the download



The terminal will connect.



The terminal will then display "Downloading". The download is complete after 10 asterisks (*) fill in the 10 dashes.

Total download time is approximately 10-15 minutes.

The terminal will print receipt upon completion. **Please do not press any buttons during the download.**



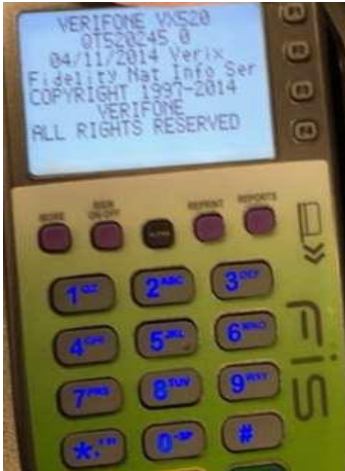
Once the download is finished, the **Comserver** screen will display:

- Download Done:**
 Sign on to your desired application (FIS WIC or FIS EBT.) Your terminal should be ready to process transactions.
- Error Message:** If the download does not complete properly and displays an error message, repeat the process again being sure all the correct *Z information is accurate **and** correctly identifying if a 9 is or is not needed for the download phone number.

Broadband - Group 1 *MA Download

**** Please Note **** If the Terminal is Displaying GO FILE NOT FOUND, the Terminal will need to try the Download Again.

1. On initial screen (reboot screen) hold **Enter** and **7** together until you get "TERMINAL MGR ENTRY" Screen. You may have to try it more than one time.



2. Press **Enter** and **7** at the same time, and enter the password

1 ALPHA ALPHA 6 6 8 3 1 and press **Enter**.

3. Select 2 for Download



4. Press **Enter**



5. Enter the password

1 ALPHA ALPHA 6 6 8 3 1



6. Select 2 for Multi-App.



7. Select 1 for Full dnld



8. Select Continue



9. Select 1 for Yes



10. Select **1** for **Yes** to confirm deletion



11. Select **1** for **Yes** to clear application



12. Select **1** for **Yes**



13. Screen will display "Deleting Files"



14. Press the first purple button- from left to right- that says **More**.



15. Select **3** for **TCPIP**



16. Press **Enter** for Download.



17. Press the second purple button –from left to right- that says Sign On-Off for Ethernet and press **Enter**.



18. Press **Enter** for Download.



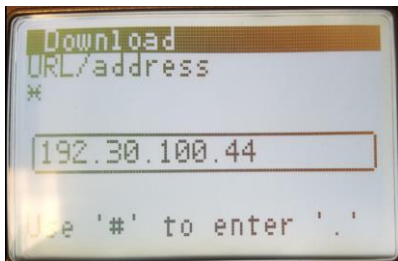
19. Use "Sign On-Off" key to go down to IP ADDRESS. Press **Enter** for IP ADDRESS



20. Enter the IP address, using the # Key to add periods: **192.30.100.44**
- Use the 'Reports' key to edit the value

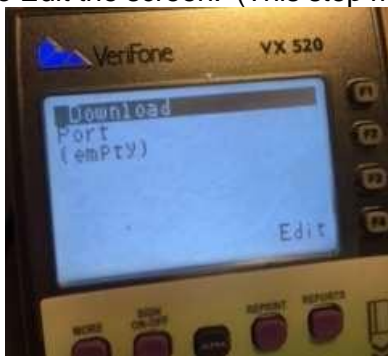


21. Press **Enter**



**** EDIT on 8/22 – The Screen Above will now say 192.30.100.44 in the box ****

22. Press the fourth Purple button from left to right that says Reports. This will allow to Edit the screen. (This step may be skipped if port 8013 is already present)



23. Type in Port Number 8013.



24. Press Enter



25. Press Enter for Download.



26. Press Enter for Download.



27. Press Enter for Download.



28. Press the fourth Purple reports button from left to right. This will allow you to edit.



29. Type in the terminal ID that starts with the letter A, B, C, D, or E. To Type in E154615001, please follow the sequence given below.

1 ALPHA 2 ALPHA ALPHA 2 ALPHA ALPHA ALPHA 2 ALPHA 3 ALPHA ALPHA Enter

Note: This step may be skipped if terminal ID is already present



You can find terminal Information located on your terminal, same number should be located on your receipt.



30. Press **Enter** for Download.



31. Press Enter for Download.



32. Press Enter on Settings Summary Screen



**** EDIT on 8/22 – The Screen Above will now say 192.30.100.44 instead of the old URL ****

33. Press Enter on Settings Summary Screen



34. Press Enter on Settings Summary Screen



35. Press Enter on Settings Summary Screen



36. The terminal should begin the process of downloading.



37. Press Enter after download is done.



38. After Successful Download, Sign on to your desired application (FIS WIC or FIS EBT.)
Your terminal should be ready to process transactions.