

VeriFone PinPad Update Download Instructions -IP

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A woman with dark hair, wearing a brown jacket and a red necklace, is using a grey VeriFone PinPad payment terminal. She is holding a smartphone over the terminal's keypad. The background is a blurred retail or office setting with shelves and equipment.

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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 before performing the download.

Helpful Hints:

- Most of the buttons to be pressed will be circled in red.
- Your screen should look very similar to the pictures included on the instructions.



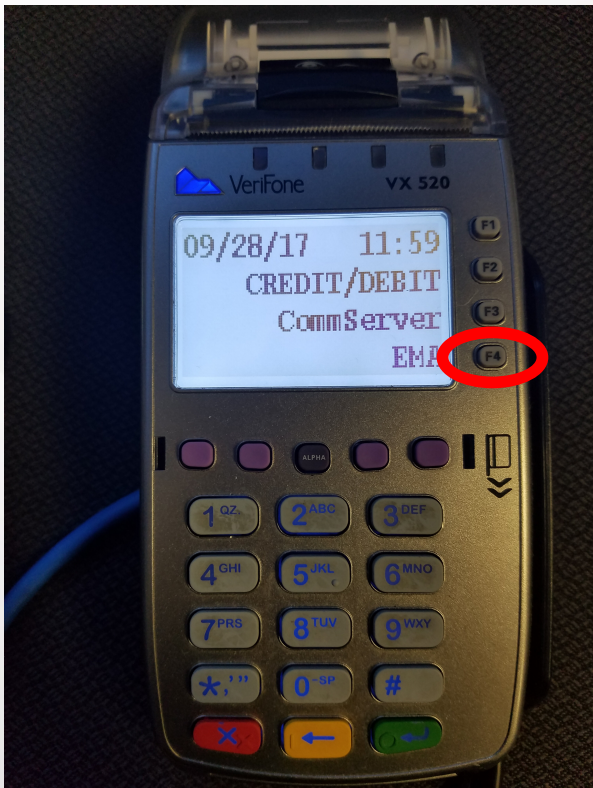
Enter EMA

- This download replaces the application on the pin pad.
- It can take 15-60 minutes depending on connection speed.

Step 1

- Press the * key

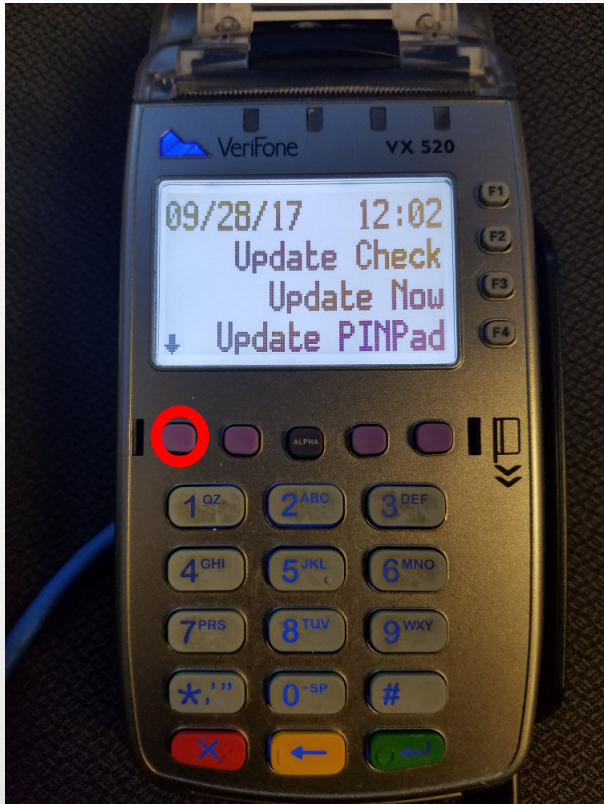
*****Please ensure your batch is settled before you attempt any downloads.*****



Select EMA

Step 2

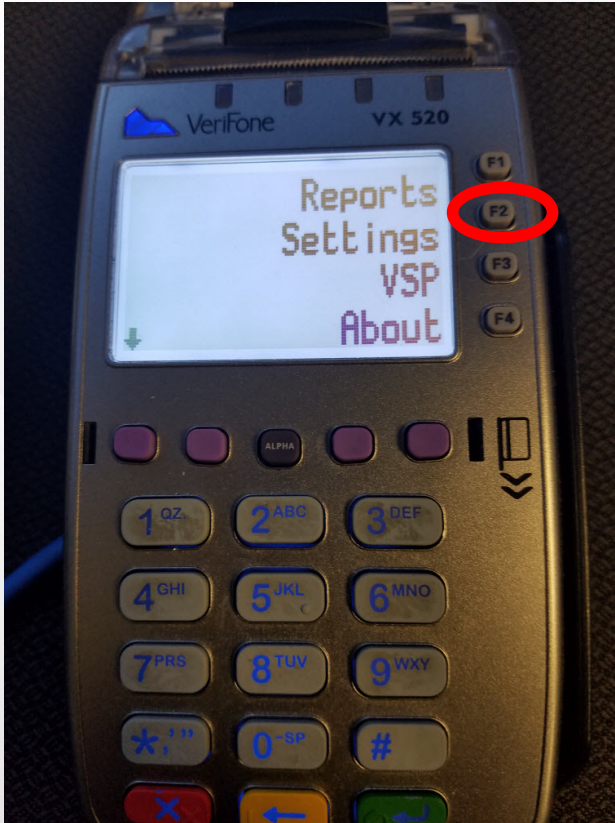
- Press the F4 key for EMA



Download Settings

Step 3

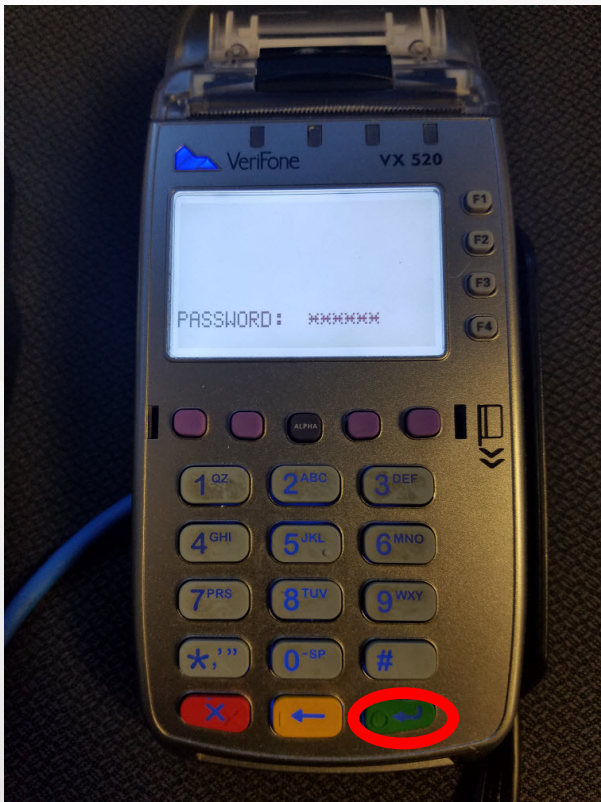
- Press the first purple button on the left to page down



Download Settings

Step 4

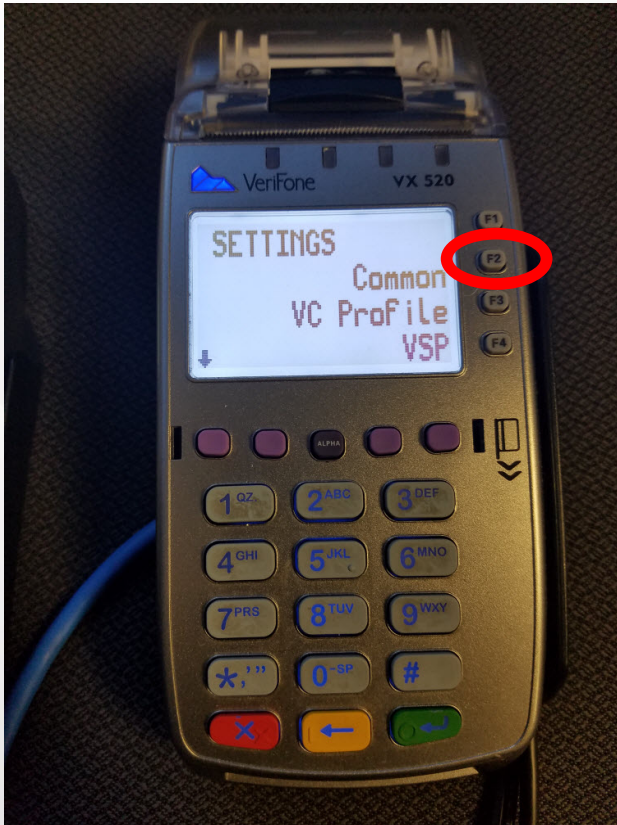
- Press F2 for **Settings**



Password

Step 5

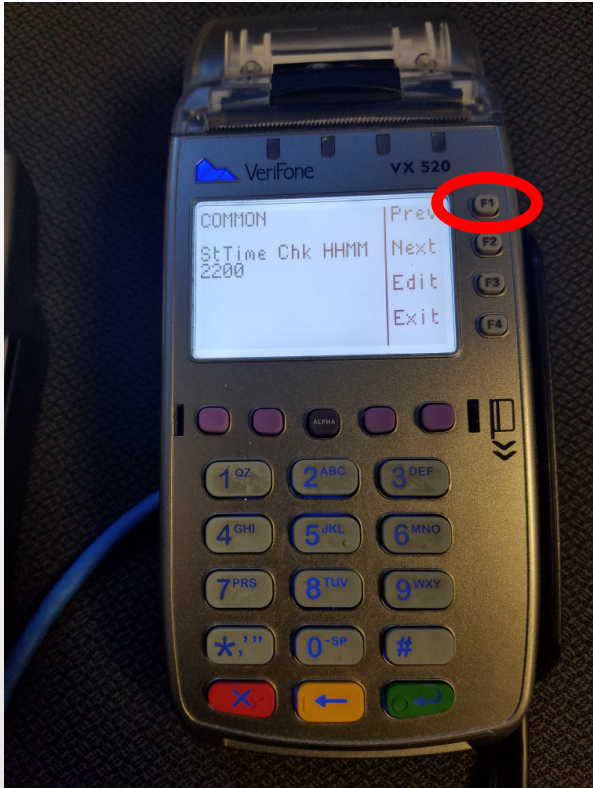
- Key in the password
- 1 [Alpha] [Alpha] 6 6 8 3 1
- Press the green **Enter** key



Download Settings

Step 6

- Press the F2 key for **Common**

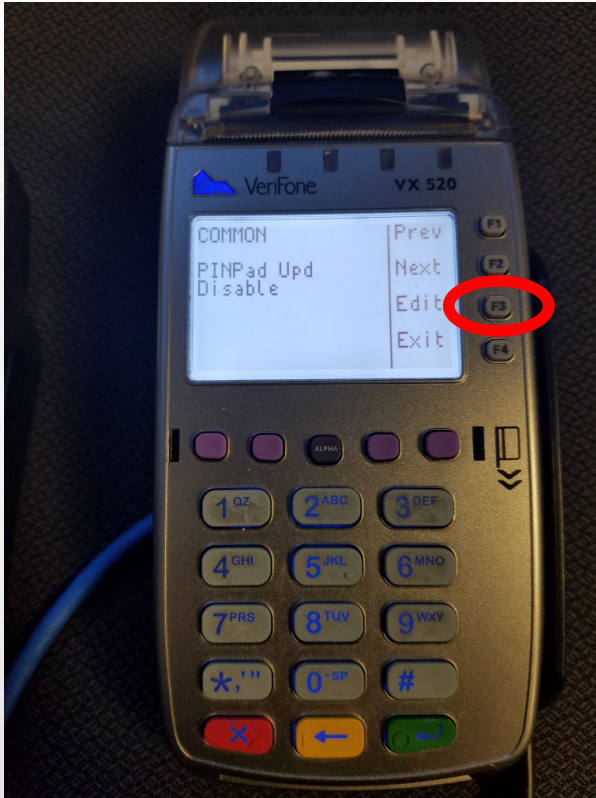


Download settings

Step 7

- Press the F1 key for Prev

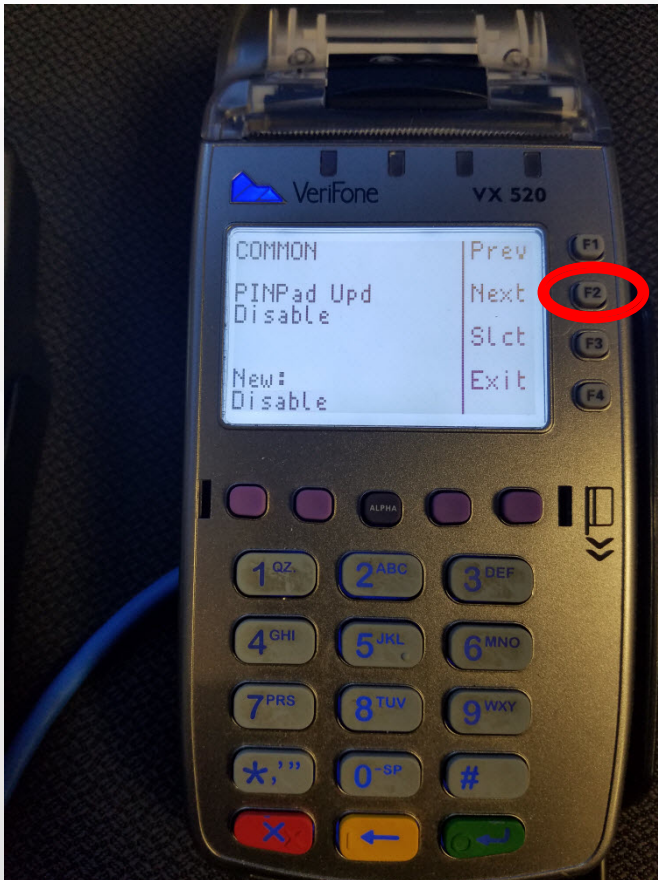
Helpful Hint: You can press the yellow [Back] key to erase



Download Settings

Step 8

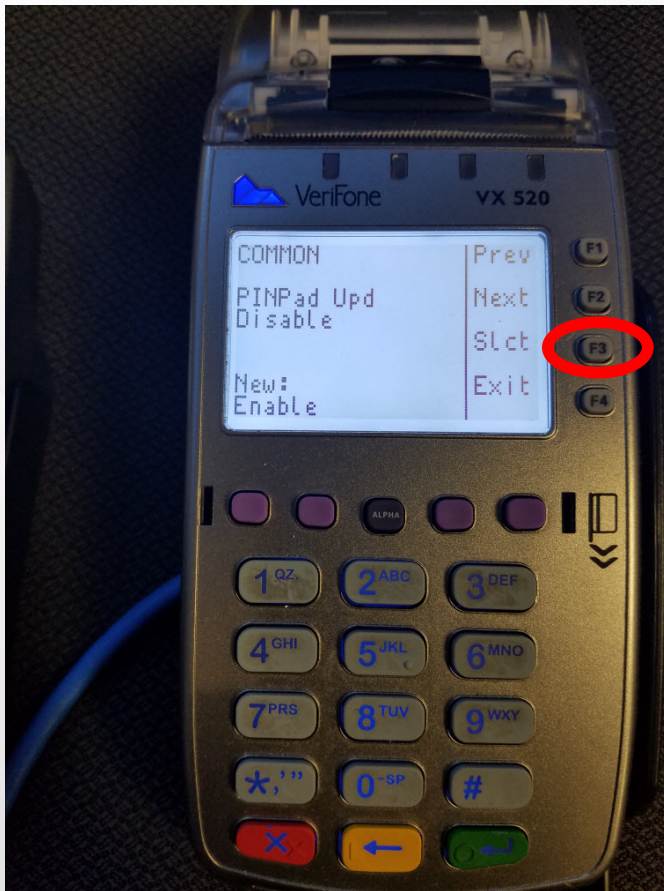
- Press the F3 key to **Edit**



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Step 9

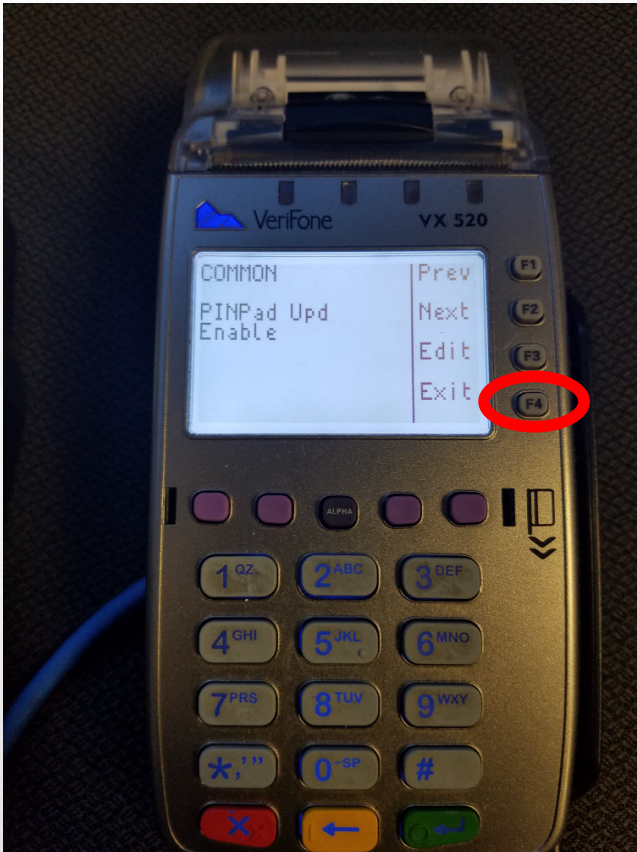
- Press the F2 key for **Next**



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Step 10

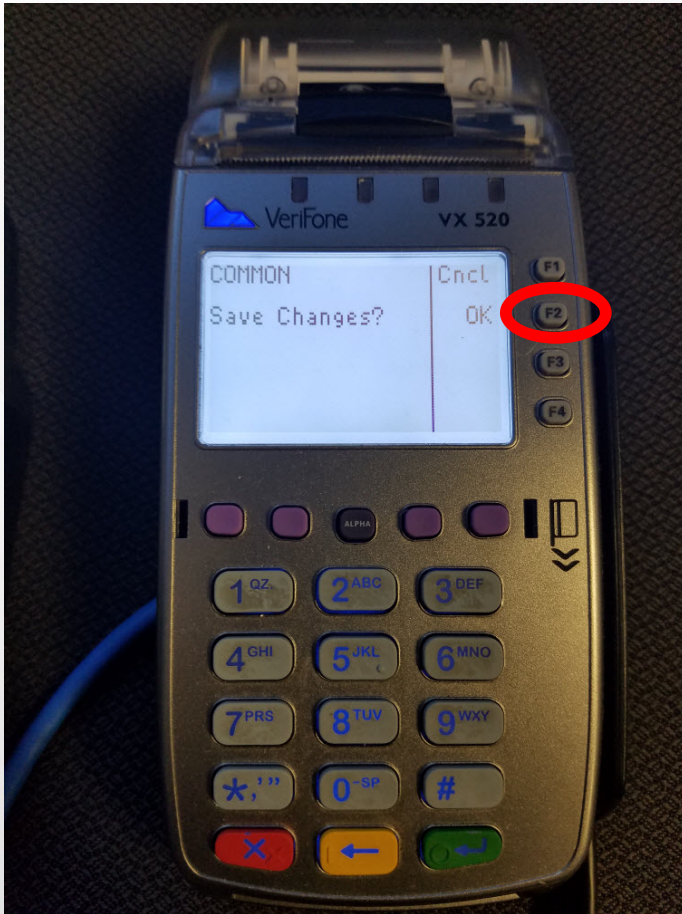
- Press the F3 key for Slct



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Step 11

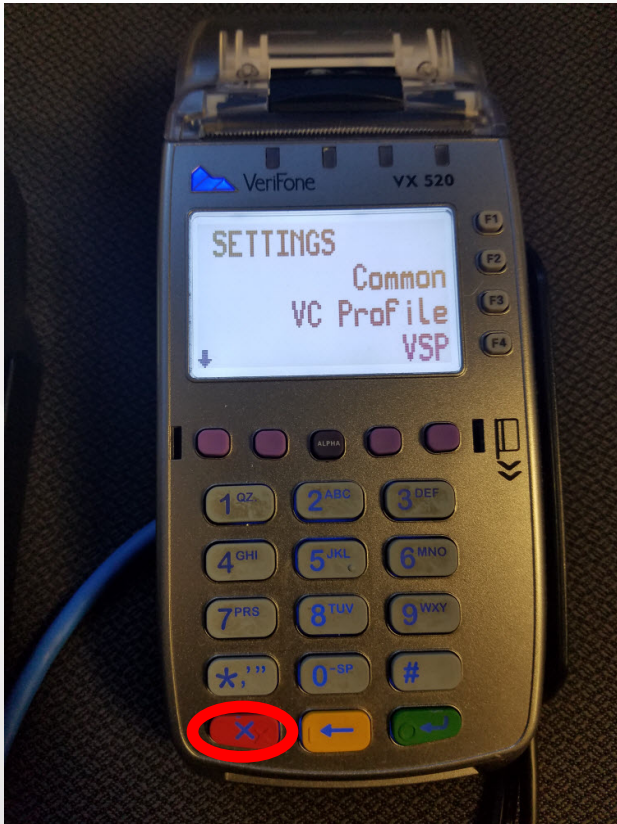
- Press F4 for **Exit**



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Step 12

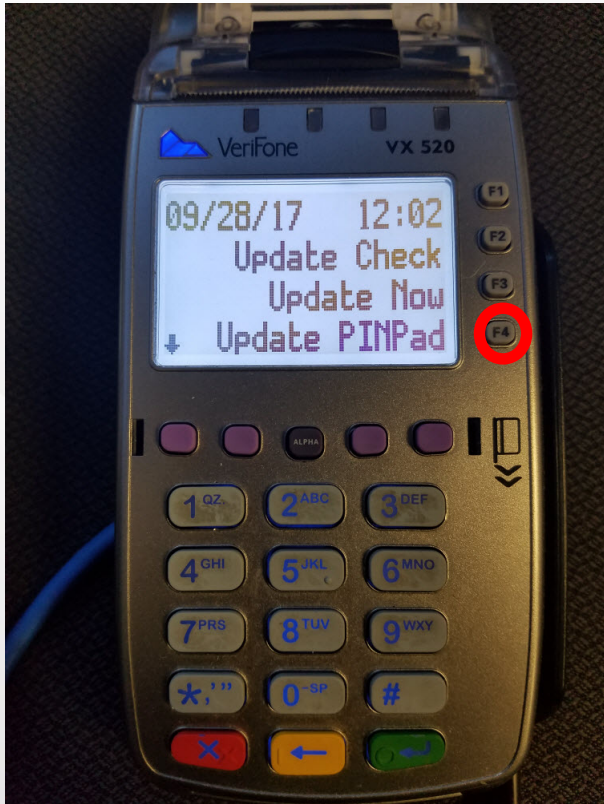
- Press F2 for OK



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Step 13

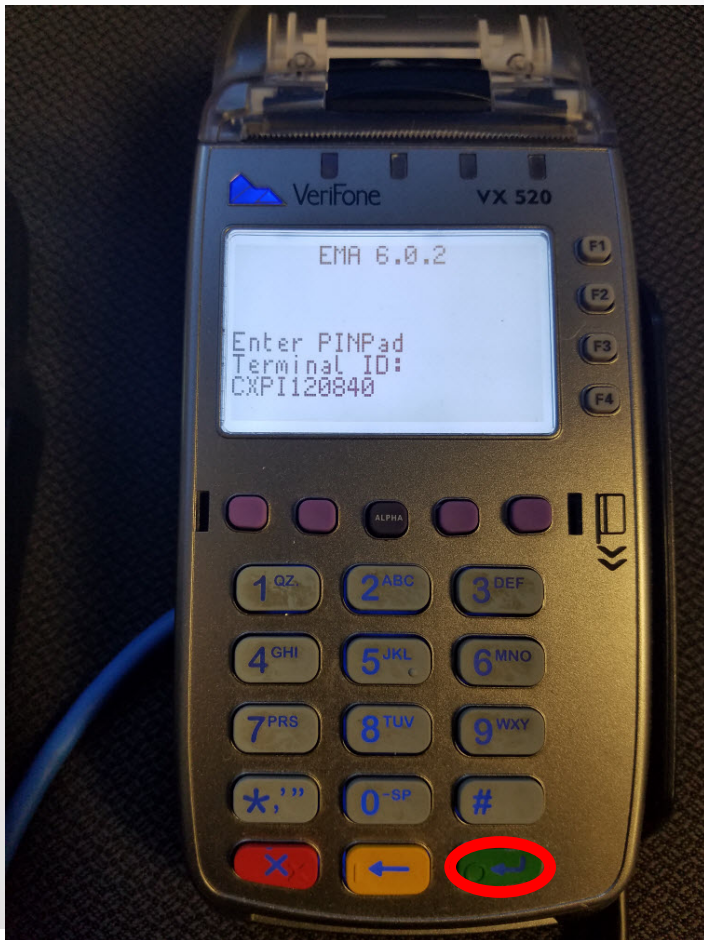
- Press the red **Cancel** key



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Step 14

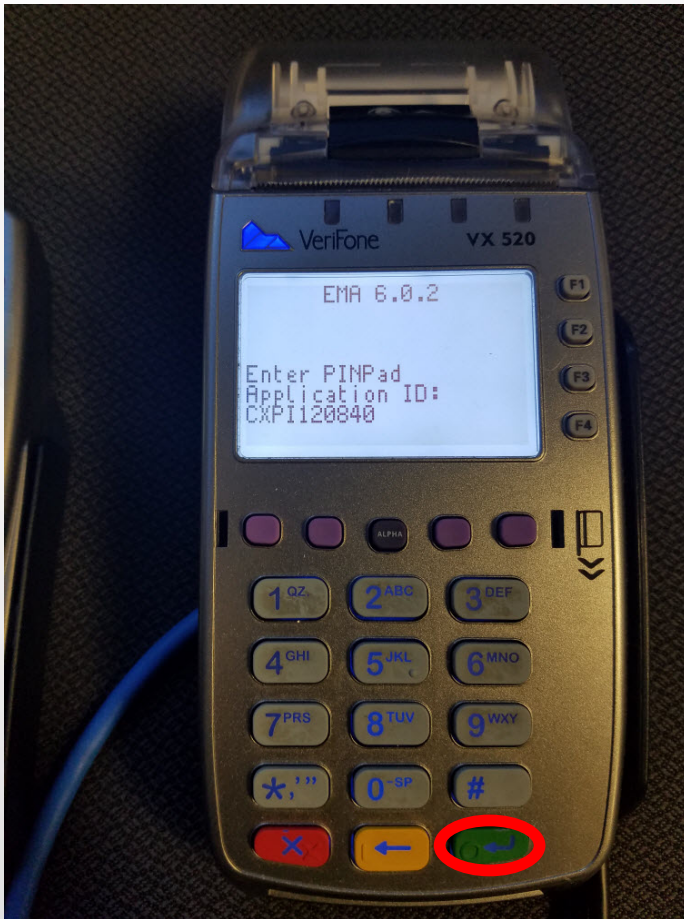
- Press F4 for Update PINPad



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Step 15

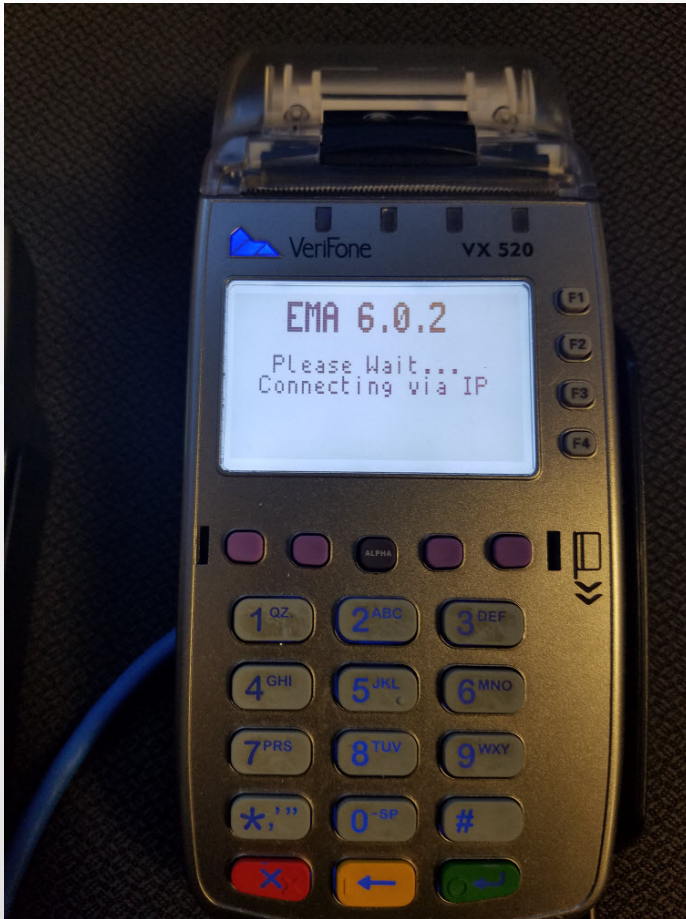
- Press the Green **Enter** key to confirm value. If blank call our help desk @1-877-744-5300.



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Step 16

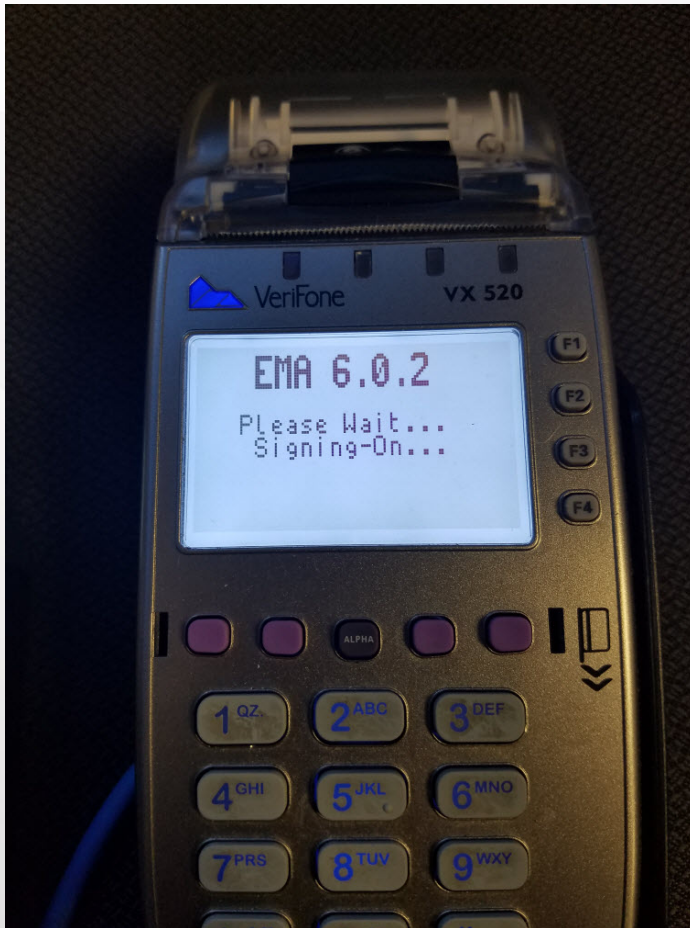
- Press the Green **[Enter]** key to confirm value. If blank please call our help desk @1-877-744-5300.



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Step 17

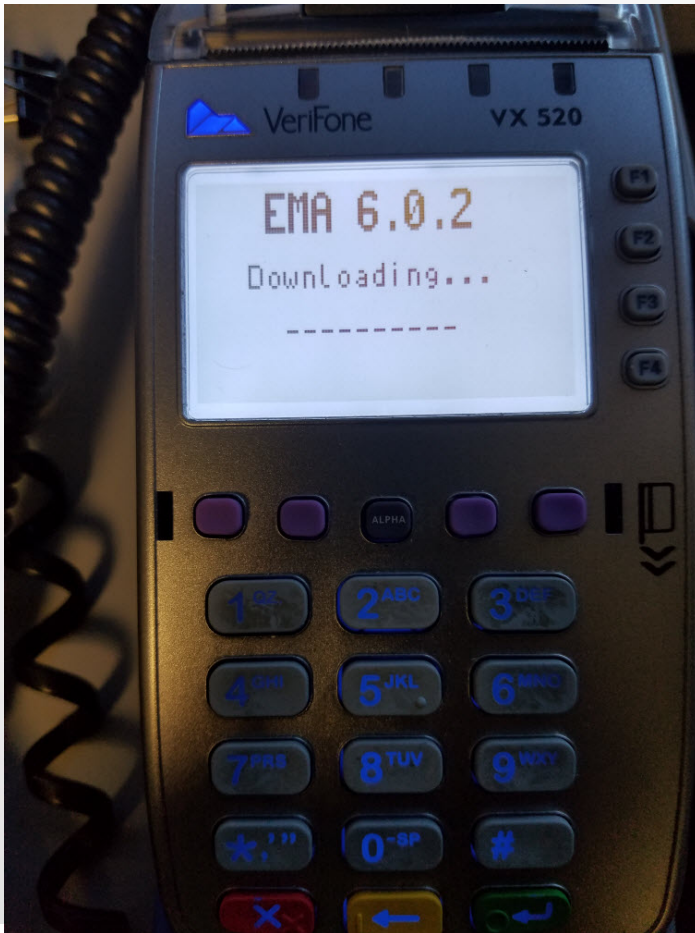
- The terminal will attempt to connect using the default connection method for download



Download

Step 18

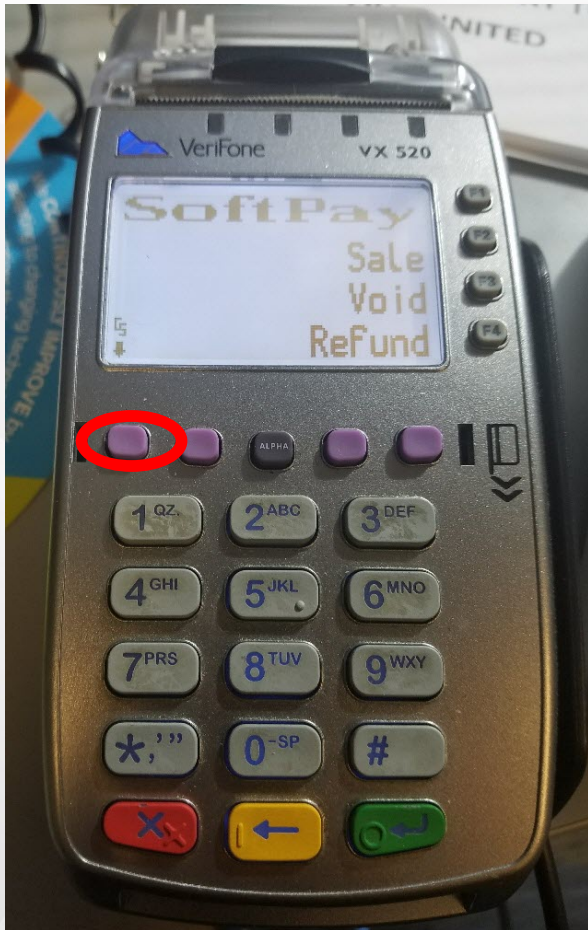
- Once connected EMA will sign in to the download server



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Step 19

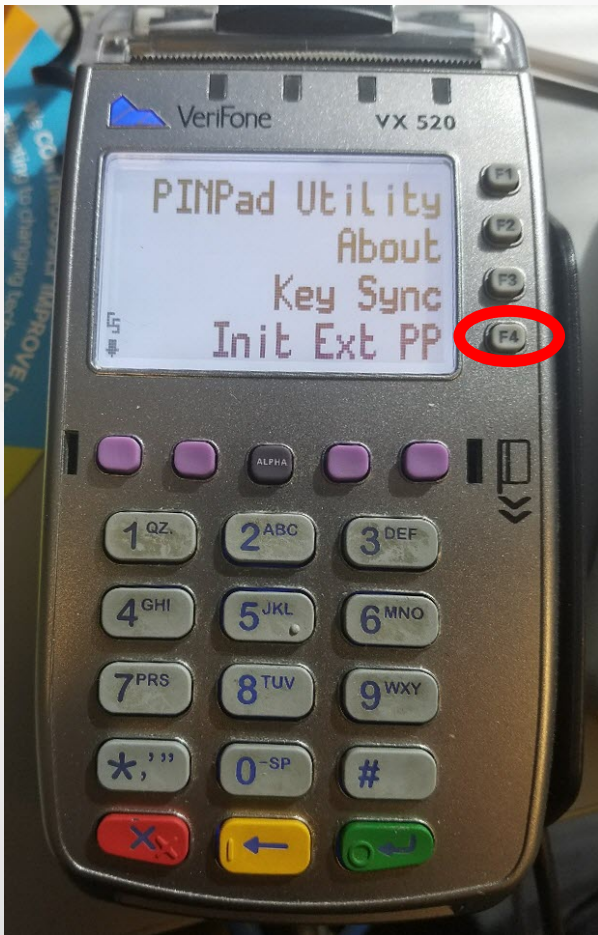
- The progress bar indicates download completion. Once download is completed the terminal will reboot



Pinpad Intialize

Step 20

- Press the Scroll key (Purple key on the far left under the screen)

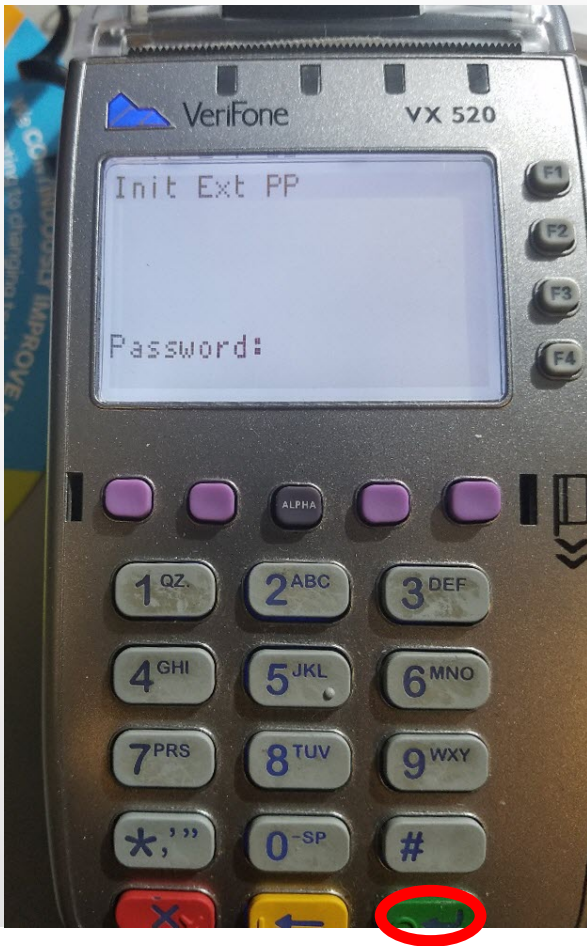


Pinpad Initialize

Step 21

- Press the F4 key for Init Ext PP

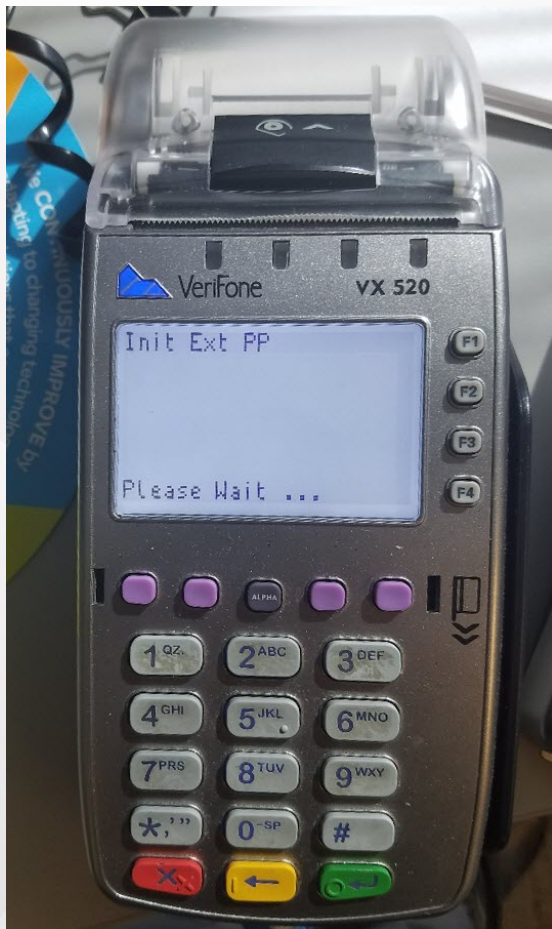
Helpful Hint: If you do not see Init Ext PP then please call our help desk @1-877-744-5300 to make sure that the pin pad is part of the terminal build.



Password

Step 22

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



Init Ext PP

Step 23

- The Terminal will attempt to initialize the external pin pad



Init Ext PP

Step 24

- The external pin pad will display "Please Wait" during initialization. Once completed the EXT Pin Pad will say "Welcome"

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