

Terminal Conversion Guide for Self-Service & Coached

3/23/17

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ATTENTION! Before You Get Started

- 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.
 - IP Downloads take approximately 5-6 minutes
 - Dial Downloads take approximately 10-15 minutes
- Settle any open transactions. Terminal downloads will delete any open batches and the transactions within.

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 (TID) number.

Ingenico Terminals

Step 1

From the main processing screen
press the “F” key on the key Pad

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



Step 2

Terminal will prompt you to enter the Admin Password. (V123456)

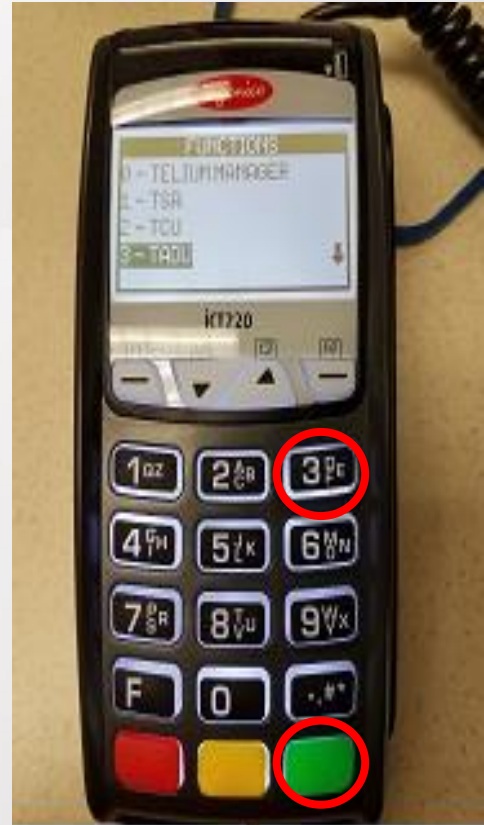
- To change a numeric character to an alpha character, press the “F” key after choosing the numeric key that corresponds to the alpha character needed.
- For example to make the letter V, start by pressing the 8 key and then pressing the “F” key 3x, this will change the 8 to a “V”.

Press Enter/Green Function Key once you enter the Password.



Step 3

At the Functions Menu, Press “3-TADU” and then press the green enter key.



Step 4

Press “0-Configure”



Step 5

Press “1- Partial”, and press the green enter key.



Step 6

Determine if you are connected via a Dial or IP Connection (Dynamic or Static).

- If line is going into the “ETH” jack of the line adaptor, then IP (figure 1) – [Proceed to Step 7 IP – Slide 13](#)
- If line is going into the “Phone In” jack of the line adaptor, then Dial (figure 2) – [Proceed to Step 7 Dial – Slide 10](#)

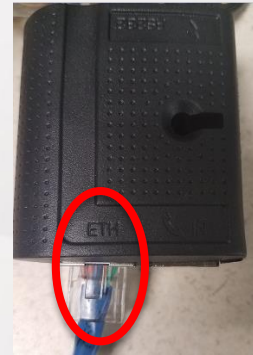


Figure 1



Figure 2

Step 7 Dial

Press “0-Dial”, and press the green enter key.



Step 8 Dial

- Download phone number is 18002547170
- (If the number is incorrect, press and hold the yellow key on the keypad to remove number), then enter the number above
- If you are required to dial a 9 or 8 for outside line be sure to include in front of the number
- Then press the green enter key



Step 9 Dial

Press “0-Highest” for the dial speed, then press the green enter key.

Proceed to Step 12 – Slide 22



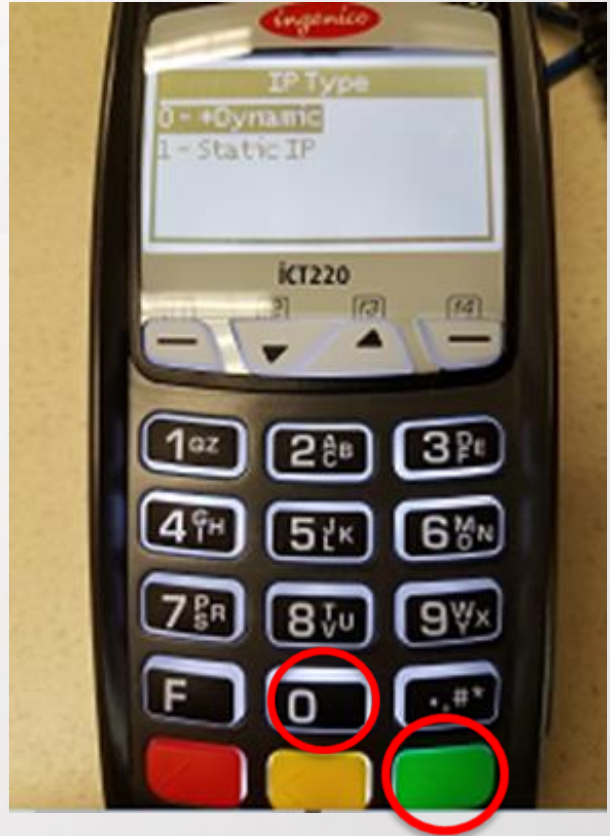
Step 7 IP

Press “1-Ethernet”, and press the green enter key.



Step 8 IP (Dynamic)

- Choose the IP type that applies to the setup at the merchant location.
- Most case it will be Dynamic. If you are not certain choose Dynamic, by pressing “0-Dynamic”.
- Press the green enter key once selection has been made.
- **If Static, please proceed to Step 8 IP (Static) – Slide 18**



Step 9 IP (Dynamic)

- Type in the Host/IP name
TDV1.FTPSLLC.COM
- To create alpha characters choose the corresponding number first, then use the “F” key to change to letters
- Press the green enter key when complete.
- Press the green enter key when prompted on Model name
- **Note: The period (.) character is located above the green enter key.**



Step 10 IP (Dynamic)

Host Port will be “8013”, press the green enter key to continue.



Step 11 IP (Dynamic)

On SSL Screen press “1-Off”, then press green enter key.

Proceed to Step 12 – Slide 22



Step 8 IP (Static)

Press “1-Static IP”, and press the green enter key.



Step 9 IP (Static)

- Enter your Local IP Address (Figure 1), press green Enter button
- Enter your Default Gateway Address (Figure 2), press green Enter button

Note: To enter the “.” between numbers, press the # key



Figure 1



Figure 2

Step 10 IP (Static)

- Enter IP Mask Address (Figure 1), press green Enter button
- Enter Primary DNS Address (Figure 2), press green Enter button

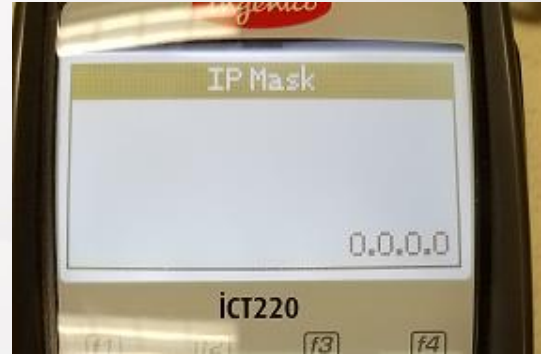


Figure 1



Figure 2

Step 11 IP (Static)

- Enter Secondary DNS Address, press green Enter button (Figure 1)
- Type in the Host/IP name [TDV1.FTPSLLC.COM](#) (Figure 2)
- To create alpha characters choose the corresponding number first, then use the “F” key to change to letters
- The period (.) character is located above the green enter key.
- Press the green enter key when complete.
- [Proceed to Step 12 – Slide 22](#)

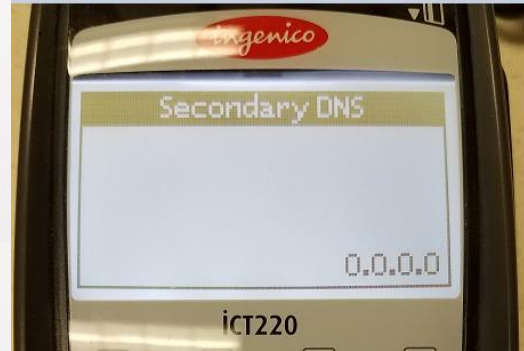


Figure 1



Figure 2

Step 12

At Model Screen, it should reflect ICT220, press green enter key to continue.



Step 13

At Application Screen, press green enter key to continue.



Step 14

Type in the terminal ID for the merchant you want to load in the terminal and then press the green enter key.

Note: This information will be obtained from the Configuration Summary under New Terminal ID. **The Terminal ID is unique by location and individual terminal.**



Step 15

Start the download by pressing “1- Download” and then press the green enter key.



Step 16

- If Dial terminal, the terminal will dial out for connection (Figure 1)
- If IP terminal, the terminal will connect (Figure 2)



Figure 1



Figure 2

Step 17

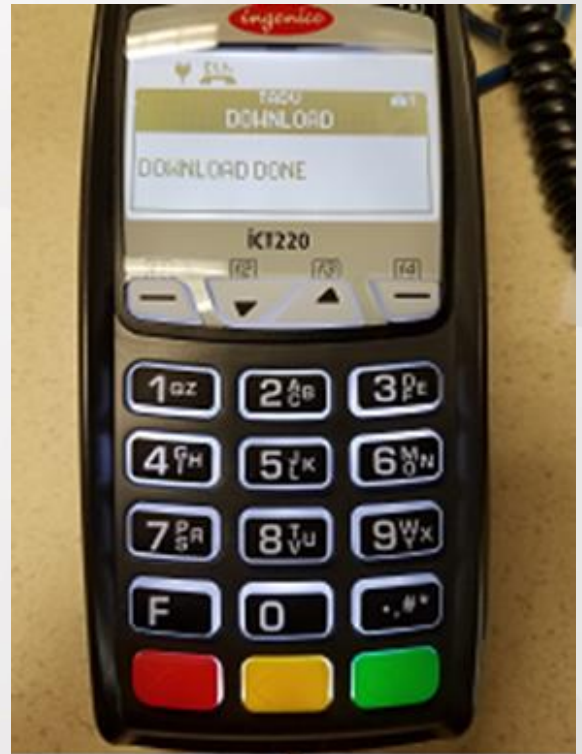
Once the download is in progress the terminal will display a series of dashes; you will see the dashes turn into stars (*****)



Step 18 – Complete!

Once the partial download is complete the terminal will display “Download Done”, at this point the terminal will reboot and will return back to the main screen.

Run a test transaction and verify the truncated Merchant ID and Terminal ID are correct on the receipt.



Verifone Terminals

Does your Vx520 have Dial Connectivity?

- If line is going into the jack corresponding to the “Phone” (see picture to right), then you are connected via a Dial Connection
- Please refer to the “VX520 Partial Download Instructions – Dial” for steps to follow for update



Does your Vx520 have IP Connectivity?

- If line is going into the jack corresponding to the “ETH” (see picture to right), then you are connected via an IP Connection
- Please refer to the “VX520 Download Instructions – IP” for steps to follow for update



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