

## Manually Updating My Terminal

### Step A

If not at the main menu, **return to the main menu by pressing the red Cancel key.**  
You might need to press Cancel more than once to get the screen below.

```
10/13/21      10:31 F1
              CommServer F2
              FIS EBT F3
              FIS WIC F4
```

### Step B

**Press key '9' to display the EMA menu.** Then you should see the screen below.

```
10/19/21      08:25
              Update Check F2
              Update Now F3
              Update PINPad F4
```

### Step C

**Press (F3) to select *Update Now*.** You will be prompted to *Enter Password*.

### Step D

Press **1 ALPHA ALPHA 6 6 8 3 1** followed by the green Enter key.

Note: You will not see any changes when pressing "ALPHA" but it is necessary to change from numbers to letters. Input the password as displayed above.

Your terminal will display *Requesting Updates* as it connects to the FIS host to see if any updates are available.

If updates are available, the terminal will begin downloading the updates and will display the file names as the files are downloaded.

If no updates are available, the terminal will print a receipt to indicate the terminal is up to date.

When finished, your terminal will restart and, after a couple of minutes, display the main menu from Step A.

Your terminal may require you to sign back on using the second Purple button "Sign On/Sign Off" using your clerk ID and password. Once complete, your device is up to date and ready for use.

# APL File Verification Instructions

## Introduction

To operate properly, your FIS terminal contacts the FIS host and asks whether there are any software and APL file updates available. Should an update be available, the FIS host instructs the terminal to perform a download in the middle of the night. If no downloads are available, the FIS host tells the terminal it is up to date.

The terminal checks for updates once a day. Checking for an update can happen at any time day or night when the terminal is not being used. Performing a download only occurs in the middle of the night and only when the terminal is not being used.

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**N**OTE: *If your terminal is powered off during off-hours, it loses its ability to check for updates and perform a scheduled download. It is therefore strongly recommended that your terminal always be powered on. If your terminal must be powered off during off-hours, you can follow the instructions in section [Manually Updating My Terminal](#) to manually check for updates and, if updates are available, to have your terminal perform its download.*

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After the terminal checks for updates or performs a download, a receipt is printed to let you know whether the update check and download were successful. See the Receipts section for details about the receipts and how to understand them. See the Troubleshooting section for information about possible errors and their causes.

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**N**OTE: *The terminal will print 510-NO UPDATES AV or display 510-NO UPDATES AVLBL to indicate the terminal is up to date. Even though this message appears to be an error and is even included in the Download Error Report, this message actually means the terminal successfully connected to the FIS host and confirmed it is up to date. No further action is required.*

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## Receipts

### Terminal is Up to Date

When the terminal is up to date, no download will be scheduled, and the receipt will indicate a download (next update) is not scheduled. It will then report the date and time for when the terminal next plans to connect to the host to check for updates. Finally, the receipt will show when it last connected to the FIS host to check for updates.

ESTATE MANAGEMENT  
UPDATE CHECK  
SUMMARY REPORT

19-OCT-2021            09:32:05

TERMINAL IS  
UP-TO-DATE

NEXT UPDATE  
NOT SCHEDULED

NEXT UPDATE CHECK

DATE TIME    : 20-OCT-2021 11:08:00

LAST ATTEMPTED UPDATE

DATE TIME    : 19-OCT-2021 09:31:05

TERMINAL INFO

ID            : F123456001  
SERIAL NUM   : 285-900-123  
PTID         : 30712345  
OS            : QT520400  
MODEL        : VX520

## Download Required

When the terminal checks for updates and there are updates available, *Status: DL Required* is briefly displayed and the terminal prints an *Updates Are Available* receipt indicating when the automated download will take place. The sample receipt shows the terminal is scheduled to download on 10/20/2021 at 2:00 am and that it will check for updates again on 10/20/2021 at 1:36 pm.

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**N**ote: *If the terminal is powered off or disconnected at the scheduled download date/time, the terminal will have to wait for the next update check to be performed. It will then be rescheduled for its automated download. If your terminal misses a download opportunity you can either wait for its download to be rescheduled or follow the steps described in section [Manually Updating My Terminal](#).*

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### ESTATE MANAGEMENT UPDATE CHECK SUMMARY REPORT

19-OCT-2021            12:00:16

UPDATES ARE  
AVAILABLE

#### NEXT SCHEDULED UPDATE

DATE TIME    : 20-OCT-2021 02:00:00  
HOST            : VERICENTRE  
COMM TYPE    : ETHERNET  
IP ADDRESS    : SSLGTWYD1.FNIS.COM  
PORT           : 8013  
SSL            : OFF

#### NEXT UPDATE CHECK

DATE TIME    : 20-OCT-2021 13:36:00

#### LAST ATTEMPTED UPDATE

DATE TIME    : 19-OCT-2021 09:31:05

#### TERMINAL INFO

ID             : F123456001  
SERIAL NUM    : 285-900-123  
PTID          : 30712345  
OS             : QT520400  
MODEL         : VX520

## Troubleshooting

### LANs

Ethernet terminals check for updates by connecting to either `vcrupdate.fisglobal.com` port 80 or `vcr.fnfis.com` port 80. If a firewall or proxy prevents the terminal from connecting to these domains, the terminal will be unable to check for updates and will never be scheduled to receive an automated download.

If the network is configured to limit the number of connected devices, a terminal might find it can connect at times and then at other times it cannot connect. This actually happened with a merchant who limited the number of connected devices and later added IP security cameras. The result is his terminal connected sometimes, but not at other times.

As much as FIS wants to help when a terminal cannot check for updates, perform a download, or run a transaction, network troubleshooting requires the necessary people who are familiar with your network, its hardware, and security configuration.

### Dial-Up

If your location requires a dial prefix to access an outside line, this dial prefix must be configured in your terminal to support transactions, to support checking for updates, and to support downloads. Contact the FIS Help Desk to update your terminal's dial prefix. The dial prefix is defined separately for the terminals update checks and downloads and for transactions.

Digital voice lines use sampling, compression, and filtering when they convert the analog modem's signals to digital signals. Cable and other vendors who provide digital voice lines do not generally guarantee that analog modems will work on their systems. Sometimes the smaller transaction messages will work, while the larger download messages will fail. It is recommended that an analog phone line be used for dial-up. If you prefer not to use an analog line, talk to your ISP about installing Internet connectivity. Using a LAN provides for faster transaction times, faster downloads, and generally more reliable service.