

POS Terminal Reboot Correction Procedures

Verifone VX 520 Terminal

New Release as of 1/18/2019



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 [Click here for Broadband Terminal Download](#)

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](#)

POS Terminal Reboot Correction Procedure

1. Review the following Keypad Display Reference

Keypad Display Reference



ALPHA key

BACK key

ENTER key

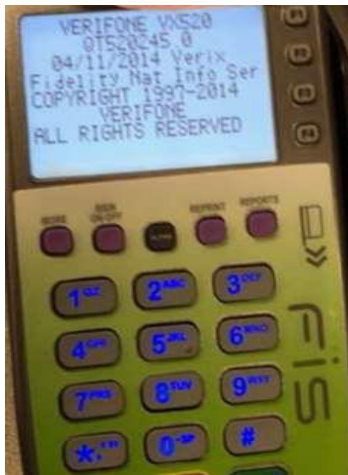
***** key

CANCEL key

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 hold **Enter** and **7** together until you get “TERMINAL MGR ENTRY” Screen.



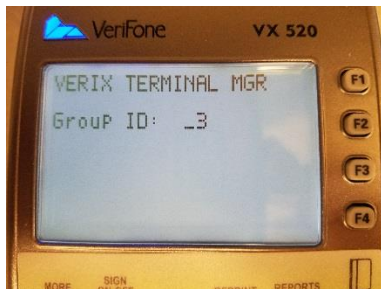
2. Press **Enter** and **7** at the same time, and enter the password

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

3. Select 2 for **Download**



4. Enter 3 and Press **Enter**



5. Enter the password Press **Enter**

1 ALPHA ALPHA 6 6 8 3 1



6. Select 1 for **Full dnl**



7. Select 2 for **Continue**



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



9. Select **3** for **TCPIP**



10. Press Enter for **Download**.



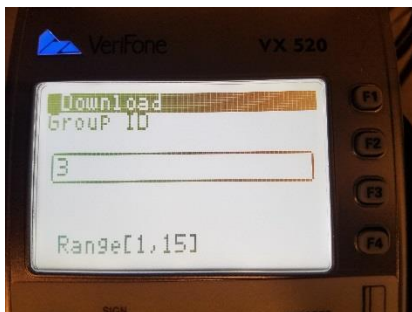
11. Press the second purple button –from left to right- that says Sign On-Off for **Ethernet** and press **Enter**.



12. Press Enter for **Download**.

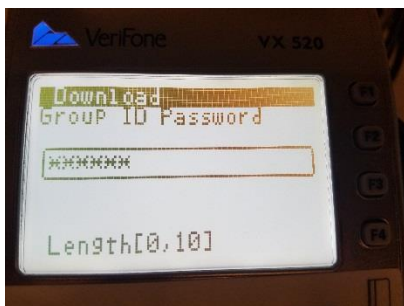


13. Enter 3 for **Group ID** and Press **Enter**

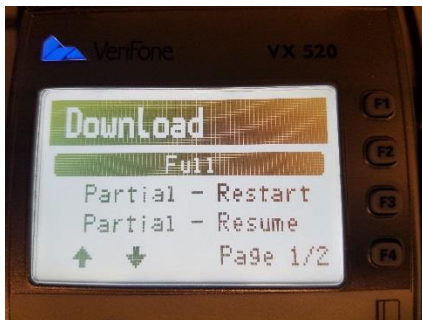


14. Enter the password Press **Enter**

1 ALPHA ALPHA 6 6 8 3 1



15. Press Enter for Full



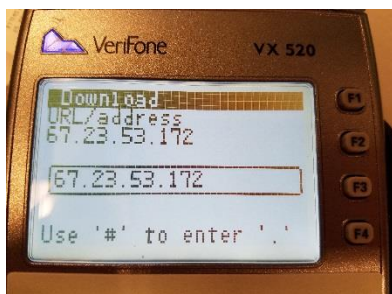
16. Use "Sign On-Off" key to go down to IP ADDRESS. Press Enter for IP ADDRESS



17. Enter the IP address, using the # Key to add periods: **67.23.53.172**
• Use the 'Reports' key to edit the value



18. Press Enter



19. Press the fourth Purple button from left to right that says Reports. This will allow to Edit the screen.



20. Type in Port Number **8013**.



21. Press Enter



22. Press Enter for **Download**.



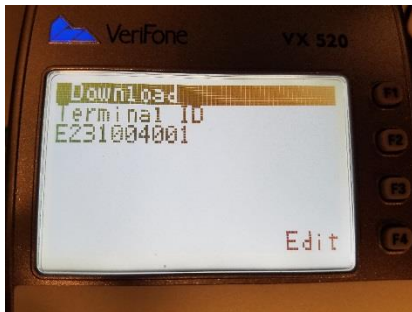
23. Press Enter for **Download**.



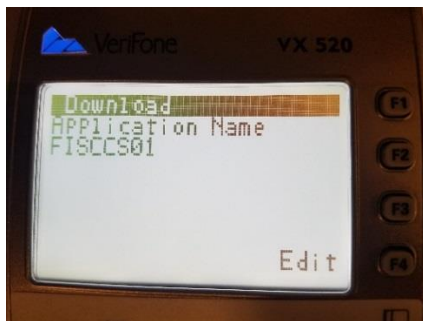
24. Press Enter for **Download**.



25. Press Enter for **Download**. (Terminal ID displayed in the picture is for your demonstration purpose only. Do not edit your terminal ID)



26. Press Enter for **Download**.



27. Press Enter for **Download**



28. Press Enter on **Settings Summary** Screen



29. Press Enter on **Settings Summary** Screen



30. Press Enter on **Settings Summary** Screen (Terminal ID displayed in the picture is for your demonstration purpose only. Do not edit your terminal ID)



31. Press Enter on **Settings Summary** Screen



32. The terminal should begin the process of downloading.



33. Press Enter after download is done.



34. After Successful Download, sign on to your desired application (**FIS Child Care**) Your terminal should be ready to process transactions.