

| Errors                           | Update/Solution   |
|----------------------------------|---|
|                                  |   |
| Datawire<br>1007                 | <p>This error means there's a communication issue with the Internet. To repair:</p> <p>From Softpay Sale screen</p> <p>Press the * key on the lower left of the key pad</p> <p>Select Commsserver</p> <p>Select the Purple button second from the right</p> <p>Select Repair</p> <p>Press the Red X Key Twice</p> <p>Select Credit Debit EMV</p>  |
| CapK<br>Expired                  | <ul style="list-style-type: none"> <li>· Press ENTER, Select SETUP (F2), password prompt key 1Alpha, Alpha, 66831 Press ENTER</li> <li>· Press the Yellow Backspace key, then Press the up Arrow (which is the first purple key on the left side)</li> <li>· Select EMV KEY UPDATE (F3), Press YES (F1)</li> <li>· The device will now begin to download an update for the CAPK file</li> <li>· When successful the device will go back to the screen that shows “EMV KEY UPDATE” please press the red cancel key back to the Sale, Refund Void Screen</li> </ul> <p>If the CAPK file update is successful, the device will still be required to upgrade the programming and Pin Pad by April 1, 2018. The Help Desk can assist with this upgrade if needed at the number provided above.</p> |
| Running<br>Opticard<br>Gift Card | <p>Hit Star Key</p> <p>Opti term</p> <p>Redeem</p>  |

Re-Initialize  
Opticard

Select the Gift Card application, scroll further down to press INITIALIZE, Yes/ENTER...

(on the sale/refund/void screen you need to go back to the comserver screen to view the gift card application) – Press the “star” F4 is gift card.

If missing the INITIALIZE option, use this call to force terminal to self-initialize: from the GIFT CARD TransSet, press:

#  
99  
ENTER  
(password=085260, if prompted)  
Confirm/select settings and let it reboot.

PS:  
If getting "CONNECT ERROR" while initializing, select the Gift Card application, hit:  
# 2 ENTER  
The password is 085260.

Press 3 (for INIT\_TYPE=DIAL) Enter  
Confirm/Verify INIT\_TERMID= (or input as intended) Enter  
Verify INIT\_IP/PHONE=18662029998 Enter  
(simply type up this phone number to override settings)

OR

Press 1 (for INIT\_TYPE=TCP/IP) Enter  
Confirm/Verify INIT\_TERMID= (or input as intended) Enter  
Verify or Enter INIT\_IP=209.34.206.136  
Verify or Enter INIT\_PORT=5631

Let terminal auto-reboot  
Select the Gift Card app  
Let it self-initialize or hit INITIALIZE Enter  
Let terminal auto-reboot  
Run a Gift Card test transaction

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| <p>Enable IPP/<br/>Blank<br/>Screen</p> | <p>On VX520 you should see SALE, REFUND, VOID screen<br/>         Press Enter<br/>         Select first purple key on left<br/>         Press F2 for Pin Pad Utility<br/>         Press 1 Alpha Alpha 66831<br/>         You'll see XPCREMV Device and YES/NO<br/>         Select NO<br/>         Look below New on the right and then press F2 or Next until you see IPP (if you want internal pp) or XPCREMV (if you want external pp)<br/>         Press Select (F3)when you have the one you want<br/>         Press F1 or YES to enable IPP or F3 to enable XPCREMV<br/>         If successful it will go back to the SALE, REFUND, VOID SCREEN.<br/>         On main terminal, try and run a sale.</p> |
| <p>Tip Adjust</p>                       | <p>Touch Other<br/>         Touch Enter Tips<br/>         Enter Transaction SEQ # from receipt<br/>         Touch Edit tip<br/>         Key in the tip amount and press enter<br/>         Press Cancel (X) to return to the main screen</p>   |
| <p>Param Init<br/>Error</p>             | <p>Due Partial Download. Refer to Downloads tab</p>  |

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|------------------------|--|
| <p>Printing Issues</p> | <p>VX 520 TIPS</p> <p>Do your merchants want the print darker on the VX 520? Well, here's how to implement this.....</p> <p>While paper plays a huge factor in the quality of print, users can adjust the print hue by setting a parameter. The *DARK parameter controls the contrast of the output to the printer. This parameter should be added to GID 1 config.sys either in the Vericentre download template or through Edit Parameters in system mode directly on the terminal. The optimal value for *DARK is 5.</p> <p>If setting the parameter in your Vericentre download template, it should be included with the VMAC parameters in GID 1.</p> <p>If setting the parameter in config.sys within the o/s of the terminal, follow the steps below:</p> <ol style="list-style-type: none"> <li>1. In system mode, choose (1) Edit Parameters</li> <li>2. Press Enter to select Group 1</li> <li>3. Enter the Group 1 password</li> <li>4. Press Enter at "File: CONFIG.SYS"</li> <li>5. Press (1) to add a New Parameter</li> <li>6. Enter the name of the parameters (*DARK) and press Enter</li> <li>7. Enter the value which should be 5 for optimal output and press Enter</li> <li>8. Press the red Cancel button to return to the Verix Terminal MGR menu</li> <li>9. Select (3) for Restart</li> </ol> |
| <p>Set Date/Time</p>   | <p>Press Enter on the main screen</p> <p>Press F2</p> <p>Enter Password 1 Alpha Alpha 66831 and press ENTER</p> <p>Press the down arrow key above MORE until you see Date/Time</p> <p>Press F4</p> <p>Key the Date and Time (MMDDYYYY, HHMMSS (military time)) pressing Enter after each</p> <p>Press Cancel 2 times</p> <p>You should be back at the main screen</p>  |

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| Auto Close               | <ol style="list-style-type: none"> <li>1. Make sure to update the file. So if any partial dl's occur in the future it won't be affected</li> <li>2. Start at the sale/refund/void screen</li> <li>3. Select #6</li> <li>4. 1 alpha alpha 66831</li> <li>5. Terminal</li> <li>6. View</li> <li>7. Hit F1 for previous (twice)</li> <li>8. Auto set time – F3 – Edit</li> <li>9. 18:50:00 – 6:50</li> <li>10. Enter</li> <li>11. Red cancel key back to the main screen</li> </ol> |
| Closing Batch            | 1.Select the purple key on the far left hand side --> Settlement   |
| Update Settlement Report | Sale/Refund/Void Screen  |
|                          |  |
|                          | Push the green key   |
|                          |  |
|                          | F2 – Setup   |
|                          |  |
|                          | PW 1 alpha alpha 66831   |
|                          |  |
|                          | First purple key on the left two times   |
|                          |  |
|                          | F1 – Merchant ID   |
|                          |  |
|                          | F1 until you see Print, settle, report (previous three times)  |
|                          |  |
|                          | F3 – Edit  |
|                          |  |
|                          | F2 until you see detailed report   |
|                          |  |
|                          | F3 – to select details report  |

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|                        |   |
|                        | F4 to exit  |
|                        |   |
|                        | F2 for save changes   |
|                        |   |
|                        | Red key three times to go back to the main screen   |
|                        |   |
|                        | Make sure to update it on the file so it doesn't revert back during a download.   |
| Ticket- Only           | <ol style="list-style-type: none"> <li>1. From the SoftPay home screen, press the leftmost purple key once to access the second menu screen. (The SoftPay home screen displays the Sale, Refund, and Void options.)</li> <li>2. Press F1 (Ticket Only).</li> <li>3. Use the keypad to type the amount to authorize, then press Enter.</li> <li>4. Press F1 (Yes) to confirm the authorization amount.</li> <li>5. Swipe, dip, or tap the payment card on the terminal, or use the keypad to type the card number, then press Enter.</li> <li>6. Select the card type for the authorization:<br/>F1 (credit) <ol style="list-style-type: none"> <li>1. Use the keypad to type the expiration date.</li> <li>2. Press Enter.</li> </ol> </li> <li>F3 (EBT) – EBT is available only if you have the function enabled on your account</li> <li>7. Use the keypad to type the Order Number for the sale. If there is no Order Number for the sale, type any number, then press Enter.</li> <li>8. Use the keypad to type the Auth Only or telephone approval code for the transaction.</li> <li>9. To print a customer copy of the receipt, press F1 (Yes).</li> </ol> |
| Keyboard<br>Lock Error | <p>Sale/Refund/ Void screen select #8</p> <p>Pw – 1 alpha alpha 66831 enter</p> <p>Yes or No for keyboard lock – press no</p>   |

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|---|--|
| <p>MasterCard<br/>Offline<br/>DeclineZ1</p> | <p>You can try to disable the check reader (I know that sounds odd for a pin pad issue)</p> <p>However, VeriFone says that sometimes this setting interferes with the pin pad itself.</p> <p>I would say to try this first, and see if it resolves the issue.</p> <p>Turn Checkreader off and turn port off,</p> <p>Press ENTER,</p> <p>Select SETUP,</p> <p>Key 1aa66831 Press ENTER,</p> <p>Down Arrow to Checkreader,</p> <p>Select Checkreader, on CKRDR Type, Press EDIT,</p> <p>Select NONE, Press NEXT, Select EDIT, Press the Backspace (yellow key), Press ENTER,</p> <p>Select EXIT, Save Changes select OK, Press the red cancel key back to the main screen.</p> |
| <p>Go File Not<br/>Found</p>                | <p>This usually appears if the SSL needs to be changed. Start the regular Full Download. If the SSL = False, you want to change it to True. Click Edit (2nd Purple key from left). Scroll down to True. Hit Enter. Then you continue with the rest of the usual download.</p>  |