

# **Verifone Download Guide**

## Reasons To Perform New Downloads

Client has a new terminal that does not have any software loaded

Client has agreed to download after troubleshooting 481 TXN Unsuccessful error

Paytronix is not present on a terminal that previousl worked

Paytronix is the only application run on the terminal

Determine terminal type

Omni 3740/3750 or VX Model?

**Omni 3740/3750** VX Models are on later pages

Does the terminal run credit card software?

Yes

No

Refer to credit card provider for download assistance

Does the terminal connect via analog phone line?

Yes

No

Refer to download instructions

Client must have an analog phone line to download on Omni; see script

We want to assist you in downloading new software. However, downloading Paytronix should be handled by your credit card provider to ensure that the credit card software is not impacted by the download

We want to help you download software, however, the Omni terminal must have an analog phone line to download software. There are unfortunately no other methods to get the software on to the terminal. Please contact us as soon as you have access to an analog phone line

VX Model

Does the terminal run credit cards?

Yes

No

Refer to credit card processor for download assistance

Does the terminal connect through analog phone line

Yes

No

Refer to download instructions

Does the client have a USB stick?

Yes

No

Refer to USB instructions

Does the client have access to an analog phone line?

Yes

No

Refer to download instructions

Advise client they need access to USB or analog

The download requires either a USB stick or analog phone line. We want to help you, but you will need either item to proceed. Please contact us again as soon as you have the necessary items

# Download Errors Section

Bad RX Comm Error

Check \*ZR Parameter

Press F2/F4 simultaneously Enter system password

Press F2 to edit parameters

Press 5 and the green arrow key to edit parameters in group 5

Scroll to the \*ZR parameter The parameter is typically set to 5

Change the parameter value to a lower value such as 3 or 4

Press the green arrow to confirm

Press the red x key to return to the Sys Mode Menu

Power cycle and try the download again

Applicable to VX Series Terminals

No \*ZTCP Variable

Is the terminal trying to download over digital phone line?

Downloads are only supported by analog phone line

Does the customer have access to an analog phone line?

Yes

No

Have customer connect to analog phone lines;  
refer to download instructions

Does the customer have a USB memory stick?

Yes

No

Refer to USB download instructions

Advise the client they must have access to USB or analog to download

The download requires either a USB stick or analog phone line.  
We want to help you, but you will need either item to proceed.  
Please contact us again as soon as you have the necessary items

This error indicates the terminal is unable to detect a dial tone.

No Carrier

Is the terminal plugged into a digital phone line?

Yes

No

Does the customer have access to an analog phone line?

Yes

No

Have customer connect to analog phone line; refer to download instructions

Yes

Refer to USB download instructions

No

Does the customer have a USB memory stick?

Advise the client they must have access to USB or analog to download

Is the terminal directly connected to the phone line?

Yes

No

Have customer directly connect to the phone line and try again

The download requires either a USB stick or analog phone line. We want to help you, but you will need either item to proceed. Please contact us again as soon as you have the necessary items

