VX520
Download Instructions - Dial

vantiv.

ATTENTION! Before You Get Started

1. Make sure that you have ample time to perform this download. You will not be able to process transactions on the terminal once the download process begins.
2. Settle any open transactions. Terminal downloads will delete any open batches and the transactions within.
3. Have your newly provided terminal identification number (TID) handy. You will need it to complete the download
4. ***Can you download over an internet connection (IP)?*** These files are very large and the recommended download method is over IP.
5. Voice over IP (VOIP) Connections - You should avoid attempting dial downloads over VOIP lines. Dial downloads were designed to be conducted over analog telephone lines.

Helpful Hints:
- Most of the buttons to be pressed will be circled in red.
- Your screen should match the screen on the instructions (besides your unique Terminal ID Number).

vantiv

Full Download via Dial

- This download replaces the application on the terminal.
- It takes 20 minutes or more.

Step 1

- Press '**F2**' and '**F4**' <u>at the same time</u> to access the System Mode Menu. You will be prompted for a password if pressed correctly.

Please ensure your batch is settled before you attempt any downloads.

vantiv

Password Entry

Step 2

- Key in the password
- *1 [Alpha] [Alpha] 6 6 8 3 1*
- Press the green **[Enter]** key.

Alpha Key

Helpful Hint: You can press the yellow [Back] key to erase

vantiv

Terminal Manager

Step 3

- Press the '2' button.

vantiv

Verify GID

Step 4

- Press **[Enter]** to confirm Group ID: 1.

vantiv

Password Entry

Step 5

- Key in the password
- *1 [Alpha] [Alpha] 6 6 8 3 1*
- Press the green **[Enter]** key.

Alpha Key

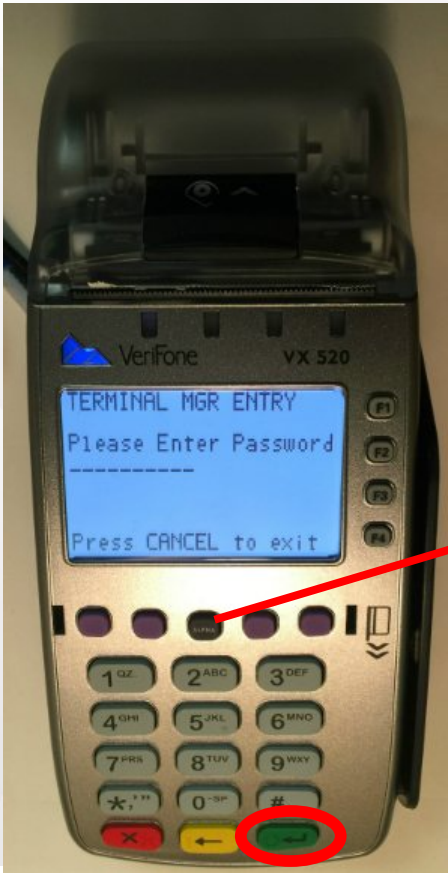**Helpful Hint:** You can press the yellow [Back] key to erase

vantiv

Download

Step 6

- Press '**2**' for Multi-app.

vantiv

Download

Step 7

- Press **'1'** for Full dnld.

vantiv.

Download

Step 8

- Press **'1'** to clear Group 1.

vantiv

Download

Step 9

- Press **'1'** to confirm.

vantiv

Download

Step 10

- Press **'1'** to clear Group 2.

vantiv

Download

Step 11

- Press **'1'** to confirm.

vantiv

Communication

Step 12

- Press '**1**' for Modem.

vantiv

Download Number

Step 13

- Confirm the download phone number *18002547170*
- Press **[Enter]**

Special Note – Dialing Prefix
If you need to dial a special number to get an outside line, you will need to add that before the download phone number.
Example: If you must dial a '9' to get an outside line. You would enter 918002547170 for the download phone number.

vantiv.

Terminal ID

Step 14

- The Terminal ID number will be correct and your current TID.
- Press **[Enter]**

vantiv

Download

Step 15

- Press **'2'** to start.
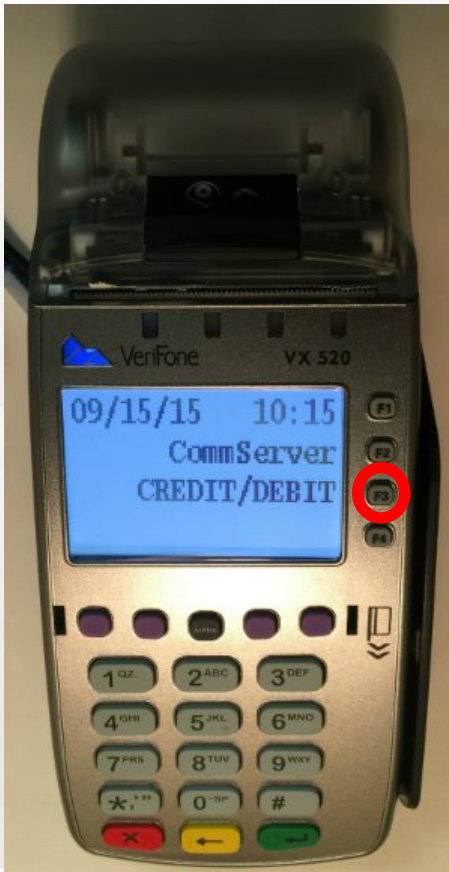
vantiv

Download

- No Action.

- This is the download progress bar. Each dash represents 10% of the application to be loaded. The dashes will change to asterisks as that portion of the application is loaded.

Download

- No Action.

(If stuck on this screen, Press [ENTER])

vantiv

Download

Step 16

- The terminal will restart and unzip files for 1-3 minutes. When it is done it will land on this screen.

- Press '**F3**' by CREDIT/DEBIT.

vantiv.

Download Done

- You return to your standard idle prompt.

vantiv.