

Verifone POS Terminal Download Instructions

BEFORE INITIATING A DOWNLOAD

- Make sure there are no open batches
- Make sure the Ethernet or dial line is connected to the device
- Make sure the external PIN Pad, if applicable, is connected to the device

APPLICATION DOWNLOAD INSTRUCTIONS

- Press the * key until you see Elavon and EMA on the screen
- Press F3 for EMA
- Press F3 for Update Now
- Key in 288635 at the password prompt
- Terminal will check in and do a download if updates are available

NOTE: Terminal will reboot and print a receipt after the download. The receipt should read "Terminal Is Up To Date" to indicate the download completed successfully.

EMV KEY LOAD PROCESS

Once the application download has completed successfully, press F2 to enter the application. At this time, the terminal will automatically initiate an EMV Key Load.

- For terminals utilizing the internal PIN Pad, the EMV Key Load will process and an "EMV Key Load Successful" message will appear.
- For terminals with an external PIN Pad attached, the terminal will display a "Please wait" message. When the EMV Key Load is complete, the main application menu will appear.

If the EMV Key Load fails, or to re-initiate the EMV Key Load for any reason, do the following.

- Press the green Enter key

- Press the purple More button one time to scroll down
- Press F1 for Public Keys
- Key in the 1 alpha alpha 66831 at the password prompt
- Press F2 for Public Key Load
- Terminal will communicate to the Host to obtain the EMV Keys

EXPECTED DOWNLOAD TIME

- For IP connections, your download will take approximately 5 minutes
- For dial-up connections, your download will take approximately 30 minutes
- For terminals with external PIN Pads, your download will take an additional 10-40 minutes depending on current software version and connection type.

IMPORTANT NOTES REGARDING PROCESSING CHIP CARD TRANSACTIONS

- Be sure that cardholders leave their chip card inserted into the device throughout the entire transaction. The device will prompt the cardholder to remove the chip card when the transaction is completed
- If a cardholder tries to swipe the chip card, they will be prompted to insert their chip card instead

For further instructions on how to use your terminal, check out the product demo videos found in the blue "Merchant News" box on the right side of your www.bechipcardready.com page.

Please note: Upon attempting a download if you receive a download failure message on the terminal, please repeat the download steps. If after completing a download "Elavon" is missing from the terminal screen or any transactions processing functionally is not working properly, please contact Elavon Customer Support.

