

How to update VX/EVO Terminals

£100 CONTACTLESS LIMIT INCREASE

Verifone®



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UK Gateway (OCIUS) Customer Test Platform (CST)

On October 1st 2021 the £100 contactless limit changes will be deployed to our CST (Customer Test) environment so customers who wish to test their payment system with the £100 transaction limit have the ability to do so (Please bear in mind that you will need a CST Terminal to do so).

UK Gateway (OCIUS) Live Production Platform

On 15th October 2021 the live environment will be updated to support the £100 contactless changes, this document will cover the steps that need to be followed to deploy the update to any VX/EVO device.

How to mark an VX/EVO (Legacy) Terminal for the £100 Contactless Update

Prerequisites:

The device needs to have an active network connection so the device can speak with our download server.

Step 1 – Marking the Device for a download In Webcom

Marking the device for the £100 CTLS update will need to be performed through the Webcom portal, the below details the steps involved for this process:

1. Login to the Webcom portal and navigate to “TMS”, “Terminals”.
2. Under “Terminals” search for the PTID you would like to mark for the update.
3. Select the pencil icon in the left-hand side of the screen next to the device PTID.
4. Set the “Config Download” dropdown to “Mandatory”
5. Tick the “Download Required” tick box.
6. Select “Update” to schedule the download.

The screenshot shows the 'EDIT RECORD' page in the Webcom portal. The page is divided into several sections:

- Terminal Information:** Fields for PTID (30794647), Primary MAC, Current Version (V03.52.01.9154), Terminal Type (VX820), Media Type (ETHERNET), Sub Type, Device EOS Version, Device OS Version (1.16.1.6), Terminal EOS Version, and Terminal OS Version (QT000400.0).
- Terminal Name and Settings:** Fields for Terminal Name, Download Version (V03.52.01.9154), Merchant Store, Country Code (826), and Terminal Image Group ([Select]).
- Download Section:**
 - Hospitality:** A checkbox that is currently unchecked.
 - Software Download:** A dropdown menu set to 'Nothing Set'.
 - Config Download:** A dropdown menu set to 'Mandatory'.
 - Download Required:** A checked checkbox.
 - Terminal Download:** Radio buttons for 'This Terminal' (selected) and 'All System Terminals'.
 - *All terminals that match TerminalType + MediaType + SubType
- Configuration Name:** A dropdown menu.
- Buttons:** 'Update' and 'Cancel' buttons at the bottom right.
- Attached Terminal Devices:** A table with columns 'Device Name' and 'Device Id', containing one entry: 'EVO'.

Please Note: When updating the configuration there is an option to update ‘this terminal’ or ‘all system terminals. If you have a total estate size of 100 or less then you should use the latter as there is a 100 terminal capacity limit. If more than 100 terminals are marked the download will not schedule.

Please Note: when using ‘all system terminals’, the terminaltype, mediatype, subtype and configuration name should be the same.

Step 2 – Pulling through the update on the Devices

To pull through the update on the device you will simply need to logout and back into the unit, this will differ depending on whether your device is in an integrated state (connected with a POS system or being used with Ocius Sentinel) or in standalone mode.



If you are using a till system and the device is in an integrated state (showing either “Ocius Sentinel Disconnected” or “Ready”) the logout and login functionality will be controlled by your EPOS system, in this case you may need to consult with your EPOS provider to confirm how to perform the logout/login process.

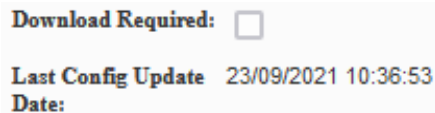
If the device is in a standalone state, you will simply need to perform the below steps:

1. Select option 4 on the device to log off
2. When prompted select the green tick to confirm the log off
3. Enter Login ID and press the green enter button
4. Enter Login PIN and press the green enter button
5. Terminal will then begin the update process

Step 3 - How to confirm the update has applied

When logging into the device as per the above, you will then see the device show a message of “Requesting Config Download”, this will pull across the download and apply to the device. Once completed the device will return to the main screen.

You can also check via the Webcom portal to confirm if the download has been successful, if this has you will see that the “Last Config Update Date:” field under “TMS”, “Terminals” next to the device will be updated to reflect this.



Additional Help/Support

If you experience any issues during the update process and require additional support, please contact the merchant helpdesk on 0333 323 6677.