# worldpay

Worldpay EMV Software Update Instructions

Verifone® VX 520 | IP Connection

Follow these simple instructions after business hours to update the chip card software on your Worldpay payment terminal. You can also watch the tutorial available at www.worldpay.us/EMV

Batch Out Instructions

⚠ **Batch out or all of your transactions will be lost.**

Even if your business auto settles each day you must proceed with this step manually just this one time.
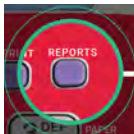
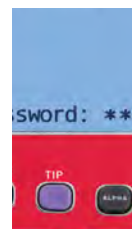**1.** On the main menu home screen **Press** the **Reports** key.

2. Press the **F** key to select **Detail Report.** The terminal will print a Detail Report.

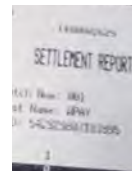**3.** After the Detail Report is printed **Press** the **X** key to return to the main menu home screen.

4. Press the **F** key to select **Settlement.**

5. Screen will ask for a password. **Enter 72797** Or, use your business' custom password. **Press Enter.**

6. A totals report will print and the terminal will display the settlement screen. **Press Enter** to confirm settlement.

7. The terminal will go through a series of screens, then the terminal will print a receipt that says **Settlement Successful.**

Proceed to Step 8 to begin the software update. ↓

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Quick and Easy

Note: The software update will take about 10 minutes to complete.
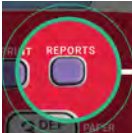
*If at any time you make a mistake or you step away and your terminal times out, **press the X key** on your terminal to start over.*
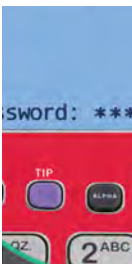
8. On the main menu home screen **Press** the ★ key.

9. Press the **F** key to select **CommServer.**
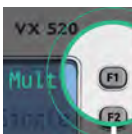
10. Press the **Reports** key.

11. Screen will ask for a password. **Enter 72797** Or, use your business' custom password. **Press Enter.** Screen will flash **Login Successful.**
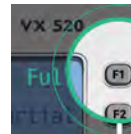
12. Press the **F** key to select **Download.**

13. Screen will ask for Group ID. **Press 1** then **Press Enter.**

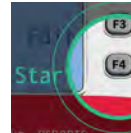**14. Press** the **F** key to select **Multi.**

15. Press the **F** key to select **Full.**
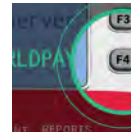
16. Press the **F** key to select **TCPIP.**

17. Press the **F** key to select **Start.**

⚠ **DO NOT TOUCH** the terminal while it downloads software.

If the screen does not change in 10 minutes, do not touch the terminal - call Customer Support:

1-800-859-5965, Option 2

18. Press the **F** key to select **Worldpay** and you will return to the home screen.

You're almost done!

Note: Your software is updated but you have two more steps to go!

19. Place a test transaction.

Place a test transaction of $0.01 to verify your terminal is working correctly with the update, using any chip or magnetic stripe card.

20. Success! Your payment terminal has been updated and is EMV chip card ready!

Take our survey and let us know about your experience. Go to worldpay.us/emvsurvey