

VX520 wipe and reload instructions: for terminals using DHCP

This tutorial directly loads the following applications:

- OS520245NA
- VVMAC263
- XCSB1F543
- EMAX602

Three actions are required before beginning:

- Exit the current application by pressing the * key. Enter the 'Forte' application and print reports before proceeding. Reports are available by pressing the 4th purple key from left (*in stand-alone mode*) or by pressing the 5 and 6 keys (*in hybrid mode*).
- Exit the current application by pressing the * key. Press the function key to the right of 'CommServer'. If the option is not available, press the 3 key. Press the left purple key associated with the diamond. Print the current IP configuration by pressing the 4th purple key from left.
- Make note of credentials:

Merchant ID: _____

Last 4 of serial #: _____

Master terminal password _____

Additional steps are needed if the VX520 uses a STATIC IP address. These from pages 6 and 7 immediately follow steps 40 and 132 below.

1. Exit the current application by pressing the * key
2. Press F2+F4 at the same time and release
3. Enter the master terminal password
4. Press the green key
5. Press the left purple key – down arrow
6. Press 1 – Memory Functions
7. Press 3 – Clear Mem
8. Press 4 for Group ID 4
9. Press the green key
10. Enter the master terminal password
11. Press the green key
12. Press 3 – Clear GID Files
13. Press 1 – Clear CONFIG.SYS

14. Press 1 – Clear All
15. Press the red key
16. Press 2 – Clear Split Files
17. Press the red key
18. Press 3 – Clear Mem
19. Press 1 for Group ID 1
20. Press the green key
21. Enter the master terminal password
22. Press the green key
23. Press 3 – Clear GID Files
24. Press 1 – Clear CONFIG.SYS
25. Press 1 – Clear All
26. Press the red key
27. Press 2 – Clear Split Files
28. Press the red key
29. Press the red key
30. Press the red key
31. Press 2 – Download
32. Press 1 – Group ID 1
33. Press the green key
34. Press 1 – Single-app
35. Press 2 – Partial dnld
36. Press the left purple key – down arrow
37. Press 3 – TCPIP
38. Press the green key – Download
39. Press the 2nd purple key from left – down arrow
40. Press the green key – Ethernet* (If using a STATIC IP, skip after additional steps to 43)
41. Press the green key – Download
42. Press the green key – URL String
43. Use the key pad (*see note a*) to enter: TERMINALS.FORTE.NET
 - a. Press the corresponding number on the key pad and use the 'Alpha' key to select the desired letter, number, or symbol. The decimal point is the 1 key followed by pressing the 'Alpha' key 3 times.
44. Press the green key
45. Press the 4th purple key from left – Edit (Port)
46. Use the key pad to enter: 443
47. Press the green key
48. Press the green key – SSL
49. Press the green key – Block Size
50. Press the green key – Heap Size
51. Press the 4th purple key from left – Edit (Terminal ID)
52. Use the key pad to enter the **Merchant ID + Last 4 of serial #** (e.g.: 1245078752)
53. Press the green key
54. Press the 4th purple key from left – Edit (Application Name)

55. Use the key pad to enter: OS520245NA
56. Press the green key
57. Press the green key – Resumable Download
58. Slowly press the green key repeatedly until the download starts

THE TERMINAL WILL RESTART

59. Exit the current application by pressing the * key
60. Press F2+F4 (at the same time) and release
61. Enter the master terminal password
62. Press the green key
63. Press 2 – Download
64. Press 1 – Group ID 1
65. Press the green key
66. Enter the master terminal password
67. Press the green key
68. Press 1 – Single-app
69. Press 2 – Partial dnld
70. Press the left purple key – down arrow
71. Press 3 – TCPIP
72. Press the green key – Download
73. Press the 2nd purple key from left – down arrow
74. Press the green key – Ethernet
75. Press the green key – Download
76. Press the green key – URL String
77. Press the green key – Port
78. Press the green key – SSL
79. Press the green key – Block Size
80. Press the green key – Heap Size
81. Press the green key – Terminal ID
82. Press the 4th purple key from left – Edit (Application Name)
83. Use the yellow key to erase the current value for Application Name
84. Use the key pad to enter: VVMAC263
85. Press the green key
86. Press the green key – Resumable Download
87. Slowly press the green key repeatedly until the download starts

THE TERMINAL WILL RESTART

88. Exit the current application by pressing the * key
89. Press F2+F4 (at the same time) and release
90. Enter the master terminal password

91. Press the green key
92. Press 2 – Download
93. Press 1 – Group ID 1
94. Press the green key
95. Enter the master terminal password
96. Press the green key
97. Press 1 – Single-app
98. Press 2 – Partial dnld
99. Press the left purple key – down arrow
100. Press 3 – TCPIP
101. Press the green key – Download
102. Press the 2nd purple key from left – down arrow
103. Press the green key – Ethernet
104. Press the green key – Download
105. Press the green key – URL String
106. Press the green key – Port
107. Press the green key – SSL
108. Press the green key – Block Size
109. Press the green key – Heap Size
110. Press the green key – Terminal ID
111. Press the 4th purple key from left – Edit (Application Name)
112. Use the yellow key to erase the current value for Application Name
113. Use the key pad to enter: XCSB1F543
114. Press the green key
115. Press the green key – Resumable Download
116. Slowly press the green key repeatedly until the download starts

THE TERMINAL WILL RESTART

117. Exit the current application by pressing the * key
118. Press F2+F4 (at the same time) and release
119. Enter the master terminal password
120. Press the green key
121. Press 2 – Download
122. Press 1 – Group ID 1
123. Press the green key
124. Enter the master terminal password
125. Press the green key
126. Press 1 – Single-app
127. Press 2 – Partial dnld
128. Press the left purple key – down arrow
129. Press 3 – TCPIP

130. Press the green key – Download
131. Press the 2nd purple key from left – down arrow
132. Press the green key – Ethernet* (If using a STATIC IP, skip after additional steps to 134)
133. Press the green key – Download
134. Press the green key – URL String
135. Press the green key – Port
136. Press the green key – SSL
137. Press the green key – Block Size
138. Press the green key – Heap Size
139. Press the green key – Terminal ID
140. Press the 4th purple key from left – Edit (Application Name)
141. Use the yellow key to erase the current value for Application Name
142. Use the key pad to enter: EMAX602
143. Press the green key
144. Press the green key – Resumable Download
145. Slowly press the green key repeatedly until the download starts

THE TERMINAL WILL RESTART

146. Exit the current application by pressing the * key
147. Press the 9 key
148. Press F3 – Update Now
149. Enter the master terminal password
150. Press the green key

THE TERMINAL WILL RESTART

CONGRATULATIONS: YOU HAVE COMPLETED ALL OF THE STEPS!

For VX520 assigned a static IP address, additional actions are needed. The additional steps in order are:

- Use purple keys for up and down arrows to change selection to 'Setup Network'
- Press the green key
- Enter the master terminal password
- Press the green key
- Press the green key – Comm Technology
- Press the green key – Ethernet
- Press the green key – IP Setup
- Press the 4th purple key from left – Edit
- Use purple keys for up and down arrows to change selection to 'Auto'
- Press the green key
- Press the 4th purple key from left – Edit
- Use purple keys for up and down arrows to change selection to 'Static IP'
- Press the green key
- Press the 4th purple key from left – Edit (IP address)
- Use key pad (*see note b*) to enter the IP address
 - b. Use '#' to enter '.'
- Press the green key
- Press the 4th purple key from left – Edit (Subnet Mask)
- Use key pad to enter the subnet mask
- Press the green key
- Press the 4th purple key from left – Edit (Gateway Server)
- Use key pad to enter the gateway server
- Press the green key
- Press the 4th purple key from left – Edit (DNS Server 1)
- Use key pad to enter the dns server 1
- Press the green key
- Press the 4th purple key from left – Edit (DNS Server 2)
- Use key pad to enter the dns server 2
- Press the green key
- Press the green key to save changes
- Press the green key to confirm notice to exit Comm Technologies
- Press the red key to exit Comm Technologies
- Press the red key
- Press the red key
- Press the left purple key – Menu
- Press the green key – Tools
- Use the purple keys for up and down arrows to change selection to 'Network Maintenance'
- Press the green key
- Use the purple keys for up and down arrows to change selection to 'Ethernet'
- Press the green key

- Use the purple keys for up and down arrows to change selection to 'Network Restart'
- Press the green key
- Press the red key
- Use the purple keys for up and down arrows to change selection to 'Download'
- Press the green key
- Use the purple keys for up and down arrows to change selection to 'Ethernet'
- Press the green key
- Use the purple keys for up and down arrows to change selection to 'Download'
- Press the green key
- Use the key pad to enter '1' as the Group ID
- Press the green key
- Enter the master terminal password
- Press the green key
- Use the purple keys for up and down arrows to change selection to 'Partial – Restart'
- Press the green key

[do the following only If coming from step 40]

- Use the purple keys for up and down arrows to change selection to 'URL String'
- Press the green key