

# Verifone VX820 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

- Tap the **Download** text on the touchscreen
- Tap the **Default Interface** (or **Ethernet** if that doesn't work) text on the touchscreen
- Tap the **Download** text again on the touchscreen
- You will be asked for **Group ID**, enter the number **1** then press **Green OK button**
- Enter password **319486** (or **153381** if the first password fails) then press the **Green Enter button**.
- Tap the **Full** text on the touchscreen
- On the screen displaying **URL/Address**, press the **Yellow Key** for **edit**
- Tap the URL text field on the touchscreen
- Enter URL string: **DL.SPT.HOST**
  - 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 **Yellow** Key for **edit**
- On the PORT screen press the **Yellow key** a few times to delete the current 443 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 **Yellow Key** 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 for resume Download
- 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: Testing the Terminal

- From the main sales screen, press the arrow pointing down in the lower left corner of the screen 2 times
  - If you are not on the main sales screen, select 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.

