



# VeriFone VX-805 Install Guide

## Spares and Service Replacement Process: Above Store





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## **BEFORE YOU BEGIN!**

To properly replace a VX-805 in the field you will need specific pieces of information from the customer:

1. The Serial Number of the Pin Pad that is to be replaced
2. The Serial Number of the Replacement Pin Pad
3. If the Pin Pad was borrowed from another store, you will need the 6 digit store number of the Pin Pad's original store.

The Serial Number is a **9 digit number** located on a **white sticker** on the **back** of the Pin Pad  
(Pictured Below)

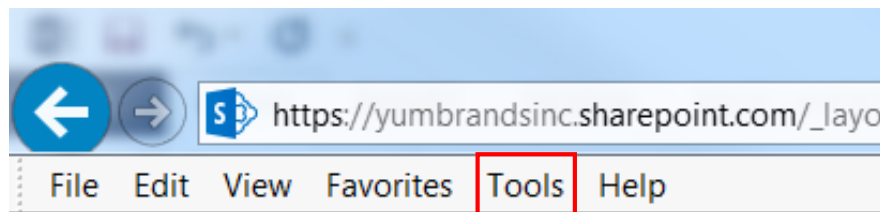




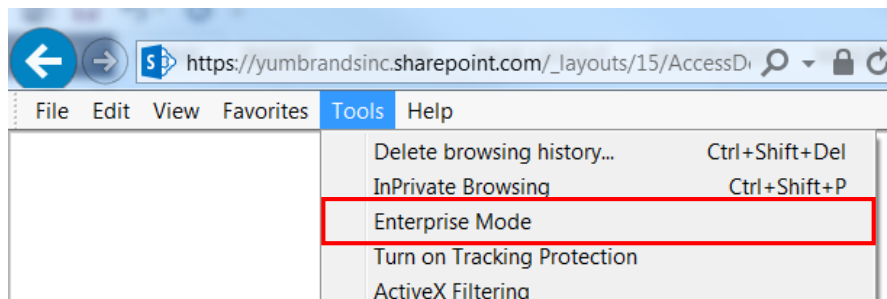
In order to access the necessary feature of the PAYware Connect site, you **MUST** be using **Internet Explorer in Enterprise Mode**.

To enable Enterprise Mode:

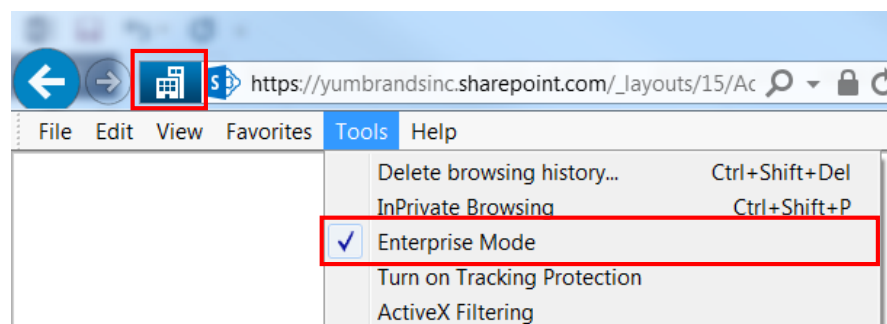
1. Click the “Tools” menu item



2. From the drop down, select “Enterprise Mode”



3. You will know you are in Enterprise mode by the new icon at the left-hand side of your search bar, as well as the checkmark next to “Enterprise Mode” in the “Tools” dropdown.





## Replacing the VX-805: PAYware Connect

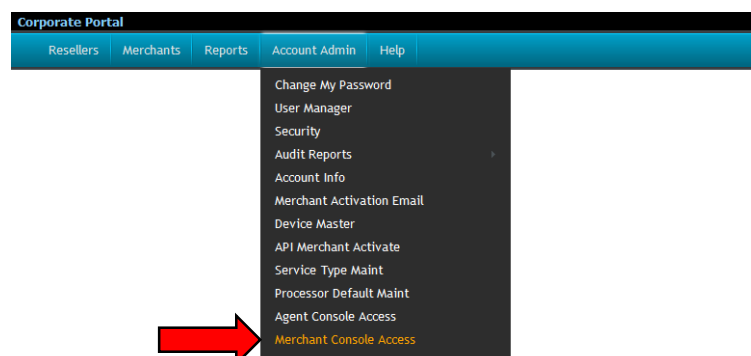
In a VX805 service replacement scenario, the existing device must be removed from the VeriFone PAYware Connect Gateway, with the new device being added back into the Gateway.

1. Connect and login to the VeriFone PAYware Connect Gateway at: <https://ipcharge.com/rc>



**NOTE: The PAYware Connect portal MUST be accessed through Internet Explorer with Enterprise mode enabled for full functionality.**

2. Once logged into the Reseller account, first select “Account Admin” from the menu bar and then proceed to select “Merchant Console Access”.





- On the Merchant Console Access page, search for the Merchant Account by entering the **6-digit store ID** in the “**Merchant ID or Merchant Name**” field and clicking “Search”.

**Corporate Portal**

Resellers Merchants Reports Account Admin Help

Merchant Console Access

Merchant ID or Merchant Name:  (Partial entry ok)

Merchant ID	Merchant	Address	City	Stat	Zip	Contact
16593100010001	PH 311423	1600 TEASLEY LN	DENTON	TX	76205	SUSAN MURRAY

- Select the Merchant ID from the search results displayed directly below the initial search field. Once the Merchant ID has been selected, proceed to select “Login”.
- A new tab will open for the “Store Portal”. Select “Click to Proceed”.

**Store Portal**

You have logged in using a one time login.  
Please Log Out when you are finished within this account.

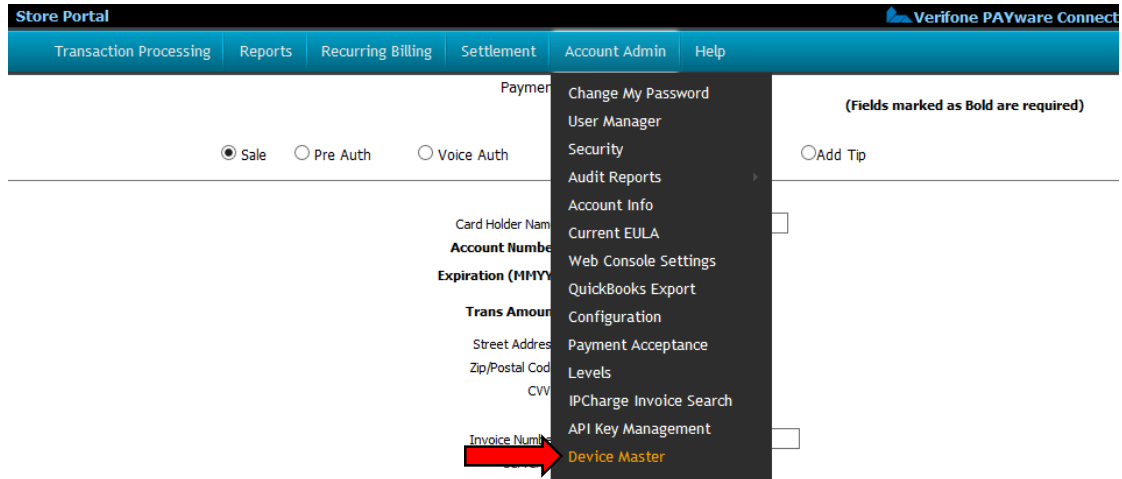
Account: 16593100010001  
Company: PH 311423

**Notice:** Due to enhanced security within PAYware Connect, your browsers navigation buttons will no longer display the previous or next page you were viewing. Please use the PAYware Connect menu options to navigate the web site.

Should you encounter "Webpage has expired" please use your browsers refresh button to retrieve the page from the PAYware Connect solution. In order to avoid this issue, please use the PAYware Connect navigation buttons and menus.



- Once logged in to the Store Portal, first select “Account Admin” from the menu bar and then proceed to select “Device Master”.



- From the device list, locate the device that is being replaced by the identifying serial number.

The screenshot shows the VeriFone Store Portal interface with the 'Device Master' section. The 'Group By' dropdown is set to 'Device Type'. The table below lists 12 devices. The PCW\_PE TID and Serial Number columns are highlighted in red for the device with TID 0001 and Serial Number 324211798.

	Group	Term Name	PWC_PE TID	Serial Number	Device Key	RSV
●	Counter	324-210-475	0007	324210475	*****qxiw	✓
●	Counter	324-211-798	0001	324211798	*****whay	✓
●	Counter	324-211-801	0002	324211801	*****WLRN	✓
●	Counter	326-913-462	0010	326913462	*****NpxV	✓
●	Counter	327472016	0006	327472016	*****YNT0	✓
●	Counter	COLE-64 MB	0011	327472272	*****rpdj	✓
●	Counter	327-472-470	0012	327472470	*****pyjv	✓
●	Counter	327-472-475	0003	327472475	*****FRWF	✓
●	Counter	327-472-482	0004	327472482	*****0ufc	✓
●	Counter	327-472-484	0005	327472484	*****uahm	✓
●	Counter	327-472-487	0008	327472487	*****Nxwo	✓
●	Counter	327-472-488	0009	327472488	*****bJRT	✓

**Record the PCW\_PE TID associated with the device, as this will be used to board the replacement device.**



8. Select the device. From the resulting pop-up window, we have the option to Edit/Delete/Copy/Reset. As this is the device that is being replaced, we want to delete the device.

**SERIAL NUMBER: 326913478**  
Client ID: 16594900010001

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☐

Merchant ID:	16594900010001
Model:	Vx805
Group Name:	
Terminal Name:	COLE
Serial Number:	326913478
Activation Date:	6/3/2016
Vericenter Resync:	✗
Admin Resync:	✗




Once the device has been verified as deleted, we need to configure the replacement device.

9. Select the image of a terminal from the Device Master home page.

Store Portal

Transaction Processing Reports Recurring Billing Settlement Account Admin Help



Group By  
To change device grouping select an option from the following list.  
☒ Device Type ☐ Group Name



 TID   CC

10. Now select “New Device”.

Store Portal

Transaction Processing Reports Recurring Billing Settlement Account Admin Help

  **New Device**  
Setup and configure new devices for the PWC API.

TID   CC





11. We now need to populate the “New Device Setup” fields with the appropriate values.

- Device Type = Payment Terminal
- Model = Vx805
- Serial Number = Serial number of the new, replacement device
- PWC\_PE TID = The value recorded earlier from the original device
- LANE = 001
- Terminal Name = Device Location, e.g, FCO1, BOE1, BOH

Store Portal VeriFone PAYware Connect

Transaction Processing Reports Recurring Billing Settlement Account Admin Help

**New Device Setup**

Device Type: Payment Terminal

Model: Vx805

Serial Number: 123-456-789

PWC\_PE TID: 0001 (Payment Engine Internal TID)

LANE: 001

Current Groups: [Dropdown]

Device Group Name: [Text]

Terminal Name: FCO1

Device Key: \*\*\*\*\*svMJCSuA

☐ Enable VeriShield

☐ Enable VeriShield Derived Key

### WARNING

“ENABLE VERISHIELD” Will enabled by default and **MUST** be un-checked!

12. Once all fields have been populated, select “Save” from the bottom of the page.

### NOTE

- Newly installed pin-pads **do not become active** in Payware until a \$1 authorization transaction has been run on the Pin-Pad.
- A Pin-Pads activation status is indicated by a **red** (inactive) or **green** (active) indicator in the “Device Master” Menu.

Vx805 Count: 12						Vx805 Count: 12					
Group	Term Name	PWC_PE TID	Serial Number	Device Key	RSV	Group	Term Name	PWC_PE TID	Serial Number	Device Key	RSV
Counter	324-210-475	0007	324210475	*****qxw	✓	Counter	324-210-475	0007	324210475	*****qxw	✓
Counter	324-211-798	0001	324211798	*****whay	✓	Counter	324-211-798	0001	324211798	*****whay	✓
Counter	324-211-801	0002	324211801	*****WLRN	✓	Counter	324-211-801	0002	324211801	*****WLRN	✓
Counter	326-913-462	0010	326913462	*****NpxV	✓	Counter	326-913-462	0010	326913462	*****NpxV	✓
Counter	327472016	0006	327472016	*****NTO	✓	Counter	327472016	0006	327472016	*****NTO	✓
Counter	COLE-64 MB	0011	327472272	*****rpdj	✓	Counter	COLE-64 MB	0011	327472272	*****rpdj	✓
Counter	327-472-470	0012	327472470	*****pyjv	✓	Counter	327-472-470	0012	327472470	*****pyjv	✓
Counter	327-472-475	0003	327472475	*****FRWF	✓	Counter	327-472-475	0003	327472475	*****FRWF	✓
Counter	327-472-482	0004	327472482	*****dufc	✓	Counter	327-472-482	0004	327472482	*****dufc	✓
Counter	327-472-484	0005	327472484	*****uahm	✓	Counter	327-472-484	0005	327472484	*****uahm	✓
Counter	327-472-487	0008	327472487	*****lxwo	✓	Counter	327-472-487	0008	327472487	*****lxwo	✓
Counter	327-472-488	0009	327472488	*****bjRT	✓	Counter	327-472-488	0009	327472488	*****bjRT	✓

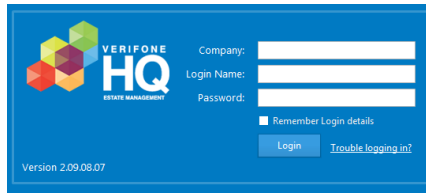
- The status indicator **does not update in real time**, the **page must be refreshed** to see if status has changed.



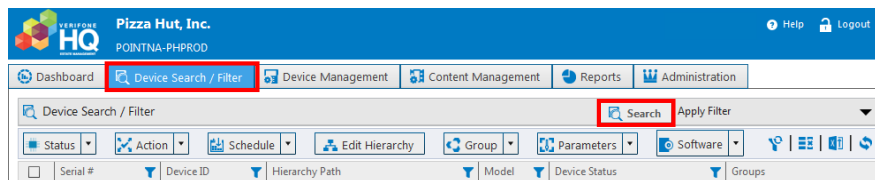
## Replacing the VX-805: VHQ

After the PAYware steps have been completed, there is an additional set of steps needed to complete the replacement of the VeriFone pin pad.

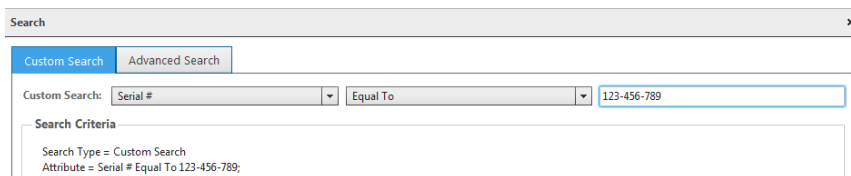
1. Connect and log in to the Verifone HQ portal at: <https://vhq.verifone.com/>



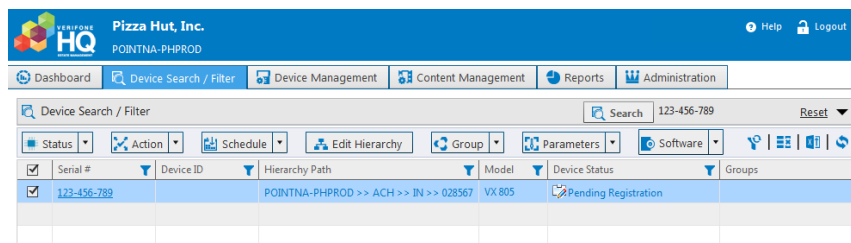
2. Once logged in to the VHQ portal, navigate to the “Device Search/ Filter” menu and select the “Search” button on the far right hand side.



3. Create a “Custom Search” based on “Serial #” “Equal To”; using the serial # of the device that is being replaced. Select “Apply”.

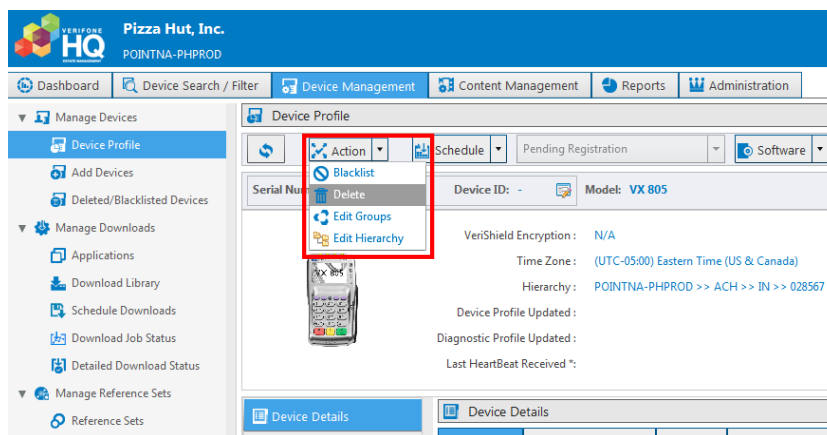


4. We now need to single click the “Serial #” from the search results to go to the device profile.



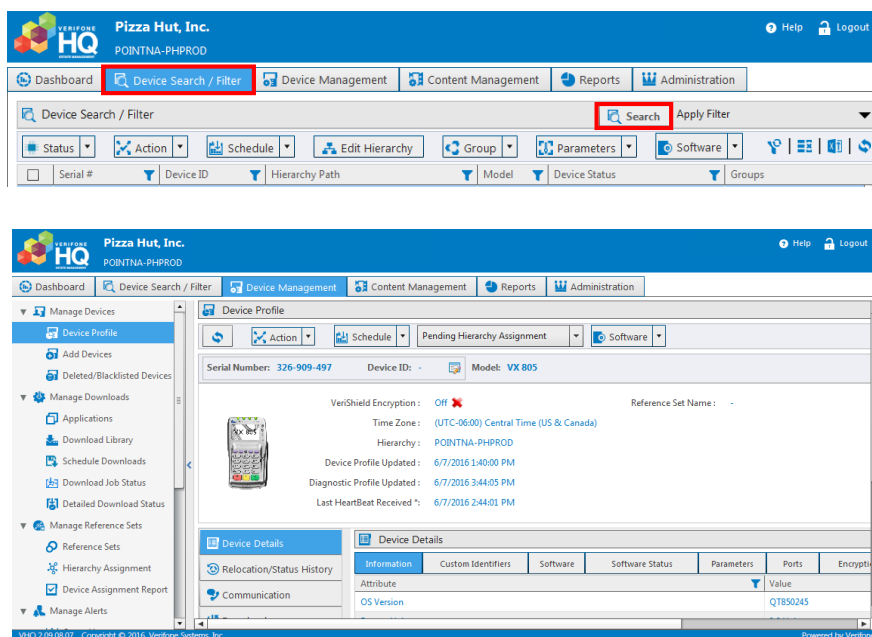


5. In the device profile, from the “Action” menu, we can delete the device.



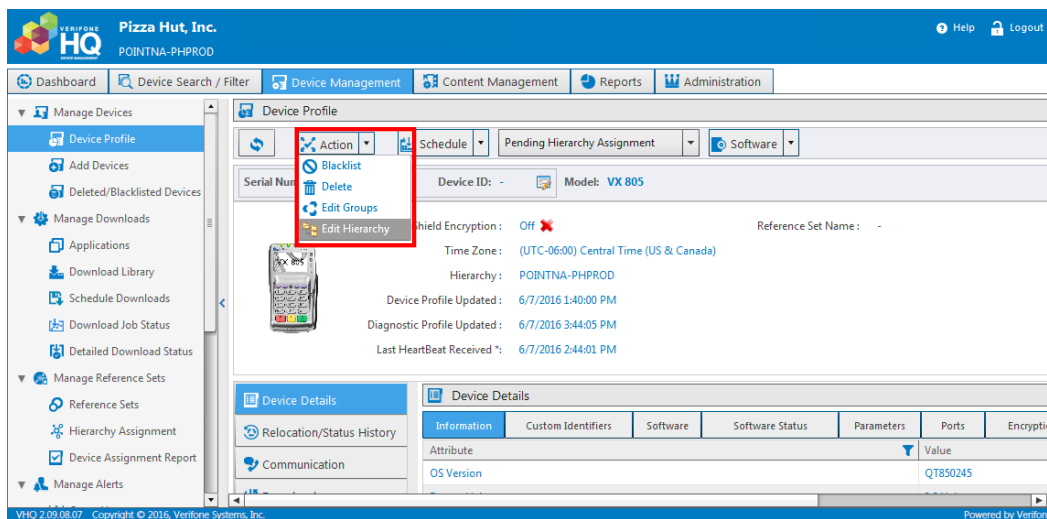
Once the original device has been deleted and the new device has been physically installed, we need to update the replacement device in to VHQ.

6. From the “Device Search / Filter” menu, access the device profile by searching for the **new devices serial number**; repeating steps 2 – 4.





7. In the device profile, from the “Action” menu, we must “Edit Hierarchy”.



8. The store number will need to be selected form the “Hierarchy” menu. This is sorted by “Organization” (Franchise/Corporate) first, then the “State” in which the unit resides, then the “Site” number / Store number.

