

Verifone POS Terminal Download Instructions

Periodically, we release software updates for your terminal to enhance your payment acceptance experience. While some devices automatically check for updates, you can choose to manually download the update at any time following these steps.

BEFORE INITIATING A DOWNLOAD

- Make sure there are no open batches
- Make sure the Ethernet or dial line is connected to the device
- Make sure the external PIN Pad, if applicable, is connected to the device

APPLICATION DOWNLOAD INSTRUCTIONS

- Press the * key until you see Elavon and EMA on the screen
- Press F3 for EMA
- Press F3 for Update Now
- Key in 288635 at the password prompt
- Terminal will check in and do a download if updates are available

NOTE: Terminal will reboot and print a receipt after the download. The receipt should read "Terminal Is Up To Date" to indicate the download completed successfully.

EXPECTED DOWNLOAD TIME

- For IP connections, your download will take approximately 5 minutes
- For dial-up connections, your download will take approximately 30 minutes
- For terminals with external PIN Pads, your download will take an additional 10-40 minutes depending on current software version and connection type.

Please note: If you receive a download failure message on the terminal, please repeat the download steps. If "Elavon" is missing from the terminal screen after completing a download, or if the terminal is not processing transactions properly, please contact Customer Care. If you continue to have issues with the download or if you have any other questions, please contact Customer Care.

