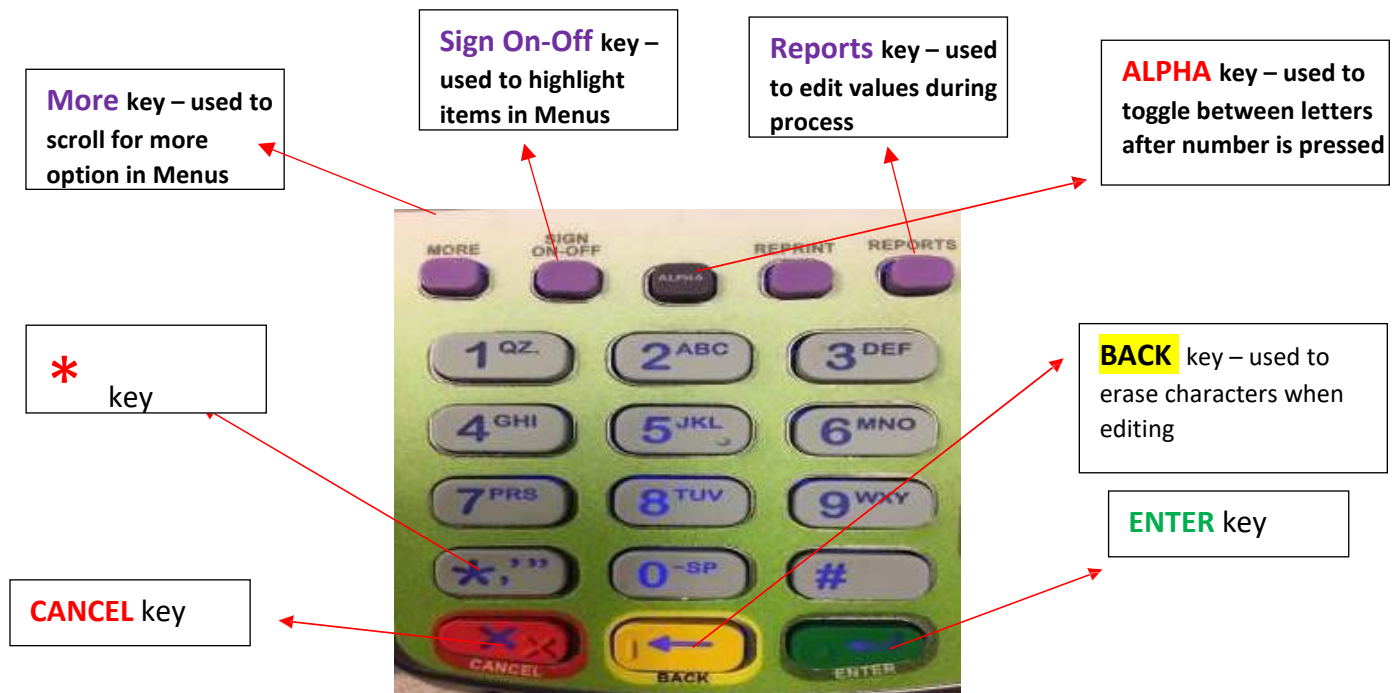


FIS WIC POS Broadband Download Instructions

Verifone VX 520 Terminal

Keypad Display Reference



This process is meant to re-download the FIS-WIC application on your FIS-issued Verifone Vx 520 stand-beside device.

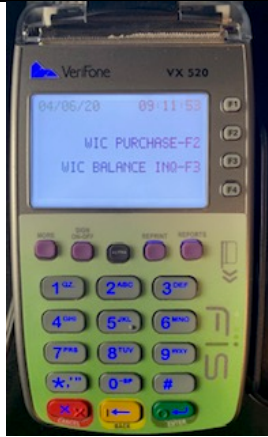
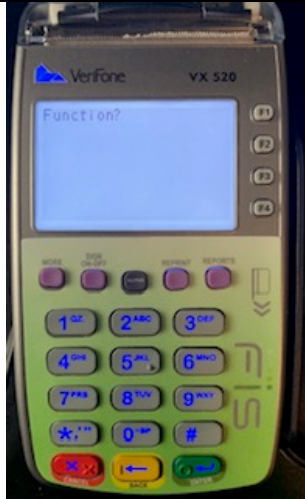
Note: If you stop this process any time after completing step 8, your device will delete the FIS-WIC option without replacing it with a new FIS-WIC option.

We advise you follow these instructions from start to finish.

Consider going through these steps during a time when you anticipate you will have time aside from assisting your customers, such as prior to opening or after closing your store.

1. Terminal ID and Application Name



Steps to find the Terminal ID and Application Name for your device

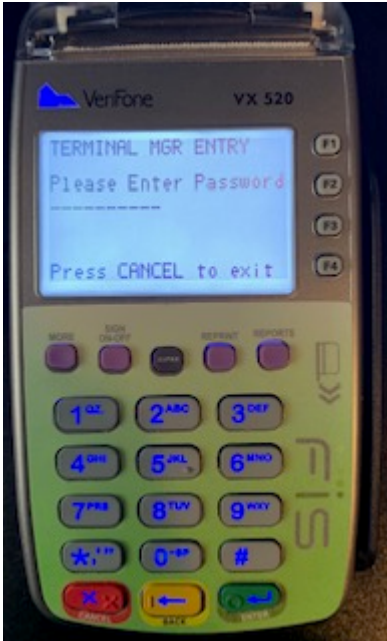

Step No.	Step Description	Screenshot
1	Start from screen with transaction options (See Screenshots) and press “Enter”	
2	The terminal displays FUNCTION? Press the number “2” key and a Parameter Report should Print on a receipt	

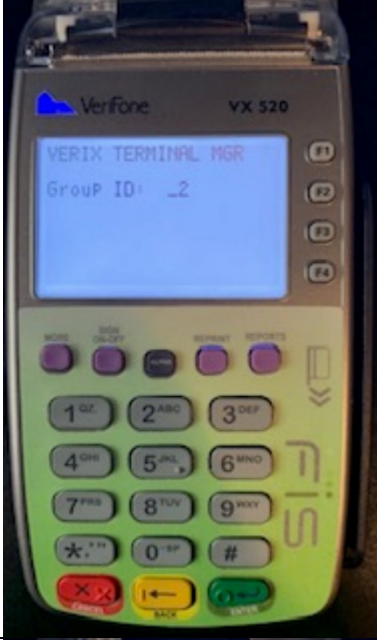
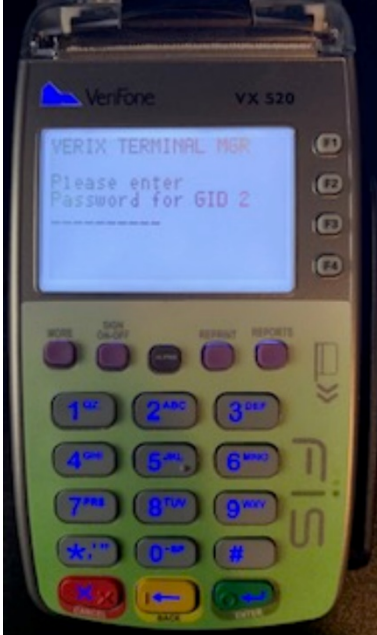
3	<p>Read the Receipt and make a note of the following Parameter values:</p> <p>*ZA (Application Name)</p> <p>*ZT (Terminal ID)</p> <p>Please note the displayed receipt is for illustrative purposes. Your report will show *ZA value with a value of FISWIC2MI and the *ZT value with your terminal ID. What is printed on your receipt are the values you will use for your download. Only use the receipt in the documentation as an aid in finding your *ZA and *ZT values.</p> <p>Note: Keep this receipt. You will need to enter the terminal ID into your device during step 29. Your terminal ID is outlined in red in the example receipt pictured to the right.</p>	<div> <div>Date: 04/06/2020Time: 02:02 PM</div> <div> <div>PARAMETER REPORT</div> <div> *GO = FISEBT01.OUT #AUTOPP = Y #USEIPP = N #USEVISA = Y #POLLID = 99 #TMODE = N #FS = YYYY #CASH = YYYYYY #BALINQ = YY #VC = YY #MAXWDL = 500 #MAXCB = 500 #AUTODLTS = 0000000000 *ZP = 18772296831 *ZA = FISEBT02 *ZR = 6 *ZX = 1 #TPDU = 4062 #PH1 = 18008425530 #PH2 = 18003916992 #PH3 = 18003915858 *ZT = #PREFIX = , #BAUD = 2400 #MEDIA = COMBO #TERMID = </div> </div> </div>
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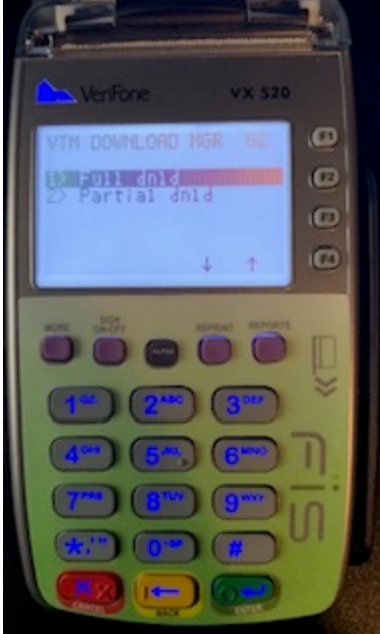

WIC Application Download Procedure (GID 2)


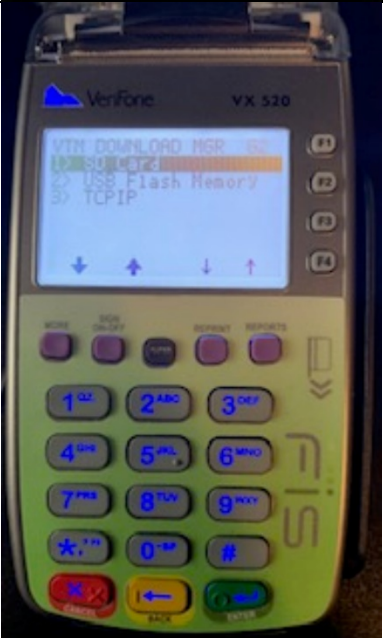
Verifone VX 520 Broadband Terminal

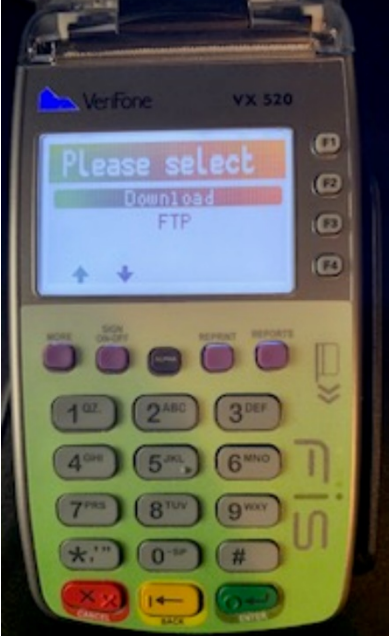

Step No.	Step Description	Screenshot
1	Starting Screen	 <p>The screenshot shows the starting screen of the Verifone VX 520 terminal. The screen displays the date and time as 04/06/20 07:44, followed by the text 'CommServer' and 'FIS WIC'. The terminal has a green keypad with various function keys (F1-F4) and a numeric keypad.</p>
2	Press “Enter” + 7 Simultaneously	 <p>The screenshot shows the terminal screen after pressing 'Enter' + 7. The screen displays 'TERMINAL MGR ENTRY' and 'Please Enter Password'. Below this, it says 'Press CANCEL to exit'. The terminal's keypad and physical buttons are visible.</p>

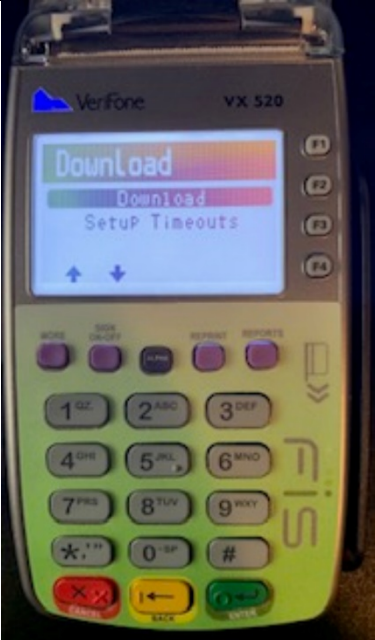
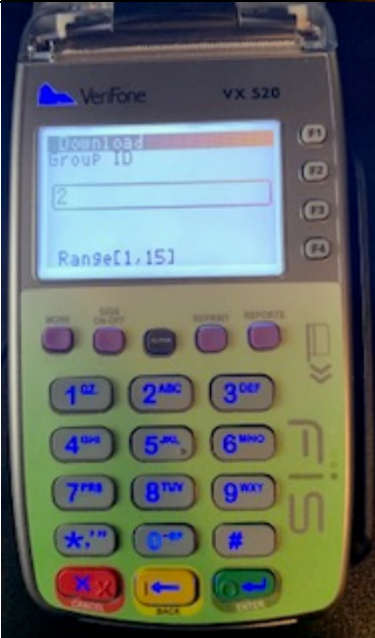
3	<p>Enter the Password</p> <p>1 ALPHA ALPHA 6 6 8 3 1</p> <p>and press “Enter”</p>	 <p>The image shows a VeriFone VX 520 terminal. The screen displays the text 'TERMINAL MGR ENTRY' at the top, followed by 'Please Enter Password' in red. Below that, it says 'Press CANCEL to exit'. The terminal has a numeric keypad and several function buttons.</p>
4	<p>Select 2) Download option</p>	 <p>The image shows the same VeriFone VX 520 terminal. The screen now displays a menu titled 'VERIEX TERMINAL MGR'. The menu options are: '1) Exit', '2) Download', and '3) Restart'. The '2) Download' option is highlighted with a red background. Navigation arrows are visible at the bottom of the screen.</p>


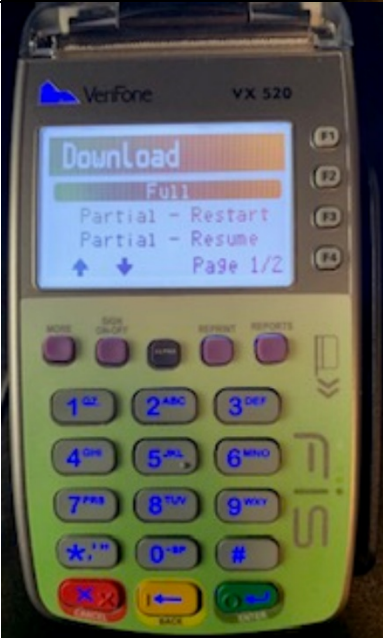
5	<p>Change Group ID to “_2” by pressing the number 2 on the keypad</p> <p>and press “Enter”</p>	
6	<p>Enter the Password</p> <p>1 ALPHA ALPHA 6 6 8 3 1</p> <p>and press “Enter”</p>	

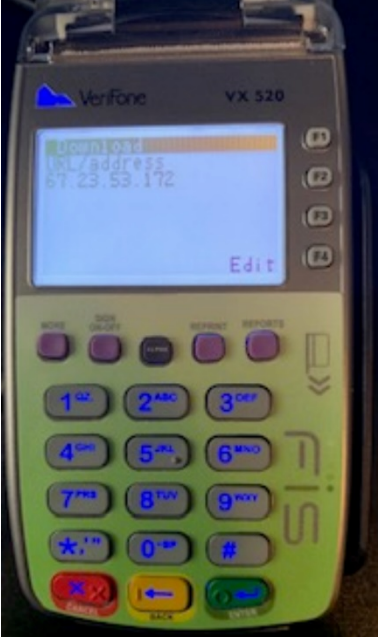

7	<p>Select 1) Full dnld option</p>	
8	<p>Select 2) Continue option</p> <p>Note: If you stop this process any time after completing this step, your device will delete the FIS-WIC option without replacing it with a new FIS-WIC option.</p> <p>We advise you follow these instructions from start to finish.</p> <p>Choose a time when you anticipate you will have time aside from assisting your customers, such as prior to opening or after closing your store.</p>	

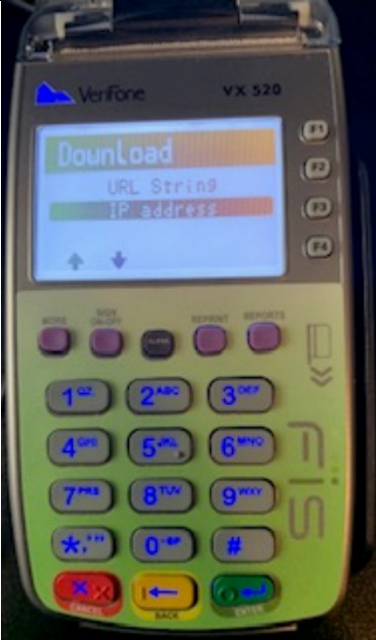
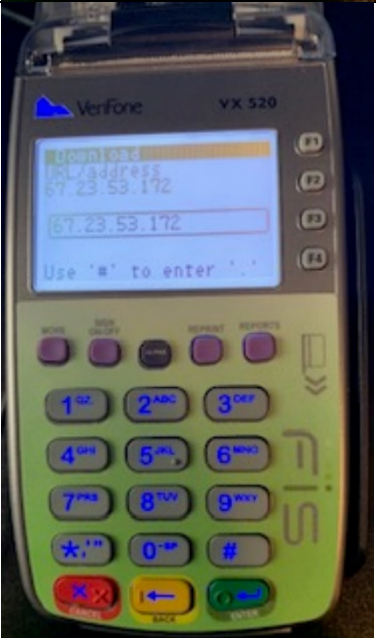
9	Press first purple key under the display (labeled "More") to view more options	
10	Select 3) TCPIP option	

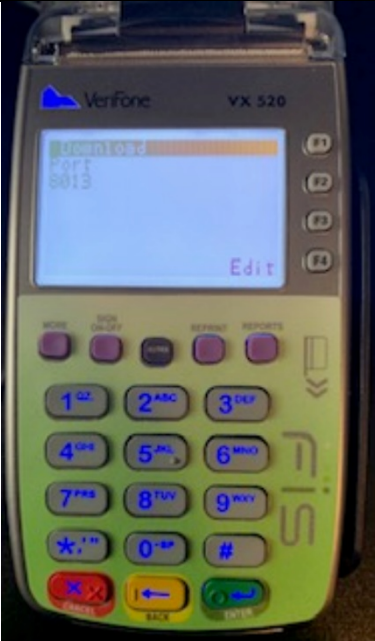
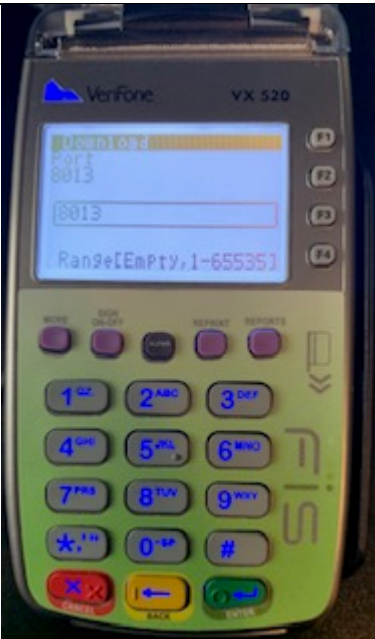
11	Press "Enter" on Download	
12	Select Ethernet by pressing the second purple key under the display (labeled "Sign On-Off") and press "Enter"	

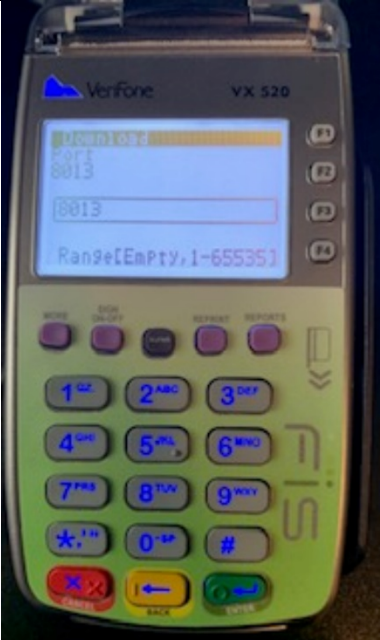
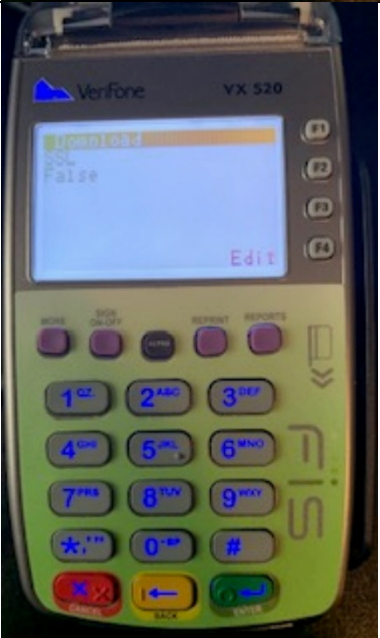
13	Press "Enter" on Download	 <p>The image shows a Verifone VX 520 handheld device. The screen displays a menu with the title 'Download' at the top. Below the title, there are two options: 'Download' and 'Setup Timeouts'. At the bottom of the screen, there are two arrow icons pointing up and down. The device has a green and black casing with a numeric keypad and several function buttons.</p>
14	Enter "2" in Group ID text box and press "Enter"	 <p>The image shows the same Verifone VX 520 handheld device. The screen displays the 'Download' menu. The 'group ID' text box now contains the number '2'. Below the text box, it says 'Range[1,15]'. The device's keypad and buttons are visible at the bottom of the screen.</p>

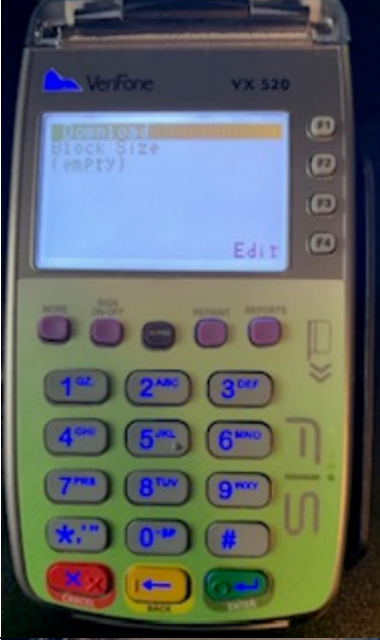
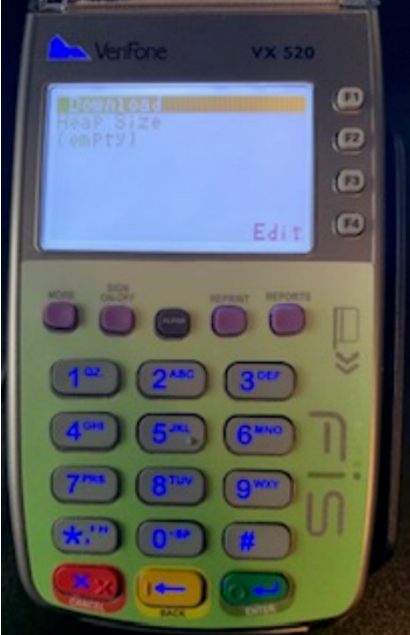
15	<p>Enter the Password</p> <p>1 ALPHA ALPHA 6 6 8 3 1</p> <p>and press “Enter”</p>	
16	<p>Select Full</p> <p>and press “Enter”</p>	

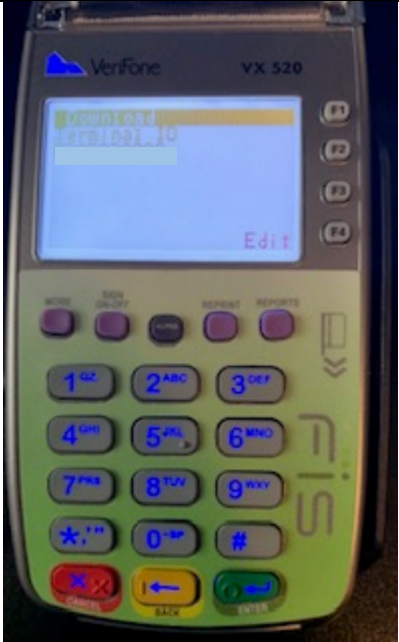
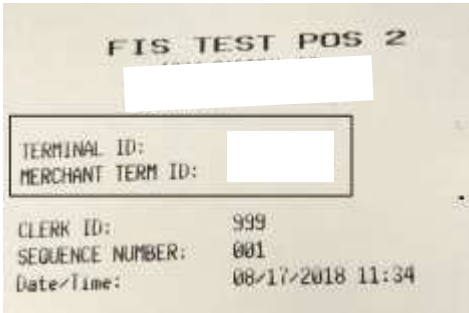
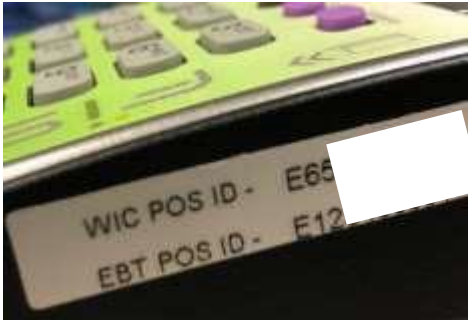
17	<p>Verify URL/address value matches one of the following: SSLGTWYD1.FNIS.COM OR SSLGTWYP1.FNIS.COM OR 67.23.53.172</p>	
18	<p>If the URL/address match one of the values listed in step 17, press “Enter” and skip to step 22</p>	
19	<p>If the URL/address does not match one of the step 17 values, press purple button under Edit (labeled “Reports”) to edit</p>	

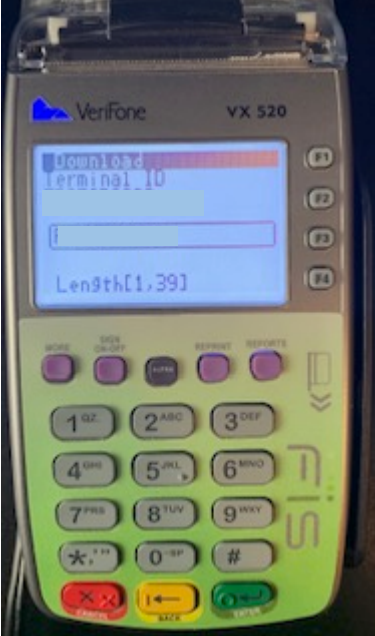
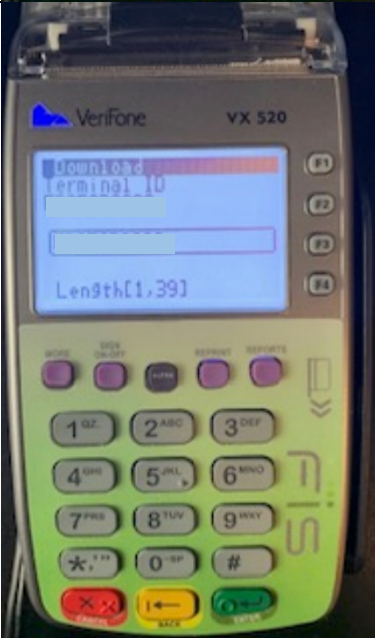
20	<p>Press the down arrow key under the display (labeled “Sign On-Off”) to scroll down to IP address and press “Enter”</p>	
21	<p>Enter the IP address</p> <p>67.23.53.172</p> <p>and press “Enter”</p> <p>Note: To enter a decimal point “.”, press the “#” key on the keypad</p>	

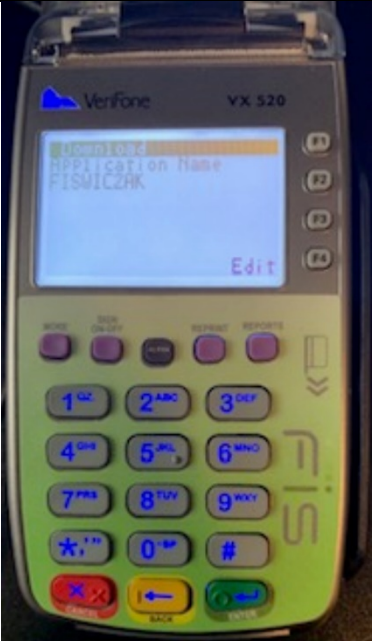

22	<p>Verify Port value is</p> <p>8013</p>	
23	<p>If the Port value matches, press “Enter” and skip to step 26</p>	
24	<p>If the Port value does not match 8013, press the key under Edit (labeled “Reports”) to change the value</p>	


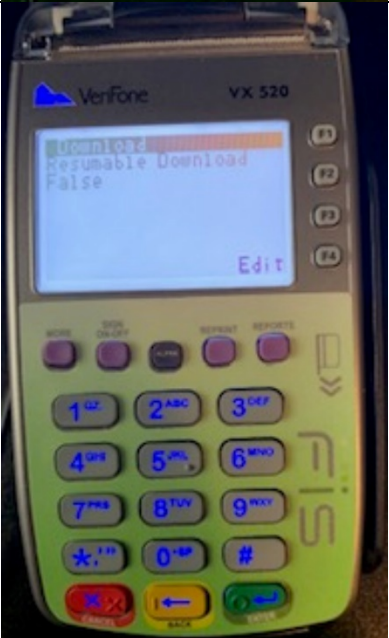
25	<p>Enter Port value</p> <p>8013</p> <p>and press “Enter”</p> <p>*Press the yellow back-arrow to remove any unintended text.</p>	 <p>The image shows a VeriFone VX 520 terminal. The screen displays 'PORT 1017' at the top, followed by '8013' in a large font. Below that, '8013' is shown in a smaller font within a red rectangular box. At the bottom of the screen, it says 'Range[Empty, 1-65535]'. The terminal has a numeric keypad and several function buttons.</p>
26	<p>Press “Enter” to accept SSL False.</p>	 <p>The image shows the same VeriFone VX 520 terminal. The screen now displays 'SSL False' in a large font. Below it, 'False' is shown in a smaller font. At the bottom right of the screen, the word 'Edit' is visible. The terminal's keypad and buttons are the same as in the previous image.</p>

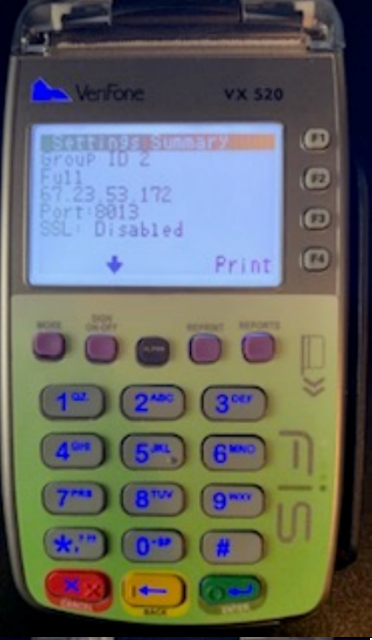
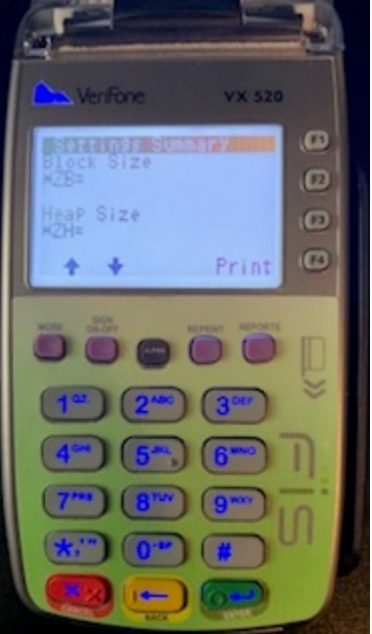
27	<p>Press "Enter" on the screenshot given</p> <p>Note: Values may differ from Screenshot</p>	 <p>The image shows a Verifone VX 520 handheld device. The screen displays the text 'BLOCK SIZE (empty)' in a monospaced font. Below the text, the word 'Edit' is visible in a pinkish-red color. The device has a numeric keypad and several function buttons.</p>
28	<p>Press "Enter" on the screenshot given</p> <p>Note: Values may differ from Screenshot</p>	 <p>The image shows a Verifone VX 520 handheld device. The screen displays the text 'BLOCK SIZE (empty)' in a monospaced font. Below the text, the word 'Edit' is visible in a pinkish-red color. The device has a numeric keypad and several function buttons.</p>


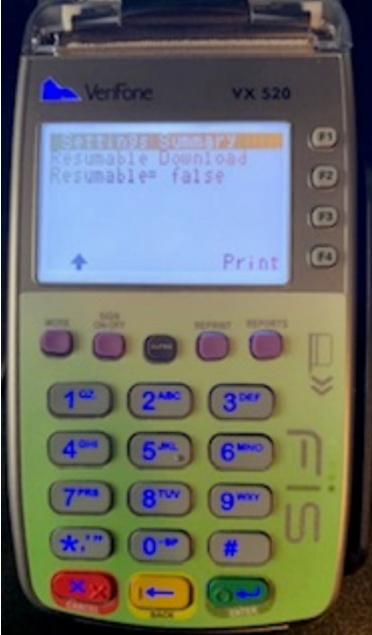
29	<p>Verify Terminal ID value matches the terminal information on your Parameter Report (MERCHANT TERM ID/*ZT)</p> <p>Note: This terminal information can be found on the receipt printed in step 3.</p>	  
30	<p>If Terminal ID does match the values in previous step, press “Enter” and skip to step 33</p>	

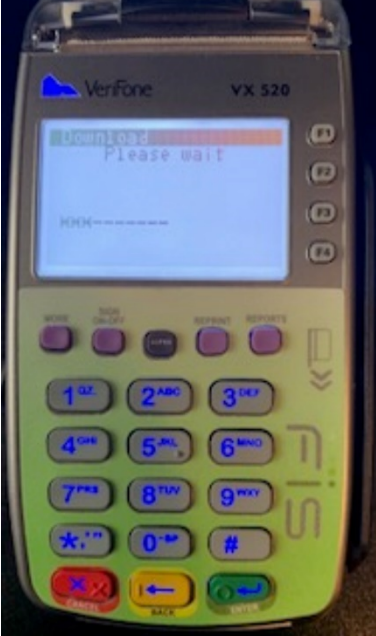

31	<p>If the displayed Terminal ID does not match the *ZT on your printed parameter report, press the Edit button under the display (labeled “Reports”) to edit</p>	
32	<p>Use the yellow backspace key below the numeric keypad to remove unwanted characters. Next, enter the terminal ID. Consult the Parameter Report for the *ZT terminal ID value. When finished, press “Enter”</p> <p>Note: To enter letters, press the number containing the desired letter then press “Alpha” to scroll through the letter options</p> <p>For example, to enter E1234567001 for the Terminal ID, enter the following:</p> <p>3 ALPHA ALPHA 1 2 3 4 5 6 7 0 0 1</p>	


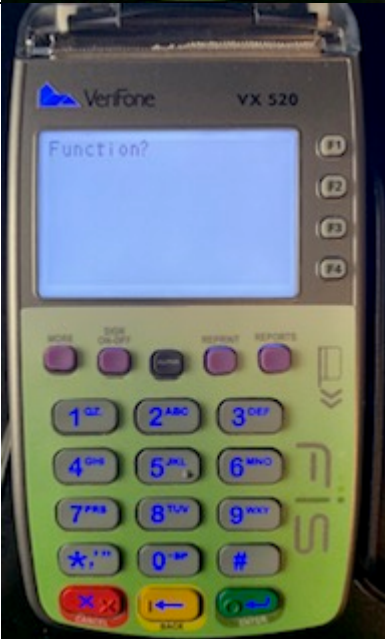
33	<p>Verify Application Name value matches the following format: FIS WIC = FISWIC2xx *xx = State or Agency Prefix For example, a WIC terminal for Michigan will have the Application Name value as FISWIC2MI</p> <p>*This is the value for the Parameter *ZA in the printed parameter report.</p>	
34	<p>If Application Name matches the name (*ZA value) in the previous step, press "Enter" and skip to step 37</p>	
35	<p>If Application Name does not match the name (*ZA value) in previous step, press the Edit button (labeled "Reports") to edit</p>	

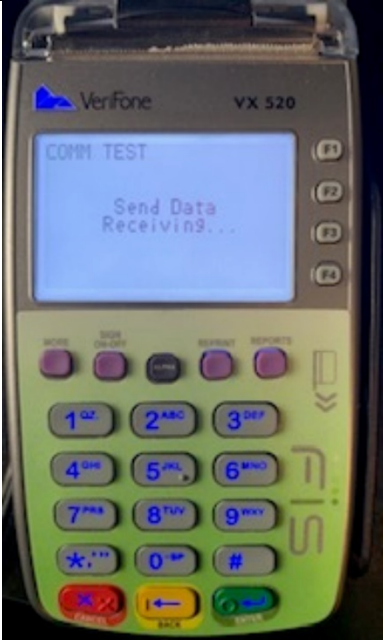
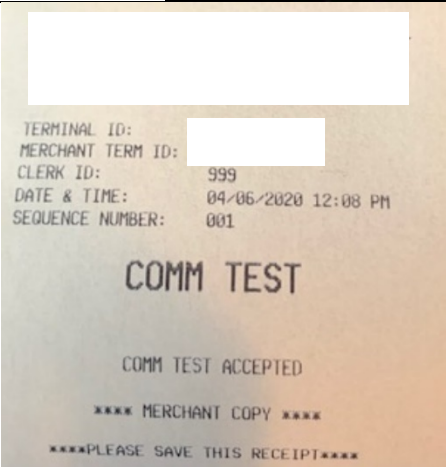
36	<p>Enter the value following the format given in step 33. When finished, press “Enter”</p> <p>*To enter letters, press the number containing the desired letter then press “Alpha” to scroll through the letter options</p>	
37	<p>Press “Enter” with screen as shown on the screenshot</p>	

38	<p>Press “Enter” with screen as shown on the screenshot (Settings Summary)</p> <p>IMPORTANT. The Group ID listed must be 2. If it is a value other than ‘2’, press the red Cancel button under the numeric display and repeat the download steps using Group ID 2.</p>	 <p>The screenshot shows the VeriFone VX 520 screen with the following text: "Settings Summary", "Group ID 2", "Full", "57.23.53.172", "Port: 8813", "SSL: Disabled", and a "Print" button at the bottom right. Navigation arrows are visible below the text.</p>
39	<p>Press “Enter” with screen as shown on the screenshot (Settings Summary)</p>	 <p>The screenshot shows the VeriFone VX 520 screen with the following text: "Settings Summary", "Block Size", "MCB=", "Heap Size", "M2H=", and a "Print" button at the bottom right. Navigation arrows are visible below the text.</p>

40	Press "Enter" with screen as shown on the screenshot (Settings Summary)	 <p>The screenshot shows a Verifone VX 520 terminal. The screen displays the following text: 'Verifone VX 520' at the top, 'Terminal ID' followed by a blank field, 'W2A= FISMIC2AK', and 'Application Name'. At the bottom of the screen, there are navigation arrows (up and down) and a 'Print' button. The terminal has a numeric keypad and several function buttons.</p>
41	Press "Enter" with screen as shown on the screenshot (Settings Summary)	 <p>The screenshot shows a Verifone VX 520 terminal. The screen displays the following text: 'Verifone VX 520' at the top, 'Resumable Download', and 'Resumable= false'. At the bottom of the screen, there are navigation arrows (up and down) and a 'Print' button. The terminal has a numeric keypad and several function buttons.</p>

42	<p>Download will appear when the terminal begins downloading</p> <p>*The dashes on the bottom of the screen will turn to * as the download progresses</p>	 <p>The image shows a Verifone VX 520 terminal. The screen displays 'Please wait' in a blue font. Above it, there's a progress bar with some dashes. The terminal has a numeric keypad and several function keys.</p>
43	<p>The terminal will automatically restart after the download completes. Wait until the terminal prints a configuration report (this will take about 7 seconds). Your terminal is now ready for use and continue to step 44</p>	
44	<p>After Successful Download, wait 30 seconds and then select FIS WIC.</p> <p>The terminal displays, CLOSED. Sign-on using the SIGN ON-OFF purple key.</p> <p>When the WIC menu is displayed, proceed to the next step to perform a communications test.</p>	 <p>The image shows the same Verifone VX 520 terminal. The screen now displays the date '04/06/20', the time '07:44', and the text 'CommServer' and 'FIS WIC'. The terminal is ready for the next step.</p>

45	From Screen shown, press “Enter”	 <p>The image shows a VeriFone VX 520 terminal. The screen displays the date 04/06/20 and time 09:11:53. Below this, there are two menu options: "WIC PURCHASE-F2" and "WIC BALANCE INQ-F3". The terminal has a numeric keypad and several function keys at the top.</p>
46	The terminal displays FUNCTION?	 <p>The image shows the same VeriFone VX 520 terminal. The screen now displays the text "Function?". The terminal's keypad and physical buttons remain visible below the screen.</p>

47	Press the number “8” key	
48	The terminal displays “Send Data”, “Receiving”, and prints a COMM TEST ACCEPTED receipt. If the terminal stays on Receiving for a long period of time, please contact FIS's Help Desk at 1-888-529-1693 .	

If you continue to require assistance with your stand beside POS device, you may contact the FIS Merchant Help Desk at 1-888-529-1693. This 24/7 helpline was also given these instructions.

If your issue cannot be immediately resolved, they will submit a request for someone else to call you back.