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Check for update – VX680/VX820

The procedure described below should be performed either at the beginning of the day before a transaction is performed, or at the end of the day after a successful settlement.

NOTE: A settlement must be performed before attempting this update.

In order to perform a settlement, from the main menu screen (Sale, Settlement, Void, Refund) press [F2] to select Settlement. If prompted for a password enter the password (1 alpha alpha 66831) and press ok. No action needed while the batch report prints. Review displayed information and press [OK] to confirm. No action needed while the terminal contacts the host. Response will display, the settlement report prints and the screen returns to the main menu.



Verifone VX680



VX820 Duet

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- 1 From the main menu (Sale, Settlement, Void, Refund) press the **star button** on the keypad to access **VMAC** menu
- 2 If prompted to confirm exiting SoftPay **press F1 for YES** and enter password **(1 alpha alpha 66831)**
- 3 Select **EMA**
- 4 **Press F2 - Update Now**
- 5 Enter password (1 alpha alpha 66831) or (7 alpha alpha alpha 689531)
- 6 The terminal will display "Requesting updates" and will start downloading

During the update process the files will be unzipped and installed, and the terminal will reboot several times. **Do not press any buttons while the device is updating.**

Once the update is complete an Estate Management report will be printed showing that the "Terminal is Up-To-Date" and then the device reboots and returns to the VMAC menu.

Check for update – VX680/VX820 (Continued)

- 7 Select **SoftPay** to start processing transactions (Sale, Settlement, Void)

If you have any issues, please call us at 1-800-265-5158