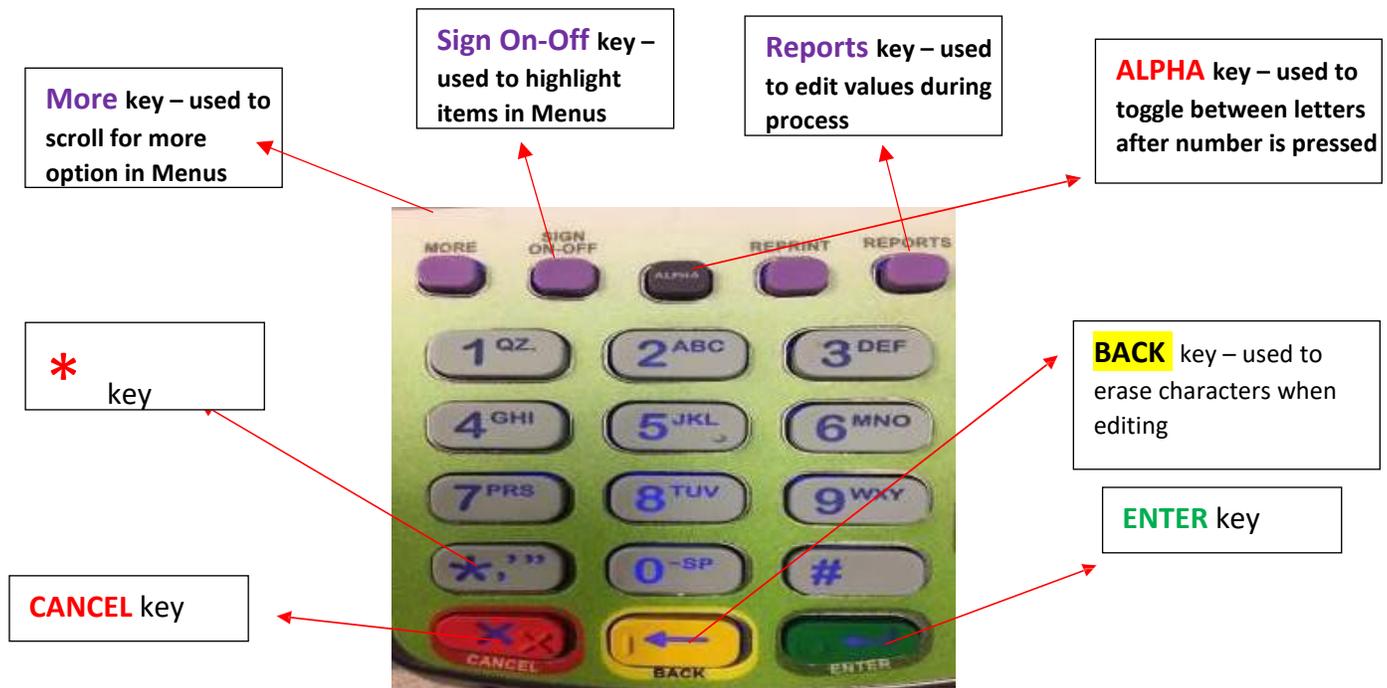


FIS WIC POS Broadband Download Instructions

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.

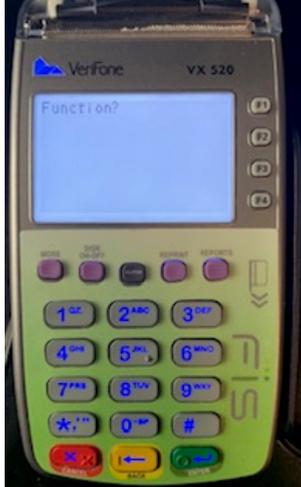
Note: If you stop this process any time after completing step 8, your device will delete the FIS-WIC option without replacing it with a new FIS-WIC option.

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”	 A photograph of a Verifone VX 520 terminal. The screen displays the date and time '04/05/20 09:11:53' at the top. Below that, it shows two menu options: 'MIC PURCHASE-F2' and 'MIC BALANCE INQ-F3'. The terminal has a green and grey keypad with various function keys and a numeric keypad.
2	The terminal displays FUNCTION? Press the number “2” key and a Parameter Report should Print on a receipt	 A photograph of the same Verifone VX 520 terminal. The screen now displays the text 'Function?'. The terminal is in the same orientation as in the first screenshot.

3

Read the Receipt and make a note of the following Parameter values:

*ZA (Application Name)

*ZT (Terminal ID)

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.

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.

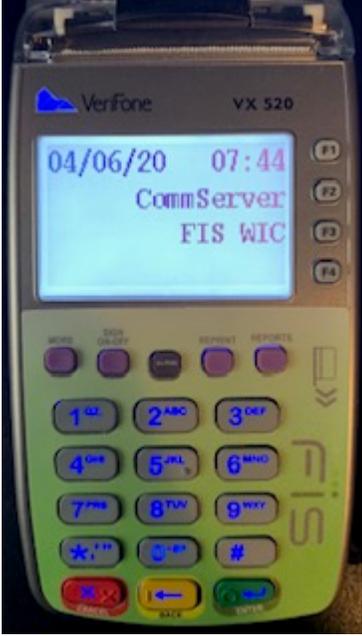
Date: 04/06/2020 Time: 02:02 PM

***** PARAMETER REPORT *****

*GO = FISEBT01.OUT
#AUTOPP = Y
#USEIPP = N
#USEVISA = Y
#POLLID = 99
#TMODE = N
#FS = YYYY
#CASH = YYYYYY
#BALINQ = YY
#VC = YY
#MAXIDL = 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 =

WIC Application Download Procedure (GID 2)

Verifone VX 520 Broadband Terminal

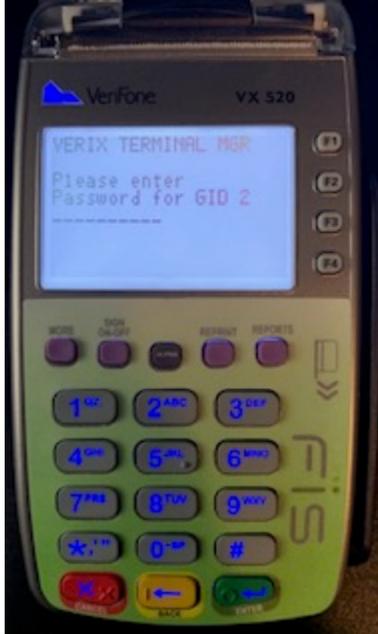
Step No.	Step Description	Screenshot
1	Starting Screen	
2	Press “Enter” + 7 Simultaneously	

3	<p>Enter the Password</p> <p>1 ALPHA ALPHA 6 6 8 3 1</p> <p>and press "Enter"</p>	 A photograph of a Verifone VX 520 terminal. The screen displays the text "TERMINAL MGR ENTRY" at the top, followed by "Please Enter Password" and a dashed line for input. Below that, it says "Press CANCEL to exit". The terminal has a numeric keypad and several function buttons.
4	<p>Select 2) Download option</p>	 A photograph of a Verifone VX 520 terminal. The screen displays a menu titled "VERIFONE TERMINAL MGR" with three options: "1) Exit", "2) Download", and "3) Restart". The "2) Download" option is highlighted with a red background. The terminal's keypad and buttons are visible below the screen.

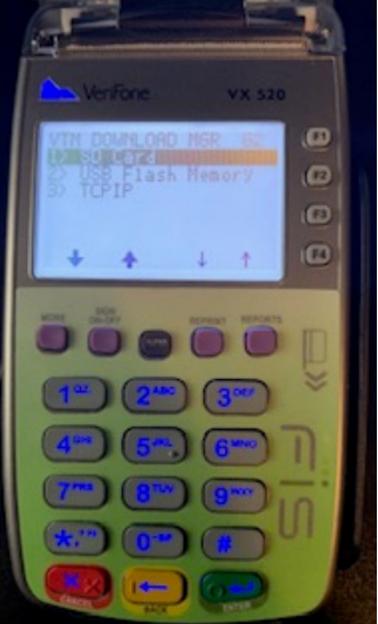
5 Change Group ID to “_2” by pressing the number **2** on the keypad and press “Enter”

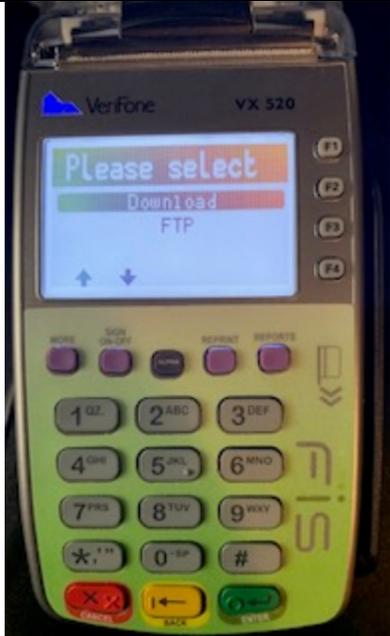


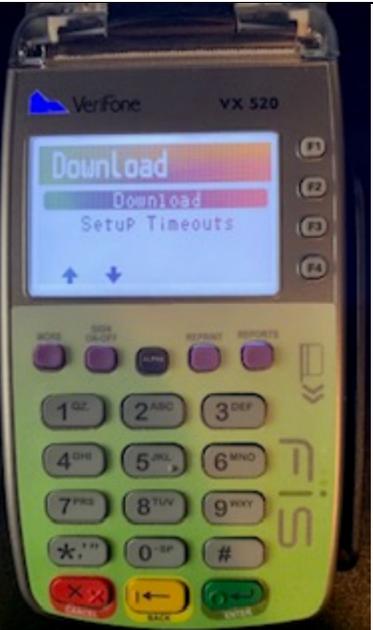
6 Enter the Password
1 ALPHA ALPHA 6 6 8 3 1
and press “Enter”

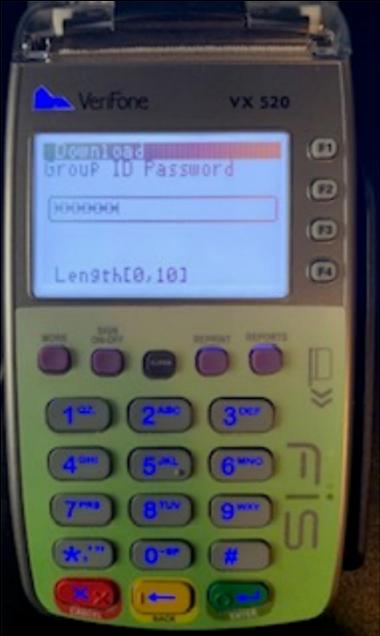
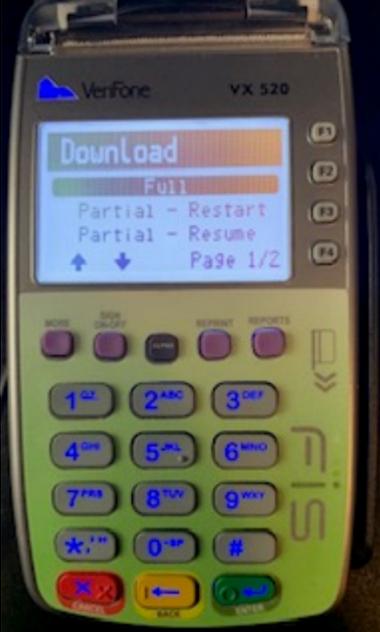


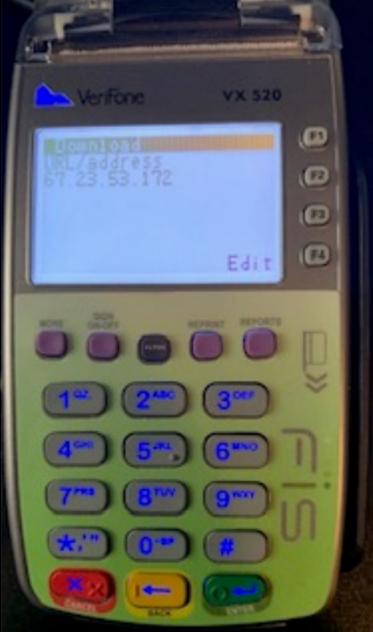
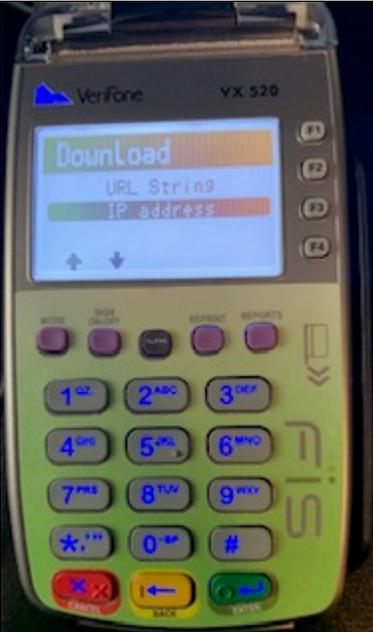
7	<p>Select 1) Full dnld option</p>	
8	<p>Select 2) Continue option</p> <p>Note: If you stop this process any time after completing this step, your device will delete the FIS-WIC option without replacing it with a new FIS-WIC option.</p> <p>We advise you follow these instructions from start to finish.</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>	

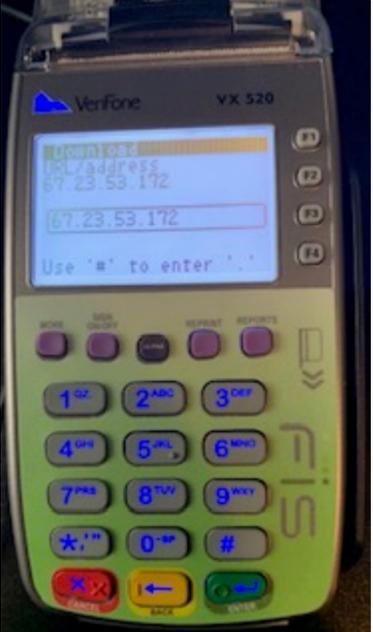
9	Press first purple key under the display (labeled "More") to view more options	
10	Select 3) TCPIP option	

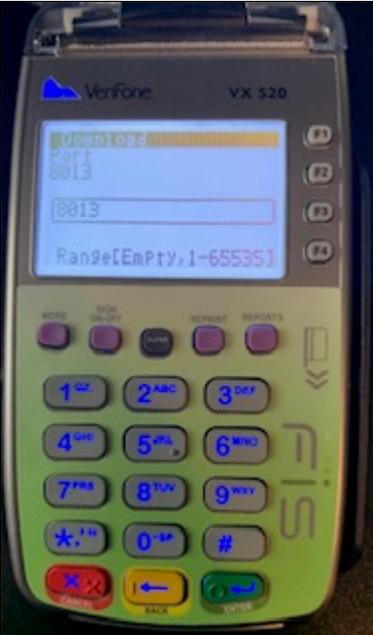
11	Press “Enter” on Download	 A Verifone VX 520 handheld device is shown. The screen displays a menu titled "Please select" with two options: "Download" (highlighted in red) and "FTP". Below the screen are several function keys: "WORK", "SIGN ON-OFF", "PRINT", and "REPRINT". A numeric keypad is visible below these keys, and at the bottom, there are "CALL", "BACK", and "ENTER" keys.
12	Select Ethernet by pressing the second purple key under the display (labeled “Sign On-Off”) and press “Enter”	 Two Verifone VX 520 handheld devices are shown side-by-side. The left device's screen displays "Comm Technology" and "Default Interface" with "Ethernet" selected. The right device's screen displays the same menu with "PPP/Dial" selected. Both devices show the same keypad layout as in the previous image, with the "SIGN ON-OFF" key (the second purple key) being the focus of the instruction.

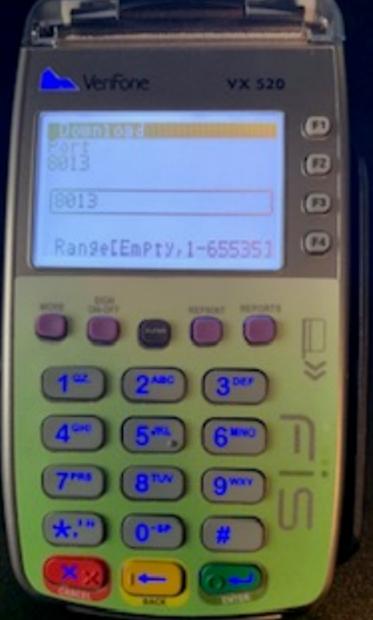
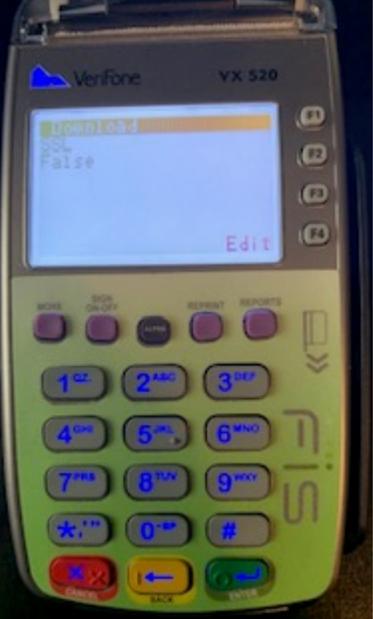
13	Press “Enter” on Download	 A photograph of a Verifone VX 520 handheld device. The screen displays a menu with the title 'Download' at the top. Below the title, there are two options: 'Download' and 'Setup Timeouts'. There are up and down arrow icons at the bottom of the screen. The device has a green and grey color scheme with a numeric keypad and several function buttons.
14	Enter “2” in Group ID text box and press “Enter”	 A photograph of the same Verifone VX 520 handheld device. The screen now shows a text entry field for 'group ID' under the 'Download' menu. The number '2' has been entered into the text box. Below the text box, it says 'Range[1,15]'. The device is held in a hand, and the background is dark.

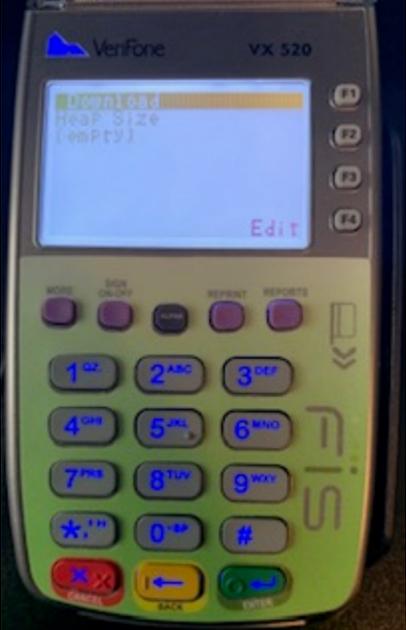
15	<p>Enter the Password</p> <p>1 ALPHA ALPHA 6 6 8 3 1</p> <p>and press "Enter"</p>	 A photograph of a Verifone VX 520 mobile device. The screen displays a 'Download' menu with the following text: 'Download', 'GROUP ID Password', a masked password field 'XXXXXXXXXX', and 'Length[0,10]'. The device has a green and grey keypad with various function buttons.
16	<p>Select Full</p> <p>and press "Enter"</p>	 A photograph of a Verifone VX 520 mobile device. The screen displays a 'Download' menu with the following text: 'Download', 'Full', 'Partial - Restart', 'Partial - Resume', and 'Page 1/2'. The device has a green and grey keypad with various function buttons.

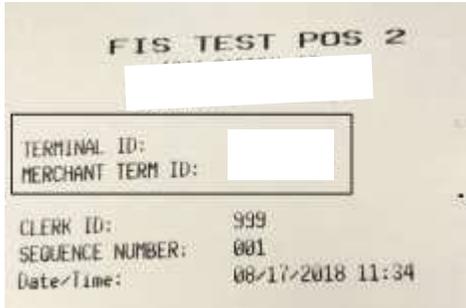
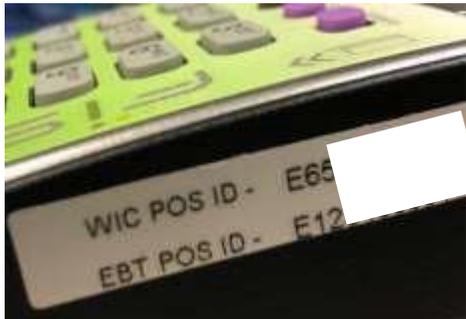
17	<p>Verify URL/address value matches one of the following: SSLGTWYD1.FNIS.COM OR SSLGTWYP1.FNIS.COM OR 67.23.53.172</p>	
18	<p>If the URL/address match one of the values listed in step 17, press “Enter” and skip to step 22</p>	
19	<p>If the URL/address does not match one of the step 17 values, press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

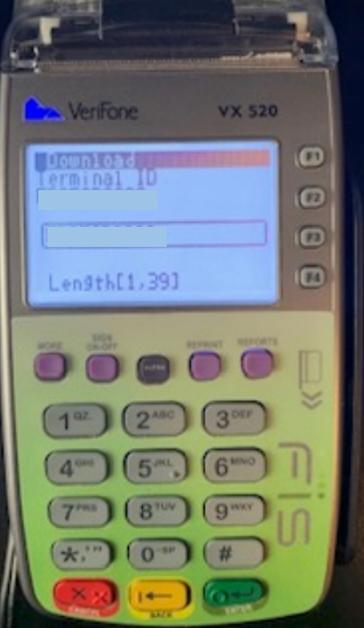
20	<p>Press the down arrow key under the display (labeled “Sign On-Off”) to scroll down to IP address and press “Enter”</p>	 A photograph of a Verifone VX 520 terminal. The screen displays a menu with the title 'Download'. Below the title, there are two options: 'URL String' and 'IP address'. The 'IP address' option is highlighted with a red background. Below the screen, there is a keypad with various function keys and a numeric keypad. The terminal is green and silver.
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>	 A photograph of a Verifone VX 520 terminal. The screen displays the 'Download' menu. The 'IP address' option is selected, and the IP address '67.23.53.172' is entered into the field below it. Below the screen, there is a keypad with various function keys and a numeric keypad. The terminal is green and silver.

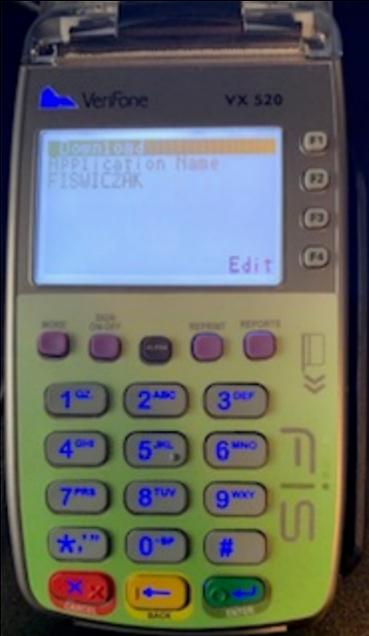
22	Verify Port value is 8013	
23	If the Port value matches, press “Enter” and skip to step 26	
24	If the Port value does not match 8013 , press the key under Edit (labeled “Reports”) to change the value	

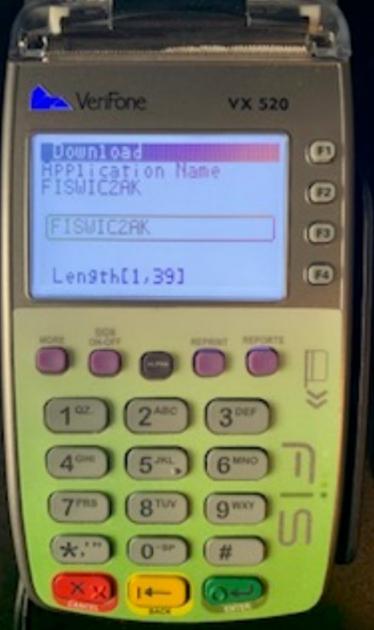
<p>25</p>	<p>Enter Port value</p> <p>8013</p> <p>and press “Enter”</p> <p>*Press the yellow back-arrow to remove any unintended text.</p>	 A photograph of a Verifone VX 520 terminal. The screen displays 'PORT 8013' in a blue box, with 'Range[Empty, 1-65535]' below it. The keypad is visible, with a yellow back arrow button.
<p>26</p>	<p>Press “Enter” to accept SSL False.</p>	 A photograph of a Verifone VX 520 terminal. The screen displays 'SSL False' in a blue box, with 'Edit' below it. The keypad is visible, with a yellow back arrow button.

27	Press “Enter” on the screenshot given Note: Values may differ from Screenshot	 A photograph of a Verifone VX 520 handheld device. The screen displays the text 'BLOCK SIZE (EMPTY)' and an 'Edit' option at the bottom right. The device has a numeric keypad and several function buttons.
28	Press “Enter” on the screenshot given Note: Values may differ from Screenshot	 A photograph of a Verifone VX 520 handheld device, identical to the one in the first row. The screen displays the text 'BLOCK SIZE (EMPTY)' and an 'Edit' option at the bottom right.

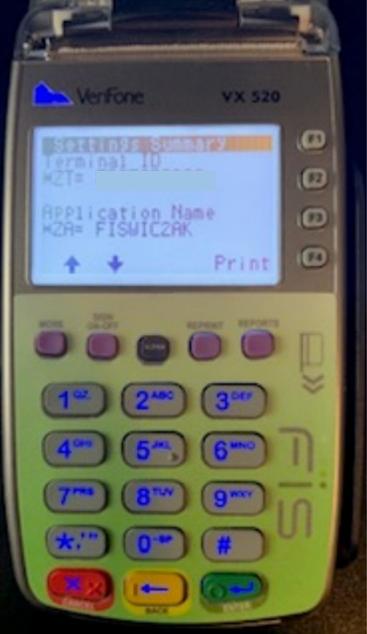
<p>29</p>	<p>Verify Terminal ID value matches the terminal information on your Parameter Report (MERCHANT TERM ID/*ZT)</p> <p>Note: This terminal information can be found on the receipt printed in step 3.</p>	  
<p>30</p>	<p>If Terminal ID does match the values in previous step, press “Enter” and skip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

<p>31</p>	<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>	
<p>32</p>	<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>	

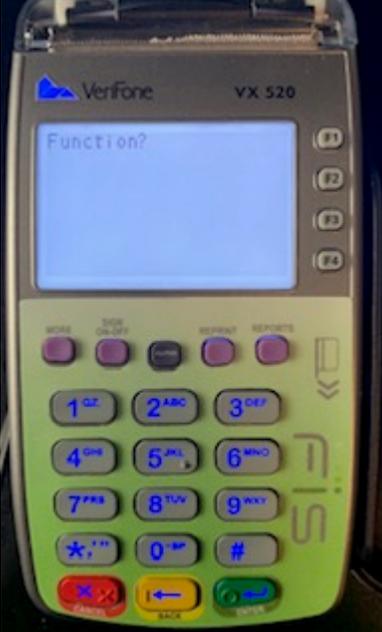
<p>33</p>	<p>Verify Application Name value matches the following format: FIS WIC = FISWIC2xx *xx = State or Agency Prefix For example, a WIC terminal for Michigan will have the Application Name value as FISWIC2MI</p> <p>*This is the value for the Parameter *ZA in the printed parameter report.</p>	
<p>34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

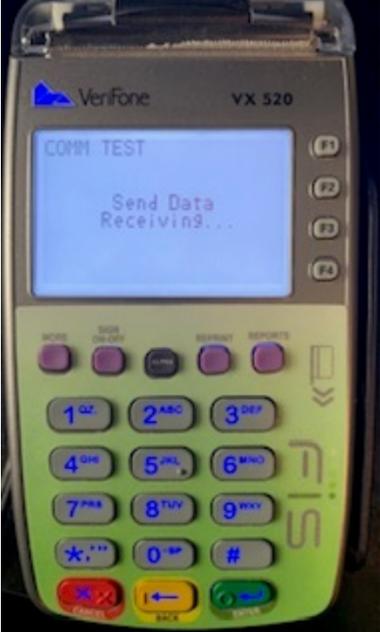
36	<p>Enter the value following the format given in step 33. When finished, press “Enter”</p> <p>*To enter letters, press the number containing the desired letter then press “Alpha” to scroll through the letter options</p>	 A photograph of a Verifone VX 520 handheld device. The screen displays a configuration menu for a download. At the top, it says 'Download'. Below that, 'Application Name' is followed by 'FISWIC2AK'. A text entry field contains 'FISWIC2AK'. At the bottom of the screen, it says 'Length[1,39]'. The device has a green keypad with various function buttons like 'MORE', 'BACK', 'REPORT', and 'REPORTS'.
37	<p>Press “Enter” with screen as shown on the screenshot</p>	 A photograph of the same Verifone VX 520 handheld device. The screen shows the 'Download' configuration menu. The 'Resumable Download' option is set to 'False'. At the bottom right of the screen, there is an 'Edit' button. The keypad and device appearance are consistent with the previous image.

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>	 A photograph of a Verifone VX 520 terminal. The screen displays the 'Settings Summary' menu. The text on the screen includes: 'GROUP ID 2', 'Full', '67.23.53.172', 'Port: 8813', and 'SSL: Disabled'. At the bottom of the screen, there is a blue arrow pointing down and the word 'Print'. The terminal has a green keypad with various function buttons and a numeric keypad.
39	<p>Press “Enter” with screen as shown on the screenshot (Settings Summary)</p>	 A photograph of a Verifone VX 520 terminal. The screen displays the 'Settings Summary' menu. The text on the screen includes: 'Block Size', 'KCB= ', 'Heap Size', and 'H2H= '. At the bottom of the screen, there are blue arrows pointing up and down, and the word 'Print'. The terminal has a green keypad with various function buttons and a numeric keypad.

40	Press "Enter" with screen as shown on the screenshot (Settings Summary)	 A photograph of a Verifone VX 520 terminal. The screen displays the 'Settings Summary' menu. The first item is 'Terminal ID' with a value of '10'. The second item is 'Application Name' with a value of 'FISMIC2AK'. At the bottom of the screen, there are navigation arrows and a 'Print' button. The terminal has a green and grey keypad.
41	Press "Enter" with screen as shown on the screenshot (Settings Summary)	 A photograph of a Verifone VX 520 terminal. The screen displays the 'Settings Summary' menu. The first item is 'Resumable Download' with a value of 'false'. At the bottom of the screen, there are navigation arrows and a 'Print' button. The terminal has a green and grey keypad.

<p>42</p>	<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>43</p>	<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>	
<p>44</p>	<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>	

45	From Screen shown, press "Enter"	
46	The terminal displays FUNCTION?	

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.