NOTE: If you attempt to get in to the Comm Server area on your terminal and you see a message saying it is "*Not Responding*"...

Please re-start your terminal by un-plugging it and plugging it back in and then once it starts back up let it sit idle for several minutes and you should then be able to access Comm Server.

Please continue to the information below for instructions on how to update the Comm Server on your Cashless ATM Terminal:

Comm Server Update Instructions for POB Cashless ATM Terminals

*Needed for working internet connection on Verifone Vx510, Verifone Vx570 terminals

800-379-0476

1. Make sure that the Ethernet cable is plugged in and there is a good internet connection to the terminal.
2. Power cycle (unplug the power for a few seconds and plug it back in) the terminal to restart the terminal.
3. From the CommServer/POB screen, select F2 for **CommServer**.
4. Press the far right purple button directly under the screen (icon above it looks like a terminal or a calculator).
5. Select **Download** (F4).
6. Press **1** (should now say Group ID: 1) and press Enter.
7. Press **Single** for Download Type.
8. Select **Partial**.
9. Select **TCPIP**.
10. Press **Edit** (F3).
11. *ZP Host IPAddr:, clear out everything by pressing the Yellow backspace button at the bottom until everything you are able to clear has been deleted. Type **TERMBUILDER.NET:8013.**

Press corresponding number for the letter and then press the ALPHA button to toggle between letters.

- For **T**, press **8** then press **Alpha 1** time
- For **E**, press **3** then press **Alpha 2** times
- For **R**, press **7** then press **Alpha 2** times
- For **M**, press **6** then press **Alpha 1** time
- For **B**, press **2** then press **Alpha 2** times
- For **U**, press **8** then press **Alpha 2** times
- For **I**, press **4** then press **Alpha 3** times
- For **L**, press **5** then press **Alpha 3** times
- For **D**, press **3** then press **Alpha 1** time
- For **E**, press **3** then press **Alpha 2** times

- For **R**, press **7** then press **Alpha 2** times
- For "**.**", press **1** then press **Alpha 3** times
- For **N**, press **6** then press **Alpha 2** times
- For **E**, press **3** then press **Alpha 2** times
- For **T**, press **8** then press **Alpha 1** time
- For "**:**", press **#** then press **Alpha 2** times
- Now press the numbers, **8, 0, 1, 3**.

12.   It should now read **<u>TERMBUILDER.NET:8013.</u>** Now press **Enter**.

13.   *ZA Application ID:, clear out everything by pressing the Yellow backspace button at the bottom until everything you are able to clear has been deleted. Type **<u>SCSA1F398</u>** and then press **Enter**.

- For **S**, press **7** then press **Alpha 3** times
- For **C**, press **2** then press **Alpha 3** times
- For **S**, press **7** then press **Alpha 3** times
- For **A**, press **2** then press **Alpha 1** time
- For **1**, press the number **1**
- For **F**, press **3** then press **Alpha 3** times
- Now press the numbers, **3,9,8,**. **It will now read <u>SCSA1F398</u> now press Enter.**

14.   *ZT Terminal ID:, clear out everything by pressing the Yellow backspace button at the bottom until everything you are able to clear has been deleted. Type **<u>SCSA1F398</u>** and then press Enter.

- For **S**, press **7** then press **Alpha 3** times
- For **C**, press **2** then press **Alpha 3** times
- For **S**, press **7** then press **Alpha 3** times

- For **A**, press **2** then press **Alpha 1** time
- For **1**, press the number **1**
- For **F**, press **3** then press **Alpha 3** times
- Now press the numbers, **3, 9, 8**. **It will now read** <u>**SCSA1F398**</u> **now press Enter.**

15.   Press <u>**Start**</u> (F4)

16.   The terminal will begin to download the files from the server. The download should only take a couple of minutes and the unzipping and rebooting process will take another few minutes. Once this is complete, press POB and you should be ready to successfully run transactions.

If instructions are carefully followed step by step, your terminal will be able to connect after this procedure is completed.

If you have questions please email us at: **info@pobsupport.com** and request a call back for assistance. Thank you.

Ethernet Fix for Vx510 Dual Comm (IP) terminals:

Depending on the POB app version loaded on your Verifone VX 510 Dual Comm terminal, an addition to the app may be needed for the terminal to continue connecting to be able to successfully run transactions. If terminal cannot connect thru your Ethernet connection after re-booting the terminal (and your Router / Internet Service Provider Modem), following the instructions below should get you back up and running.

Adding Additional Parameter (see Data Entry Instructions on Pg.2)

*Note: the Alpha button is the button in the middle of the 4 purple buttons under the screen

1. Press F2+F4 (together at the same time and then let up), you should see password request.
    Enter the password: **224747**, then press enter (the Green Button at bottom of Key Pad).

2. From SYS Mode Menu 1 (shown at top of screen), press **F2** Edit Parameters

3. You will see Group Select at top of screen with Group ID_1 underneath.
    Simply press enter.

4. Put in the same password again: **224747**

5. Sys Mode Edit G1 (is shown at top of screen), press Green enter button.

6. Then, simply press the **F1 button** one time to enter new parameter.

7. Parameter: Type **VSOCSP**, then press enter. (O as in Ohio, not as in zero)
    (see Data Entry Instructions on Pg.2)

8. Just below in the "Value" section type in **0**, (zero) then press enter.
    After that press the red **Cancel button (X)** to go back to the main menu.

9. Then press **F4 Restart**

*Run a test transaction by using any card and putting in 1234 as the PIN (use a wrong PIN on purpose), and it should connect as normal. If working properly, you should see "Invalid PIN" on the screen which is what it is supposed to show when using a wrong PIN which is a msg from the issuing bank of the card that was just used.

*If the terminal does not connect… unplug the terminal, and plug it back in to re-start, then go back and double check to make sure "VSOCSP" (O as in Ohio, not as in zero) was entered correctly and adjust as needed, and then re-test.

Data Entry Instructions
<u>Note</u>: the Alpha button is the button in the middle of the 4 purple buttons under the screen

To enter: VSOCSP

V = Press #8, then press "alpha" 3 times

S = Press #7, then press "alpha" 3 times

O = Press #6, then press "alpha" 3 times

C = Press #2, then press "alpha" 3 times

S = Press #7, then press "alpha" 3 times

P = Press #7, then press "alpha" 1 time

Then, press the green enter button.

Once this is done, "Value" should appear
under VSOCSP. Once this is visible, simply
press the zero button which is the button just
above the yellow button towards the bottom
of the key pad… then press the green enter
button again.

After that press the red Cancel button (X) to
go back to the main menu.

Then press F4 Restart

*It's best to run a test transaction to verify that the terminal will connect normally.
If it does not connect and run transactions quickly as it should, please double check
the changes that were just made to verify that they were entered properly.

*Make sure Ethernet (internet) cable is plugged in to the port on the bottom of the terminal that is labelled
"**10baseT**" which is the port on the far left hand side (the port in the middle is for programming only and the
port on the right is for an external PIN Pad… neither of these 2 ports are for internet connection).