

# Verifone VX675 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: Verifying Eligibility

- Press the **7** and **Green ENTER** keys together
- Enter password: **159753** (or **144813** if the first password fails) then press the **Green Enter button**.
- Press **3** for **Download**
- Enter **1** under **Group ID**
- Enter password **319486** (or **153381** if the first password fails) then press the **Green Enter button**.
- Press **1** for **Single-app**
- Press **2** for **Partial-dnld**
- Press **6** for **TCPIP**

**If at this point you are unable to proceed or are shown an error message, please contact Technical support for further assistance**

## Part 2: Performing the Download

- Select **Download** and Press the **OK** button
- Select **Default Interface** (or **GPRS** if that doesn't work) and press the **Green OK button**
  - *If you get an error message at this point press the **Green OK Button** and select **Tools** and Reselect **Download**.*
- Select **Download** and Press the **OK** button
- You will be asked for **Group ID**, enter the number **1** then press the **Green OK button**
- Enter password **319486** (or **153381** if the first password fails) then press the **Green Enter button**
- Select **Full** and press the **Green OK** button
- On the screen displaying **URL/Address**, press the **rightmost grey key just below the screen** for **EDIT**

- Using the directional pad below the screen select URL string and press the OK button
- Enter URL string: **DL.SPT.HOST** and press the **Green OK button**
  - *To delete characters press the Yellow correction button*
  - To insert letters, select the appropriate key i.e. 3 for the letter D, 5 for the letter L etc.
  - Press each button multiple times to cycle through the characters until you see the desired letter.
  - To enter a period "." Press the "#" Key
- You will be asked for a **Port** number, press the **rightmost grey key just below the screen** for **EDIT**
- On the PORT screen press the **Yellow key** a few times to delete the current numbers and **change it to 8013**
- Press **Green OK** for **SSL: false**
- Press **Green Ok** for **Block Size (empty)**
- Press **Green Ok** for **Heap Size 4096**
- Press the **rightmost grey key just below the screen** on the **Terminal ID** screen to **Edit** the field.
- Press **Yellow key** multiple times to delete the zeroes (00000000). The field should be blank.
- Enter your **Terminal ID** (This is located on the side/back of your hardware. This is also printed on your merchant copy receipt)
  - To insert letters, select the appropriate key for i.e. 2 for A, 3 for D, 4 for G.
  - Press each button multiple times to cycle through the letters
- For **Application ID**, press **Yellow Key** for Edit.
- Enter **COMSVR-CA** then Green OK Key
  - To insert letters, select the appropriate key for i.e. 2 for A, 3 for D, 4 for G.
  - To insert "-", press "0" 2 times.
- Press each button multiple times to cycle through the options.
- Press **Green Ok** button on the *Resumable Download screen*
- Press **Green Ok** button twice and it should say "**Please wait**"
- Stars will begin to appear, once all the stars have appeared, the terminal will display **Download Done**.
- The terminal will install the package and reboot.
- During the terminal's final reboot, it may say that it failed on verification, but that's okay. The download and installation still occurred successfully.

### Part 3: Configuring the Network

- Once the terminal has returned to the main screen: press the \* button to enter the menu/desktop screen and then press **3** on the pinpad to access the **COMMSERVER**
  - If the terminal booted automatically onto the Desktop, you may simply press **3** on the pinpad.
- Select the **rightmost grey button** under the screen just below the gears icon)
- Press the **Green OK button** to select the first option highlighted as **GPRS**
- Using the **direction pad under the screen**, highlight the **EDIT** menu option and press the **Green OK button**
- Using the number pad, write out **INTERNET.COM** by selecting the appropriate key and cycling through the letters until you get the one you need
- Press **Green OK button** only once all the characters have been entered
  - *If the SIM card belongs to any other provider than ROGERS (the default SIM card) then enter the APN value given by that telecom provider. You can check the provider by opening the back of the terminal and checking the SIM card for the provider's information.*
- After entering the appropriate APN, press the **Green OK button** and you will be asked to **SAVE CHANGES**. Highlight **YES** and press the **Green OK button**
- The terminal will re-initialize and then return to the **CommServer** screen with the provider name shown at the top.
- Press the \* Key to return to the Desktop and highlight the **Softpay** icon.

### Part 4: Testing the Terminal

- From the main sales screen, press the grey button positioned just below arrow in the bottom left corner of the screen 2 times
  - If you are not on the main sales screen, highlight the **Softpay** Icon from the desktop.
- Press **"TEST"** when it appears on the screen
- Press **"HANDSHAKE"** when it appears on the screen
- The terminal should say **"approved"** in the lower left corner
- Press the **green OK button** to exit, and the terminal is ready for use.