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Introduction

This document describes how to reset the Merchant Out of Box Experience (OOBE) on a Verifone CM5/Trinity mobile payment terminal device

Pre-Requisites

- Terminal must be connected to the network via Wi-Fi or wired Ethernet (via USB Type C adapter)
- For use with OOBE Reset Procedure using pre-installed reset application: an OOB Demo application must be pre-installed by Verifone. (Found on terminal's desktop)

OOBE Reset Procedure using pre-installed reset application

After a reboot, the terminal will power up and automatically launch payment application (see the screen below). The "Back" button is disabled. The following actions are needed to access OOBE reset functionality. As part of the reset, the terminal downloads the most up to date application/changes.

Verifone CM5 Out of Box Experience	
	After a reboot, the terminal will power up and automatically launch payment application. • Using your finger or stylus, touch the top of the screen, and while keeping contact with the screen, bring your finger down the screen (to swipe down)
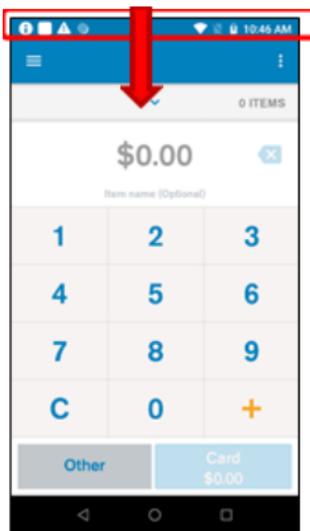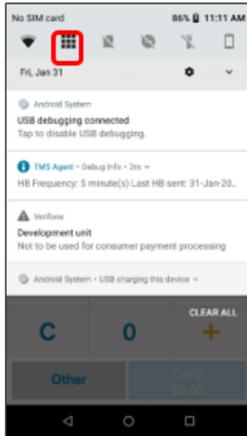
	Tap on the 9 box "tic-tac-toe" grid toward the top of the screen
	Using your finger or stylus, tap on the icon labeled OOB Demo
	Tap on "Perform OOB Reset" • This will generate an automatic reboot
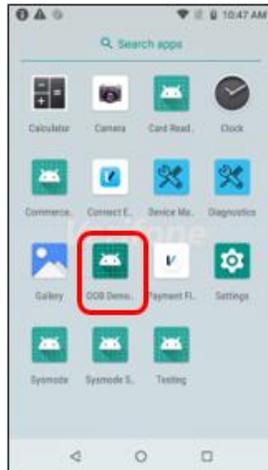
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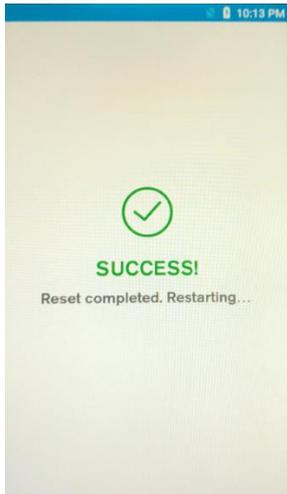
	Terminal will reboot after reset has completed
	Network Selection and Authentication After Reset Procedure • After automatic reboot, the terminal will power up to the language selection screen and you will be able to run thru the first-time merchant out of box experience again. • The following sequence will take approximately 15 minutes to complete Select **Language** and press **Next**
	Wait for device to complete scan for Wi-Fi Networks (next pg for wifi) • If you'd like to use static IP, select "Configure Ethernet", just above the Previous/Next tabs at the bottom of the screen • You'll see a screen like the one below. Add the addresses/save
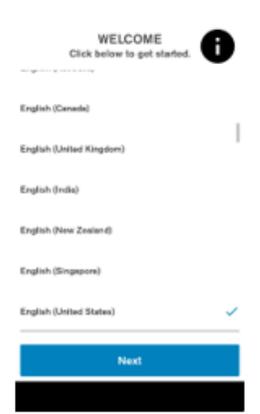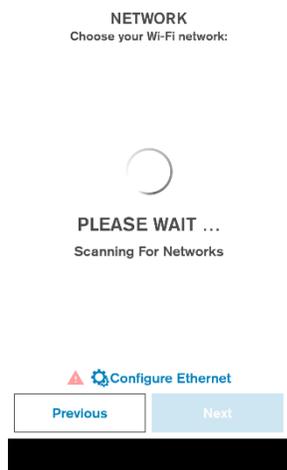
NETWORK Choose your Wi-Fi network: ○ vosteam ○ vosteam_5G ○ sln_team_2.4Hz ○ sln_team_5.0Hz ○ VFI_GUEST ○ VFI_LAN ○ VFI_DEV ○ VFI_ILOBBY ⚙Configure Ethernet Previous	Next	Press the desired WiFi network (scroll down by swiping up, if necessary; networks are listed in order of strength) • Note: if network cable is connected or mobile network is connected then press **Next** to proceed
NETWORK VFI_GUEST Network connection Network connection is in progress… Date and Time VHQ data	Wait for Network Connection to be established
NETWORK VFI_GUEST Network connection ⊘ Date and Time ⊘ VHQ data ⊘	Wait for terminal to automatically configure **Date** and **Time**

SOFTWARE UPDATE PLEASE WAIT … Initializing device management service	Wait for device to contact Verifone network
SOFTWARE UPDATE PLEASE WAIT … Checking for updates…	(Automatically) Checking if new software updates are available for this device
SOFTWARE UPDATE PLEASE WAIT … Downloading updates…	(Automatically) Downloading software updates

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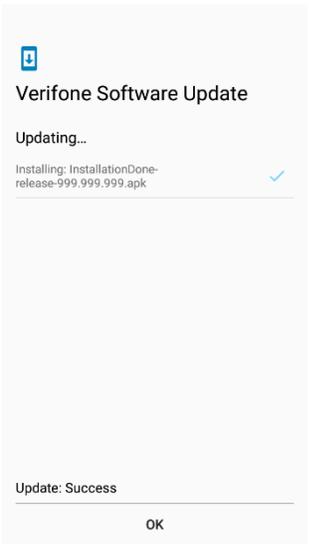
Verifone Software Update Updating… Installing: InstallationDone- release-999.999.999.apk ✓ Update: Success OK	Software installation is in progress
SUCCESS! Reset completed. Restarting…	Terminal will reboot
Device is ready to use ✓ COMPLETE More info OK	Press "OK"
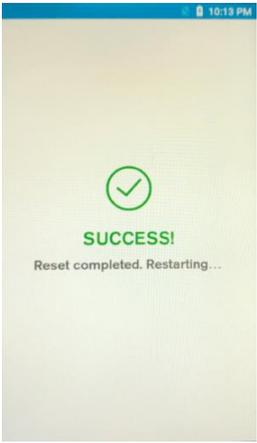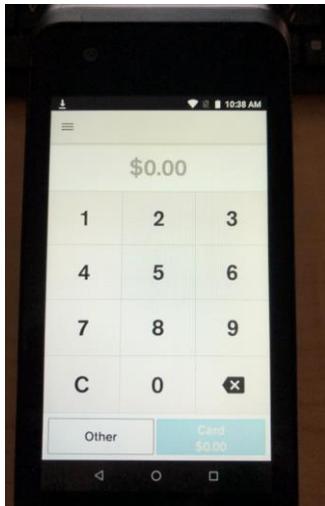
	Device will reboot and you might see the Verifone logo
	You are now ready to process transactions • For verification of the downloaded version – see the next screen capture