

Restarting your terminal and running updates

A step-by-step guide

Please follow the simple steps over the page to get your terminal working, including making sure you have the latest updates and software. Please also remember to ensure your terminal(s) are fully charged if they are portable or mobile.

If you're unsure, or have any questions about your terminal, please contact us at customer.services@globalpay.com or visit our website at www.globalpaymentsinc.com/terminals where you'll find more information, including a guide *Best Practice for Cleaning Your POS Device(s)* and how to get in touch with our Risk Team if you suspect fraud.

You can also call us on 0345 702 3344* for any other queries.



Verifone Terminals

Step-by-step instructions for completing a VeriCentre call for Verifone Terminals are below. A VeriCentre call will ensure the terminal picks up all the latest updates:

Verifone VX520 Terminal

1. Press the grey button key to the right of the terminal
2. When prompted enter your password then press 'Enter'
3. The terminal will then say 'Starting VeriCentre Session' and then 'Requesting Update'
4. You will then see stars appear on the screen as the download progresses
5. Once all the stars (9) disappear from the screen the download would have been completed
6. The terminal will then reconfigure and print out a self-install report which should state that Contactless is enabled. The terminal has been successfully configured and now ready to process transactions
7. The terminal will then check for further updates then return to the main menu ready for you to use
8. Once the download has been completed a report should print out and state that the terminal has been successfully configured and is ready to process transactions. The terminal will return to the main menu

Verifone VX680 Terminal

1. On the menu there is an icon which looks like a stack of coins, in-between the printer icon and the 'Log' icon
2. Press this icon once, you will then be prompted to enter the password (which should be 999999, unless it's been changed), then press the green 'Enter' button
3. The terminal will then say 'Starting VeriCentre Session' and then 'Requesting Update'
4. You will then see stars appear on the screen as the download progresses
5. Once all the stars (9) disappear from the screen, the download would have been completed
6. The terminal will then reconfigure and print out a self-install report which should state that Contactless is enabled. The terminal has been successfully configured and now ready to process transactions
7. The terminal will then check for further updates then return to the main menu ready for you to use

Ingenico Terminals

Step-by-step instructions for completing a TMS call for Ingenico Terminals are below. A TMS call will ensure the terminal picks up all the latest updates:

Ingenico Terminal

1. Ensure the terminal is displaying 'Ready'
2. Press the 'Menu' key twice
3. Press F3 to select 'Supervisor'
4. Enter the terminal password and press 'Enter/OK'
5. Press 'Menu' key
6. Press 'F4 Call TMS'
7. A report will print showing 'Config Data: OK'
to confirm the updates have been picked up

Lines are open from 9am to 6pm, Monday to Friday, except public holidays. If you have a speech or hearing impairment, you can call us using the Relay Service by dialling 18001 followed by 0345 702 3344. Calls may be recorded. To help us continually improve on our service and in the interests of security, we may monitor and/or record your telephone calls with us. Any recordings remain our sole property.

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