

# Vx680 Wireless Terminal Download Procedures

## Via Cellular Connection

### To update your Vx680 terminal

Please follow the procedures below to successfully update your VX680 wireless EBT terminal from FIS

- You need to verify your terminal is connected to an AT&T tower to do any downloads
  - Connection instructions are listed below
- After any download, you can test your terminal by doing a Communication Test (COMM TEST)
  - Communication Test instructions are listed below
- For additional assistance, you can email our Wireless Group directly, at:
  - [fis.wireless.payments@fisglobal.com](mailto:fis.wireless.payments@fisglobal.com)
  - Be sure to include your FNS number in the subject line and or body of the email so we can locate your market in our system

You must return all defunct or replaced equipment to FIS as soon as you can

### Preparation:

- Power down your terminal
  - Unplug your terminal from any power outlet and remove your battery
- Power up your terminal
  - Replace the battery and or, reconnect the terminal to an outlet
- You should see **VMAC** and **FIS EBT** on your screen

### Download procedures:

1. Your terminal must be connected to an AT&T tower to successfully download the updated files
2. To verify your terminal is connected to an AT&T tower
  - a. Press the **BLUE** bubble to the right of the ALPHA bubble at the bottom of the VMAC/FIS EBT screen, until the **Network Control Panel** appears
  - b. Confirm the display shows Connected and you have a double-digit Signal strength in %
3. Press the **ENTER** button
4. **Tools** should be highlighted on your screen
  - a. Press **ENTER**
5. Select Download
  - a. Press the number 8 twice to highlight **Download**
  - b. Press **ENTER**
6. **Default Interface** should be highlighted on your screen
  - a. Press **ENTER**
7. **Download** should be highlighted on your screen

- a. Press ENTER
8. Enter 3 for the Group ID
  - a. Press ENTER
9. Enter 166831 for Group ID Password
  - a. Press ENTER
10. Full should be highlighted on your screen
  - a. Press ENTER
11. The URL/address should be SSLGTWYD1.FNIS.COM
  - a. Press ENTER
12. The Port should be 8013
  - a. Press ENTER
13. The SSL should be False
  - a. Press ENTER
14. Block Size may or may not have a value
  - a. Press ENTER
15. Heap Size may or may not have a value
  - a. Press ENTER
16. Terminal ID
  - a. It should already be populated
  - b. Consists of (Alphabet Letter-Six Digit Number-Three Digit Sequence Number)
    - i. Example (A123456001)
  - c. Will be printed near the top of the receipt as MERCHANT TERM ID:
  - d. Should match the silver POS ID on the information sticker on side of the terminal
  - e. Press ENTER
17. Application Name should be FISEBT02
  - a. Press ENTER
18. Resumable Download should be False
  - a. Press ENTER
19. A Settings Summary screen appears
  - a. Press ENTER
20. Another Settings Summary screen appears
  - a. Press ENTER
21. Download Please wait appears on the screen
  - a. Dash lines (-) will appear on the screen
  - b. As the terminal downloads, the dashes will convert into stars (\*)
  - c. Full Download will take about 30 seconds to one minute
  - d. The terminal will display multiple different screens during this process
22. When the Download is complete
  - a. The terminal will automatically print a Configuration Report
    - i. Resist the urge to press any buttons until the Configuration Report automatically prints
  - b. After the configuration report prints you will see VMAC and FIS EBT on your screen
23. When you can see VMAC and FIS EBT on your screen
  - a. Select FIS EBT

- b. If your screen says CLOSED, you will need to Sign onto your terminal to open it
  - i. Press the second PURPLE bubble from the left at the bottom of the screen
  - ii. Put in your ID and Press **ENTER**, then put in your PW and Press **ENTER**
- c. You can proceed to the COMM TEST when you see FOOD STAMP/CASH/BALANCE INQ on the screen

## **Testing the terminal:**

- **Once the terminal download has completed, you can do a Communication Test (COMM TEST) to verify the terminal can perform EBT transactions**
- Communication Test (COMM TEST)
  - From main screen with **VMAC** and **FIS EBT** on your screen
  - Select **FIS EBT**
    - If the terminal is closed, sign onto the terminal with your ID/PW
- **Actual Communication Test (COMM TEST) procedures:**
  - As soon as you see FOOD STAMP/CASH/BALANCE INQ on the screen
    - Press the Green **ENTER** button one time
      - The screen will say **FUNCTION ?**
    - Then, press the number **8** one time
  - The terminal will say
    - COMM TEST/Sending Data/Receiving Data
  - The terminal will then print a receipt
    - Look for the phrase **COMM TEST ACCEPTED** on the receipt
  - **COMM TEST ACCEPTED** means your terminal is working and ready to process EBT transactions
  - If the terminal says COMM TEST REJECTED
    - You need to sign off and sign back on and retry the Communication Test
      - Incorrect ID numbers or PW numbers will cause the Communication Test to get rejected

## **Issues/errors/tips:**

If your terminal “times out” and reverts to a previous screen during the download process

- Press the Red **X (CANCEL)** Button) and start the download over again

If your terminal will not do the download

- Try again or wait until later to try again
- Or, Send an email directly to our Wireless Group, at:
  - [fis.wireless.payments@fisglobal.com](mailto:fis.wireless.payments@fisglobal.com)
  - **Be sure to include your FNS number in the email**