



## Worldpay EMV Software Update Instructions

Verifone® VX 520 | IP Connection

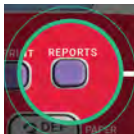
Follow these simple instructions after business hours to update the chip card software on your Worldpay payment terminal. You can also watch the tutorial available at [www.worldpay.us/EMV](http://www.worldpay.us/EMV)



### 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.



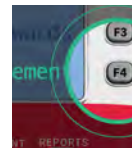
**1.** On the main menu home screen **Press** the **Reports** key.



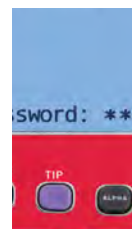
**2.** **Press** the **F** key to select **Detail Report**. The terminal will print a Detail Report.



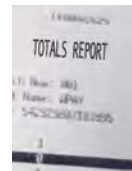
**3.** After the Detail Report is printed **Press** the **X** key to return to the main menu home screen.



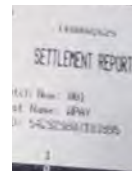
**4.** **Press** the **F** key to select **Settlement**.



**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.**



## Quick and Easy



**Note: The software update will take about 10 minutes to complete.**

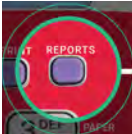
If at any time you make a mistake or you step away and your terminal times out, **press the X key** on your terminal to start over.



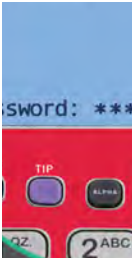
8. On the main menu home screen  
**Press** the **★** key.



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.**



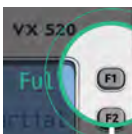
12. **Press** the **F** key to select **Download**.



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**.



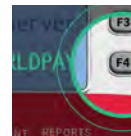
17. **Press** the **F** key to select **Start**.



**⚠ 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](https://worldpay.us/emvsurvey)