

DISCOUNT

CREDIT CARD SUPPLY

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Instructions to Resolve Looping Issue

If your Verifone terminal is continually rebooting, the below instructions will walk you through the steps to resolve the issue.

Verifone Vx520 Terminal:

Please follow the below steps in order to resolve the looping issue on a VX520 terminal:

1. Power cycle the terminal by unplugging the power cord, plugging it back in and holding down the F2 and F4 keys at the same time
2. Enter the password: 1 alpha alpha 66831 (*the alpha key is the black key located above the number 2 You will not "see" the alpha key create an * as it is turning the 1 to a Z, so you will see 7 asterisks total*)
3. Select 1> Edit Parameters.
4. Where the screen says Group ID: 1, Press the Green Enter key.
5. Enter the password –1 alpha alpha 66831 again for Group 1 and press Enter
6. On the screen that says Config.SYS, press Enter
7. Press the 1>New key to create a new parameter
8. For the new parameter, enter *DHEAP (to make letters press the number first, then the Alpha button to make the characters – for detailed instructions see note). Press the Green Enter key
9. Press 0 for the new Value. Press Enter to save the new parameter
10. Press the 1>New key to create a new parameter
11. For the new parameter, enter #CZE (to make letters press the number first, then the Alpha button to make the characters). Press the Green Enter key
12. Press 1 for the new Value. Press Enter to save the new parameter
13. Once completed the terminal will go to the screen below
14. Once on this screen, press the red button until Restart appears on the screen and select restart

Note: Detailed instruction for entering “*DHEAP” on step 8 Create the asterisk by hitting the “*” key below the number 7. Hit the number 3 and the alpha key once to get the “D”, hit the number 4 and the alpha key twice to get the “H”, hit the number 3 and the alpha key twice to get the “E”, hit the number 2 and the alpha key once to get the “A” and the number 7 and the alpha key once to get the “P”

Verifone Vx680 Terminal:

Please follow the below steps in order to resolve the looping issue on a VX680 terminal:

1. Power Cycle the terminal by removing the battery for at least 5 seconds, then pressing the Green Enter button and the number 7 key at the same time while replacing the battery
2. Enter the password 166831
3. Select 2> Edit Parameters
4. Where the screen says Group ID: 1, press the Green Enter key
5. Enter the password 166831
6. On the screen that says Config.SYS, press Enter
7. Press the 1>New key to create a new parameter
8. For the new parameter, enter *DHEAP (to create letters, repeatedly hit the corresponding key until the desired letter comes up – for detailed instructions on this see note) then press the Green Enter key
9. Press 0 for the new Value, then press Enter to save the new parameter
10. Press the 1>New key to create a new parameter
11. For the new parameter, enter #CZE then press the Green Enter key
12. Press 1 for the new Value then press Enter to save the new parameter
13. Once completed the terminal will go to the screen below
14. Once on this screen press the red button until Restart appears on the screen and select restart

Note: Detailed instruction for entering “*DHEAP” on step 8: Enter the asterisk by hitting the “*” key (below the 7), then hit the number 3 key twice to get a “D”, hit the number 4 key three times to get the “H”, hit the number 3 key three times to get the “E”, the number 2 key twice to get the “A”, hit the number 7 key twice to get the “P”