

Verifone VX520 Security Update Download

Introduction

We are upgrading the security certificates used by our payment equipment to encrypt transaction data. The below instructions will update the certificates on your terminal and allow you to continue processing transactions once the current certificates expired (On October 31 2020)

Part 1: Preparing the Terminal

- Press the 7 and Enter keys together
- Enter password **1[Alpha Key][Alpha Key]66831** then press the **Green OK button**
- The **Alpha Key** is the round middle button just below the screen.
- Press **2** for **Download**
- Enter **1** under **Group ID**
- When prompted for the password re-enter **1[Alpha Key][Alpha Key]66831** and press the **Green OK button**.
- Press **1** for **Single-App**
- Press **1** for **full dnld**
- There will be a WARNING advising that this will delete the application. Press **2** to Continue.
- Press the **leftmost Purple button** under the screen once to cycle through the menu
- Press **3** for **TCPIP**

Part 2: Performing the Download

- Select **Download** and press the **Green OK button**
- Select **Default Interface** and press the **Green OK button**
- Select **Download** and **press the Green Ok button**
- When asked the **Group ID** enter the number **1** and press the **Green OK button**
- When prompted for the password enter **1[Alpha Key][Alpha Key]66831** and press the **Green OK button**
- Select **Full** and press the **Green Ok button**
- Press the **rightmost Purple button** under the screen for **Edit**
- Press the **second purple button from the left** under the screen and highlight **URL STRING**

- Enter the following URL: **DL.SPT.HOST**
 - Use the **grey Alpha key** in the middle to cycle through characters to select the required letter.
 - To enter a period "." Press the "1" Key
- Once complete, review the information on screen and press the **Green OK button**.
- Press the **rightmost Purple button** under the screen for **Edit**
- Enter **8013** for Port, then press the **Green Ok button**
- Press **Green Ok** button on **SSL: false**
- Press **Green Ok** for Block size **(Empty)**
- Press **Green Ok** for Heap size **(Empty)**
- When prompted to enter your **Terminal ID**, press the **rightmost Purple button** to **Edit**
- Enter your **Terminal ID**. This is located on a sticker on the side/back of your hardware and printed on your merchant copy receipt.
- When prompted to enter the **Application Name** press the **rightmost Purple button** under the screen for **Edit**
- Enter application ID **COMMSVR**
 - Use the **grey Alpha key** in the middle to cycle through characters to select the required letter.
- Press the **Green Ok button** when complete
- Press the **Green Ok button** on the Resumable Download screen
- Press the **Green Ok button four times** when on the **Setting summary screen**
- The screen should read 'Please Wait' and the download will begin
- When the download is complete, the terminal will reboot as normal

Part 3: Testing the Terminal

- Press the **leftmost purple button** below the screen until you see the Option **TEST** and select it.
- Select "**HANDSHAKE**"
- Terminal will connect
- The text reading "Succeeded" will appear in the lower left-hand side of the screen
- Press the Cancel button to return to the main screen and attempt a transaction.
- If the Transaction works the terminal is ready for use and the update is complete.
- If the Transaction fails, or the Key Exchange respond with 'not completed', please contact Technical support for further assistance.