

**VX 680**

*Reference Guide*



VX 680 Reference Guide  
© 2015 Verifone, Inc.

All rights reserved. No part of the contents of this document may be reproduced or transmitted in any form without the written permission of Verifone, Inc.

The information contained in this document is subject to change without notice. Although Verifone has attempted to ensure the accuracy of the contents of this document, this document may include errors or omissions. The examples and sample programs are for illustration only and may not be suited for your purpose. You should verify the applicability of any example or sample program before placing the software into productive use. This document, including without limitation the examples and software programs, is supplied "As-Is."

Verifone, the Verifone logo, VeriCentre, Verix V, Verix eVo, VeriShield, VeriFind, VeriSign, and VeriFont are registered trademarks of Verifone. Other brand names or trademarks associated with Verifone's products and services are trademarks of Verifone, Inc.

**Comments?** Please e-mail all comments on this document to your local Verifone Support Team.

**Acknowledgments**

RealView is a registered trademark of ARM Ltd. For information and ARM documentation, visit: [www.arm.com](http://www.arm.com)

VISA is a registered trademark of VISA USA, Inc.

All other brand names and trademarks appearing in this manual are the property of their respective holders.

Verifone, Inc.  
1-800-Verifone  
[www.verifone.com](http://www.verifone.com)



**CONTENTS**

<b>PREFACE</b>	<b>7</b>
Audience	7
Organization	7
Related Documentation	8
Conventions and Acronyms	8
Conventions	8
Acronym Definitions	9
 <b>CHAPTER 1</b>	
<b>Terminal Overview</b>	
Features at a Glance	12
Features and Benefits	12
Exceptional Ease of Use	12
Performance and Durability	13
Security	13
Contactless Capability	13
Communication Technology	13
 <b>CHAPTER 2</b>	
<b>Using the Terminal Keys</b>	
Data Entry Modes	16
The Keypad	16
Function Key Descriptions	17
 <b>CHAPTER 3</b>	
<b>Verix Terminal Manager</b>	
When to Use Verix Terminal Manager	19
Local and Remote Operations	20
Verifying Terminal Status	20
Entering Verix Terminal Manager	20
File Groups	21
Passwords	21
System Password	22
File Group Passwords	22
Verix Terminal Manager Menus	22
Verix Terminal Manager Procedures	23
Enter and Exit Verix Terminal Manager	25
Menu 1	27
Menu 2	45
 <b>CHAPTER 4</b>	
<b>File Authentication</b>	
Introduction to File Authentication	55
The Verifone Certificate Authority	55
Special Files Used in the File Authentication Process	56
How File Authentication Works	57
Planning for File Authentication	62
Digital Certificates and the File Authentication Process	65
File Authentication and the File System	71
VeriShield File Signing Tool	74

VeriShield File Signing Tool System Requirements . . . . .	74
Operating Modes for the VeriShield File Signing Tool . . . . .	74
Command-Line Entries for the File Signing Tool . . . . .	76
Graphical Interface Mode for the VeriShield File Signing Tool . . . . .	78

## CHAPTER 5

### Performing Downloads

Downloads and Uploads. . . . .	79
Download Methods. . . . .	79
Download Tools . . . . .	80
Download Content . . . . .	81
Full and Partial Downloads. . . . .	82
Support for Multiple Applications . . . . .	84
How the File System Supports Multiple Applications . . . . .	84
The Main Application is Always Stored in GID1 . . . . .	84
Physical and Logical Access to File Groups. . . . .	85
Use of I: drive and F: drive . . . . .	85
Redirection of Files During Application Downloads . . . . .	85
Manually Redirecting Files . . . . .	86
Redirecting Files to Other File Groups . . . . .	87
Restrictions on File Redirection . . . . .	88
Using DDL.EXE to Automatically Redirect Files. . . . .	89
File Redirection in Operating System Downloads. . . . .	89
File Redirection in Back-to-Back Application Downloads . . . . .	89
File Authentication Requirements. . . . .	90
Required Certificates and Signature Files . . . . .	90
The File Authentication Process During an Application Download. . . . .	91
File Group Permissions. . . . .	94
Download an Operating System Update Provided by Verifone . . . . .	94
File Authentication for Back-to-Back Application Downloads . . . . .	95
Timing Considerations Due to the Authentication Process. . . . .	96
Support for File Compression . . . . .	96
Effect of Downloads on Existing Files and Data. . . . .	97
Set Up the Download Environment . . . . .	98
Cable Connection for Direct Downloads. . . . .	98
Setting up the Telephone Line Connection for Telephone Downloads. . . . .	101
Preparing Cable Connection for Back-to-Back Application Downloads . . . . .	101
Direct Application Downloads . . . . .	102
Hardware Checklist. . . . .	102
Software Checklist . . . . .	102
Checklist for Effects on Files and Settings in the Receiving Terminal . . . . .	102
Direct Application Download Procedure . . . . .	103
Direct Operating System Downloads . . . . .	110
Hardware Checklist. . . . .	110
Software Checklist . . . . .	110
Checklist for Effects on Files and Settings in the Receiving Terminal . . . . .	110
Direct Operating System Download Procedure . . . . .	112
Download by Telephone. . . . .	117
Hardware Checklist. . . . .	117
Software Checklist . . . . .	117
Telephone Download Procedure . . . . .	118
Back-to-Back Application Downloads. . . . .	122
Hardware Checklist. . . . .	122

	Software Checklist . . . . .	122
	Checklist for Effects on Files and Settings in the Receiving Terminal . . . .	123
	Back-to-Back Application Download Procedure . . . . .	123
	Download from a USB Flash Drive. . . . .	128
	Building a Verifone.zip File . . . . .	128
	USB Flash Drive Download Procedure. . . . .	131
<b>CHAPTER 6</b>		
<b>Specifications</b>	Power . . . . .	135
	DC Power Pack . . . . .	135
	Temperature. . . . .	135
	External Dimensions . . . . .	135
<b>CHAPTER 7</b>		
<b>Maintenance</b>	Cleaning the Terminal . . . . .	137
	Terminal Contacts . . . . .	137
	Smart Card Reader . . . . .	137
<b>CHAPTER 8</b>		
<b>Verifone Service and Support</b>	Returning a Terminal or Smart Battery for Service . . . . .	139
	Accessories and Documentation . . . . .	140
	Power Pack. . . . .	140
	Printer Paper. . . . .	140
	Verifone Cleaning Kit . . . . .	141
	Spare Battery . . . . .	141
	USB Host Cable . . . . .	141
	Modem Dongle . . . . .	141
	Serial Dongle . . . . .	141
	Telephone Line Cable. . . . .	141
	Documentation . . . . .	141
<b>APPENDIX A</b>		
<b>System Messages</b>	Error Messages . . . . .	143
	Information Messages . . . . .	151
<b>APPENDIX B</b>		
<b>Troubleshooting Guidelines</b>	Terminal Does Not Start. . . . .	161
	Terminal Display Does not Show Correct/Readable Info. . . . .	161
	Smart Battery Does Not Charge. . . . .	162
	Spare Battery in Base Station Does Not Charge . . . . .	162
	Blank Display . . . . .	162
	Terminal Does Not Dial Out . . . . .	163
	Printer Does Not Print . . . . .	163
	Printer Paper Jam . . . . .	163
	Keypad Does Not Respond . . . . .	164
	Transactions Fail To Process. . . . .	164
<b>APPENDIX C</b>		
<b>Port Pinouts</b>	Multiport . . . . .	167
	RS-232 Port (USB-Serial Dongle) . . . . .	168
	Telco Port (USB-Modem Dongle . . . . .	168

DC Input Jack Polarity for VX 680 3G, Base Station and 08641-01-R Cable .....	168
--	-----

**APPENDIX D****ASCII Table**

The ASCII Table .....	169
-----------------------	-----

**APPENDIX E****VX 680 Smart  
Battery Information**

Smart Battery .....	171
Smart Battery Features .....	171
Charging .....	172
Battery Life .....	172
Advantages .....	172
Precautions .....	173
Notable VX 680 Battery Specifications .....	174
Safety/Protection Circuit .....	174
Cell Temperature Monitoring .....	174
ESD Protection .....	174
Trip Recovery .....	174
Smart Battery FAQs (for VX 680) .....	175
VX 680 Battery Specific Terms and Definitions .....	175
VX 680 Base Station .....	177
Standard Base Station .....	177
Full-featured Base Station .....	177
General Battery Terms and Definitions .....	177

<b>GLOSSARY</b> .....	181
-----------------------	-----

<b>INDEX</b> .....	187
--------------------	-----



This guide is the primary source of information for setting up and installing the terminal.

## Audience

This guide is useful for anyone installing and configuring the terminal.

## Organization

This guide is organized as follows:

[Chapter 1, Terminal Overview](#). Provides an overview of the VX 680 terminal.

[Chapter 2, Using the Terminal Keys](#). Explains how to set up and install the VX 680 terminal. It tells you how to select a location, establish power and telephone line connections, and how to configure optional peripheral devices.

[Chapter 3, Verix Terminal Manager](#). Describes password-controlled, Verix Terminal Manager operations, as well as how to use it to perform a variety of test and configuration procedures.

[Chapter 4, File Authentication](#). Describes the file authentication module of the VeriShield security architecture and describes how to use the file signing utility, VeriShield File Signing Tool to generate signature files.

[Chapter 5, Performing Downloads](#). Documents procedures for downloading applications and files to VX 680 units.

[Chapter 6, Specifications](#). Explains how to maintain your VX 680 terminal.

[Chapter 7, Maintenance](#). Discusses the power requirements and dimensions of the VX 680 terminal.

[Chapter 8, Verifone Service and Support](#). Provides information on contacting your local Verifone representative or service provider, and information on how to order accessories or documentation from Verifone.

[Appendix A, System Messages](#). Provides description about error and information messages, which are grouped into two categories.

[Appendix B, Troubleshooting Guidelines](#). Provides information to help you install and configure your Verifone Global Template terminal successfully.

[Appendix C, Port Pinouts](#). Provides list of pinouts for the Verifone Global Template terminal, dongles, and cable connectors.

[Appendix D, ASCII Table](#). Provides an ASCII table.

[Appendix E, VX 680 Smart Battery Information](#). Provides information about the VX 680 Smart Battery.



## Related Documentation

Refer to the following set of documents to learn more about the terminal:

- *VX 680 Certifications and Regulations Sheet*, VPN DOC268-001-EN
- *VX 680 Quick Installation Guide*, VPN DOC268-002-EN
- *VX 680 Standard Base Quick Installation Guide*, VPN DOC268-005-EN
- *VX 680 Full-Featured Base and Dongle Quick Installation Guide*, VPN DOC268-006-EN
- *VX 680 CDMA Certifications and Regulations Sheet*, VPN DOC268-012-EN
- *VX 680 ECR Certifications and Regulations Sheet*, VPN DOC268-034-EN
- *VX 680 ECR Quick Installation Guide*, VPN DOC268-035-EN
- *Verix eVo Volume I: Operating System Programmers Manual*, VPN DOC00301
- *Verix eVo Volume II: Operating System and Communications Programmers Guide*, VPN DOC00302
- *Verix eVo Volume III: Operating System Programming Tools Reference Manual*, VPN DOC00303
- *VX680 3G HW ERS REVA00*, SPC268-026-01-A.
- *VX 680 3G SW ERS 7-26*, SPC268-025-01-A.
- *VX 680 3G PRD Rev A01*, SPC268-028-01-A.
- *VX 680 3G EOS FRD REVB 02*.

## Conventions and Acronyms

This section describes conventions and acronyms used in this manual.

### Conventions




Various conventions are used to help you quickly identify special formatting. [Table 1](#) describes these conventions and provides examples of their use.

**Table 1 Document Conventions**

Convention	Meaning	Example
Blue	Text in blue indicates terms that are cross referenced.	See <a href="#">Conventions and Acronyms</a> .
<i>Italics</i>	Italic typeface indicates book titles or emphasis.	You <i>must</i> install a roll of thermal-sensitive paper in the printer.
Courier	The courier typeface is used while specifying onscreen text, such as text that you would enter at a command prompt, or to provide an URL.	<code>RetrieveClearCardData</code> retrieves the previous swipe's clear track data and places it into the <code>pstSwipeOut</code> argument.



**Table 1 Document Conventions**

Convention	Meaning	Example
	The pencil icon is used to highlight important information.	RS-232-type devices do not work with the PINpad port.
	The caution symbol indicates possible hardware or software failure, or loss of data.	The terminal is not waterproof or dustproof, and is intended for indoor use only.
	The lightning symbol is used as a warning when bodily injury might occur.	Due to risk of shock do not use the terminal near water.

**Acronym Definitions** Various acronyms are used in place of the full definition. [Table 2](#) presents acronyms and their definitions.

**Table 2 Acronym Definitions**

Acronym	Definitions
AC	Alternating Current
A-GPS	Assisted Global Positioning System
BT	Bluetooth
CDMA	Code Division Multiple Access
DUN	Dial-Up Network
ECR	Electronic Cash Registers
EMV	Europay MasterCard and VISA
GPRS	General Packet Radio Service
GPS	Global Positioning System
GSM	Global System for Mobile Communication
HSPA	High Speed Packet Access
ITP	Internal Thermal Printer
LCD	Liquid Crystal Display
LED	Light Emitting Diode
MRA	Merchandise Return Authorization
MSAM	Micromodule-Size Security Access Module
PAN	Personal Area Network
PED	PIN Entry Device

**Table 2      Acronym Definitions**

Acronym	Definitions
PIN	Personal Identification Number
QVGA	Quarter Video Graphics Array
RJ45	Registered Jack 45
RS-232	Recommended Standard 232
R-UIM	Removable User Identity Module
SAM	Security Access Module
SD	Secure Digital
SIM	Subscriber Identity Module
TFT	Thin Film Transistor
UART	Universal Asynchronous Transmitter/Receiver
UMTS	Universal Mobile Telecommunications System
USB	Universal Serial Bus
VPN	Verifone Part Number
Wi-Fi	Wireless Fidelity

### Terminal Overview

This chapter provides a brief description of the VX 680 terminal. This terminal features a large color and touchscreen display, fast processor, abundant memory, PCI 2.0, PCI 3.0, and PCI 3.1 security (VX 680 3G), as well as SIM support and integrated contactless features.

The VX 680 terminal is a portable, battery-powered device designed to fit comfortably during handheld consumer-facing applications. It features a vibrantly colored 3.5" TFT QVGA display and a backlit spill-resistant keypad. It supports a variety of communications technologies including: 3G universal mobile telecommunications system (UMTS), 802.11b/g/n wireless fidelity (Wi-Fi) with WPA2 security support, GPRS, Bluetooth wireless technology (BT), CDMA, and global positioning system (GPS) / assisted GPS (A-GPS).

#### NOTE



Verifone ships variants of the VX 680 terminal for different markets. Your terminal may have a different configuration. VX 680 with ECR functionality is specific only to Turkey market.



**Figure 1**      **VX 680 Terminal**

## Features at a Glance

The following are the features of VX 680:

- 400 MHz ARM11 RISC processor delivers power and usability in a convenient “hand-over” design.
- Multi-application operating environment.
- Advanced memory architecture to meet tomorrow’s needs with support for 192 MB
- Backward compatibility with Verifone solutions help reduces development costs.
- Drop-resistant design minimizes breakage
- 32-bit processing and multi-tasking capabilities.
- Security architecture exceeds specifications for PCI-PED and sophisticated file authentication.
- Securely supports and runs payment and value-added applications along with signature capture.
- Offers unsurpassed performance on EMV smart card transactions.
- Max UI design provides large 3.5” color QVGA display, and large blue backlit keys for easier viewing.
- Adds vibrant color and touchscreen to the smallest purpose-built wireless payment device.
- Multiple connectivity and Contactless options.
- Spill-resistant design forces liquid down and off the front of the terminal.
- USB support for Verifone peripheral devices.

## Features and Benefits

VX 680 terminals provide the right combination of features and functions including a triple-track magnetic stripe card reader, smart card reader, SIM (dual SIM for VX 680 3G), integrated PIN pad, color touchscreen display, optional contactless support, and a quiet yet fast internal thermal printer (ITP).

## Exceptional Ease of Use

- Lightweight, tapered design, compact, stylish and the ergonomic balance allows convenient terminal hand-off to the consumer for PIN entry or other input.
- Large 3.5” color TFT display for boundless application possibilities and easy readability under various lighting conditions.
- Large, blue backlit keys provide tactile response to simplify usage and minimize finger slips.
- 38 mm diameter paper roll with a trouble-free, drop-in, “clam shell” loading and dual tear bar that allow receipts to be torn in any direction.
- Quiet and fast integrated thermal printer with a rear placement to maximize the user interface area.
- Vertical magnetic stripe card reader with an extended blade for optimal card reading.
- Touchscreen for icon-based applications or electronic signature capture support.
- Optional hands-free holster is available that fits the server’s or clerk’s belt so that the POS device can be quickly removed and easily handed to the customer.

## **Performance and Durability**

- Fast transactions due to powerful 400 MHz ARM11 processor.
- High-capacity 7.2 V 1800 mAh Lithium battery.
- Standard base for drop-and-go charging or optional full-featured base with spare battery charging.
- USB ports for connection to supported USB peripherals.
- Rounded corners and drop resistant to 3 feet on concrete floor to minimize breakage.
- 192 MB of memory with optional removable SD flash memory.

## **Security**

- PCI PED 2.0 and PCI PED 3.0 approved for debit and other PIN-based transactions. PCI 3.1 Compliance plus country specifics (Interact, UKCC, APCA, PCI+ and ZKA) for VX 680 3G.
- EMV Level 1 and 2 Type Approval.
- Tamper-resistant construction, SSL protocols, and VeriShield file authentication.
- Latest WPA2 Wi-Fi security and supports VeriShield Protect encryption implementations.

## **Contactless Capability**

- Advanced contactless architecture that future-proofs investment with a single contactless interface (SingleCI), SoftSAMs, and side-by-side application architecture.
- On-screen tap zone (CTLS logo) for optimized user experience.
- Contactless version accepts EMV and mag-stripe contactless payments as well as PIN-based transactions.

## **Communication Technology**

- VX 680 GPRS and 3G: Long-range wireless payment for retailers that have no physical location limitations.
- VX 680 CDMA: Long-range wireless payment for Non-GPRS coverage areas.
- VX 680 Wi-Fi: Ideal for retailers that need multiple wireless devices and has existing IP infrastructure.
- VX 680 Bluetooth: Simple, plug-and-play installation for locations that need short-range wireless capability.



## Using the Terminal Keys

Before proceeding to other tasks, familiarize yourself with the operational features of the VX 680 terminal keypad to enter data.

This section describes how to use the keypad, which consists of a 12-key Telco-style keypad with three color-coded keys below the keypad. Using these keys you can perform all data entry tasks described in this manual.

For added convenience, the keypad is automatically back-lit when you power on the terminal.

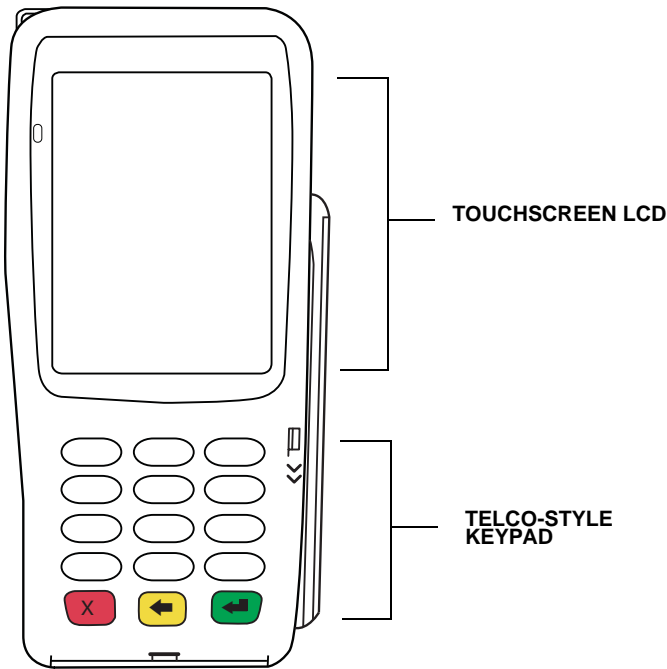


Figure 2 Front Panel Key Arrangement

NOTE



Actual keypad may vary.



## Data Entry Modes

Before you can use the keys on the front panel to enter ASCII characters, the VX 680 terminal must be in a mode that accepts keyed data entry. There are two terminal operating modes, each enabling you to press keys to enter data under specific circumstances:

- **Normal mode:** This is the terminal operating mode where an application program is present in mDRAM and currently running.
- **Verix Terminal Manager (VTM) mode:** This is a special, password-controlled terminal operating mode for performing a variety configuration procedures that cannot be performed when an application is running.

### NOTE



If you enter Verix Terminal Manager while a terminal application is running in normal mode, Verix Terminal Manager preempts the application and takes control of the display and keyboard. The only way to exit Verix Terminal Manager is to restart the terminal. For this reason, once you enter the Verix Terminal Manager, you cannot return to the application in the same session.

If you turn on a VX 680 terminal with an application stored in memory and \*GO variable set to the application name, the application executes and the terminal automatically enters normal mode. The application then controls how terminal keys process transactions and when you can use specific keys to type characters or respond to prompts.

## The Keypad

The keypad is a 13-key arrangement, consisting of a 12-key Telco-style keypad (Figure 2).

### NOTE



The VTM functions described in the [Verix Terminal Manager](#) section requires you to enter numbers, letters, or symbols using the keypad.

Using the keypad, you can enter up to 50 ASCII characters, including the letters A–Z, the numerals 0–9, and the following 20 special characters: (\*), (,), ('), ("), (-), (.), (#), (%), (:), (!), (+), (@), (=), (&), (space), (;), (\$), (\_, \), and (/).

Alphabetic characters are entered by pressing its corresponding number in the keypad multiple times within a given time.

## Function Key Descriptions

The following are the function keys of the terminal's keypad.

### NOTE



The terminal's operating mode and context determine the specific action performed when you press one of the function keys. The following descriptions are provided solely to acquaint you with some general characteristics of these function keys before presenting more detailed Verix Terminal Manager procedure descriptions.



### Cancel Key

Pressing the Cancel key in normal mode—when the terminal's application is loaded and running. It terminates the current function or operation.

In Verix Terminal Manager, use Cancel to perform a variety of functions. The most common use of Cancel in Verix Terminal Manager is to exit a Verix Terminal Manager submenu and return to the main Verix Terminal Manager menu. The specific effect of pressing the Cancel key depends on the currently active Verix Terminal Manager menu.



### Clear Key

In normal mode, the Clear key is commonly used to delete a number, letter, or symbol on the terminal's display screen. Press Clear one time to delete the last character typed on a line. To delete additional characters, moving from right-to-left, press Clear once for each character or hold down Clear to delete all characters in a line.

In Verix Terminal Manager, the specific effect of pressing the Clear key depends on the currently active Verix Terminal Manager menu.



### Enter Key

In normal mode, the Enter key is generally used in the same way as the enter key on a PC, that is, to end a procedure, confirm a value or entry, answer "Yes" to a query, or select a displayed option.

In Verix Terminal Manager, press the Enter key to begin a selected procedure, step forward or backward in a procedure, and confirm data entries. The specific effect of the Enter key depends on the currently active Verix Terminal Manager menu.





### Verix Terminal Manager

This chapter describes a category of terminal functions called *terminal manager operations*.

- Press **ENTER** and **7** keys at the same time and enter the password to open the Verix Terminal Manager (VTM). See [Entering Verix Terminal Manager](#).
- Since files are loaded into specific groups, VTM users can view files, delete files, and manage configuration variables. See [File Groups](#).
- Use the system and file group passwords to secure applications and information on the terminal. See [Passwords](#).
- Use the terminal manager menus and submenus to configure terminals; download and debug applications; perform diagnostics such as changing console settings, managing keys and view terminal information; and perform routine tests and terminal maintenance. See [Verix Terminal Manager Menus](#).

Verix Terminal Manager is used exclusively by those responsible for configuring, deploying, and managing on-site VX 680 terminal installations.

#### When to Use Verix Terminal Manager

Use the Verix Terminal Manager functions to perform different subsets of related tasks:

- **Application programmers** configure a development terminal, download development versions of the VX 680 application program, then test and debug the application until it is validated and ready to be downloaded to other terminals.
- **Deployers of VX 680 terminals to end-user sites** perform the specific tasks required to deploy a new VX 680 terminal on-site, including configuring the terminal, downloading application software, and testing the terminal prior to deployment.
- **Terminal administrators or site managers** change passwords, perform routine tests and terminal maintenance, and configure terminals for remote diagnostics and downloads by telephone.

To perform the subset of tasks that corresponds to a job, select the appropriate Verix Terminal Manager menu(s) and execute the corresponding procedure(s).

## Local and Remote Operations

The terminal manager operations available on a VX 680 terminal can be divided into the following two categories or types:

- **Local operations** address a stand-alone terminal and do not require communication or data transfers between the terminal and another terminal or computer. Perform local Verix Terminal Manager operations to configure, test, and display information about the terminal.
- **Remote operations** require communication between the terminal and a host computer (or another terminal) over a telephone line or a cable connection. Perform remote Verix Terminal Manager operations to download application software to the terminal, upload software from one terminal to another, or download over the phone line using a modem dongle from VeriCentre or from another download host.

This chapter contains descriptions on how to perform local Verix Terminal Manager operations. For information on performing remote operations, such as downloads, refer to [Performing Downloads](#) for more information.

## Verifying Terminal Status

The VX 680 terminal you are using may or may not have an application program running on it. After you have set up the terminal (refer to Terminal Setup in *VX 680 Installation Guide*, VPN-DOC268-003-EN) and the terminal is turned on, use the following guidelines to verify terminal status regarding software and current operating mode:

- If no application program is loaded into terminal memory, the message **DOWNLOAD NEEDED** appears on the display screen.

### NOTE



From this point, press **ENTER** and **7** key simultaneously to access Verix Terminal Manager and perform the required download.

- If an application program is loaded and \*GO is set in the configuration file in group 1 to the application's name into terminal memory, an application-specific prompt appears. The application is running and the terminal is in normal mode. If all installation steps are complete, the terminal can process transactions.

## Entering Verix Terminal Manager

To prevent unauthorized use of the Verix Terminal Manager menus, the VX 680 terminal OS requires a system password each time you enter Verix Terminal Manager. To access the Verix Terminal Manager password entry screen, simultaneously press the **ENTER** and **7** keys. The default, factory-set system password is "**166831**." Use the following key sequence to enter this password:

**1 6 6 8 3 1 ENTER**

After entering the correct password, the terminal enters the terminal manager and displays the first terminal manager main menu. You can now cycle through all Verix Terminal Manager main menus.

## File Groups

The VX 680 operating system implements a file system in memory. Files are assigned to one of 15 groups for access control. Groups are similar to directories on a computer in that different applications can be stored in separate file groups, just like different computer applications can be stored in separate directories. Groups are referred to as Group n or GIDn throughout this manual.

Each group is protected by a separate password, and each has a separate `CONFIG.SYS` file. The following rules apply to the VX 680 file group system:

- The primary application must be downloaded into Group 1.
- On terminal power up and after a restart, the terminal defaults to Group 1 as the controlling group.
- Group 1 applications have access to files stored in all groups. Other applications can reside in Groups 2–14.
- Applications in a group other than Group 1 have access only to themselves and files stored in Group 15.
- Group 15 is globally accessible, making it an ideal location for files shared by multiple applications, such as shared libraries.
- File Groups 1–15 are empty until they are filled through a download to the VX 680 terminal.

For more information on managing file groups, refer to the *Verix eVo Volume I: Operating System Programmers Manual* -VPN DOC00301.

## Passwords

Handle passwords as you would PC passwords.




**CAUTION** If you change a password but forgot it later on, there is no password recovery method. Without the password, you are unable to access Verix Terminal Manager operations and may be prevented from requesting a download, performing remote diagnostics, or changing any of the information already stored in memory. The terminal can, however, continue to process transactions in normal mode.

If you forget or lose the system password to your terminal, please contact your local Verifone representative for assistance.



**NOTE** Passwords must be in numeric characters only and must be greater than five digits and less than 10 digits in length.

**System Password** When you key in the system password to enter terminal manager, an asterisk (\*) appears for each character you type. These asterisks prevent your password from being seen by an unauthorized person.

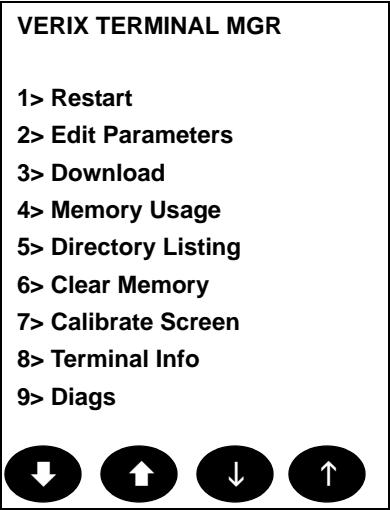
**NOTE**  Some application program downloads automatically reset the system password. If your system password no longer works, check if a download has changed your password.

**File Group Passwords** From manufacture, each file group uses the default password “166831,” which is entered as follows:

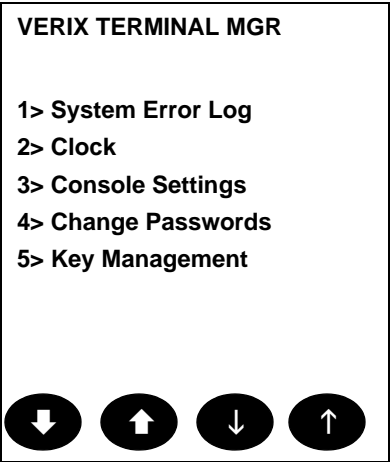
**1 6 6 8 3 1**, and press **ENTER**

**Verix Terminal Manager Menus** The two main terminal manager menus are listed in the following table.

**Table 3 Verix Terminal Manager Menus**



**Figure 3 Menu 1**



**Figure 4 Menu 2**

On successful entry of the system password, **VERIX TERMINAL MGR MENU** appears.



To return to a previous menu, tap the **UP** icon (↑) on the left side of the screen. To go to the next menu, tap the **DOWN** icon (↓) in the screen. The smaller arrows on the right side of the screen, **UP** (↑) and **DOWN** (↓), are used to select any submenu from the list. Pressing **ENTER** will choose the highlighted function. To return to the main Verix Terminal Manager menu and cancel any changes, press the **CANCEL** key. The user can also select the item from the menu by pressing the corresponding number key indicated at the left of the item selected.

Each menu has items to select; some items contain submenus or a series of prompts. When prompted to enter alphabetic or special characters, use the procedure described in [Chapter 2](#).

When performing downloads or operations that change or clear files, the password for each file group is required. The password is only required once per session per file group.

# Verix Terminal Manager Procedures

The procedures in this section explain how to use each of the Verix Terminal Manager menus listed in [Table 3](#). Each procedure description starts at a main Verix Terminal Manager menu. Each procedure takes you step-by-step through a complete Verix Terminal Manager operation in the following sequence:

- 1 When the main Verix Terminal Manager menu appears, scroll up or down using the **UP** (↑) and **DOWN** (↓) icons on the right side of the screen to select an operation.
- 2 Press **ENTER** to select the operation.
- 3 Complete the operation.
- 4 Return to the main Verix Terminal Manager menu.

Procedure descriptions are arranged in the following tabular format:

### Table 4      Procedural Description Example

Display	Action
Screen displayed	Action required

Table 4      Procedural Description Example

Display	Action
Submenu Row	
<b>Screens displayed on submenu selection</b>	Action required

The Display column in Table 4 indicates what appears on the terminal display screen at each step of the procedure. Please note the following conventions used in this column:

- If a prompt or message appears on the screen exactly as it is described, it is shown in Arial bold font and in lower case with the first letter capitalized. For example, **Download Needed**.
- If text is enclosed in parentheses, the actual text or message may vary depending on the terminal version you have. For example, in (Application Prompt), the normal font is used and text appears in lower case with first letter capitalized.

The Action column provides a procedural description that:

- Describes the current step and context of the procedure.
- Indicates the entries to perform using the keypad in response to a prompt or message.
- Provides additional explanations or information about the steps of that particular Verix Terminal Manager menu.

A submenu row indicates a specific menu evoked from a main menu screen. A description of that screen and procedure immediately follows the submenu row.

The following keys have the same function on all submenus:



- Press the **ENTER** key to choose the function and display the submenu selected. When editing, pressing **ENTER** will save a newly entered variable.



- Press the **CANCEL** key to exit any submenu without saving changes.

## Enter and Exit Verix Terminal Manager

To enter terminal manager after you have turned on the VX 680 terminal, follow the procedure described below.

### NOTE



On successful completion, some operations automatically exit Verix Terminal Manager and restart the terminal. Other operations require that you exit Verix Terminal Manager and restart the terminal. To manually exit Verix Terminal Manager, select 1> **RESTART** in **VERIX TERMINAL MGR**.


**Table 5 Enter Verix Terminal Manager**

Display	Action
<p>VERIFONE VX 680 QT6G012J 10/29/2012 Verix COPYRIGHT 1997-2012 VERIFONE ALL RIGHTS RESERVED</p> <p>BATTERY 97% FOR STATUS PRESS KEY 3</p>	<p>At startup, the terminal displays a copyright notice screen that shows the terminal model number, the OS version of the VX 680 stored in the terminal's memory, the date the firmware was loaded into the terminal, and the copyright notice.</p> <p>This screen appears for three seconds, during which time you can enter Verix Terminal Manager by simultaneously pressing <b>ENTER</b> and <b>7</b> key.</p> <p>You can extend the display period of this screen by pressing any key during the initial three seconds. Each keypress extends the display period an additional three seconds.</p> <p>If the battery has not been initially charged, the screen displays <b>BATTERY NOT CALIBRATED</b> to inform the user to initialize and condition the battery.</p> <p>For more information about the battery, refer to <a href="#">VX 680 Smart Battery Information</a>.</p>
<p>VERIFONE VX 680 QT6G012J 10/29/2012 Verix</p> <p>COPYRIGHT 1997-2012 VERIFONE ALL RIGHTS RESERVED</p>	<p>If some other certificate is loaded by a reseller (for example, bank), the fourth line is left blank.</p>

**Table 5** Enter Verix Terminal Manager (continued)


Display	Action
<b>VERIFONE VX 680</b> <b>QT6G012K</b> <b>11/19/2012 Verix</b> <b>** T A M P E R **</b> <b>COPYRIGHT 1997-2012</b> <b>VERIFONE</b> <b>ALL RIGHTS RESERVED</b>	<p>If an attempt to break into the terminal's system has been made, the message <b>** T A M P E R **</b> is displayed in place of the certificate. The terminal will remain in this state until the condition has been remedied.</p>
<b>&lt;application prompt&gt;</b>	<p>If an application already resides on the terminal, an application-specific prompt is displayed. Otherwise, an error message is displayed. For more information on startup errors, see <a href="#">STARTUP ERRORS</a>.</p>
<b>TERMINAL MGR ENTRY</b>  <b>Please Enter Password</b> _____	<p>If an application prompt appeared and you chose to enter the terminal manager, you are prompted to type the system password.</p> <p>Use the default password "166831." This password is entered as:</p> <p><b>1 6 6 8 3 1</b>, and press <b>ENTER</b>.</p> <p>Use <b>CLEAR</b> to delete the entry and correct any mistakes. If you enter an incorrect password, the terminal exits the <b>TERMINAL MGR ENTRY</b> screen. Verify your password and reenter it.</p> <p>To quit this operation and return to the application prompt or <b>DOWNLOAD NEEDED</b> screen, press <b>CANCEL</b>.</p>

**Table 5** Enter Verix Terminal Manager (continued)

Display	Action
<p><b>VERIX TERMINAL MGR</b></p> <p>1&gt; Restart 2&gt; Edit Parameters 3&gt; Download 4&gt; Memory Usage 5&gt; Directory Listing 6&gt; Clear Memory 7&gt; Calibrate Screen 8&gt; Terminal Info 9&gt; Diags</p> 	<p>The first of the two <b>VERIX TERMINAL MGR</b> menus is displayed. To go to <b>VERIX TERMINAL MGR</b> menu 2, tap the <b>DOWN</b> icon (↓) on the left of the screen. To toggle with the submenus, use the <b>UP</b>(↑) and <b>DOWN</b> (↓) until you reach the desired menu then press <b>ENTER</b>.</p> <p>You can also choose an option in the menu by pressing the corresponding number on the keypad.</p>

**Menu 1** In this menu you can restart the terminal, edit parameters, download terminal software updates, check memory usage and availability, as well as view the contents of I: drive and F: drive directories. You can also clear the memory and calibrate the touchscreen.

**Table 6** Verix Terminal Manager Menu 1

Display	Action
<p><b>VERIX TERMINAL MGR</b></p> <p>1&gt; Restart 2&gt; Edit Parameters 3&gt; Download 4&gt; Memory Usage 5&gt; Directory Listing 6&gt; Clear Memory 7&gt; Calibrate Screen 8&gt; Terminal Info 9&gt; Diags</p> 	<p>To restart the terminal, select 1&gt; <b>RESTART</b>.</p> <p>To edit the parameters, select 2&gt; <b>EDIT PARAMETERS</b>. (For more information, refer to the Edit Keyed Files section that follows this main menu description.)</p> <p>To download applications, select 3&gt; <b>DOWNLOAD</b>.</p> <p>To view memory usage, select 4&gt; <b>MEMORY USAGE</b>.</p> <p>To view directory listing, select 5&gt; <b>DIRECTORY LISTING</b>.</p> <p>To clear the memory, select 6&gt; <b>CLEAR MEMORY</b>.</p> <p>To test and calibrate the screen, select 7&gt; <b>CALIBRATE SCREEN</b>.</p> <p>To view terminal information, select 8&gt; <b>TERMINAL INFO</b>.</p> <p>To view diagnostics, select 9&gt;<b>DIAGS</b>.</p> <p>To toggle to <b>VERIX TERMINAL MANAGER</b> menu 2, press <b>DOWN</b> icon (↓) or to quit any operation within this menu, press <b>CANCEL</b>.</p>

**Table 6 Verix Terminal Manager Menu 1**

Display	Action
<b>2&gt; EDIT PARAMETERS</b>	
<b>VTM SELECT GROUP</b>  <b>GROUP ID: nn</b> <b>APP: &lt;*APNAME or application or EMPTY&gt;</b>	<p>The file group number is represented as <b>Gnn</b> or <b>GROUP nn</b>. Type the <b>Group ID</b> of the file group (1 for the primary application; between 1–15 for other applications) into which to perform the download. (Refer to <a href="#">Chapter 5</a> for detailed download instructions and information).</p> <p>To select the <b>Group ID</b>, use the <b>UP</b> (↑) and <b>DOWN</b> icon (↓). The application name will appear if *APNAME is set in the group and also if there are files in the group selected.</p> <p>After you select a file group number, press <b>ENTER</b>.</p>
<b>VERIX TERMINAL MGR</b>  <b>Please enter</b> <b>Password for GID n:</b> _____	<p>To continue, enter the required password. If you enter an incorrect password, the following message appears:</p> <p><b>Change Passwords Gn</b>  <b>Please Try Again</b></p> <p>Press <b>ENTER</b>. Verify your password and reenter it.</p>
<b>3&gt; DOWNLOAD</b>	
<b>VERIX TERMINAL MGR</b>  <b>Group ID: _1</b>	<p>To continue, enter the <b>Group ID</b>. The value of 1 is for the primary application while value between 1-15 is for other applications. Then, press <b>ENTER</b>.</p> <p>To return immediately to <b>VERIX TERMINAL MGR MENU</b> or to quit any operation within this menu, press <b>CANCEL</b>.</p>

**Table 6 Verix Terminal Manager Menu 1**








Display	Action
<p><b>VTM DOWNLOAD MGR Gn</b></p> <p>1&gt; Single-app 2&gt; Multi-app</p> 	<p>For a single application download, select <b>Single-app</b>. For multiple application download, select <b>Multi-app</b>.</p> <p><b>Note:</b> Multi-app is only available for group 1. (Refer to <a href="#">Chapter 5</a> for detailed download instructions and information).</p> <p>To select, use the <b>UP</b> (↑) and <b>DOWN</b> icon (↓) then press <b>ENTER</b>. You can also choose an option in the menu by pressing the corresponding number on the keypad.</p> <p>To return to <b>VERIX TERMINAL MGR</b>, press <b>CANCEL</b>.</p>
<p><b>VTM DOWNLOAD MGR Gn</b></p> <p>1&gt; Full dnld 2&gt; Partial dnld</p> 	<p>Select the type of download mode: <b>Full dnld</b> or <b>Partial dnld</b>. A full download will delete all data on the group's memory. A partial download only adds new files to the group's memory. If a downloaded file is identical to an existing file in the memory, the existing file is replaced.</p> <p>To select, use the <b>UP</b> (↑) and <b>DOWN</b> icon (↓) then press <b>ENTER</b>. You can also choose an option in the menu by pressing the corresponding number on the keypad.</p> <p>To return to <b>VERIX TERMINAL MGR</b>, press <b>CANCEL</b>.</p>
<p><b>VTM DOWNLOAD MGR Gn</b></p> <p>**** <b>WARNING</b> **** All Files Will Be Cleared From Group n</p> <p>1&gt; Cancel Download 2&gt; Continue</p> 	<p>If you selected <b>FULL</b> on a single application download, a screen will appear warning you that all existing files in the selected group will be deleted.</p> <p>To return to <b>VERIX TERMINAL MGR</b>, press <b>CANCEL</b> or press <b>ENTER</b> to continue downloading an application.</p>



Table 6 Verix Terminal Manager Menu 1

Display	Action
<div><div><div>VTM DOWNLOAD MGR Gn</div><div>Clear Application From Group nn?</div><div>1&gt; Yes 2&gt; No</div><div><div><div></div></div><div><div></div></div></div></div></div>	<div>If you selected <b>FULL</b> on a multiple application download, you will be prompted to clear the existing application on the currently selected group. Select <b>YES</b> to continue or <b>NO</b> to cancel downloading applications.</div>
<div><div><div>VTM DOWNLOAD MGR Gn</div><div>**** WARNING ****</div><div>Confirm Deletion</div><div>For Application 1&gt; Yes 2&gt; NO</div><div><div><div></div></div><div><div></div></div></div></div></div>	<div>If you selected <b>YES</b> from the previous screen, a confirmation screen appears. Select <b>YES</b> to confirm or <b>NO</b> to cancel the deletion.</div>
<div><div><div>VTM DOWNLOAD MGR Gn</div><div>GIDS TO ERASE: 1,2,4</div></div></div>	<div>If a FULL multiple download has been previously done, this screen appears instead of the previous two screens. This screen lists all the erased GIDs on the previous download. Select <b>CONTINUE</b> to erase all memory.</div>

**Table 6 Verix Terminal Manager Menu 1**

Display	Action
<p><b>VTM DOWNLOAD MGR Gn</b></p> <p>1&gt; Modem 2&gt; COM1 3&gt; COM7 4&gt; SD Card 5&gt; USB Flash Memory 6&gt; TCPIP 7&gt; USB Dev 8&gt; COM6 9&gt; COM2</p> <p>   </p>	<p>If a Partial download has been selected, select the download mode in this screen.</p> <p>An application that supports the TCP stack is loaded with the OS to be able to use the <b>6&gt; TCPIP</b> option. If no application can be found, an error message appears.</p> <p><b>Note:</b> Not all listed options are available for all platforms.</p> <p>To return to the main menu without saving your selection, press <b>CANCEL</b>.</p>
<p><b>VTM DOWNLOAD MGR Gnn</b></p> <p>*ZP Host Phone num _____ _____</p>	<p>If you selected <b>1&gt; MODEM</b> and *ZP (host phone number) is not defined, you must enter valid phone number (up to 32 characters long) and press <b>ENTER</b>.</p>
<p><b>VTM DOWNLOAD MGR Gnn</b></p> <p><b>Unit Receive Mode</b> <b>WAITING FOR DOWNLOAD</b></p>	<p>Choose <b>2&gt; COM1</b> to download via the COM 1 port.</p> <p>To return to the main menu without saving your selection, press <b>CANCEL</b>.</p>
<p><b>VTM DOWNLOAD MGR Gnn</b></p> <p><b>Unit Receive Mode</b> <b>WAITING FOR DOWNLOAD</b></p>	<p>Choose <b>3&gt; COM7</b> to download via the COM 7 port.</p> <p>To return to the main menu without saving your selection, press <b>CANCEL</b>.</p>

**Table 6 Verix Terminal Manager Menu 1**

Display	Action
Unavailable	<p>Select <b>4&gt; SD CARD</b> to download from a stored digital (SD) card.</p> <p>If no SD Card is inserted in the unit, the 'Unavailable' message is shown.</p> <p>To return to the main menu without saving your selection, press <b>CANCEL</b>.</p>
Unavailable	<p>Press <b>5&gt; USB FLASH MEMORY</b> to download from a memory stick.</p> <p>If no USB flash memory is inserted in the unit, the 'Unavailable' message is shown.</p> <p>To return to the main menu without saving your selection, press <b>CANCEL</b>.</p>
No *ZTCP Variable and no VxEOS	<p>Selected <b>6&gt; TCPIP</b> to download from your TCPIP connection.</p> <p>An application that supports the TCP stack is loaded with the OS to be able to use the <b>6&gt; TCPIP</b> option. If no application can be found, an error message appears.</p> <p><b>Note:</b> Not all listed options are available for all platforms.</p>
VTM DOWNLOAD MGR Gnn  Unit Receive Mode  WAITING FOR DOWNLOAD	<p>Choose <b>7&gt; USB DEV</b> to download using the USB connection.</p> <p>To return to the main menu without saving your selection, press <b>CANCEL</b>.</p>

Table 6 Verix Terminal Manager Menu 1

Display	Action
<div>Unavailable</div>	<div>Choose <b>8&gt; COM6</b> to download via the COM 6 port. To return to the main menu without saving your selection, press <b>CANCEL</b>.</div>
<div>Unavailable</div>	<div>Choose <b>9&gt; COM2</b> to download via the COM 2 port. To return to the main menu without saving your selection, press <b>CANCEL</b>.</div>
<div>VTM DOWNLOAD MGR Gnn  *ZP HOST ADDR (IP:PORT)  _____ _____  <div><div>↓</div><div>↑</div><div>↓</div><div>↑</div></div></div>	<div>If you selected <b>6&gt; TCPIP</b> and *ZP (TCP address) is not defined, you must enter a valid TCP address (up to 40 characters long including the colon and port number) and press <b>ENTER</b>.</div>
<div>VTM DOWNLOAD MGR Gnn  *ZP HOST ADDR  _____ _____</div>	



Table 6 Verix Terminal Manager Menu 1

Display	Action
<div><div>VTM DOWNLOAD MGR Gnn</div><div><div>*ZP HOST ADDR PORT</div><div></div></div></div>	
<div><div>VTM DOWNLOAD MGR Gnn</div><div><div>*ZT TERMINAL ID</div><div></div></div></div>	If *ZT (terminal ID used by VeriCentre) is not defined, you must enter a valid terminal ID (up to 15 characters long) and press <b>ENTER</b> .
<div><div>VTM DOWNLOAD MGR Gnn</div><div><div>*ZA APPLICATION ID</div><div></div></div></div>	If *ZA (application ID) is not defined, you must enter a valid application ID (up to 10 characters long) and press <b>ENTER</b> .
<div><div>VTM DOWNLOAD MGR Gnn</div><div><div>*ZA= nnnn</div><div>*ZP= nnnn</div><div>*ZR= nnnn</div><div>*ZT= nnnn</div><div><div>1&gt; Edit</div><div>2&gt; Start</div></div><div><div></div><div></div></div></div></div>	You can view the specified values on the confirmation screen. Select <b>1&gt; EDIT</b> to go back and modify the specifications or <b>2&gt; START</b> to begin the download.

Table 6 Verix Terminal Manager Menu 1

Display	Action
<p><b>VTM DOWNLOAD MGR Gnn</b></p> <p><b>UNIT RECEIVE MODE</b></p> <p>*** _____</p>	<p>If you selected <b>2&gt; COM1</b> or <b>3&gt; COM7</b> , a line of asterisks appears that shows the percentage of completion. Each asterisk equals approximately 10% of the download.</p> <p>You can cancel a download in progress by pressing <b>CANCEL</b>. Doing so restarts the terminal.</p>
<p><b>VTM DOWNLOAD MGR</b></p> <p><b>GROUP n PASSWORD</b></p> <p>_____</p>	<p><b>Note:</b> If you have not previously entered a group's password in this session, the terminal prompts for the group's password prior to downloading applications.</p> <p>To continue, enter the required password. If you enter an incorrect password, <b>PLEASE TRY AGAIN</b> appears. Press <b>ENTER</b>. Verify your password and reenter it.</p>
<b>4&gt; MEMORY USAGE</b>	
<p><b>MEMORY USAGE</b></p> <p><b>Drive I: Files            48</b></p> <p><b>Inuse                      2 KB</b></p> <p><b>Drive F: Files            47</b></p> <p><b>Inuse                      0</b></p> <p><b>RAM Avail                59856 KB</b></p> <p><b>FLASH Avail              124182 KB</b></p>	<p>This screen displays how much mDRAM is used and how much is available.</p> <ul style="list-style-type: none"> <li>• <b>INUSE</b> - Closest estimate of used memory (in KB).</li> <li>• <b>AVAIL</b> - Lowest number of free memory (in KB).</li> </ul> <p>To return to the main menu, press <b>CANCEL</b>.</p> <p><b>Note:</b> RAM memory is the terminal working memory. RAM memory is where the OS and applications execute. It is completely separate from the FLASH memory. FLASH memory is where code and data is stored when it is not executing. RAM and FLASH are physically different and are different sizes.</p>

Table 6 Verix Terminal Manager Menu 1

Display	Action
5> DIRECTORY LISTING	
<div>NAVIGATION CONTROLS 2/8 Up/Down 1/7 Page Up/Down * Send to Com Port # Send to Printer ENT Select CAN Return  PRESS ENTER TO CONT</div>	<div>To continue, enter the <b>Group ID</b>. The value of 1 is for the primary application while value between 1-15 is for other applications. Press <b>ENTER</b>.  <b>Note:</b> CONFIG.SYS protected records that begin with * or # are retained when you clear a mDRAM file group.</div>
<div>SELECT DRIVE I: F: N:  <div></div></div>	<div>This screen shows the different <b>Directory</b>. To return to the main menu, press <b>CANCEL</b>. To return immediately to <b>VERIX TERMINAL MGR MENU 1</b> or to quit any operation within this menu, press <b>CANCEL</b>.</div>



**Table 6 Verix Terminal Manager Menu 1**








Display	Action
<b>6&gt; CLEAR MEMORY</b>	
<b>VERIX TERMINAL MGR</b>  Group ID: _1	To clear a file group's memory, enter the group ID. Press <b>ENTER</b>
<b>VTM MGR MEMORY CLEAR</b>  1> Clear CONFIG. SYS 2> Clear Split Files 3> Clear GID Files 4> Clear All Groups  	To choose an option in the menu, press the corresponding number on the keypad or scroll down to the option using the DOWN arrow then press ENTER.  Use the <b>UP</b> key to scroll up the menu options.  Select which files to delete:  Select <b>1&gt; CLEAR CONFIG.SYS</b> to delete only the CONFIG.SYS file. On the next screen, press 1 to completely delete the CONFIG.SYS file or 2 to retain protected records that begin with * or #.  Select <b>2&gt; Clear Split Files</b> delete only the split files.  Select <b>3&gt; CLEAR GID FILES</b> to delete all files in the currently selected file group from the memory.  Select <b>4&gt; CLEAR ALL GROUPS</b> to delete all files in all file groups. On the next screen, press 1 to cancel or 2 to confirm the deletion.  This option is only available when file Group 1 is entered as the group ID.  To go back to the second menu of the <b>VERIX TERMINAL MGR</b> without deleting files, press <b>CANCEL</b> .



Table 6 Verix Terminal Manager Menu 1

Display	Action
7> CALIBRATE SCREEN	
<p>Touch the point</p> 	<p>When you select <b>Calibrate the Screen</b>, you should see a completely a white screen with a cursor. This is to test and calibrate the touchscreen feature of the terminal.</p> <p>To stop the test and return to the main menu, press <b>CANCEL</b>.</p>
8> TERMINAL INFO	
<p>VTM MGR TERMINAL INFO</p> <p>Serl No</p> <p>PTID 14000000</p> <p>PN</p> <p>Rev ■■■■</p> <p>OS Ver QT6G012K</p> <p>Modl</p> <p>Ctry</p> <p>Keypad 00</p> <p>Display 240320</p> <p>Mag RDR B</p> <p>Printer 1</p> <p>Pinpad 1</p> <p>Modem Type 50</p> <p>Ver: NO PROFILE</p> 	<p>This screen shows configuration information specific to your terminal:</p> <ul style="list-style-type: none"><li>• Serial Number of the terminal</li><li>• Permanent terminal identification number (<b>PTID</b>)</li><li>• Terminal part number</li><li>• Terminal hardware version number</li><li>• Operating System version</li><li>• Model Number of the terminal</li><li>• Country of Manufacture</li><li>• Display unit type</li><li>• Keypad type (0 = Telco, 1 = calculator, 2 = Singapore)</li><li>• Magnetic stripe card reader type</li><li>• Whether or not a PIN pad terminal is integrated into the terminal (where 0 = No, 1 = Yes)</li><li>• Modem Type</li><li>• Model Number of Modem</li></ul> <p>Your terminal's screen may vary depending on the model and operating system version installed.</p> <p>To return to the previous menu, press <b>CANCEL</b>.</p>

**Table 6 Verix Terminal Manager Menu 1**

Display	Action
<p>Model: NO PROFILE</p> <p>Ctry: NO PROFILE</p> <p>Life 54264</p> <p>Rset 070913052204</p> <p>Rcnt 146</p> <p>Tamper Detected N</p> <p>Heap 1184</p> <p>Stack 2280</p> <p>CERYT 531010</p> <p>1&gt; Next Cert</p>	<p>This screen shows additional configuration information specific to your terminal:</p> <ul style="list-style-type: none"> <li>• Number of seconds the terminal has run (<b>Life</b>)</li> <li>• Last reset date and time, in YYMMDDHHMMSS format (where YY = year, MM = month, DD = day, HH = hour, MM = minute, and SS = second).</li> <li>• Number of times the terminal has been reset (<b>Rcnt</b>) either through application control, a Verix Terminal Manager request, or a power cycle.</li> <li>• Notifies if a tamper event has occurred.</li> <li>• Shows the first certificate (<b>Cert</b>).</li> <li>• Displays the memory designation used by the OS (<b>Heap</b>).</li> <li>• Shows the memory set aside for the OS stack. This is where the terminal stores data for running tasks like all the parameters from the call (<b>Stack</b>).</li> </ul> <p>To return to the previous menu, press the <b>UP</b> key; to return main menu, press <b>CANCEL</b>.</p>
<b>9&gt; DIAGS</b>	
<p><u>VERIX DIAGS MGR</u></p> <p>1&gt; Printer Diag</p> <p>2&gt; IPP Diag</p> <p>3&gt; ICC Diags</p> <p>4&gt; Keyboard Diag</p> <p>5&gt; Mag Card Diag</p> <p>6&gt; Debugger</p> <p>7&gt; Tamper Log</p> <p>8&gt; RKL Log</p> <p>9&gt; RKL Log Export</p> <p>     </p>	<p>To choose an option in the menu, press the corresponding number on the keypad or scroll down to the option using the <b>DOWN</b> key and press <b>ENTER</b>.</p> <p>To run printer diagnostics and test the printer, select <b>1&gt; PRINTER DIAG</b>.</p> <p>To test the internal PIN pad, select <b>2&gt; IPP DIAG</b>.</p> <p>To test the ICC, select <b>3&gt; ICC DIAGS</b>.</p> <p>To test the keyboard, choose <b>4&gt; KEYBOARD DIAG</b>.</p> <p>To test the magnetic card, choose <b>5&gt; MAG CARD DIAG</b>.</p> <p>To check the debugger, choose <b>6&gt; DEBUGGER</b>.</p> <p>To view the Tamper logs, choose <b>7&gt; Tamper Log</b>.</p> <p>To view the RKL logs, choose <b>8&gt; RKL Log</b>.</p> <p>To view the RKL Log export, choose <b>9&gt; RKL Log Export</b>.</p>

**Table 6 Verix Terminal Manager Menu 1**

Display	Action
<b><u>VERIX DIAGS MGR</u></b>  1> Battery Status 2> USB Info 3> Display Testscreen 4> Verix Hash 5> RAD Switch 6> CIB Information 7> VTP Status 8> License Listing 	<p>To choose an option in the menu, press the corresponding number on the keypad or scroll down to the option using the <b>DOWN</b> key and press <b>ENTER</b>.</p> <p>To view the battery status, select <b>1&gt; BATTERY STATUS</b>.</p> <p>To view the USB device information, select <b>2&gt; USB INFO</b>.</p> <p>To test the display screen, select <b>3&gt; DISPLAY TESTSCREEN</b>.</p> <p>To display the hash information, choose <b>4&gt; VERIX HASH</b>.</p> <p>To enable HW pass-thru on a CDMA radio, choose <b>5&gt; RAD SWITCH</b>.</p> <p>To view CIB information, choose <b>6&gt; CIB INFORMATION</b>.</p> <p>To view the VCL ELM status, choose <b>7&gt; VTP Status</b>.</p> <p>To view installed licenses, choose <b>8&gt; License Listing</b>.</p>
<b>9&gt; DIAGS 1&gt; PRINTER DIAG</b>	
Printer ID      P Version        0PRED1A2 Status         20  1> Test 2> Paper Feed  	<p>When you select <b>1&gt; PRINTER DIAG</b>, the printer ID, firmware version, and the printer status appear.</p> <p>Press 1 to run the printer test. A print sample begins that uses approximately 30.5cm (12 in) of paper. This allows you to test the print quality and adjust your code for print optimization.</p> <p>Press 2 to run approximately 5cm (2 in) of paper through the printer without printing. To go back to the <b>VERIX DIAGS MGR</b> screen, press <b>CANCEL</b>.</p>

**Table 6 Verix Terminal Manager Menu 1**

Display	Action
<b>9&gt; DIAGS 2&gt; IPP DIAG</b>	
<b>INTERNAL PIN PAD</b> <b>MEMORY TEST PASSED</b> <b>IPP8 EMUL02A 05/08 01</b> <b>SN: 0000000000000000</b>  <b>1&gt; RESET BAUD: 1200</b> <b>MODE: VISA</b> <b>2&gt; EXIT</b>	<p>When you select 2, the <b>INTERNAL PIN PAD</b> screen appears and the diagnostic test begins. The firmware version and download date, IPP serial number, baud rate, and mode are displayed.</p> <p>To reset the IPP, press 1; to exit the test and return to the <b>VERIX DIAGS MGR</b> screen, press 2 or <b>CANCEL</b>.</p>
<b>9&gt; DIAGS 3&gt; ICC DIAGS</b>	
<b>VoyLib 03.09 0000</b> <b>VxOS11 PSCR Build 11</b> <b>SCRLIB 2.1 6/12</b>  <b>1&gt; SMART CARD DIAG</b> <b>2&gt; LIST SYNC DRIVERS</b> <b>3&gt; EXIT</b>	<p>When you select 3, the software library version appears. Choose <b>1&gt; SMART CARD DIAG</b> to run diagnostics on the Smart Card reader. Select <b>2&gt; LIST SYNC DRIVERS</b> to view the drivers. Select <b>3&gt; EXIT</b> to return to the <b>VERIX DIAGS MGR</b> screen.</p>
<b>9&gt; DIAGS 4&gt; KEYBOARD DIAG</b>	
<b>TERMINAL MGR KBD TEST</b>  <b>KEYCODE nn</b>	<p>This screen displays the hexadecimal ASCII keycode for each key you press. The value displayed corresponds to the actual key pressed. Other values assigned to keys are software dependent.</p> <p>To test the keyboard, press some keys and check that they match their keycodes (for example, the 1 key displays keycode 31). For more hexadecimal ASCII keycodes, refer to the ASCII table in <a href="#">Appendix D</a>.</p> <p>To stop the test and return to the <b>VERIX DIAGS MGR</b> screen, press <b>CANCEL</b>.</p>

**Table 6 Verix Terminal Manager Menu 1**

Display	Action
<b>9&gt; DIAGS 5&gt; MAG CARD DIAG</b>	
<b>VERIX TERMINAL MGR</b>  <b>TRK 1:VALID DATA</b> <b>TRK 2:VALID DATA</b> <b>TRK 3:VALID DATA</b>	<p>To test the magnetic-stripe card reader, swipe a magnetic-stripe card through it.</p> <p>A successful test displays <b>VALID DATA</b> for each track that reads valid data. An error generates one of the following error messages for each track with an error:</p> <ul style="list-style-type: none"> <li>• <b>NO DATA</b></li> <li>• <b>NO START</b></li> <li>• <b>NO END</b></li> <li>• <b>LRC ERR</b></li> <li>• <b>PARITY ERR</b></li> <li>• <b>REVERSE END</b></li> </ul> <p>For more information about magnetic card error messages, refer to the <i>Verix evo Volume I: Operating System Programmers Manual</i> - VPN DOC00301.</p>
<b>9&gt; DIAGS 6&gt; DEBUGGER</b>	
<b>VERIX TERMINAL MGR</b>  <b>Group ID: nn</b>	
<b>VERIX TERMINAL MGR</b>  <b>Please enter</b> <b>Password for GID nn</b> -----	<p>Enter the current password for the selected file group and press <b>ENTER</b>.</p> <p>If you enter an incorrect password, <b>PLEASE TRY AGAIN</b> appears. Press <b>ENTER</b>. Verify your password and reenter it.</p> <p>To return to the <b>VERIX DIAGS MGR</b> screen press <b>CANCEL</b>.</p>

**Table 6 Verix Terminal Manager Menu 1**

Display	Action
<b>9&gt; DIAGS 7&gt; TAMPER LOGS</b>	
<b>TAMPER LOG</b>  <b>05/29/09 06:29 00001</b> <b>05/29/09 06:16 00009</b> <b>11/01/08 08:21 00001</b> <b>10/30/08 19:36 00001</b>	<p>The Tamper Log screen displays a list of possible tamper events. The list is sorted from the most current tamper event to the oldest event. The date is displayed in MM/DD/YY format, while the time is displayed as a 24-hour clock.</p> <p>Contact your Verifone representative for information about the events.</p> <p>To go back to the <b>VERIX DIAGS MGR</b> screen, press <b>CANCEL</b>.</p>
<b>TAMPER LOG</b>  <b>&lt;EMPTY&gt;</b>	<p>If the Tamper Log is empty, <b>&lt;EMPTY&gt;</b> is displayed on the screen.</p> <p>To go back to the <b>VERIX DIAGS MGR</b> screen, press <b>CANCEL</b>.</p>
<b>TAMPER LOG</b>  <b>18-OCT-05 23:10</b> <b>TAMPER CODE 0 00 04</b> <b>10-OCT-05 12:05</b> <b>TAMPER CLEAR</b> <b>10-OCT-05 12:00</b> <b>TAMPER CODE 2 00 00</b>	<p>The Tamper Log screen displays a list of possible tamper events. The list is sorted from the most current tamper event to the oldest event. The date is displayed in DD-MON-YY format, while the time is displayed as a 24-hour clock.</p> <p>Press any key to return to <b>VERIX TERMINAL MGR MENU 2</b>.</p>

**Table 6            Verix Terminal Manager Menu 1**

Display		Action
9> DIAGS 8> RKL LOG		
RKL LOG INFO            pg nn  <EMPTY>		To go back to the <b>VERIX DIAGS MGR</b> screen, press <b>CANCEL</b> .
9> DIAGS 9> RKL LOG EXPORT		
Outputting log . . . Log output done		To go back to the <b>VERIX DIAGS MGR</b> screen, press <b>CANCEL</b> .



**Menu 2** In this menu, you can view the terminal configuration information, change system passwords, perform remote diagnosis, view error and tamper logs, update time and date, load IPP key and adjust display contrast. Some application program downloads automatically reset the system password.

**Edit Keyed Files** A keyed file is a collection of individual records that contain ASCII data and are identified by unique search keys. You can edit the ASCII data directly from the terminal keypad using the terminal's built-in keyed file editor by selecting option 2, **EDIT PARAMETERS**, on the first VTM menu. Each record has two parts: a key name and a key value. The search key is a variable-length string of up to 32 characters in length, or key name, that identifies the record. The information assigned to the search key is contained in a separate variable-length string from 1-128 characters in length, or key value.

For example, in `CONFIG.SYS`, the key name for the application serial ID number is `*ZT`. The value for the key is the actual application ID number. By entering `*ZT` using the editor, the terminal can quickly locate the application serial ID number. You can also use **ENTER** to scroll through the search keys instead of entering the characters `*ZT` through the keypad. The keys are displayed in the order in which it has been entered, not in alphabetic order.



**NOTE** For a complete list of the ASCII characters supported by the VX 680 series, as well as their decimal and hexadecimal equivalents, please refer to [ASCII Table](#).

### CONFIG.SYS: Protected and Non-protected Records

The concept of protected and non-protected records applies only to the `CONFIG.SYS` files in your terminal. Protected records are those with search keys beginning with an asterisk (\*) or a pound/hash symbol (#).






Protected records in the file Group 1 `CONFIG.SYS` file are retained in a full application download and when memory is cleared. Non-protected records are all other `CONFIG.SYS` files, and records of other files. These records are deleted when memory is cleared.

### Editing CONFIG.SYS with an External Editor

You can create and edit the `CONFIG.SYS` files of VX 680 applications through an IBM PC-compatible computer when you download files to the terminal. For more information on editing an application's `CONFIG.SYS` file, refer to the VeriCentre Reference Manual and the *Verix eVo Volume I: Operating System Programmers Manual* - VPN DOC00301, or contact your local Verifone representative.

For more information about using VeriCentre Download Management Module in client/server installations, please contact your local Verifone representative.

Table 7 Verix Terminal Manager Menu 2

Display	Action
<div><div>VERIX TERMINAL MGR</div><div>1&gt; System Error Log</div><div>2&gt; Clock</div><div>3&gt; Console Settings</div><div>4&gt; Change Passwords</div><div>5&gt; Key Management</div><div><div></div><div></div><div></div><div></div></div></div>	<p>To view the error and tamper logs, select <b>1&gt;SYSTEM ERROR LOG</b>.</p> <p>To set the date and time, select <b>2&gt; CLOCK</b>.</p> <p>To adjust the display contrast, beeper and backlight, select <b>3&gt; CONSOLE SETTINGS</b>.</p> <p>To change the Verix Terminal Manager and file group passwords, select <b>4&gt; CHANGE PASSWORDS</b>. The file groups and Verix Terminal Manager all use a default password preset at the factory: 166831. It is entered as: <b>1 6 6 8 3 1</b> and press <b>ENTER</b>.</p> <p>To test the IPP and RKL key load, select <b>5&gt; KEY MANAGEMENT</b>.</p> <p>To return to the Terminal Manager Menu 1, press the <b>UP</b> () icon on the left side of the screen.</p> <p>To quit any operation within this menu, press <b>CANCEL</b>.</p>
1> SYSTEM ERROR LOG	
<div><div>VERIX ERROR LOG</div><div>Type 0 OS QT6G012K</div><div>Task 0 GID 0</div><div>Time 100122085613</div><div>CPSR 00000130</div><div>PC 7042311E</div><div>LR 704209A3</div><div>Addr 00000010</div></div>	<p>The error log screens display internal diagnostic information about the most recent unrecoverable software error. If you report a terminal problem, you may be asked to provide this information.</p> <p>This screen displays the following:</p> <ul style="list-style-type: none"><li>• <b>TYPE</b> (error type), where the error type code is:<ul style="list-style-type: none"><li>• 1 = Data abort: attempt to access data at an invalid address</li><li>• 2 = Program abort: attempt to execute code at an invalid address</li><li>• 3 = Undefined abort: attempt to execute an illegal instruction</li></ul></li><li>• <b>TASK</b> (task number): indicates type of task that was currently executed:<ul style="list-style-type: none"><li>• 1 = Verix Terminal Manager</li><li>• 2 = first user task</li></ul></li></ul>

**Table 7** Verix Terminal Manager Menu 2 (continued)

Display	Action
	<ul style="list-style-type: none"> <li>• <b>TIME</b> (time of crash): clock time of the error in the format <i>YYMMDDhhmmss</i>, where <i>YY</i> = year, <i>MM</i> = month, <i>DD</i> = day, <i>hh</i> = hour, <i>mm</i> = minute, and <i>ss</i> = second</li> <li>• <b>CPSR</b> (Current Program Status Register): contains the processor and state condition code</li> <li>• <b>PC</b> (Program Counter): holds the execution address</li> <li>• <b>LR</b> (Link Register): holds the return address of the function call</li> </ul> <p><b>Note:</b> LR may not always contain the current return address.</p> <ul style="list-style-type: none"> <li>• <b>ADDR</b> (fault address): contains the illegal address that the application was trying to access.</li> </ul> <p>Press any key to return to <b>VERIX TERMINAL MGR MENU 2</b>.</p>

Table 7 Verix Terminal Manager Menu 2 (continued)


Display	Action
<b>2&gt; CLOCK</b>	
<b>Note:</b> The terminal clock is battery-backed to retain date and time settings when the terminal is shut off.	
<div><div><b>VTM CLOCK MANAGER</b>  1&gt; INCREMENT HOUR 2&gt; EDIT TIME 3&gt; EDIT DATE 4&gt; DECREMENT HOUR  </div></div>	<p>To adjust the current time one hour forward, select <b>1&gt; INCREMENT HOUR</b>.</p> <p>To see the time, select <b>2&gt; EDIT TIME</b>.</p> <p>To set the date, select <b>3&gt; EDIT DATE</b>.</p> <p>To adjust the current time one hour back, select <b>4&gt; DECREMENT HOUR</b>.</p>
<b>2&gt; CLOCK 1&gt; INCREMENT HOUR</b>	
<div><div><b>TIME AND DATE</b>  HH:MM:SS  MM/DD/YY</div></div>	<p>Select <b>1&gt; INCREMENT HOUR</b> to add an hour to the current time setting.</p>
<b>2&gt; CLOCK 2&gt; EDIT TIME</b>	
<div><div><b>VTM TIME</b>  Current Time: HH:MM:SS New Time: __:__:__</div></div>	<p>Enter the new time in <i>HOURS:MINUTES:SECONDS</i> (HH:MM:SS) format.</p> <p>To correct a mistake, press <b>CLEAR</b> to delete and enter the correct number; press <b>ENTER</b> to set the new time.</p> <p>The current time and date is then displayed on the next screen. Press <b>CANCEL</b> to return to the third menu of the <b>VERIX TERMINAL MGR</b>.</p>

Table 7 Verix Terminal Manager Menu 2 (continued)





Display	Action
<b>2&gt; CLOCK 3&gt; EDIT DATE</b>	
<p><b>VTM DATE</b></p> <p><b>Current Date:</b> MM:DD:YY</p> <p><b>New Date:</b> _/_/_</p>	<p>Enter the new date in <i>MONTH/DAY/YEAR</i> (MM/DD/YY) format.</p> <p>To correct a mistake, press <b>CLEAR</b> to delete and enter the correct number; press <b>ENTER</b> to set the new date.</p> <p>The current time and date is then displayed on the next screen. Press <b>CANCEL</b> to return to the third menu of the <b>VERIX TERMINAL MGR</b>.</p>
<b>2&gt; CLOCK 4&gt; DECREMENT HOUR</b>	
<p><b>TIME AND DATE</b></p> <p>HH:MM:SS</p> <p>MM/DD/YY</p>	<p>Select <b>4&gt; DECREMENT HOUR</b> to reduce an hour from the current time setting.</p>
<b>3&gt; CONSOLE SETTINGS</b>	
<p><b>VTM CONSOLE MGR</b></p> <p>1&gt; Console Beeper OFF 2&gt; Console Beeper ON 3&gt; Backlight DOWN 4&gt; Backlight UP 5&gt; Keypad BL OFF 6&gt; Keypad BL ON 7&gt; Contrast DOWN 8&gt; Contrast UP</p> <p>   </p>	<p>Turn the terminal beeper sounds on or off by pressing the 1 or 2 key.</p> <p>Increase or decrease the backlight by pressing the 3 or 4 key.</p> <p>Turn the keypad backlight on or off by pressing the 5 or 6 key.</p> <p>Select <b>7&gt; CONTRAST DOWN</b> or <b>8&gt; CONTRAST UP</b> to increase or decrease display contrast respectively.</p> <p>To return to the main menu and save your changes, press <b>ENTER</b>. Otherwise, press <b>CANCEL</b> to go back to the second menu of the <b>VERIX TERMINAL MGR</b> without saving the changes.</p>


Table 7 Verix Terminal Manager Menu 2 (continued)

Display	Action
4> CHANGE PASSWORDS	
<div><div>VTM PASSWORD MGR</div><div>1&gt; File Group</div><div>2&gt; TERMINAL MGR Entry</div><div><div><div></div></div><div><div></div></div></div></div>	<p>To change the password of file Group, select <b>FILE GROUP</b>. Then, go to the <b>GROUP nn PASSWORD</b> procedure below. See <a href="#">Passwords</a> for more information.</p> <p>To change the password of another file group, select File Group, enter the appropriate file group number and press <b>ENTER</b>. Then, go to the <b>NEW PASSWORD</b> procedure below.</p> <p>To correct a mistake, press <b>CLEAR</b> to delete the number, and enter the new entry.</p> <p>To change the system password, select <b>TERMINAL MGR ENTRY</b>. Then, skip to <b>TERMINAL MGR PASSWORD NEW</b> below.</p> <p><b>Note:</b> Some application program downloads automatically reset the Verix Terminal Manager password.</p>
<div><div>VERIX TERMINAL MGR</div><div>Please enter</div><div>Password for GID n:</div><div></div></div>	<p>Enter the current password for the selected file group and press <b>ENTER</b>.</p> <p>If you enter an incorrect password, the following message appears:</p> <p><b>Change Passwords Gn</b> <b>Please Try Again</b> Press <b>ENTER</b>. Verify your password and reenter it.</p>

**Table 7      Verix Terminal Manager Menu 2 (continued)**

Display	Action
<p><b>TERMINAL MGR ENTRY</b></p> <p>Please Enter Password _____</p>    <div style="display: flex; justify-content: space-around;"> <span>↓</span> <span>↑</span> <span>↓</span> <span>↑</span> </div>	<p>Enter the current password for the terminal and press <b>ENTER</b>.</p> <p>If you enter an incorrect password, the following message appears:</p> <p><b>Change Passwords</b></p> <p><b>Please Try Again</b></p> <p>Press <b>ENTER</b>. Verify your password and reenter it.</p>
<p><b>VTM PASSWORD MGR</b></p> <p>New _____</p>	<p>Type the new password and press <b>ENTER</b>. To correct a mistake, press <b>CLEAR</b> to delete the entry and then reenter the new password.</p>
<p><b>VTM PASSWORD MGR</b></p> <p>Again _____</p>	<p>The terminal requests that you verify the new password. Reenter the new password and press <b>ENTER</b>.</p>

Table 7 Verix Terminal Manager Menu 2 (continued)

Display	Action
5> KEY MANAGEMENT	
<div>Key Management 1&gt; IPP Key Load 2&gt; RKL Key Load 3&gt; RKL Key Status</div> <div></div>	<p>Select either 1&gt; <b>IPP Key Load</b> or 2&gt; <b>RKL Key Load</b> to download the appropriate keys. Select 3&gt; <b>RKL Key Status</b> to display the RKL public key and private key hash.</p> <p>To select, use the <b>UP</b> (↑) and <b>DOWN</b> icon (↓) then press <b>ENTER</b>. You can also choose an option in the menu by pressing the corresponding number on the keypad.</p> <p>To return to <b>VERIX TERMINAL MGR</b>, press <b>CANCEL</b>.</p>
5> KEY MANAGEMENT 1> IPP KEY LOAD	
<div>VERIX TERMINAL MGR</div> <div>Please enter Password for GID nn _____</div>	<p>Enter the current password for the selected file group and press <b>ENTER</b>.</p> <p><b>Note:</b> This requires group 1 privileges and the group 1 password.</p> <p>If you enter an incorrect password, <b>PLEASE TRY AGAIN</b> appears. Press <b>ENTER</b>. Verify your password and reenter it.</p>
<div>INTERNAL PIN PAD KEY LOADING MODE</div> <div>BYTES SENT 0 BYTES RCVD 0</div> <div>Press 1 to END</div>	<p>Select this mode when you use the SecureKit or programming from your PC to inject keys into your terminal. In this mode, a pass-through connection is established between COM1 and COM5 (IPP port) to allow key loading.</p> <p>Press <b>1</b> when finished with the key load.</p> <p><b>Note:</b> The connection times out after a minute if the key loading does not start.</p>



**Table 7** Verix Terminal Manager Menu 2 (continued)

Display	Action
<b>5&gt; KEY MANAGEMENT 2&gt; RKL KEY LOAD</b>	
<b>VERIX TERMINAL MGR</b>  <b>Please enter</b> <b>Password for GID nn</b> _____	Enter the current password for the selected file group and press <b>ENTER</b> .  If you enter an incorrect password, <b>PLEASE TRY AGAIN</b> appears. Press <b>ENTER</b> . Verify your password and reenter it.
<b>RKL RSA KEY LOADING</b>  <b>BYTES SENT 0</b> <b>BYTES RCVD 0</b>  <b>Press CANCEL to END</b>	Press <b>CANCEL</b> when finished with the key load.
<b>5&gt; KEY MANAGEMENT 3&gt; RKL KEY STATUS</b>	
<b>RKL Key Status</b>  <b>Public key name</b> <b>&lt;NO KEY&gt;</b>  <b>Private key hash</b> <b>&lt;NO KEY&gt;</b>	Press <b>ENTER</b> to view the Private Key Hash.  Press <b>CANCEL</b> to return to the <b>KEY MANAGEMENT</b> screen.



**NOTE** When entering any password, an asterisk (\*) appears on the display screen for each character you type. These asterisks prevent your password from being seen by an unauthorized person. Pressing the **CLEAR** key changes the characters or symbols you enter, but does not cause additional asterisks to appear. Secure a copy of every password to ensure it is not forgotten or lost.





# File Authentication

This chapter discusses the following VeriShield Retain file authentication security architecture, VeriShield Retain file authentication module, and the organizational infrastructure that supports it (see [Introduction to File Authentication](#)).

This chapter also explains how the file authentication process may affect the tasks normally performed by application programmers, terminal deployers, site administrators, or entities authorized to download files to a VX 680 terminal (see [File Authentication and the File System](#)).

Lastly, this chapter explains how to generate the signature files required to perform downloads and authenticate files on the VX 680 terminal using the file signing utility (see [VeriShield File Signing Tool](#)).

In [Performing Downloads](#), the topic of file authentication is also discussed in the context of specific file download procedures.

## Introduction to File Authentication

The VX 680 terminal uses the VeriShield Retain security architecture, which has both physical and logical components. The logical security component of the VeriShield Retain architecture, which is part of the terminal's operating system software, is called the file authentication module.

File authentication is a secured process for authenticating files using digital signatures, cryptographic keys, and digital certificates. This process makes it possible for the sponsor of a VX 680 terminal to logically secure access to the terminal by controlling who is authorized to download application files to that terminal. It verifies the file's origin, sender's identity, and integrity of the file's information.

## The Verifone Certificate Authority

To manage the tools and processes related to the file authentication module of the VeriShield Retain security architecture, Verifone has established a centralized Verifone Certificate Authority, or Verifone CA. This agency is responsible for managing keys and certificates. The Verifone CA uses an integrated set of software tools to generate and distribute digital certificates and private cryptographic keys to customers who purchase VX 680 terminals.

## Special Files Used in the File Authentication Process

The following specially formatted files support the file authentication process:

- A **digital certificate** is a digital public document used to verify the signature of a file.
- A **digital signature** is a piece of information based on both the file and the signer's private cryptographic key. The file sender digitally signs the file using a private key. The file receiver uses a digital certificate to verify the sender's digital signature.
- **Signer private keys** (\*.key files) are securely conveyed to clients on smart cards. The secret passwords required by clients to generate signature files, using signer private keys, are sent as PINs over a separate channel such as registered mail or encrypted e-mail.

Some files, such as private key files, are encrypted and password protected for data security. Others, such as digital certificates and signature files, do not need to be kept secure to safeguard the overall security of VeriShield Retain.

Within the VeriShield File Signing Tool tool, you can recognize the special file types that support the file authentication process by the filename extensions listed in [Table 8](#).

**Table 8** VeriShield File Signing Tool Filename Extensions

File Type	Extension
Signature	*.p7s
Private key	*.key
Digital certificate	*.crt

All digital certificates are generated and managed by the Verifone CA, and are distributed on request to VX 680 clients—either internally within Verifone or externally to sponsors.

All certificates issued by the Verifone CA for the VX 680 platform, and for any Verifone platform with the VeriShield Retain security architecture, are hierarchically related. That is, a lower-level certificate can only be authenticated under the authority of a higher-level certificate.

The security of the highest-level certificate, called the platform root certificate, is tightly controlled by Verifone.

## Certificates Contain Keys That Authenticate Signature Files

- **Sponsor certificate:** Certifies a client's sponsorship of the terminal. It does not, however, convey the right to sign and authenticate files. To add flexibility to the business relationships that are logically secured under the file authentication process, a second type of certificate is usually required to sign files.

A sponsor certificate is authenticated under a higher-level system certificate, called the application partition certificate.

**NOTE**



Only one sponsor certificate is permitted per terminal. An application cannot be loaded without both a Sponsor and signer certificate.

- **Signer certificate:** Certifies the right to sign and authenticate files for terminals belonging to the sponsor.

A signer certificate is authenticated under the authority of a higher-level client certificate (the sponsor certificate).

The required sponsor and signer certificates must either have been previously downloaded and authenticated on the terminal, or they must be downloaded together with the new signature and target files to authenticate.

### Signer Private Keys Are Issued to Secure the File Signing Process

Signer private keys are loaded onto a smart card. This smart card is securely delivered to the business entity that the terminal sponsor has authorized to sign, download, and authenticate applications to run on the sponsor's terminal.

**NOTE**



The signer private keys loaded onto the smart card is the only copy of the private key.

The Verifone CA can also issue additional sets of sponsor and signer certificates, signer private keys to support multiple sponsors, and multiple signers for a specific platform.

To establish the logical security of applications to download to a VX 680 terminal, the designated signer uses the signer private key issued by the Verifone CA as this is a required input to the VeriShield File Signing Tool.

A signature file is generated using a signer private key. Successful authentication depends on whether the signer private key used to sign the target file matches the signer certificate stored in the terminal's certificate tree.

### How File Authentication Works

File authentication consists of three basic processes:

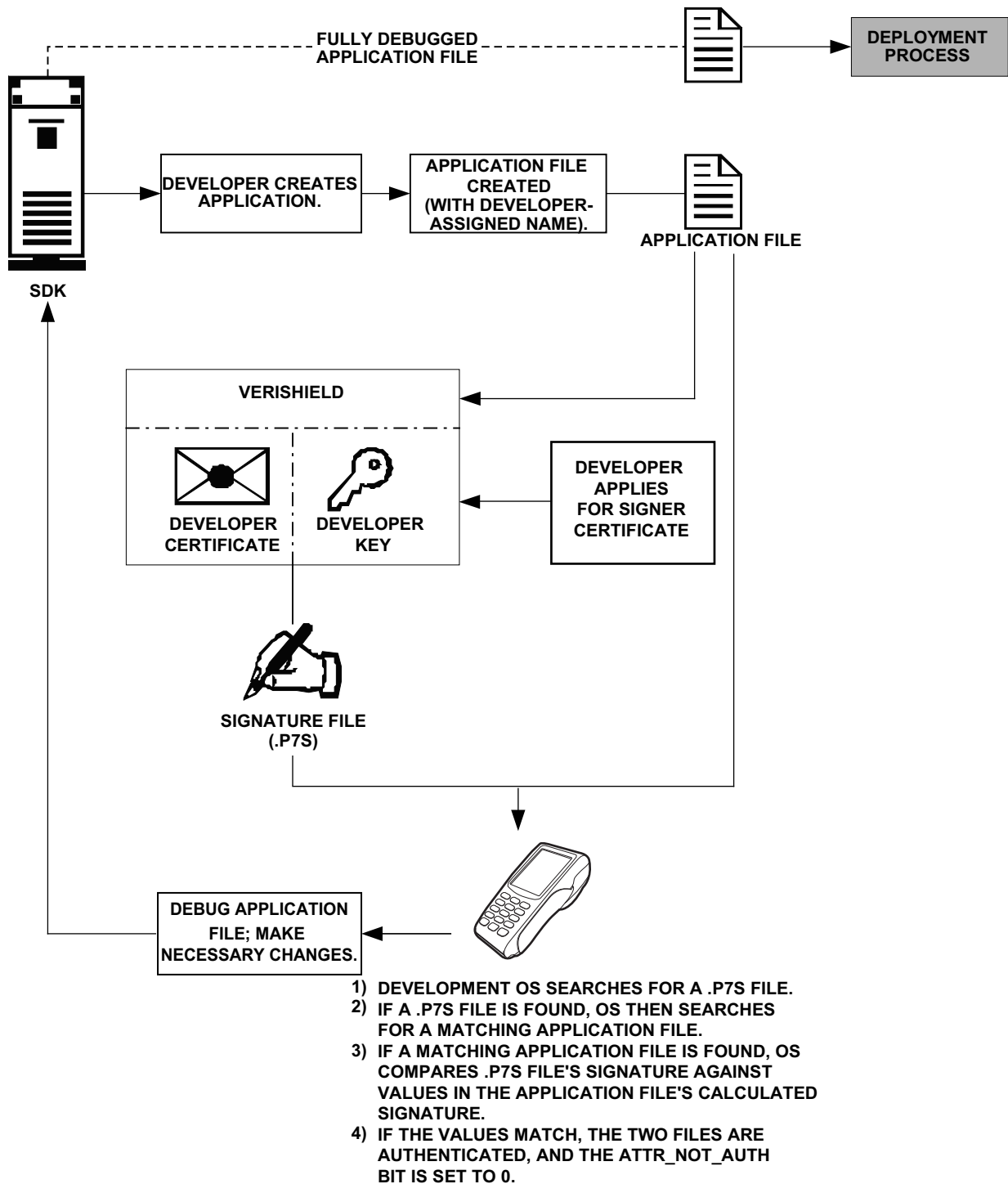
- 1 **Development:** The VeriShield File Signing Tool creates a signature file for each application file to authenticate.
- 2 **Pre-deployment:** An optimal certificate structure is determined, and the necessary certificates and keys are created.
- 3 **Deployment:** The development and pre-deployment processes, once complete, are used in combination to prepare a terminal for deployment.

## Development Process

In this process:

- 1** The application developer creates an application file.
- 2** The application developer applies for Sponsor and Signer certificates. The absence of a “default” signer certificate compels developers to apply for a dedicated Signer certificate.
- 3** The developer assigns a name to the application file.
- 4** The application file becomes a required input for the VeriShield File Signing Tool.
- 5** Using the application file, Signer certificate, and Signer password, the VeriShield File Signing Tool creates a signature file (\*.p7s).
- 6** The signature file and the original application file are loaded into a development terminal, where the following actions occur:
  - a** The terminal’s operating system searches for signature files.
  - b** When a signature file is found, the operating system then searches for a matching application file.
  - c** When a matching application file is found, the operating system compares the signature file’s signature against the values stored in the application file’s calculated signature.
  - d** If these values match, the operating system marks the application file “authenticated” and allows it to run.
- 7** The application file is tested and debugged.
- 8** After the application file is fully debugged, it becomes an input for the deployment process.

The following diagram describes the development process.



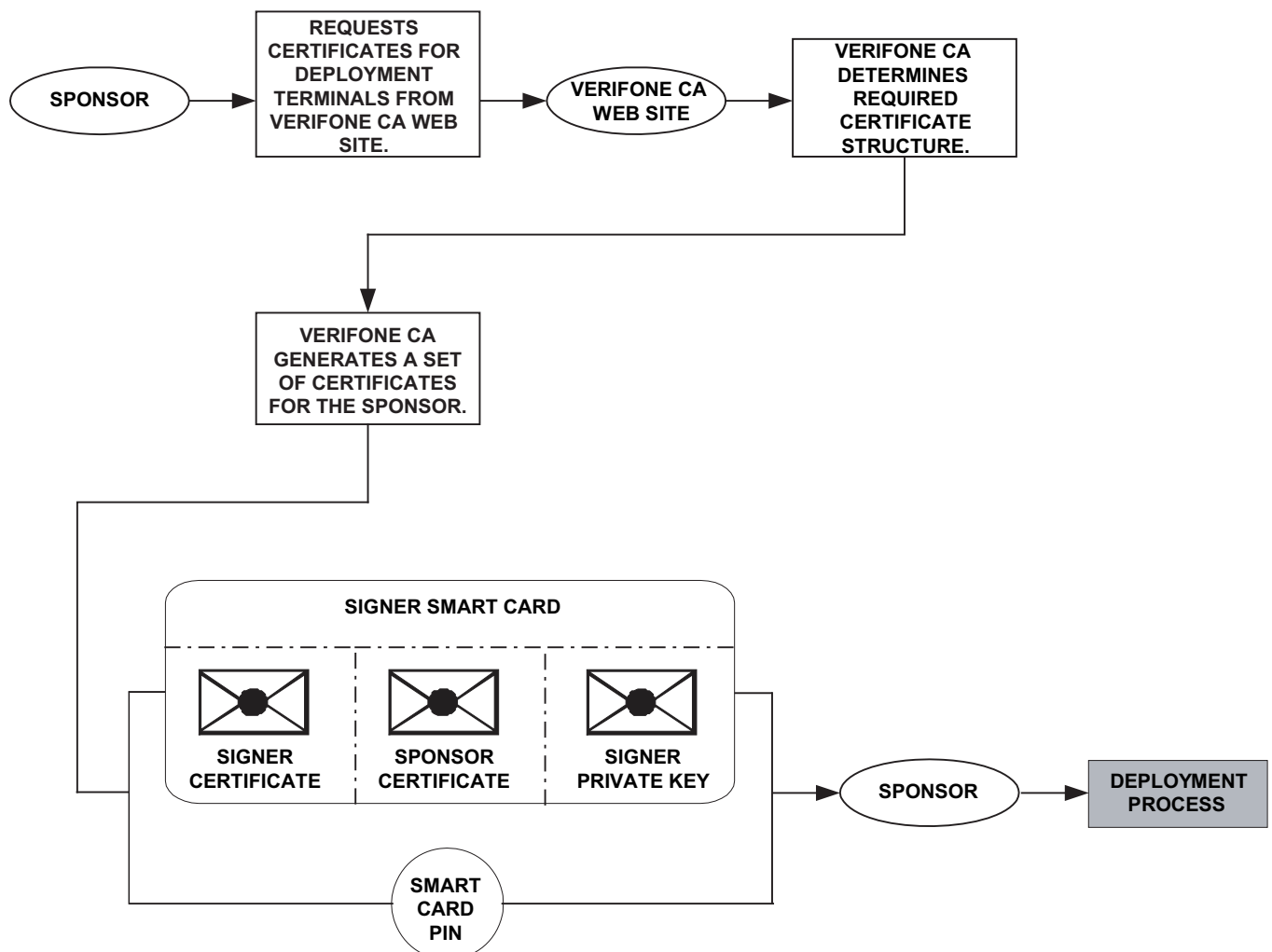
**Figure 5 The Development Process**

## Pre-Deployment Process

In this process:

- 1 A sponsor goes to the Verifone CA Web site and requests certificates for deployment terminals.
- 2 Based on information provided by the sponsor through the Verifone CA Web site, the Verifone CA determines the required certificate structure.
- 3 The Verifone CA generates the following items for the sponsor:
  - a Smart card containing a set of certificates and private key.
  - b Smart card PIN.
- 4 The Verifone CA sends the smart card and smart card PIN to the sponsor.
- 5 The sponsor uses the smart card and smart card PIN as inputs for the deployment process.

Figure 6 illustrates the pre-deployment process.



**Figure 6** The Pre-Deployment Process

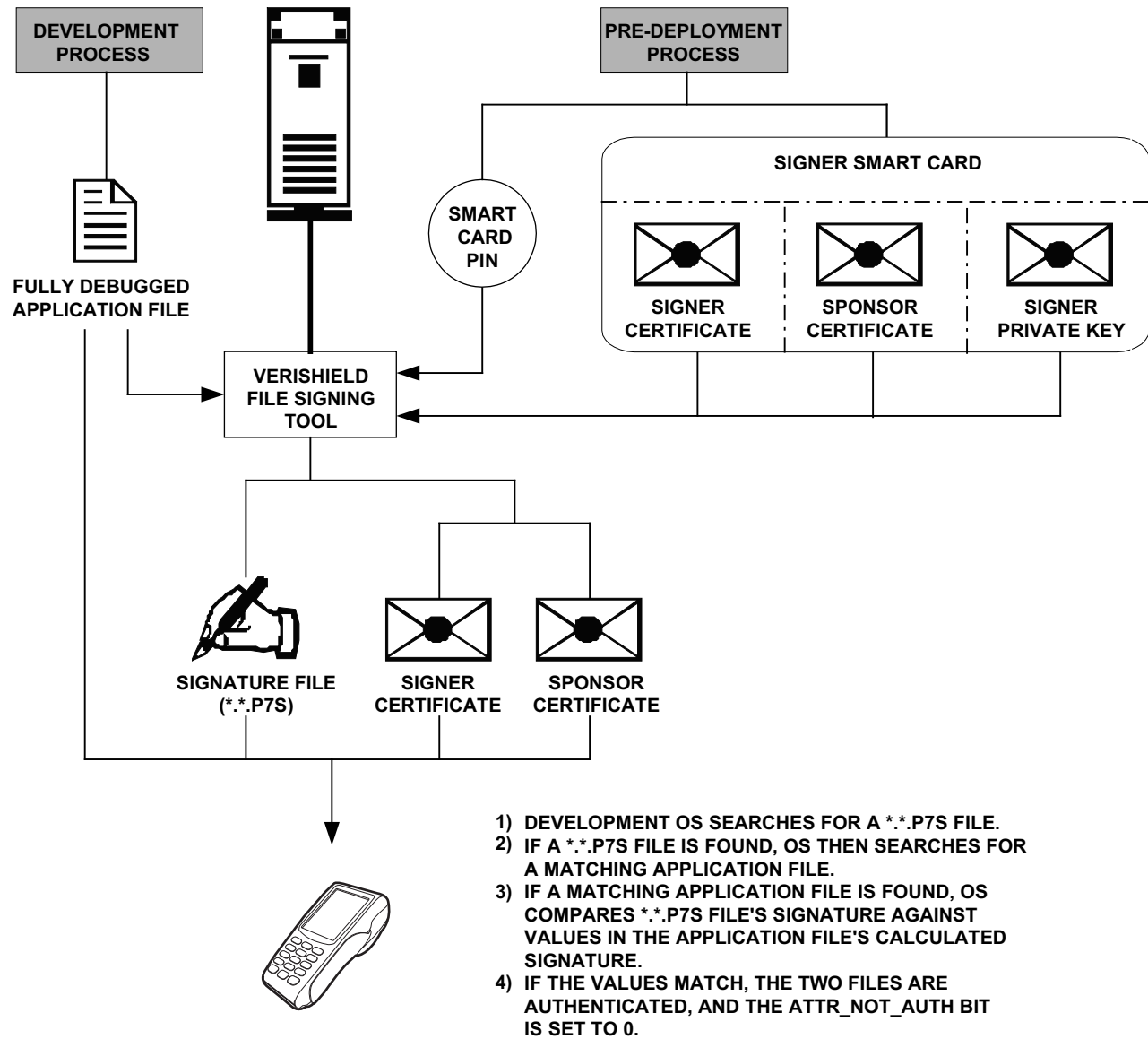


## Deployment Process (see Figure 7)

In this process:

- 1 The sponsor provides the application file (from the development process), the smart card, and smart card PIN (from the pre-deployment process) as inputs to VeriShield Retain.
- 2 VeriShield Retain extracts the signer key, signer certificate, and sponsor certificate from the smart card.
- 3 VeriShield Retain uses the extracted data, along with the application file, to create a signature file (\*.p7s).
- 4 VeriShield Retain creates files suitable for downloading from the extracted smart card data.
- 5 The signature file, application file, and extracted signer and sponsor certificates are downloaded into a deployment terminal, where the following actions occur:
  - a The terminal's operating system searches for signature files.
  - b If a signature file is found, the operating system then searches for a matching application file.
  - c If a matching application file is found, the operating system compares the signature file's signature against the values stored in the application file's calculated signature.
  - d If these values match, the operating system marks the application file "authenticated" and allows it to run.
- 6 Each successfully authenticated executable application file is allowed to run on the terminal (otherwise, the executable remains stored in the terminal memory but is not allowed to run).

Figure 7 illustrates the deployment process.



**Figure 7 The Deployment Process**

### Planning for File Authentication

File authentication is an integral part of every VX 680 terminal. To safeguard the terminal's logical security, the file authentication module requires that any executable code file must be successfully authenticated before the operating system allows it to execute on the terminal.

## Authentication Requirements for Specific File Types

For the purposes of file authentication, executable code files include two file types that can be recognized by the filename extensions listed in [Table 9](#).

**Table 9 Executable File Extensions**

File Type	Extension
Compiled and linked application files	*.out
Global function libraries	*.lib

Depending on the logical security requirements of specific applications, other types of files used by an application (that is, non-executable files) must also be authenticated.

- Data files (\*.dat) that contain sensitive customer information or other data that must be secure
- Font files (\*.vft or \*.fon) may need to be secure to prevent unauthorized text or messages from being displayed on the terminal screen.
- Any other type of file used by an application in which the application designer would like to logically secure using file authentication requirements

## Decide Which Files to Authenticate in a Specific Application

The first step in the file authentication process is to determine which files must be authenticated for an application to meet its design specifications for logical security under the VeriShield Retain security architecture.

In most cases, application designers make these decisions based on specifications provided by the terminal sponsor. Determining which files to authenticate can be completely transparent to the person or business entity responsible for signing, downloading, and authenticating an application prior to deployment.

## How (and When) Signature Files Authenticate Their Target Files

Signature files are usually downloaded together with their target application files in the same data transfer operation. This recommended practice lets you specify and confirm the logical security status of the VX 680 terminal each time you perform an application download.

When the file authentication module detects a new signature file after a terminal restart, it locates and attempts to authenticate the target file that corresponds to the new signature file.

It is not mandatory to always download a signature file and its target application file at the same time. For example, you can download the corresponding signature file in a separate operation. A non-authenticated application can reside in the terminal memory, but is not authenticated or allowed to run on the terminal until the signature files for the application executable files are processed by the file authentication module after a subsequent download procedure and terminal restart.

### Determine Successful Authentication

To ensure the VX 680 terminal's logical security, never assume that a target file was authenticated simply because it was downloaded to the VX 680 terminal together with its signature file.

There are several ways to ensure a target file is successfully authenticated after a download:

- **Confirm if all downloaded executable files run.** If an executable code file is not successfully authenticated, the operating system does not allow it to execute and run, either following the initial download or on subsequent terminal restarts. The effect of this rule depends on whether or not all executable files are successfully authenticated.
  - If the executable file that failed to authenticate is the main application (\*.out) specified in the `CONFIG.SYS *GO` variable, the main application is not allowed to run.
  - If the executable that failed to authenticate is a secondary executable (\*.out) or shared library (\*.lib) used by the main application, the `CONFIG.SYS *GO` application executes and runs until it issues a function call to that library. When the main application attempts to access a non-authenticated executable, the main application may crash.
- **Visually (and audibly) confirm file authentication during the process.** When the file authentication module is invoked at terminal restart and detects a new signature file, it displays status information on the screen indicating success or failure of the authentication of each target file based on its corresponding signature file. (A similar status display also appears on the screen when you download digital certificates.)

You can watch the screen display following the download to see if a specific target file fails authentication. If this happens, **FAILED** is displayed for five seconds on the screen below the filenames of the target and signature files, and the terminal beeps as an alert.

An application program can issue a function call to read the `ATTR_NOT_AUTH` bit's current value for all relevant files to verify they were successfully authenticated. If the `ATTR_NOT_AUTH` bit's binary value is 1, the file did not authenticate; if 0, the file did authenticate.

For non-executable files, it is the application's responsibility to confirm that all of the files it uses successfully authenticated on download completion, and when the application executes the first time following a restart.



**NOTE** Because the application is responsible for verifying data files and prompt files, it is recommended that each application check the ATTR\_NOT\_AUTH bit of all relevant files on restart.



**NOTE** Each successfully authenticated file is also write-protected. That is, the file's read-only attribute is set. If the read-only file is removed or if the file is modified in any way while stored in the terminal, the ATTR\_NOT\_AUTH bit is automatically set to 1. If the modified file is an executable, it is no longer allowed to run.

## Digital Certificates and the File Authentication Process

The file authentication module always processes certificates before it processes signature files. Digital certificates (\*.crt files) generated by the Verifone CA have two important functions in the file authentication process:

- They define the rules for file location and usage (for example, the valid file group, replaceable \*.crt files, parent \*.crt files, whether child \*.crt files can exist, and so on).
- They convey the public cryptographic keys generated for terminal sponsors and signers that are the required inputs to the VeriShield File Signing Tool to verify file signatures.

### Hierarchical Relationships Between Certificates

All digital certificates are hierarchically related to one another. Under the rules of the certificate hierarchy managed by the Verifone CA, a lower-level certificate must always be authenticated under the authority of a higher-level certificate. This rule ensures the overall security of VeriShield Retain.

To manage hierarchical relationships between certificates, certificate data is stored in terminal memory in a special structure called a certificate tree. New certificates are authenticated based on data stored in the current certificate tree. The data from up to 21 individual related certificates (including root, OS, and other Verifone-owned certificates) can be stored concurrently in a certificate tree.

This means that a new certificate can only be authenticated under a higher-level certificate already resident in the terminal's certificate tree. This requirement can be met in two ways:

- The higher-level certificate may have already been downloaded to the terminal in a previous or separate operation.
- The higher-level certificate can be downloaded together with the new certificate as part of the same data transfer operation.

A development set of higher-level certificates is downloaded into each VX 680 terminal upon manufacture. When you take a new VX 680 terminal out of its shipping carton, certificate data is already stored in the terminal's certificate tree. In this just-out-of-the-box condition, the VX 680 terminal is called a development terminal.

A sponsor requests a set of digital certificates from the Verifone CA to establish sponsor and signer privileges. This set of certificates is then downloaded onto the VX 680 when the device is being prepared for deployment. When this procedure is complete, the VX 680 is called a deployment terminal.

### Adding New Certificates

When you add a new certificate file to a VX 680 terminal, the file authentication module detects it by filename extension (\*.crt). On restart, the terminal then attempts to authenticate the certificate under the authority of the resident higher-level certificate stored in the terminal's certificate tree or one being downloaded with the new certificate.

In a batch download containing multiple certificates, each lower-level certificate must be authenticated under an already-authenticated, higher-level certificate. Whether or not the data a new certificate contains is added to the terminal's certificate tree depends on whether it is successfully authenticated. The following points explain how certificates are processed:

- If a new certificate is successfully authenticated, the information it contains is automatically stored in the terminal's certificate tree. The corresponding certificate file (\*.crt) is then deleted from that file group's memory.
- If the relationship between the new certificate and an existing higher-level certificate cannot be verified, the authentication procedure for the new certificate fails. In this case, the certificate information is not added to the certificate tree and the failed certificate file (usually ~400 bytes) is retained in the application memory.

### Development Terminals

A development terminal is a VX 680 with a Sponsor and Signer certificate issued to someone who intends to use the terminal for application development. An application developer must apply for a Sponsor/Signer certificate to allow loading an application. See [Figure 8](#).

In the development device, the level of logical security provided by the file authentication module is the same as a deployment application.

---

**NOTE**

With the factory set of certificates stored in the terminal memory, anyone who has the VX 680 SDK and VeriShield File Signing Tool can generate valid signature files for downloading and authenticating files on the VX 680 platform.

---

## Deployment Terminals

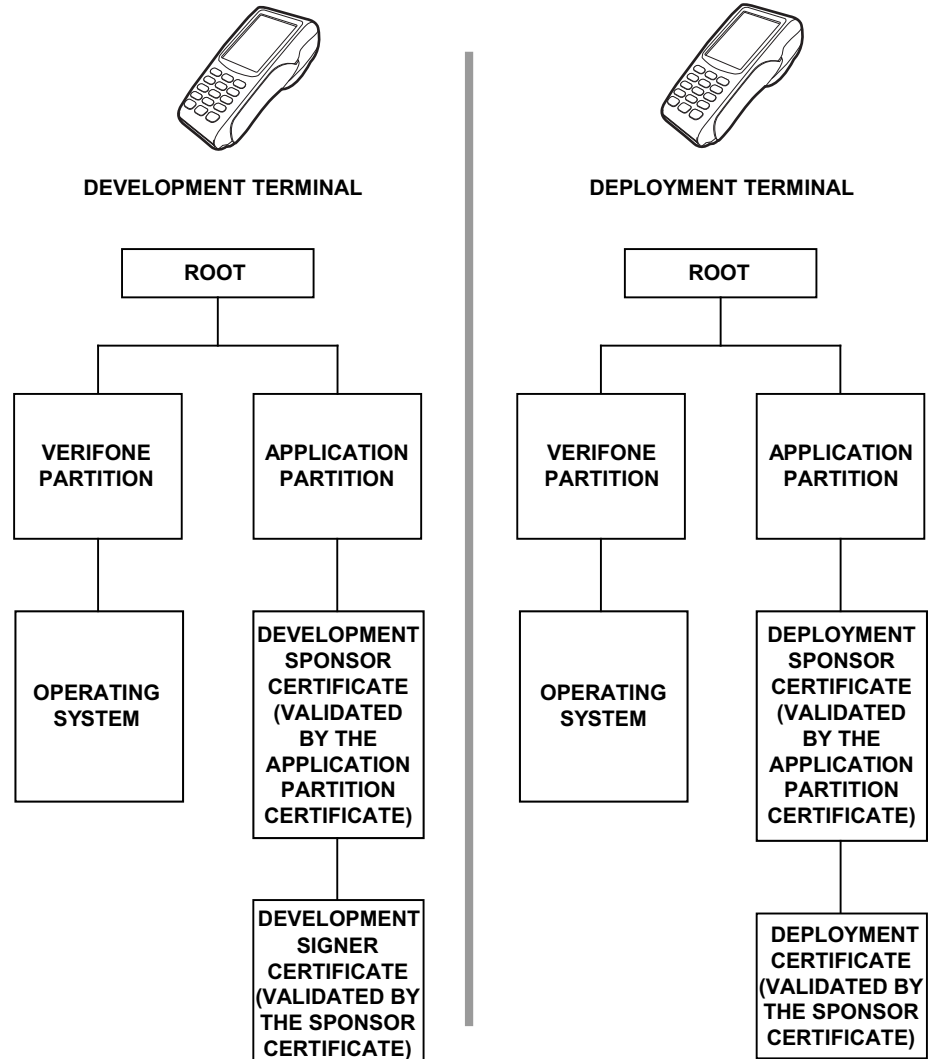
While the application development process is being completed and while the new application is being tested on a development terminal, a sponsor can order specific sponsor and signer certificates from the Verifone CA to use to logically secure sponsor and signer privileges when the VX 680 terminal is prepared for deployment.

Customer-specific sponsor and signer certificates are usually downloaded to a VX 680 terminal as part of the standard application download procedure performed by a deployment service. In this operation, the new sponsor and signer certificates replace the development sponsor certificate that is part of the factory set of certificates, as shown in [Figure 8](#).

When the sponsor and signer certificates are downloaded and successfully authenticated, the terminal is ready to deploy.

Ultimately, it is the sponsor's decision how to implement the logical security provided by file authentication on a field-deployed terminal. Additional certificates can be obtained from the Verifone CA anytime to implement new sponsor and signer relationships in deployment terminals. VeriShield Retain allows for multiple sponsors and signing certificates in a terminal. This allows the flexibility of unique signatures for each executable or data files.

Figure 8 illustrates the certificate trees in development and deployment terminals.



**Figure 8** Certificate Trees in Development and Deployment Terminals

### Permanency of the Certificate Tree

The data contained in a digital certificate is stored in the terminal's certificate tree when the certificate is authenticated, and the certificate file itself is erased from memory.

The certificate tree file is stored in a reserved area of non-volatile memory and is therefore permanent. New certificate data can be added to the existing certificate tree (up to a maximum of 21 certificates).

### Required Inputs to the File Signing Process

The required inputs to the file signing process are somewhat different for development terminals than deployment terminals. The significant differences are shown in [Table 10](#).



**Table 10** Differences Between Required Inputs

Development Terminals	Deployment Terminals
<p>Manufacturing inputs to the file signing process are included, together with the VeriShield File Signing Tool in the VX 680 SDK. These inputs make it possible for anyone who has the VX 680 SDK to sign and authenticate files.</p> <p>The following three unique inputs, which are issued at customer request by the Verifone CA, are required for the file signing process, as well as the application files you want to sign and authenticate:</p> <ul style="list-style-type: none"> <li>• <b>Developer signer certificate:</b> This unique certificate is a required input for VeriShield File Signing Tool and must be downloaded to the terminal along with the signature files and target application files to authenticate, unless already downloaded to the terminal in a previous operation.</li> <li>• <b>Developer signer private key:</b> The Verifone CA issues this unique, encrypted private key file (*.key) to an authorized signer at the sponsor's request. The signer private key is a required input to VeriShield File Signing Tool, but does not have to be downloaded to the terminal.</li> <li>• <b>Developer signer PIN:</b> The Verifone CA issues this unique password to an authorized signer at the sponsor's request. The customer signer password is a required input to VeriShield File Signing Tool, but it does not have to be downloaded to the terminal.</li> </ul>	<p>The required inputs to VeriShield File Signing Tool must be obtained from the Verifone CA to logically secure the sponsor and signer privileges for the terminal.</p> <p><b>Note:</b> The customer sponsor certificate, which authenticates the customer signer certificate, is usually downloaded to the terminal with the customer signer certificate, but it is not a required VeriShield File Signing Tool input when signing files.</p>

## Replace a Sponsor Certificate

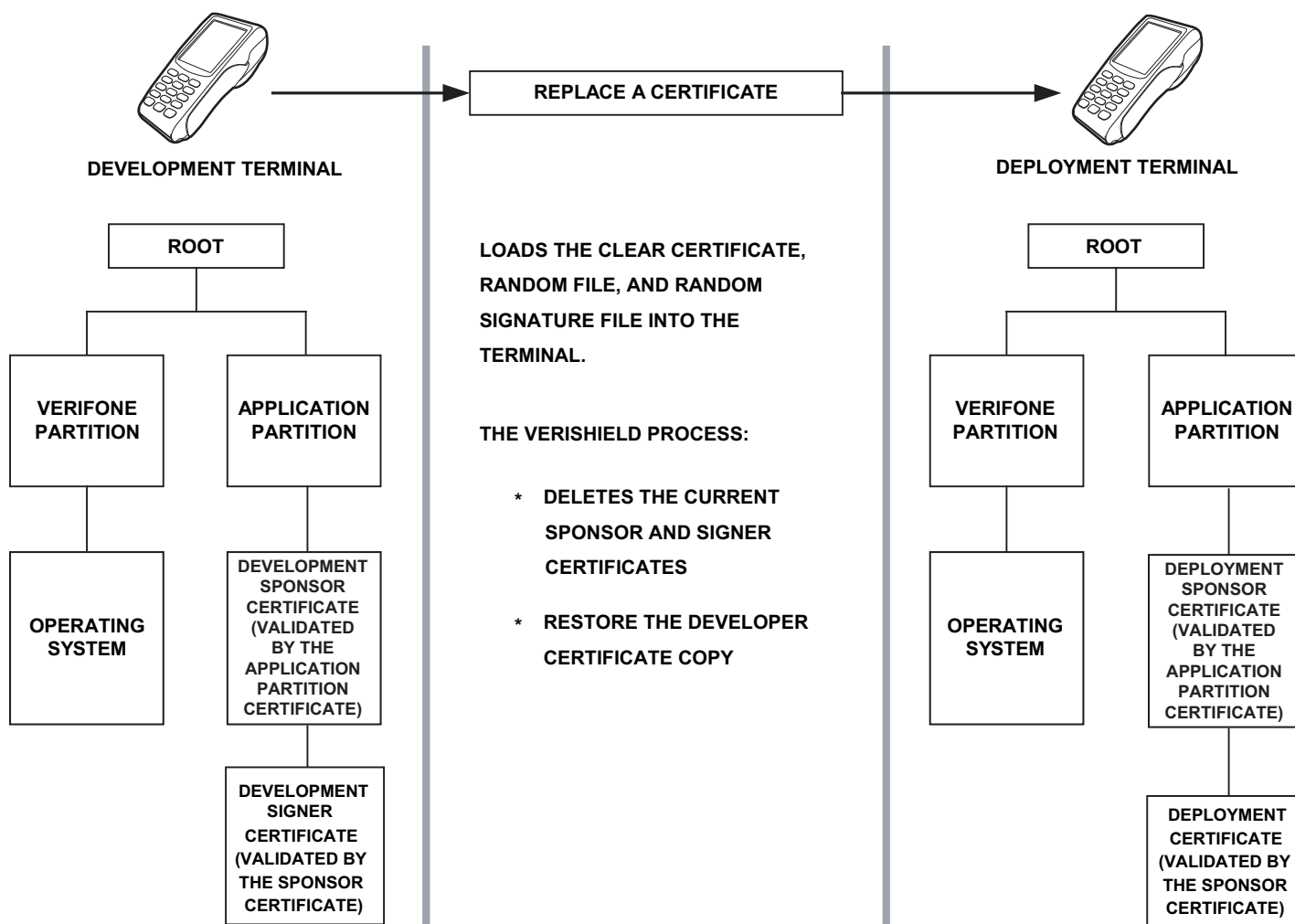
A sponsor may need to clear the current sponsor certificate from a terminal so that a new sponsor can load certificates and applications. To do this, the original sponsor must order a “clear” smart card from the Verifone CA. The clear smart card is specific to the requesting sponsor. It restores a deployment terminal to the development state (refer to [Figure 9](#)) by:

- Deleting the current sponsor and signer certificates from the terminal's application partition.

### NOTE



The process for replacing a signer certificate is the same as replacing a sponsor certificate.



**Figure 9** Certificate Replacement Process

## File Authentication and the File System

### Application Memory Logically Divided Into File Groups

The memory of a VX 680 terminal is logically divided into two main areas, or partitions:

- operating system
- applications

The application partition is further divided into sub-partitions. These sub-partitions are called file groups or GIDs.

This system of partitions and sub-partitions makes it possible to store multiple applications in terminal memory and prevent these applications from overlapping or otherwise interfering with each other's operation.

There are a total of 16 file groups (Figure 10). Group 0 is the name of the operating system partition. Group 1 is reserved for the main application. Groups 2–14 are available for related executable files or secondary applications. Group 15 is open, and used for shared files such as shared libraries.



**Figure 10** VX 680 Application Memory Partitions

#### NOTE



The VX 680 operating system only enforces the rule that the main application be always stored in GID1. You can, for example, store a shared library in any file group. [Rules for Storing Applications in Specific File Groups](#) states reasons to follow the guidelines previously described for storing applications and libraries in specific file groups.

### Rules for Storing Applications in Specific File Groups

Here are some important VX 680 file system features, as they relate to storing application files in specific file groups, and how these features affect the file authentication process:

- Most applications consist of more than one executable. For each executable to run on the terminal, it must be signed and authenticated.
- Although not enforced by the operating system, it is recommended that only one application be stored per file group in the application partition. Any number of executable files can, however, be stored in a single file group.
- Using the `CONFIG.SYS *GO` variable, you can specify only one application to automatically execute following a download and terminal restart. The defined application is usually the main application stored in Group 1 and called from the `*GO` variable in the `CONFIG.SYS` file in GID1.

- The main application stored in GID1 can access files, secondary applications, or function libraries stored in any other file group.
- The application downloaded into GID1 is always the primary application for the terminal. This application is owned by the primary terminal sponsor (sponsor A) in cases where there are multiple sponsors.
- The Group 1 application controls any and all secondary applications stored in terminal memory. That is, a secondary application can only be invoked by a RUN command issued by the Group 1 application.
- An application stored in Groups 2–15 can only access files stored in its own file group and in Group 15. For example, an application authorized by the sponsor to be authenticated in Group 4 can only access files and libraries stored in Group 4 and Group 15.
- If multiple applications (main and secondary) are to run on the same terminal, each .OUT and/or shared library file must have its own matching signature file.

Because each application is responsible for verifying its own data and prompt files, the other application files should have their own matching signature files. The master .OUT file should validate that these additional signature files are authenticated before they are used.

- If two or more applications will run on the same terminal, the signature files for the respective applications must be downloaded, together with the corresponding target files, into the specific file group(s) for which the applications are authorized. If an application is downloaded into a group for which it is not authorized, file authentication for that application fails.

If, for example, Application B is downloaded into GID4, where it is authorized to run, but the signature files for all Application B executable files are downloaded into GID7, file authentication for Application B fails and it is not allowed to run.

- Each certificate contains an attribute to verify if an application is valid for a particular group.

### Authenticate Files Stored in the Memory of a File Group

All \*.p7s files are identified as I: drive or F: drive files and contain flags that indicate if the file to verify is identified as an I: drive or an F: drive file. A signature file must know if its matching application file is identified as an I: drive or an F: drive file. If a signature file cannot locate its matching application file, the application file is not authenticated.

If the signature file authenticates its target file, and if the \*FA variable is present in the `CONFIG.SYS` file of the target file group and is set to 1, the signature file is retained in memory and is automatically moved, if necessary, into the same logical file system (I: or F:) as the target file it authenticates. That is, if the target file is identified as an F: drive file, the signature file is also identified as an F: drive file; if the target file is identified as an I: drive file, the signature file is also identified as an I: drive file.

**NOTE**



Normally signature files are retained in the terminal even after being used to authenticate executable (code) or data files. This is to facilitate back-to-back downloads, as described in [Chapter 5](#). Users who do not intend to perform back-to-back downloads can remove signature files after use, gaining space for other files. Automatic removal is performed if the user sets \*FA=0 in the `CONFIG.SYS` file of Group 1. The main reason for using \*FA is to force automatic removal. If the user desires the default behavior (retain signature files, to allow for back-to-back downloads), the user does not need to set \*FA.

If the signature file authenticates its target file and the \*FA variable is present in the `CONFIG.SYS` file of the target file group and is set to 0, the signature file is erased when its target file is authenticated.

If you intend to perform back-to-back downloads, as described in [Performing Downloads](#), all signature files must be retained in the VX 680 terminal's application memory, together with the target application files they authenticate.

**NOTE**



To control if signature files are retained or deleted when they are processed by the file authentication module, you must use the protected `CONFIG.SYS` variable \*FA as documented in the *Verix eVo Volume I: Operating System Programmers Manual* (VPN DOC00301).

## Restrictions on Downloading Different File Types

A typical application download includes a variety of different file types. The following restrictions in [Table 11](#) describe how you can download different kinds of files to the VX 680 terminal and how files are stored in the file system:

**Table 11** Download File Extensions

File Type	Restriction
Certificate (* .crt)	<i>Must</i> be downloaded into the I: drive of the target file group (GID1–GID15) selected in Verix Terminal Manager.
Signature (* .p7s)	<i>Must</i> be downloaded into the I: drive of the target file group (GID1–GID15) selected in Verix Terminal Manager.
Operating system	<i>Must</i> be downloaded into Group 1 I: drive. When the OS files, related certificates and signature files are authenticated, they are automatically moved from Group 1 I: drive into the Group 0 sub-partition reserved for the operating system.

The normal size of a signature file is approximately 400 bytes. Depending on the application's size and on how memory space is allocated, the area available for storing multiple signature files must be carefully managed. The memory space required by a certificate file is also approximately 400 bytes, but certificate files are temporary. When a certificate is authenticated, the data it contains is copied to the certificate tree, and the certificate file is erased from the target file group's I: drive.

## VeriShield File Signing Tool

To generate the signature files required for file authentication, you must sign all executable files and other files to be logically protected using the file signing (VeriShield File Signing Tool) software tool. This section discusses the use of this tool, which is included in the VX 680 Verix eVo DTK.

The VeriShield File Signing Tool generates a formatted file called a signature file, recognized by the filename extension \*.p7s.

You can run VeriShield File Signing Tool on a host computer (PC) in DOS command-line mode, or invoke the program under Windows 2000 or Windows XP and then use the dialog box shown on [Figure 11](#) to make the required entries.



The file signing process for operating system files is done for VX 680 customers by the Verifone CA. For operating system updates, Verifone provides customers with a complete download package that includes all certificates and signature files required for authentication.

## VeriShield File Signing Tool System Requirements

The file signing tool requires one of the following computing environments:

- Windows NT, Version 4.0, SP5
- Windows 95, with Internet Explorer Version 5.0

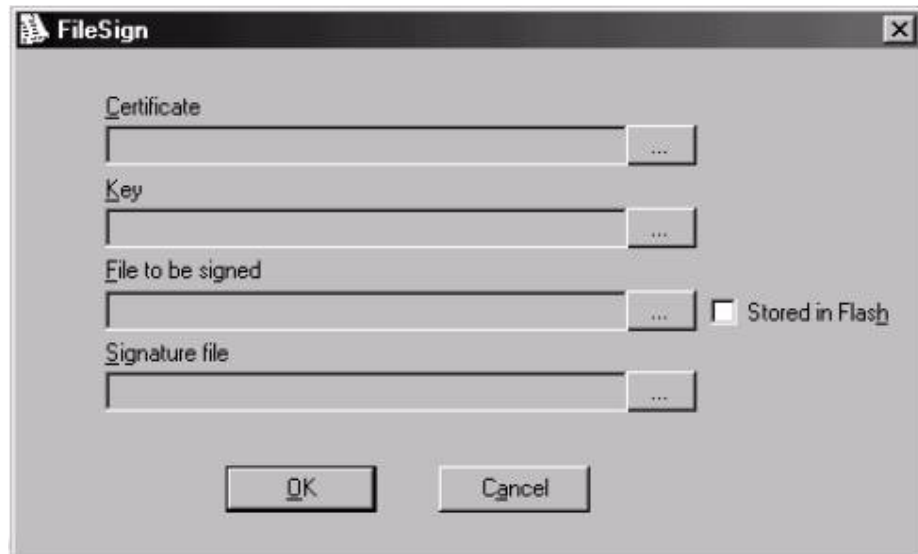
The SP5 and Internet Explorer Version 5.0 software can be downloaded from the Microsoft Web site located at [www.microsoft.com](http://www.microsoft.com).

## Operating Modes for the VeriShield File Signing Tool

The VeriShield File Signing Tool can run on the host computer in two user modes:

- **Command-line mode** (Windows PC DOS shell): Command-line mode is useful for application developers who perform batch file downloads and is convenient when using file download tools provided by Verifone, such as the VeriCentre Download Management Module (DMM) and the DDL.EXE direct download utility. In command-line mode, you can sign a batch of files in a single operation.
- **Graphical interface mode** (Windows NT or Windows 95): Use the FileSign dialog box ([Figure 11](#)) to select the file to sign, and assign a name and destination location for the generated signature file on the host computer. When you run the file signing tool under Windows, you can sign only one file at a time.

You can also specify to store the target file in the target file group's I: drive (default location) or in the target file group's F: drive. If required, you can navigate through the file system on your PC to select the signer certificate file (\*.crt) and signer private key file (\*.key) to use as inputs to the file signing process.



**Figure 11** FileSign Dialog Box



**NOTE**

If the entry of a signer password is a required input, a secondary dialog box is displayed to enter and confirm the password. Please also note that a signer password is required for a deployment terminal, but not for a development terminal.

## Command-Line Entries for the File Signing Tool

Table 12 lists the switches that make up the command-line mode syntax for the file signing tool (VeriShield File Signing Tool).

**Table 12 Command-Line Mode Switches for VeriShield File Signing Tool<sup>a</sup>**

Switch	Description	Requirements
-C, -c	Signer certificate file name (*.crt).	<p>Required input for development terminals and deployment terminals.</p> <p>Use the VxSIGN.CRT developer signer certificate for development terminals.</p> <p>Use the signer certificate issued by the Verifone CA for deployment terminals.</p>
-K, -k	Signer private key filename (*.key).	<p>Required input for development terminals and deployment terminals.</p> <p>Use the VxSIGN.KEY developer signer private key for development terminals.</p> <p>Use the signer private key provided by the Verifone CA for deployment terminals.</p>
-P, -p	Signer password for decrypting the signer private key.	<p>Required input for development terminals and deployment terminals.</p> <p>The Verifone CA issues and securely conveys this password to an authorized signer.</p>
-F, -f	Name of the application file to sign (*.out, *.lib, or other file type).	Required for development terminals and for deployment terminals.



**Table 12**      **Command-Line Mode Switches for VeriShield File Signing Tool<sup>a</sup>** (continued)

Switch	Description	Requirements
-S, -s	Name of the signature file (*.p7s) for VeriShield File Signing Tool to generate for the target application file.	Required for development terminals and for deployment terminals.
-L, -l	Specifies to store the target application file to sign and authenticate in the drive F: file system.  If you do not use this switch to specify F: drive as the target file destination, it is stored by default in the I: drive.	Optional entry.  This switch assigns an F: prefix to the name of the *.out or *.lib file to download, and also stores this information in the signature file as part of the special filetype attribute.  <b>Note:</b> Signature files must be downloaded into the target file group's I: drive.  If the target file is authenticated, the corresponding *.p7s file is moved to the same memory area as the target file it authenticates. For example, if the target file is stored in F: drive, its *.p7s file is moved into the F: drive system. If, however, you set the *FA variable in the file group's CONFIG.SYS file to 0, all signature files are deleted from memory when file authentication is complete. Removing *.p7s files will prevent application files from executing after a back-to-back download.

a. The switches described are not case-sensitive and can be entered on the command line in any order.

Please note also how the command-line mode switches described in [Table 12](#) are used in this example:

```
filesign -L -f file.out -s file.p7s -c vxsign.crt -k vxsign.key
```

- The -L switch indicates to store the application file in the flash file system instead of the target group's (default) I: drive file system. (The target group for the download must be selected from Verix Terminal Manager when the download is performed.)
- The -f switch indicates that the application file "file.out" must be signed by the file signing tool.

Executable files, such as \*.out and \*.lib files, must always be signed if they are to run on the terminal following a download. Depending on the

application's logical security requirements, other types of files, such as data files and font files, may also need to be signed and authenticated on download.

- The `-s` switch is followed by the name of the signature file to be generated, `file.p7s`.
- The `-c` switch is followed by the name of the signer certificate to be used for file authentication with the development terminal, `vxsign.crt`.
- The `-k` switch is followed by the name of the signer private key file, `vxsign.key`. A signer private key is a required input to the file signing process for development terminals and for deployment terminals.

### **Graphical Interface Mode for the VeriShield File Signing Tool**

When you execute the VeriShield File Signing Tool file, the FileSign dialog box is displayed (see [Figure 11](#)).

The FileSign dialog box has four entry fields, each of which is followed by a “next” [...] selection button. There is one check box, and the OK and Cancel buttons.

- Press ALT+C or click the [...] button to the right of the Certificate field to locate and select the certificate file (`*.crt`) to be used to sign the file.
- Press ALT+K or click the [...] button to the right of the Key field to locate and select the signer private key file (`*.key`).
- Press ALT+F or click the [...] button to the right of the File to be signed field to locate and select the application file (`*.out`, `*.lib`, or other) to sign. If necessary, the filename can also be modified.

To store the file in F: drive upon download to the terminal, check the Stored in Flash check box. This adds the F: prefix to the target file name.

- Press ALT+S or click the [...] button to the right of the Signature file field to enter a filename for the signature file to be generated. The filename extension must always be `*.p7s`. You can also choose another directory on the host PC to store the generated signature file.
- When all entries are complete, press ALT+O or click the OK button to execute the VeriShield File Signing Tool and generate the signature file, otherwise, press ALT+A or click Cancel to exit the VeriShield File Signing Tool utility.

When the necessary signature files are generated to authenticate the application or applications on the VX 680 terminal, perform the application download procedure.

For more information about file authentication within the context of specific download procedures, refer to [Chapter 5](#).



# Performing Downloads

This chapter contains information and procedures to allow you to perform the various types of data transfers required to:

- Develop applications for the VX 680 terminal.
- Prepare VX 680 terminals for deployment.
- Maintain VX 680 terminal installations in the field.
- Transfer data to/from terminals.

In this chapter, information pertaining to file authentication is only discussed in the context of procedures while performing file downloads. See [File Authentication](#) for further file authentication discussion.

The VX 680 terminal contains ports that allow connection to a network, telephone line, or other terminals (for back-to-back downloads). See [Download Methods](#).

## Downloads and Uploads

---

Data can be transferred from a sending system to a receiving system while performing downloads. The term download also refers to a terminal receiving data. The term upload describes the process of a terminal sending data.

Use any of the following two operations to program, deploy, transfer data files from, and support VX 680 terminals:

- **Host computer downloads:** Applications, operating systems or OS updates, and associated files transfer from a host PC to a VX 680 terminal.
- **Back-to-back downloads:** Applications and associated files transfer from one VX 680 terminal to another VX 680 terminal.

## Download Methods

---

The following three methods are available for file and data downloads through the VX 680 download and upload procedures:

- **Direct downloads:** Files and/or data transfer directly from the sending system (a host computer) to the receiving system (a VX 680 terminal). A special cable (VPN 05651-xx) connects the RS-232 serial ports of the two systems.
- **Downloads by telephone (via USB external modem):** Files and data transfer over a telephone line from the sending system (a host computer) to the receiving system (a VX 680 terminal). The modem of the sending host computer and the modem of the receiving terminal are connected by a telephone line. Data transfers into the VX 680 terminal through the designated communication port.

- **Downloads by telephone (via Bluetooth):** Files and data transfer over Bluetooth from the sending system (a host computer) to the receiving system (a VX 680 terminal). Data transfers into the VX 680 terminal through the designated communication port.
- **Back-to-back downloads:** Files and data transfer from a sending VX 680 terminal to a receiving VX 680 terminal. A special cable connects the RS-232 serial ports of the two terminals.

**NOTE**

An external UART Dongle on both the sending and receiving terminal is required to attach the special cable.

- **USB downloads:** Files and data are transferred from a USB-connected drive. The terminal searches for the `Verifone.zip` file on the drive and downloads data from it.

**NOTE**

The terminal will automatically download the file `Verifone.zip` from a USB flash drive without the user having to go through [Verix Terminal Manager](#) under the following conditions:

- The USB flash drive is connected before the terminal is turned on.
- The USB flash drive is inserted when the initial **DOWNLOAD NEEDED** message is displayed.

In both cases, the **USB DOWNLOAD COMPLETE** message will appear on the terminal screen after the `Verifone.zip` file has been downloaded.

## Download Tools

Three software tools are available from Verifone for performing downloads: **VeriCentre Download Management Module (DMM)**, **VeriCentre**, and **DDL.EXE (Direct Download Utility)**.

**NOTE**

Because of the large size of some download files, Verifone recommends only using download tools provided by Verifone. CRC and other error checking is not supported on the GSM system. Verifone download tools provide these error checking mechanisms.

The following tools perform direct downloads and downloads by telephone from a host computer to a VX 680 terminal:

- **VeriCentre DMM:** Multi-user environment for software downloads. DMM supports Windows NT clients and has a sophisticated database to manage up to 100,000 terminals. The VX 680 operating system supports file decompression for archives created using DMM.
- **VeriCentre:** PC-based software tool to manage applications and data for Verifone. In addition to being a database and communications management tool, VeriCentre automates application downloads and updates to terminal records.

- **DDL.EXE:** Downloads files and data from a development system or another host computer, directly to a VX 680 terminal over a serial cable connection. DDL.EXE is a Windows program included in the Verix eVo DTK (Verix eVo Developer's Toolkit).

**NOTE**

No special software tool or utility is required to perform back-to-back application downloads. Only a serial cable connected between two terminals is required. This data transfer procedure, invoked from within Verix Terminal Manager, is handled by the OS software and firmware of the sending and receiving VX 680 terminals.

## Download Content

In general, you can download files and data to a VX 680 terminal. The types of files and data can be grouped into the following functional categories:

- **Operating system files:** A set of related programs and data files provided by Verifone to control the terminal's basic processes and functions. Files that belong to the OS are stored in a reserved area of the terminal memory.

A complete OS is downloaded to each VX 680 terminal during the manufacture. If necessary, download newer versions during application development, or when preparing for deployment to on-site terminals.

- **Applications and related files:** An application is a computer program consisting of one or more executables, including compiled and linked object files (\*.out), and one or more function libraries (\*.lib). Most applications also include font files (\*.vft, \*.fon), data files (\*.dat), and other related file types.

VX 680 applications can be developed by Verifone, customers, or third parties on customer request. One or more applications must be downloaded to the VX 680 terminal before it can be deployed at a customer site and used to process transactions.

- **Files related to file authentication:** The logical component of the VeriShield security architecture in the VX 680 terminal is file authentication. For an executable to run on a VX 680 terminal, it must be authenticated by the VeriShield file authentication module.

**NOTE**

For details on file authentication, see [File Authentication](#).

Two special types of files are required for the file authentication process: digital certificates (\*.crt) and signature files (\*.p7s). These file types must be downloaded to the terminal together with the application files to authenticate.

- **Terminal configuration settings:** Files or records that contain various types of data can also be downloaded to a VX 680 terminal, including CONFIG.SYS variables, passwords for accessing protected Verix Terminal Manager

functions, the current date and time, and the modem country code setting (refer to [Verix Terminal Manager](#)).

## Full and Partial Downloads

When preparing to initiate a download procedure, choose either a full or partial download and the COM 1 port, through the Verix Terminal Manager menu options (refer to [Verix Terminal Manager](#)). Depending on the type of files you are downloading and the download method you are using, there are some restrictions on whether a full or partial download is permitted. Full download means all files in group 1-14 will be deleted. The common group, 15, is not affected. While partial download means no files currently on the system will be deleted.

The various types of full and partial download procedures are listed and described in [Table 13](#).

**Table 13**      **Types of Full and Partial Downloads**

Download Type	Description and Effects	Download Methods Supported
Full application download	<p>An entire application, including all executables and data files, transfers from one system to another in a single operation.</p> <p>Files related to the file authentication process and terminal configuration settings can be included in a full application download. During this process, memory is cleared.</p> <p>Following a full application download, the terminal restarts and the file authentication module is invoked. If application files are authenticated and <code>CONFIG.SYS *GO</code> variable is set, then the application executes.</p>	<ul style="list-style-type: none"> <li>• Direct downloads</li> <li>• Telephone downloads</li> <li>• Back-to-back downloads</li> </ul>
Partial application download	<p>A subset of application executables, font files, and/or data files transfer from one system to another to modify or update an existing application.</p> <p>Files related to file authentication and terminal configuration settings can be included in a partial application download. During this process, memory is <i>not</i> cleared.</p> <p>Following a partial application download, the terminal does not restart and returns control to Verix Terminal Manager or the issuing application. The file authentication module is not invoked, nor are any applications allowed to execute, until the terminal is manually restarted from within Verix Terminal Manager.</p>	<ul style="list-style-type: none"> <li>• Direct downloads</li> <li>• Telephone downloads</li> </ul> <p><b>Note:</b> Partial back-to-back downloads are <i>not</i> supported.</p>

**Table 13**      **Types of Full and Partial Downloads**

Download Type	Description and Effects	Download Methods Supported
Full operating system download	<p>An <i>entire</i> OS version transfers from a host PC to the VX 680 terminal.</p> <p>Files related to file authentication and terminal configuration settings can be included in a full OS download. During this process, memory is cleared.</p> <p>Following a full OS download, the terminal restarts and the file authentication module is invoked. If the OS files are authenticated, the new OS updates (replaces) the existing OS.</p> <p>Application files stored in the memory area where the OS downloads (Group 1) are erased.</p>	<ul style="list-style-type: none"> <li>• Direct downloads</li> <li>• Telephone downloads</li> </ul> <p><b>Note:</b> Full back-to-back OS downloads are <i>not</i> supported.</p>
Partial operating system download	<p>Either an <i>entire</i> or a <i>partial</i> OS version transfers from a host PC to the VX 680 terminal.</p> <p>Files related to file authentication and terminal configuration settings can be included in a partial OS download.</p> <p>Following a partial OS download, the terminal does not restart and returns control to Verix Terminal Manager or the issuing application. The file authentication module is not invoked, and the new OS is not processed until you manually restart the terminal from within Verix Terminal Manager. If the new OS is authenticated, it then updates (replaces) the existing OS.</p> <p>Application files stored in the memory area where the OS downloads into (Group 1) are retained.</p>	<ul style="list-style-type: none"> <li>• Direct downloads</li> <li>• Telephone downloads</li> </ul> <p><b>Note:</b> Partial back-to-back operating system downloads are <i>not</i> supported.</p>

Here are a few more points on the topic of full and partial downloads:

- The most common download procedure is a full (complete) application download.
- Partial application downloads are useful when developing and testing new applications, but are seldom performed by those who deploy terminals on-site.
- Full OS downloads are usually performed by Verifone at the factory and, on occasion, by those who deploy terminals on-site to upgrade older terminals to a newer OS version.
- Partial OS downloads are performed mainly by Verifone for development purposes and are rarely performed in the field.



- Partial downloads are routinely performed by many applications. This procedure, which can be automated by an application running on a remote host computer, permits the host application to update data files and terminal configuration settings in a VX 680 terminal and then return control to the main application.
- Full downloads restart the terminal; partial downloads return control to Verix Terminal Manager or the issuing application. OS and application downloads can be combined. The file authentication module is not invoked until the terminal is restarted following the download procedure.

## **Support for Multiple Applications**

The VX 680 terminal architecture supports multiple applications. This means that more than one application can reside in terminal memory, and that more than one application can run (execute) on the terminal.

The application memory of the VX 680 terminal uses a system of file groups to store and manage multiple applications, as well as operating system files. This system of file groups are used in such a way that the data integrity of each application is ensured and applications do not interfere with each other (see [File Groups](#)).

## **How the File System Supports Multiple Applications**

The application memory partition of the VX 680 terminal is divided into 15 logically-defined sub-partitions called file groups or GIDs (for example, Group 1, Group 2, and so on through GID15).

Another partition of the terminal memory area, called Group 0, is reserved for the operating system and is logically separated from the application memory area. So, including Group 0, there is a total of 16 file groups.

An application must be downloaded into a specific file group, along with any related files. Select the target file group for the download using Verix Terminal Manager menu options and by entering a file group password.

Usually, one application is stored in one file group. An application can, however, consist of more than one executable program file, and any number of executables (\*.out or \*.lib) can be stored in a given group. In most implementations, there is a main application, one or more related programs or secondary applications, and one or more libraries.

The main application, or the application to execute set in the \*GO CONFIG.SYS variable, must always be stored in the Group 1 sub-partition. Related programs or secondary applications can be stored in GIDs 2–14. GID15 is available to all other groups.

## **The Main Application is Always Stored in GID1**

The main application stored in GID1 is the controlling application for the terminal. Any function call that invokes a related program or a secondary application stored in GIDs 2–14 must be initiated by the GID1 application.

An application stored in a file group other than GID1 is limited in that it can only access executables and files stored in its own file group and in GID15.



## Physical and Logical Access to File Groups

The VX 680 operating system controls physical access to GIDs 1–15 using password-protected Verix Terminal Manager functions.

To download data into a specific file group, first enter Verix Terminal Manager and choose the target group by making the appropriate menu selections, then, enter the correct password for that file group.

Each file group has its own `CONFIG.SYS` file. The `CONFIG.SYS` settings of the selected target group are used as the system parameters for the download operation.

The system of file groups also imposes some logical restrictions on which files can download into specific file groups:

- If GID1 is selected as the target group in Verix Terminal Manager, you can download files into GID1 and redirect files into any of the other file groups, as required, in the same download operation.
- If another file group is selected as the target file group, you can download files only into that group and redirect files only to GID15. For example, if you select GID5 as the target group for the download, files can only download into GID5 and be redirected to GID15.

## Use of I: drive and F: drive

The VX 680 application memory partition has two separate logical file systems:

- Partition designator I:
- Partition designator F:

Having two different file systems has the following important implications for data transfer procedures:

- Depending on the requirements of a specific application, some files must download into the I: drive and others into the F: drive.
- There are also rules that restrict which types of files you can download and store in a file system (I: or F:).

With application files, the application designer or programmer usually decides which file types to download into which file system. Other file types, such as operating system files, digital certificates, and signature files, must download into I: drive.

In a typical download procedure, all files are loaded into the I: drive file system of the target group selected in Verix Terminal Manager. Specific files included in the download package must be redirected, as necessary, to the F: drive file system of the target group or to the I: drive or the F: drive file system of another file group.

To redirect files during a download procedure, see the following sections.

## Redirection of Files During Application Downloads

You can download application files into I: drive or F: drive memory. By default, files downloaded to a specific file group are stored in the I: drive of that group. To store a file in the F: drive memory of that file group, provide instructions to redirect the file to F: drive as part of the procedure (see [Manually Redirecting Files](#)).

There are two methods used to redirect files during an application download, depending on the download tool:

- If you are using DMM, you must manually create and include special zero-length files called `SETDRIVE.x` and `SETGROUP.n` on the download computer, and add these files to the batch download list to direct files to a specific file system (drive) or file group.
- If you are using `DDL.EXE` to perform direct downloads, you can use a special command-line option that automatically redirects files to the drive and file group you specify.

Both of these methods are described in the following sections.

### Manually Redirecting Files

To manually redirect files for DMM application downloads, create one or more files on the download computer with the special filename, `SETDRIVE.x`, where, `x` is the name of the partition to download files to.

- Partition designator `I`: This is the Verix Terminal Manager default for downloads.
- Partition designator `F`:

To create a zero-length `SETDRIVE` file on the download computer, use the DOS command, `REM`, as in the following example:

```
REM >SETDRIVE.F
```

To redirect a file from the `I:` drive of the target group to the `F:` drive memory of the same file group, insert the zero-length `SETDRIVE.F` file into the batch of application files to download. All files that follow the `SETDRIVE.F` file in the download list automatically load into the `F:` drive of the target group.

If you do not insert a `SETDRIVE.F` special file in the download list, all files download by default into the `I:` drive of the target file group. You can also insert a zero-length file with the name `SETDRIVE.I` into the download list at any point to indicate that all following files will download into `I:` drive.

For example, the following batch download list loads the executable code file `FOO.OUT` into the `I:` drive of the selected file group (default Group 1). Because the signature file, `FOO.P7S` is included, `FOO.OUT` is also authenticated when the terminal restarts after the download.

The \*GO variable in this example indicates that the FOO.OUT application executes on restart, after successful authentication. The two data files that follow the zero-length SETDRIVE.F file, FOO.DAT and FOO.VFT, are redirected into GID1 F: drive. Because it follows the inserted zero-length SETDRIVE.I file, GOO.DAT downloads into Group 1 I: drive.

```
FOO.OUT
FOO.P7S
*GO=FOO.OUT
SETDRIVE.F
FOO.DAT
FOO.VFT
SETDRIVE.I
GOO.DAT
```

You can also insert zero-length SETGROUP.n files into a batch download list to redirect files from the target file group to other file groups (see [Redirecting Files to Other File Groups](#)). Together, the zero-length SETDRIVE.x and SETGROUP.n files allow you flexibility to store files as required in the F: drive or I: drive file systems, and in specific file groups in a single batch download operation.

**NOTE**

You can only use zero-length SETDRIVE.x files for batch application downloads, either direct or by telephone, and only using the DMM download tool (and not DDL.EXE).

You cannot use this special file convention for operating system downloads or for back-to-back application downloads.

## Redirecting Files to Other File Groups

GID1 is the default Verix Terminal Manager setting for performing downloads. Using the Verix Terminal Manager menu options, you can select another file group (GID 2–15) as the target group for the application download. If you select another group, files download directly into the I: drive of that file group.

To redirect files from the selected target file group to another file group as part of the download operation, insert a zero-length SETGROUP.n file in the batch download list (the same as SETDRIVE.x). The syntax of this convention is SETGROUP.n, where n = 1–15 for GIDs 1–15.

To create a zero-length SETGROUP file on the download computer, use the DOS command REM as in the following example:

```
REM >SETGROUP.2
```

If you do not insert SETGROUP.n special files into the download list, all files download into the target group selected in Verix Terminal Manager. If no number is added to the SETGROUP filename, SETGROUP.1 (GID1) is assumed.

## Restrictions on File Redirection

The VX 680 file system restricts how you can redirect files to other file groups. Here are the important points to remember:

- The main application must always be downloaded into GID1.
- Because of the way file groups are managed in the VX 680 file system, only two schemes are available for redirecting files during a batch application download:
  - If using Verix Terminal Manager menu options, select Group 1 (default) as the target group for the download; files can be redirected to any other file group, including GID15.
  - If using Verix Terminal Manager menu options, select a file group other than Group 1 (GIDs 2–14) as the target group for the download; files can be redirected only into the selected file group or into GID15.

In the following example, GID1 is selected as the target group for the download. The download list loads `FOO.OUT` into Group 1 I: drive, `GOO.OUT` into GID2, and `COMN.LIB` shared library into GID15. When the terminal restarts after the download, the file authentication module is invoked for all three files, based on the certificate data that authorizes them to be stored in their respective file groups.

If `FOO.OUT` is authenticated, the GID1 application, `FOO.OUT`, executes as specified by the `*GO` variable when the terminal restarts following successful file authentication. The function library stored in GID15 can be shared by both applications, as both Group 1 and Group 2 applications can access Group 15.

```
FOO.OUT
FOO.P7S
*GO=FOO.OUT
SETGROUP.2
GOO.OUT
GOO.P7S
SETGROUP.15
COMN.LIB
COMN.P7S
```

### NOTE



You can only use zero-length `SETGROUP.x` files for batch application downloads, either direct or telephone, and only using the Download Manager or ZonTalk 2000 download tools (not `DDL.EXE`). You cannot use this special file convention for operating system downloads or back-to-back application downloads.

## Using DDL.EXE to Automatically Redirect Files

The version of DDL.EXE included in the VX 680 SDK allows you to change the default drive and file group for a direct download by preceding the filename(s) on the DDL command line with a special filename. The syntax is as follows:

```
SETDRIVE.<drive letter>
```

where, drive letter is I: (default) or F: , and/or

```
SETGROUP.<group number>
```

where, group number is 1–15.

For example, the command-line entry

```
DDL SETDRIVE.F cardco.lib SETDRIVE.I SETGROUP.15 card.dat
```

downloads the executable file `cardco.lib` into the F: drive of the selected target group and the data file `card.dat` into Group 15 I: drive. (Because drive or group settings apply to all files that follow in the list, it is necessary to use SETDRIVE.x to reset the drive from F: back to I:.)

If you are using this DDL.EXE method, zero-length SETDRIVE.x and SETGROUP.n files do not need to exist as files on the download computer.

## File Redirection in Operating System Downloads

When performing an operating system download, you must download the OS files into Group 1 I: drive and not into F: drive memory or into another file group.

OS files are downloaded into Group 1 I: drive because it is not possible to download these files directly into Group 0. OS files are redirected to Group 0 depending on if you perform a full or partial download (see [Table 13](#)).

- For full OS downloads, the redirection of OS files into Group 0 is performed automatically, after the terminal restart, and as part of the download procedure.
- For partial OS downloads, OS files are redirected from the I: drive of Group 1 into Group 0 on manual terminal restart by selecting the appropriate Verix Terminal Manager menu option.

A downloaded OS is processed and authenticated while stored in Group 1 I: drive. As the files are authenticated under the authority of the certificates and signature files included in the OS download package, they move automatically into Group 0. This process, which usually takes a few moments, is completely transparent during the download procedure.

## File Redirection in Back-to-Back Application Downloads

In a back-to-back application download, all application files stored on the sending terminal—in both file systems and in all file groups—transfer to the receiving terminal in a single operation.

For this type of download, you must select Group 1 as the target group on the sending and receiving terminals. When you initiate the download on the receiving terminal, all application files, as well as all special files required for file authentication and terminal configuration settings on the sending terminal, download to the receiving terminal.

In this type of data transfer operation, some file redirection does occur automatically as a result of the file authentication procedure that occurs on the receiving terminal. This redirection process is transparent during the download.

Briefly, all files initially download into I: drive, and are then redirected based on the directory and subdirectory names of the sending terminal's file system. Signature files must always be authenticated in I: drive. If the target file that the signature file authenticates is stored in F: drive, the signature file is moved to F: drive only after the target file successfully authenticates.

To successfully perform a back-to-back download, all signature files that are required to authenticate application executables must reside in the memory of the sending terminal. If the \*FA variable is present in the Group 1 CONFIG.SYS file of the sending terminal, it must be set to 1 to retain all previously downloaded signature files.

If a signature file is missing on the sending terminal, the target application file that it authenticates is not authenticated on the receiving terminal and, if the target file is an executable, it is not allowed to run on the receiving terminal.

## File Authentication Requirements

[File Authentication](#) provided a general introduction to the file authentication process. Now we become more task-oriented and see how the file authentication process affects how to perform the various download procedures.

### Required Certificates and Signature Files

The following are some important points to remember about how certificates and signature files relate to application download procedures:

- Before an executable file can be downloaded to and allowed to run on a VX 680 terminal, the file must be digitally signed on the download computer using the FILESIGN.EXE file signing tool. The result of this procedure is a signature file recognized by its \*.p7s filename extension.
- A signature file must be downloaded with each executable that makes up an application. An executable can be a compiled and linked object file (\*.out) or a shared function library (\*.lib).

In most cases, an application consists of multiple executables and requires a number of corresponding signature files.

- In a typical batch application download, all files, including executables, signature files, and any required certificates, download in the same operation.
- After the download is complete and the terminal restarts, the file authentication module is invoked if a new signature file (or certificate) is detected. If the application (executable) is authenticated, it is allowed to run on the terminal. Otherwise, it does not execute.
- If one executable file required by an application with multiple executables fails to authenticate, the main application may crash when it attempts to access the non-authenticated executable.

- Application files other than executables (for example, font and data files) may also require logical security under file authentication. In these cases, each protected non-executable file also requires a corresponding signature file.
- Digital certificates (\*.crt) and signature files (\*.p7s) are required to authenticate both application files and operating system files, which must be downloaded into the I: drive of the target file group.
- Certificate files are deleted from application memory after they are authenticated. If a certificate is not authenticated, it is retained in terminal memory.
- If the \*FA variable in the CONFIG.SYS file of the target group is set to 1, signature files are redirected to the same location where the application file it authenticates is stored. If \*FA is 0, signature files are deleted from I: drive when the file authentication process is complete.

### The File Authentication Process During an Application Download

In the following example of a typical file authentication process, it is assumed that:

- an application is being downloaded to prepare a VX 680 deployment terminal for deployment. That is, a sponsor certificate and a signer certificate download in batch mode to GID1 I: drive of the receiving terminal, together with the application to authenticate.
- a signature file is generated for each executable that comprises the application on the download computer using FILESIGN.EXE, with the signer certificate, signer private key, and signer password as required inputs. These signature files are also downloaded to the receiving terminal.

In a typical batch application download, file authentication proceeds as follows:

- 1 All certificate files (\*.crt), signature files (\*.p7s), and application files (\*.out, \*.lib, \*.fon, \*.vft, \*.dat, and so on) download to the VX 680 deployment terminal in batch mode.
- 2 When the terminal restarts after the download, the file authentication module searches the I: drive file system for the following two file types:
  - Authenticated certificate files (\*.crt) to add to the permanent certificate tree.
  - Signature files (\*.p7s) that authenticate corresponding target application files.

Certificate files and signature files can download into the I: drive of any file group. For this reason, the file authentication module searches through the entire file system (all file groups) for new files with these filename extensions each time the terminal restarts.

- 3 The file authentication module builds a list of all newly detected certificates and signature files. If no new certificates or signature files are located, the module just returns. If one or more new files of this kind are detected, the file authentication module starts processing them based on the list.



- 4 Certificates are always processed first (before signature files). The processing routine is called one time for each certificate in the list. If a certificate is authentic, it is noted, and the next certificate is processed. This process continues in random order until all certificates are authenticated.

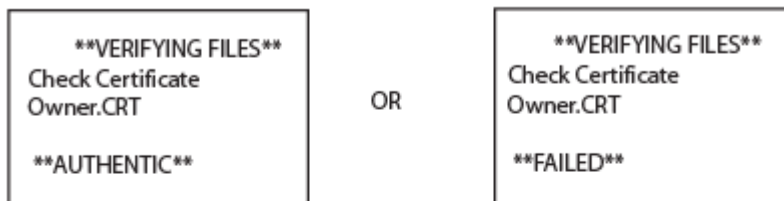
When a certificate file in the processing list is authenticated, the “Authentic” message is displayed below the corresponding filename. If it fails to be authenticated, the “Failed” message is displayed for five seconds and the terminal beeps three times (see [Figure 12](#)). The routine then resumes processing and continues until all certificates are successfully processed.

The processing routine gives both visible and audible indications if a specific certificate authenticates successfully. The file authentication module does not halt the process if a certificate fails to authenticate, but continues to the next step, which is authenticating signature files.

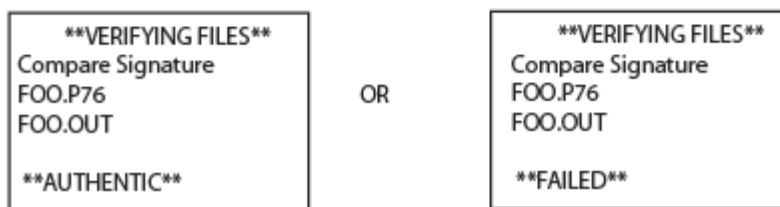
If one or more certificates fail to authenticate, the ensuing file authentication process based on signature files probably also fails, resulting to an application not authenticated and not allowed to execute on the terminal.

When a certificate file is authenticated, the data it contains is added to the certificate tree and the certificate file is deleted from the I: drive. When all required certificates are authenticated and stored in the certificate tree, the file authentication process for signature files can proceed.

Step 1: Authenticate Certificate File



Step 2: Authenticate Signature Files



**Figure 12** Display Prompts During the File Authentication Process



- 5 Signature files are now processed (after certificate files). The file authentication module calls the signature checking routine once for each new signature file it detects. Each \*.p7s file is checked as it is detected; a list is not built and multiple processing passes are not required.
  - If a signature file is authenticated, “**AUTHENTIC**” is displayed and the target file is flagged authentic.
  - If the authentication process fails, “**FAILED**” is displayed for five seconds and the terminal beeps three times (see [Figure 12](#)). The routine then continues processing the next signature file until all newly detected signature files are checked.
  - If a signature file fails to authenticate and its target file is an executable code file, such as \*.out or \*.lib, the executable is not allowed to run on the terminal on terminal restart.

For data files, font files, and any other files that require authentication to meet the application’s design specification, the application must ensure that these files successfully authenticate.

While a signature file is being processed, it remains stored in the I: drive file system of the target file group. The target application file may be redirected immediately on download to the I: drive or the F: drive.

When the signature file successfully authenticates its target file, it is automatically moved to the same file system and file group as the target file it authenticates (that is, if \*FA = 1).

The processing routine gives visible and audible indications when a specific signature file authenticates successfully. The file authentication module does not halt the process if a signature file fails to authenticate, but continues to the next step, storing the downloaded files in their final locations in the terminal file system.

- 6 Certificate files and signature files are retained in the I: drive file system until the file authentication process is complete. These special files are then either deleted or automatically redirected to another file system or file group, as previously described.

When an application file is authenticated, the operating system sets the file’s read-only attribute to protect it from being modified while stored in terminal memory. This is also true for a signature file retained in terminal memory. When a signature file is assigned the read-only attribute, it is no longer detected as a new signature file by the file authentication module on terminal restart.

- 7 When all certificates and signature files are processed and special files are deleted or redirected as required, the terminal restarts and the \*GO application executes.

## File Group Permissions

This section discusses how file authentication controls who (which business entity) can store application files in which file groups in the VX 680 file system.

By inserting zero-length `SETDRIVE.x` and `SETGROUP.n` files into a download list, you can specify which drive ( $x = I:$  or  $F:$ ) and in which group ( $n = 1-15$ ) to store an application file. In addition to this file redirection protocol, the file authentication module controls which files are allowed, under the authority of the signer certificate used to sign them, to be stored in which file groups in the VX 680 file system.

For example, if the terminal owner specifies storing a loyalty application in GID2, the information is encoded in the sponsor and signer certificates and issued by the Verifone CA for that terminal.

Chapter 4 discussed how signer certificates are required inputs to `FILESIGN.EXE` when preparing a deployment terminal. Each signature file generated under that signer certificate contains a logical link that allows the application to authenticate and run on the terminal only if the signature files and corresponding target files are downloaded into the target GID.

Although you can store files in any file group simply by selecting the target group in Verix Terminal Manager, the files downloaded are not authenticated for the selected target group unless they are properly signed under the authority of the sponsor and signer certificates issued for that terminal.

## Download an Operating System Update Provided by Verifone

Because the operating system software for the VX 680 is developed and controlled by Verifone for its customers, Verifone provides the necessary certificates and signature files to ensure the authenticity and integrity of the operating system update as part of the download package.



### NOTE

Operating system files can only be transferred to a VX 680 terminal using a PC-to-terminal download procedure, either direct or by telephone. OS files cannot be downloaded to a VX 680 terminal in a back-to-back operation.

The file authentication procedure for OS downloads is much the same as application downloads, with the following exceptions:

- Verifone provides all files required for the OS download, including
  - The operating system files (such as `Q.out`, `1.out`, and `2.out`)
  - An encrypted list of the new files, called `VFI.PED`
  - A signature file generated by the Verifone CA under the authority of a higher-level OS partition sponsor certificate, called `VFI.crt`. The file authentication logic on the receiving terminal uses this signature file to confirm the origin and authenticity of the encrypted list of files, `VFI.PED`.
- The entire OS package must download into Group 1 I: drive. If you select a target group other than Group 1, the operation fails.

- If a full OS download was selected in Verix Terminal Manager, the terminal automatically restarts and the new OS is processed and replaces the existing OS. In this download operation, all application files stored in Group 1 are automatically erased.
- If a partial OS download was selected in the Verix Terminal Manager, the operating system returns control to Verix Terminal Manager after the download completes. To process the new OS, you must manually restart the terminal by selecting the appropriate Verix Terminal Manager menu option. In a partial OS download operation, application files stored in Group 1 are not erased.
- When the OS download is initiated, the OS file authentication progress is displayed on the screen as new certificates are authenticated and added to the terminal's certificate tree, and as signature files for corresponding OS files are detected and authenticated, as shown in [Figure 12](#).
- While the new OS is being processed, there is no visible indication on the terminal display of the progress of processing. When the new OS is processed (this usually takes a few moments), the terminal restarts automatically and the OS download procedure is complete.



If the power supply to the receiving terminal is accidentally cycled during an operating system download procedure, the terminal may permanently lock up. In that case, return the terminal to Verifone for service.

### File Authentication for Back-to-Back Application Downloads

When performing a back-to-back application download between two VX 680 terminals, the file authentication process on the receiving terminal is similar to an application download from a host computer to a standalone VX 680 terminal. There are, however, some important differences to take into account:

- Only a full application download is supported for back-to-back data transfers. You cannot perform partial back-to-back application downloads.
- Before you can initiate the back-to-back download, you must enter Verix Terminal Manager in both terminals, select Group 1 as the target group for both terminals, and enter all required passwords.
- All signature files required to authenticate the download application(s) must reside in the memory of the sending terminal. They must not be deleted through the \*FA variable being cleared to 0 on previous downloads.
- Any sponsor and signer certificates downloaded to and authenticated on the sending terminal are stored in the certificate tree of that terminal. When you perform a back-to-back download, certificate files are reconstructed from the data present in the sending unit's certificate tree.
- All certificates transfer to Group 1 I: drive on the receiving terminal, except for the highest-level platform root certificate, which can never be transferred to another terminal.

- When certificates are detected by the file authentication module of the receiving terminal, they are processed exactly as in a direct download: All certificates are checked one by one and, on authentication, are added to the certificate tree of the receiving terminal. Then, all signature files are checked.
- Downloaded certificates (receiving terminal) must synchronize with the certificate data present in the certificate tree.

“Synchronized” means that the certificate tree of the receiving terminal can be no more than one revision out-of-sync with the certificate tree on the sending terminal or the files on the receiving terminal do not successfully authenticate. In this case, the term revision refers to any generic change to the current sponsor and signer certificates stored in the certificate tree of a deployment terminal.

- When the back-to-back download completes and all certificates and signature files authenticate, the receiving terminal restarts. If the name of the \*GO application is specified in the Group 1 `CONFIG.SYS` file of the receiving terminal, the application executes and the application prompt or logo is displayed on the terminal.

### **Timing Considerations Due to the Authentication Process**

The file authentication process takes some time. The total amount of time required depends on a number of factors:

- The number and size of application files.
- The number of certificates and signature files.
- Whether the file compression feature of Download Manager is being used to perform the download.

Here are a few additional considerations that may affect the total elapsed time required to complete the download operation:

- Because additional processing steps are required, an operating system download takes longer to complete than an application download (several minutes as opposed to a few seconds).
- The download order of a batch of certificate files may affect total processing time. Digital certificates are validated in a looping process where the validation process cycles as many times as necessary to establish the proper relationship and position of a given certificate in the certificate tree that exists in the terminal.

To optimize the authentication process, download certificates in a higher-level-certificates-first order. This way, they process faster than a random order download.

### **Support for File Compression**

For information regarding file compression, refer to the *Verix eVo Volume I: Operating System Programmers Manual* (VPN DOC00301).

## Effect of Downloads on Existing Files and Data

---

When downloading application files and data to a VX 680 terminal, an important consideration is the effect of download procedure on existing application files, files used in the file authentication process, and terminal configuration settings stored in `CONFIG.SYS` files in the receiving terminal. Here are some important points:

- If a file already exists in the target file group, the existing file is replaced with the new file of the same name. (Files in separate file groups can have identical names.)
- Always download executable files (and any other files to logically protect under VeriShield file authentication) with the certificates and signature files required to authenticate them.
- In full or partial application downloads, all `CONFIG.SYS` records on the receiving terminal, both protected and non-protected (that is, beginning with \* or #), are retained. New `CONFIG.SYS` variables included in the download package, including the \*GO variable, selectively replace existing variables with the same key name in the `CONFIG.SYS` file of the target group.
- All current passwords are retained on the receiving terminal during an application or operating system download (direct, by telephone, and back-to-back). This includes the Verix Terminal Manager password and file group passwords. If required, you can replace existing file group passwords with new values as part of the data transfer operation.

---

### NOTE



Always modify the Verix Terminal Manager password in a separate, securely-controlled operation. Ensure that this password is retained in a secure place.

---

- For back-to-back application downloads, it is recommended to clear the memory of the receiving terminal before initiating the download. All application files stored on the receiving terminal, including `CONFIG.SYS` settings, are replaced by those of the sending terminal. Verix Terminal Manager and file group passwords are retained on the receiving terminal.
- For full operating system downloads, Group 1 I: drive is cleared as part of the operation and any application files stored in GID1 are erased. In this case, previously downloaded and authenticated applications must be downloaded in a subsequent operation, together with the certificates and signature files required to authenticate them.

## Set Up the Download Environment

The first step in performing a download to a VX 680 terminal is to establish the physical communication link between the sending and receiving systems required to support the following download methods:

- **Direct serial cable connection for direct application and OS downloads:**

The link is between the COM1 port of a download computer (PC) and the COM1 port on the receiving VX 680 terminal.

Two special cables are available from Verifone to support direct downloads: one for computers with DB25-type serial connectors (VPN 26263-02) and another for DB9-type connectors (VPN 26264-01). Both of these cables have a 10-pin RJ45 modular plug on one end for the external dongle or multiport-side connection.

- **Telephone line connection for application or OS downloads by telephone:** The link is from the modem connection of a host computer to the multiport adaptor or external modem dongle that connects to the receiving VX 680 terminal or Base Station (see [Figure 15](#)).

For this type of download operation, a standard telephone line cable with modular Telco connectors is required.

A link between the host computer and the VX 680 terminal can also be established via Bluetooth.

- **Direct serial cable connection for back-to-back application downloads:**

The link is between the RS-232 ports of the sending and receiving VX 680 terminals.

A special cable is required for back-to-back downloads (VPN 05651-00). This cable has two 10-pin RJ45 modular plugs on each end to establish the terminal-to-terminal connection.

### Cable Connection for Direct Downloads

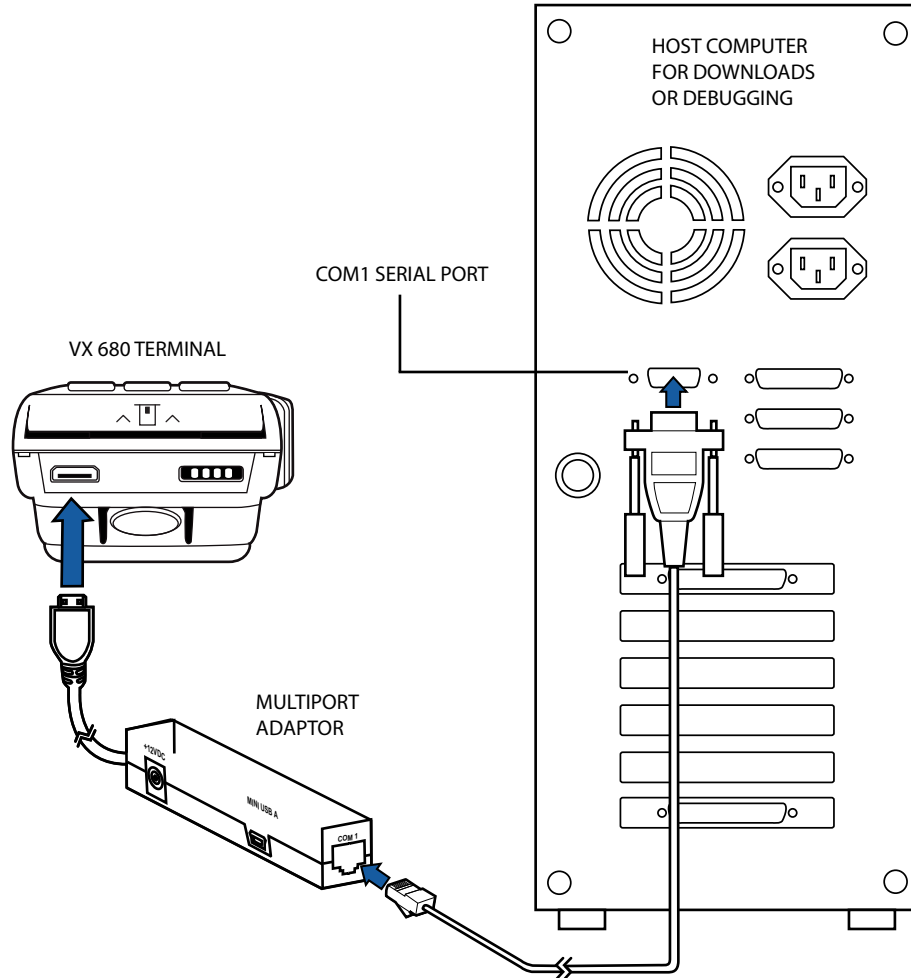
There are two cables for direct downloads:

- DB25 serial connector (VPN 26263-02)
- DB9 connector (VPN 26264-01)

**Connecting using the  
Multiport Adaptor**

To connect the host computer and the receiving terminal using the multiport connector (see [Figure 13](#)):

- 1 Connect the DIN-type connector on one end of the cable to the COM1 (or COM2) serial I/O port on the download computer.
- 2 Connect the RJ45 connector on the other end of the download cable to the COM1 port on the multiport adaptor and connect the adaptor to the multiport on the bottom of the VX 680 terminal.



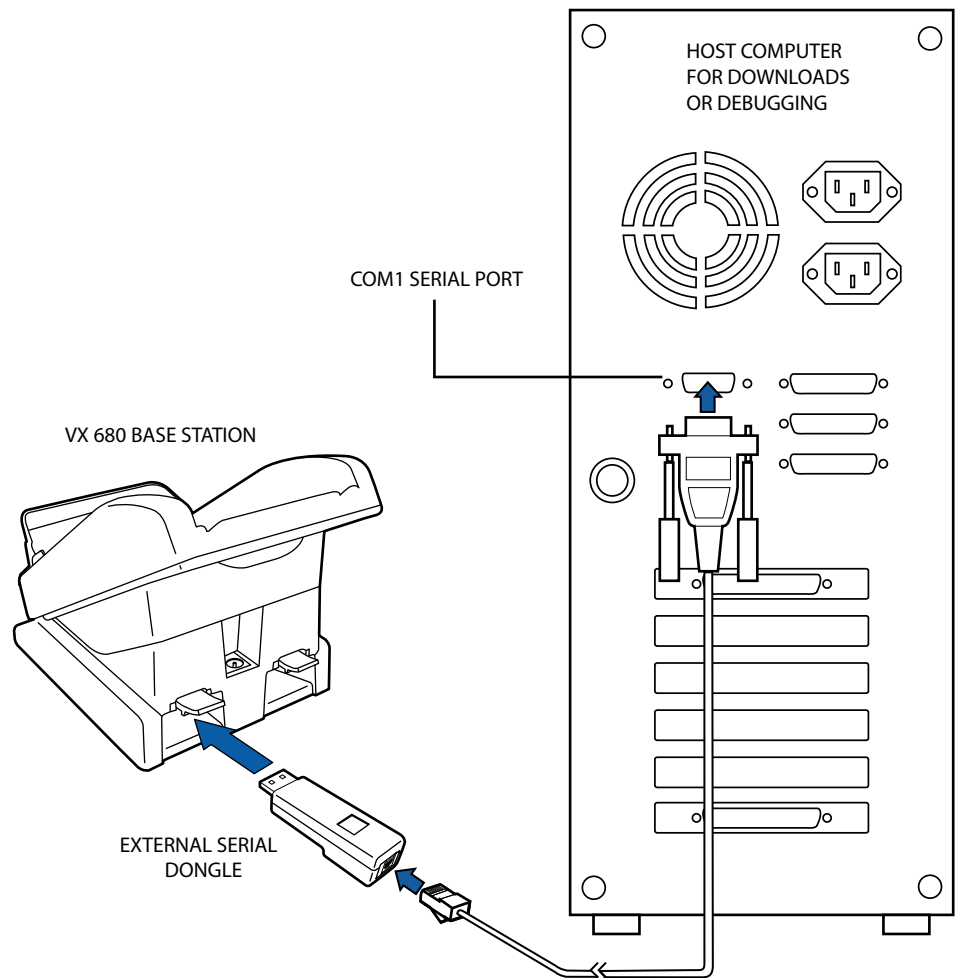
**Figure 13** Serial Cable Connection with Multiport Adaptor

### Connecting using the External Dongle and Base Station

To connect using the external dongle and Base Station:

The following steps describe how to establish the cable link between the sending host computer and the receiving VX 680 terminal when a Base Station is used (see Figure 14):

- 1 Connect the DIN-type connector on one end of the cable to the COM1 (or COM2) serial I/O port on the download computer.
- 2 Connect the RJ45 connector on the other end of the download cable to the port on the external serial dongle and insert it into the serial port on the Base Station. Note that the port on the external serial dongle is logical COM6.



**Figure 14** Serial Cable Connection with Base Station and External Serial Dongle



**Setting up the Telephone Line Connection for Telephone Downloads**

To set up the telephone line connection for application or OS downloads between a host computer and a VX 680 terminal:

- 1** Confirm proper configuration of the dial-up telephone line and modem connection on the host computer.
- 2** Confirm that the parameters for the download by telephone are set in the download tool.
- 3** Confirm that the receiving VX 680 terminal has a direct telephone line connection.
- 4** Ensure that the correct keyed variables used to control downloads by telephone are stored in the `CONFIG.SYS` file of the target file group on the receiving terminal.

**Preparing Cable Connection for Back-to-Back Application Downloads**

To prepare for a back-to-back application download:

- 1** Connect a UART Dongle to the multiport of the sending terminal.
- 2** Connect a UART Dongle to the multiport of the receiving terminal.
- 3** Connect the download cable to each UART Dongle.
- 4** Power up both terminals.

## Direct Application Downloads

This section provides the hardware and software checklist needed for direct application downloads. The procedure for direct application downloads is also discussed.

### Hardware Checklist

- ☐ The correct cable connects the download computer serial port (COM1 or COM2) to the RS-232 serial port (COM1) of the VX 680 terminal (refer to [Cable Connection for Direct Downloads](#)).

### Software Checklist

- ☐ Download Manager, VeriCentre, or DDL.EXE running on the host computer.
- ☐ The application file to download (full or partial) is located on the host computer.
- ☐ The correct keyed record variables exist in the CONFIG.SYS file(s) of the file group(s) to store the application files.
- ☐ Certificate files (\*.crt) required for file authentication on the receiving terminal are stored in memory or they are located on the host computer, and must download with the application files.
- ☐ All required signature files (\*.p7s) generated using FILESIGN.EXE are located on the host computer. One signature file downloads for each executable (\*.out or \*.lib) to run on the terminal.
- ☐ The filenames in the batch download list on the host computer indicate which application files to redirect to F: drive and file groups other than the target group.
- ☐ Ensure that filenames and CONFIG.SYS variables to download are correct in relation to those stored in the memory of the receiving terminal to avoid accidental overwrites.
- ☐ The required Verix Terminal Manager and file group passwords are available to make the required Verix Terminal Manager menu selections and to prepare the receiving terminal to receive the application download.

### Checklist for Effects on Files and Settings in the Receiving Terminal

- ☐ Protected records in the CONFIG.SYS file(s) of the receiving terminal — keyed records that begin with \* or # — are not erased.
- ☐ The bootloader, OS, and other firmware on the receiving terminal are not modified as a result of the application download.
- ☐ The certificate tree that exists on the receiving terminal is not modified unless one or more new certificate files are downloading to the terminal. When new certificates are authenticated on the receiving terminal, the data they contain is stored in the certificate tree and the certificate files are deleted from the I: drive of the target group.

## Direct Application Download Procedure

The procedure in [Table 15](#) describes how to perform a direct application download from a host download computer into the Group 1 application memory area of a VX 680 deployment terminal.

Steps described in the Action column are performed directly on the VX 680 terminal. Notes provided in this column indicate and explain actions you must perform on the host computer.



The eight steps listed in [Table 15](#) are required for all download and upload procedures. In each of the following procedural tables, step numbering starts at 1 to indicate the unique steps of the specific download method. In subsequent procedures, only the method-specific steps are documented; the five steps in [Table 14](#) are assumed to be complete.


**Table 14 Common Steps to Start a Download**

Step	Display	Action
1	<p><b>VERIFONE VX680</b> <b>QT6G012K</b> <b>11/19/2012 Verix</b></p> <p><b>COPYRIGHT 1997-2012</b> <b>VERIFONE</b> <b>ALL RIGHTS RESERVED</b></p> <p>BATTERY 97% FOR STATUS PRESS KEY 3</p>	<p>When the terminal restarts, the copyright screen displays the version of VX 680 system firmware stored in the terminal's EPROM, the date the firmware was developed, and the copyright.</p> <p>This screen is displayed for three seconds, during which time you can enter Verix Terminal Manager by simultaneously pressing the <b>ENTER</b> and <b>7</b> keys.</p> <p>To extend the display period of this screen, press any key during the initial three seconds. Each key press extends the display period an additional three seconds.</p>



Table 14 Common Steps to Start a Download (continued)

Step	Display	Action
2	<div>&lt;application prompt&gt;</div> <div>DOWNLOAD NEEDED</div> <div>&lt;error message&gt;</div>	<p>If an application already exists on the receiving terminal, an application-specific prompt is displayed. If no application resides on the terminal or an application error is detected, the following message is displayed: <b>DOWNLOAD NEEDED</b></p> <p>To enter Verix Terminal Manager, simultaneously press the <b>ENTER</b> and <b>7</b> keys.</p> <p><b>Note:</b> The terminal will automatically download the file <code>VERIFONE.ZIP</code> from a USB flash drive without the user having to go through Verix Terminal Manager under the following conditions:</p> <ul style="list-style-type: none"><li>•The USB flash drive is connected before the terminal is turned on.</li><li>•The USB flash drive is inserted when the initial <b>DOWNLOAD NEEDED</b> message is displayed.</li></ul> <p>In both cases, the <b>USB DOWNLOAD COMPLETE</b> message will appear on the terminal screen after the <code>VERIFONE.ZIP</code> file has been downloaded.</p>



**Table 14 Common Steps to Start a Download** (continued)

Step	Display	Action
3	<p><b>TERMINAL MGR Entry</b></p> <p><b>Please Enter Password</b></p> <p>_____</p>	<p>Enter the Verix Terminal Manager password.</p> <p>If an application already resides on the terminal, a unique Verix Terminal Manager password may already exist. In this case, type that password and press enter to confirm your entry.</p> <p>If <b>DOWNLOAD NEEDED</b> is displayed in step 2, enter the default password, "166831". To type this password on the keypad, enter:</p> <p><b>1 6 6 8 3 1</b>, and then press <b>ENTER</b>.</p> <p>If you enter an incorrect password, the message, <b>PLEASE TRY AGAIN</b> is displayed. Reenter the password.</p> <p>To correct a typing mistake, press <b>CLEAR</b> to delete the entry, and retype your entry. To end the password entry session and return to the display shown in Step 2, press <b>CANCEL</b>.</p>
4	<p><b>VERIX TERMINAL MGR</b></p> <p>1&gt; Restart</p> <p>2&gt; Edit Parameters</p> <p>3&gt; Download</p> <p>4&gt; Memory Usage</p> <p>5&gt; Directory Listing</p> <p>6&gt; Clear Memory</p> <p>7&gt; Calibrate Screen</p> <p>8&gt; Terminal Info</p> <p>9&gt; Diags</p> <p></p>	<p>The first of the two <b>VERIX TERMINAL MGR</b> menus is displayed. To toggle through other menu, tap the <b>UP</b> (↑) and <b>DOWN</b> icon (↓).</p> <p>To choose an option in the menu, use the <b>UP</b> (↑) and <b>DOWN</b> (↓) on the left of the screen to scroll on the menu then press <b>ENTER</b> until you reach the desired menu.</p> <p>You can also choose an option in the menu by pressing the corresponding number on the keypad.</p> <p>To perform any type of download operation, press <b>3</b> to select the <b>DOWNLOAD</b> menu option. To cancel the download procedure, press <b>CANCEL</b>.</p>

**Table 15 Direct Application Download Procedure**

Step	Display	Action
1	<p><b>VERIX TERMINAL MGR</b></p> <p>Please enter Password for GID 1:</p> <p>_____</p>	<p>Enter the target file group for the download. <b>FILE GROUP _1</b> (Group 1) is displayed as the default selection. To select Group 1 as the target file group, press <b>ENTER</b>; to select a file group other than Group 1, type the one or two-digit number of the desired file group (2–15) for the download.</p>
2	<p><b>VERIX TERMINAL MGR</b></p> <p>Please enter Password for GID 1:</p> <p>_____</p>	<p>Enter the password of the selected file group. For example, if Group 1 is the target group, the <b>GROUP _1 PASSWORD</b> message shown at left is displayed.</p> <p>To continue, enter the required file group password and press <b>ENTER</b> to confirm entry.</p>
3	<p><b>VTM DOWNLOAD MGR Gn</b></p> <p>1&gt; Single-app 2&gt; Multi-app</p> <p> </p>	<p>For a single application download, select <b>Single-app</b>. For multiple application download, select <b>Multi-app</b>. (Refer to <a href="#">Chapter 5</a> for detailed download instructions and information.)</p> <p>To return to <b>VERIX TERMINAL MGR</b>, press <b>CANCEL</b>.</p>

**Table 15** Direct Application Download Procedure (continued)

Step	Display	Action
4	<p><b>VTM DOWNLOAD MGR Gn</b></p> <p>1&gt; Full dnld 2&gt; Partial dnld</p> 	<p>Select the type of download mode: <b>Full dnld</b> or <b>Partial dnld</b>.</p> <p>To return to <b>VERIX TERMINAL MGR</b>, press <b>CANCEL</b>.</p>
5	<p><b>VTM DOWNLOAD MGR Gn</b></p> <p>1&gt; Modem 2&gt; COM1 3&gt; COM7 4&gt; SD Card 5&gt; USB Flash Memory 6&gt; TCPIP 7&gt; USB Dev 8&gt; COM6 9&gt; COM2</p> 	<p>Select the download mode: <b>Modem</b>, <b>COM1</b>, <b>COM2</b>, <b>SD Card</b>, <b>Memory Stick</b>, <b>TCPIP</b>, <b>USB Dev</b>, <b>COM6</b>, <b>COM2</b> (If there are any additional menu options press the <b>DOWN</b> key).</p>
6	<p><b>VTM DOWNLOAD MGR Gn</b></p> <p>**** WARNING **** All Files Will Be Cleared From Group 1</p> <p>1&gt; Cancel Download 2&gt; Continue</p>	<p>A warning message will first appear once a download mode is selected.</p> <p>To return to the main menu without saving your selection, press <b>CANCEL</b>.</p>

**Table 15**      **Direct Application Download Procedure** (continued)

Step	Display	Action
7	<b>VTM DOWNLOAD MGR Gn</b>  <b>Unit Receive Mode</b>  <b>WAITING FOR DOWNLOAD</b>	<p>Initiate the download by executing the proper command(s) in the download tool running on the host computer. The data transfer operation starts, and the status messages are displayed on the terminal screen.</p> <p>The progress of the download is indicated by a series of ten asterisks (each asterisk indicates that 10% of the download is complete). When the last asterisk is displayed, the download is complete.</p> <p>To stop the download operation, press the <b>CANCEL</b> key. The terminal restarts automatically.</p>
8	<b>**VERIFYING FILES**</b> <b>CHECK CERTIFICATE</b>  <b>(FILENAME.CRT)</b>  <b>**AUTHENTIC**</b>  or  <b>--- FAILED ---</b>	<p>When the download is complete, the terminal restarts automatically. The file authentication module on the receiving terminal begins to check for new certificate (*.crt) and signature (*.p7s) files included in the download. These special files then process one at a time; certificates process first, then signature files.</p> <p>When the file authentication module is invoked, the status display informs you of the progress of the file authentication process. If file authentication succeeds for a specific certificate, the “<b>AUTHENTIC</b>” message is displayed directly below the certificate filename. If file authentication fails for a specific certificate, the “<b>FAILED</b>” message is displayed for five seconds below the filename and the terminal beeps three times, allowing you to note which certificate failed to authenticate.</p> <p>The authentication process then continues to the next certificate until all new certificates are authenticated.</p>



**Table 15** Direct Application Download Procedure (continued)

Step	Display	Action
9	<b>**VERIFYING FILES**</b> <b>COMPARE SIGNATURE</b>  <b>FILENAME.P7S</b> <b>FILENAME.OUT</b>  <b>**AUTHENTIC**</b>  or  <b>--- FAILED ---</b>	<p>The file authentication module continues to authenticate any new signature files downloaded with the OS files.</p> <p>When the signature file authentication routine starts, the status display informs you of the progress of the authentication process.</p> <p>If file authentication succeeds for a specific signature file, the “<b>AUTHENTIC</b>” message is displayed directly below the filename of the signature file. If file authentication fails for a specific signature file, the “<b>FAILED</b>” message is displayed for five seconds below the filename and the terminal beeps three times, allowing you to note which signature file failed to authenticate. The authentication process then proceeds to the next signature file until all signature files are validated.</p> <p>When all new signature files are authenticated, the terminal restarts, and the application specified in the *GO variable or the default application in Group 1 executes and starts running on the terminal.</p>
10	(Application Prompt) or <b>DOWNLOAD NEEDED</b>	<p>If the downloaded application successfully authenticates, the corresponding application prompt or logo is displayed upon restart.</p> <p>The terminal can now process transactions.</p> <p><b>Note:</b> The message <b>DOWNLOAD NEEDED</b> appears if:</p> <ul style="list-style-type: none"> <li>• The *GO variable is not set.</li> <li>• *GO does not specify that an application is present.</li> <li>• The application did not authenticate (invalid or missing *.p7s file).</li> <li>• The application uses shared libraries that are missing or were not authenticated (invalid or missing *.p7s files).</li> </ul> <p>If one or more executables in the application fail to successfully authenticate, the application may not run. If the application attempts to access an unauthenticated executable or library, it may crash. Repeat the <a href="#">Direct Operating System Download Procedure</a> using the correct certificates and/or signature files.</p>

## Direct Operating System Downloads

This section provides the hardware and software checklist needed for direct operating system downloads. The procedure for direct operating system downloads is also discussed.

### Hardware Checklist

- ☐ The correct cable connects the download computer serial port (COM1 or COM2) to the RS-232 serial port (COM1) of the VX 680 terminal (refer to [Cable Connection for Direct Downloads](#)).

### Software Checklist

- ☐ Download Manager, VeriCentre, or DDL . EXE running on the host computer.
- ☐ The complete OS version to download is located on the host computer.
- ☐ Select full or partial download of the OS. In a full OS download, the terminal restarts automatically and the new OS is processed, replacing the existing OS. In a partial OS download, the terminal returns to Verix Terminal Manager and the new OS does not process until you manually initiate a terminal restart from Verix Terminal Manager.
- ☐ The correct keyed record variables for the download exist in the CONFIG . SYS files of Group 1. (OS files must always download into GID1 I: drive). The required variables can also be written into the CONFIG . SYS file as part of the download operation.
- ☐ The following files provided by Verifone CA for full OS downloads must reside on the host computer:
  - The new OS version or OS update (Q\* . out, 1\* . out, 2\* . out, 3\* . out, 4\* . out, 5\* . out, 6\* . out).
  - A signature file called VFI . p7s for the OS update. This signature file is generated by the Verifone CA using the high-level OS certificates for the VX 680 platform.
  - A file called VFI . PED. This file is an encrypted list of the new OS files.
- ☐ The required Verix Terminal Manager and file group passwords are available to make the required Verix Terminal Manager menu selections to prepare the receiving terminal to receive the application download.

### Checklist for Effects on Files and Settings in the Receiving Terminal

- ☐ A full OS download replaces the existing OS and erases all application files from the Group 1 I: drive.
- ☐ A partial OS download returns control of the terminal to Verix Terminal Manager and does not erase application files from the Group 1 I: drive.
- ☐ Protected records in the CONFIG . SYS file(s) of the receiving terminal — keyed records that begin with \* or # — are not erased.
- ☐ An OS download does not overwrite terminal configuration settings, including the current date and time, passwords, and modem country code. If required, you can download new terminal configuration settings together with the OS files.

- ☐ The certificate tree that exists on the receiving terminal is not modified unless one or more new certificate files required to authenticate the new OS are being downloaded to the terminal. When new certificates authenticate on the receiving terminal, the data they contain is stored in the certificate tree and the certificate files are deleted from the Group 1 I: drive.
- ☐ The certificates and signature files required to authenticate the new OS are processed by the file authentication module of the receiving terminal the same as application files.
- ☐ When the terminal restarts and the new OS files process, they are moved out of the Group 1 I: drive into the Group 0 area of the VX 680 file system.

Direct Operating  
System Download  
Procedure

The procedure in Table 16 describes how to perform a direct operating system download from a host computer into the Group 1 I: drive of a VX 680 terminal.

Steps described in the Action column are performed directly on the VX 680 terminal. Notes provided in this column indicate and explain actions you must perform on the host computer.



In Table 16 and in the following procedures, only method-specific steps are included. For a description of the steps required to enter Verix Terminal Manager and display **VERIX TERMINAL MGR MENU 2**, refer to Table 14.

Table 16 Direct Operating System Download Procedure

1	<div><div>VERIX TERMINAL MGR</div><div>Please enter Password for GID 1: <div></div></div></div>	<div>Enter the target file group for the download. <b>FILE GROUP _1</b> (Group 1) is displayed as the default selection.</div> <div>To select Group 1 as the target file group, press <b>ENTER</b>; to select a file group other than Group 1, type the one or two-digit number of the desired file group (2–15) for the download.</div>
2	<div><div>VERIX TERMINAL MGR</div><div>Please enter Password for GID 1: <div></div></div></div>	<div>Enter the password of the selected file group (Group 1) and press <b>ENTER</b> to confirm the entry.</div>

**Table 16** Direct Operating System Download Procedure







3	<p><b>VTM DOWNLOAD MGR Gn</b></p> <p>1&gt; Single-app 2&gt; Multi-app</p> 	<p>For a single application download, select <b>Single-app</b>. For multiple application download, select <b>Multi-app</b>. (Refer to <a href="#">Chapter 5</a> for detailed download instructions and information.)</p> <p>To return to <b>VERIX TERMINAL MGR MENU 1</b>, press <b>CANCEL</b>.</p>
4	<p><b>VTM DOWNLOAD MGR Gn</b></p> <p>1&gt; Full dnld 2&gt; Partial dnld</p> 	<p>Select <b>Full dnld</b> for a full OS download or select <b>Partial dnld</b> for a partial OS download operation.</p> <p>To return to <b>VERIX TERMINAL MGR MENU 1</b>, press <b>CANCEL</b>.</p>

Table 16 Direct Operating System Download Procedure

4	<div><div>VTM DOWNLOAD MGR Gn</div><div>1&gt; Modem</div><div>2&gt; COM1</div><div>3&gt; COM7</div><div>4&gt; SD Card</div><div>5&gt; USB Flash Memory</div><div>6&gt; TCPIP</div><div>7&gt; USB Dev</div><div>8&gt; COM6</div><div>9&gt; COM2</div><div><div></div><div></div><div></div><div></div></div></div>	<p>Select the terminal port to use for the data transfer from the host computer to the receiving terminal. (If there are any additional menu options, press the <b>DOWN</b> key.)</p> <p>For a direct OS download using a modem, select the <b>Modem</b> menu option by pressing the <b>1</b> key</p> <p>For a direct OS download using COM1 of a multiport adapter, select the <b>COM1</b> menu option by pressing the <b>2</b> key.</p> <p>For a direct OS download using COM7 of a multiport adapter, select the <b>COM7</b> menu option by pressing the <b>3</b> key.</p> <p>For a direct OS download using an SD card, select the <b>SD Card</b> menu option by pressing the <b>4</b> key.</p> <p>For a direct OS download using an external memory stick, select the <b>USB Flash Memory</b> menu option by pressing the <b>5</b> key.</p> <p>For a direct OS download using TCP/IP, select the <b>TCPIP</b> menu option by pressing the <b>6</b> key.</p> <p>For a direct OS download using USB device, select the <b>USB Dev</b> menu option by pressing the <b>7</b> key.</p> <p>For a direct OS download using the external dongle, select the <b>COM6</b> menu option by pressing the <b>8</b> key.</p> <p>In either case, when you press <b>ENTER</b>, the terminal is ready to receive the OS download from the host computer.</p> <p>For a direct OS download using COM2 of a multiport adapter, select the <b>COM2</b> menu option by pressing the <b>9</b> key.</p>
---	---	---

**Table 16 Direct Operating System Download Procedure**

5	<p><b>VTM DOWNLOAD MGR Gn</b></p> <p><b>Unit Receive Mode</b></p> <p><b>WAITING FOR DOWNLOAD</b></p>	<p>Initiate the download by executing the proper command(s) in the download tool running on the host computer (when the receiving terminal is ready to receive the direct OS download). The data transfer operation starts, and the status messages are displayed on the terminal screen.</p> <p>The progress of the download is indicated by a series of ten asterisks (each asterisk indicates that 10% of the download is complete). When the last asterisk is displayed, the download is complete.</p> <p>To stop the download operation, press the <b>CANCEL</b> key. The terminal restarts automatically.</p>
6	<p><b>**VERIFYING FILES**</b></p> <p><b>CHECK CERTIFICATE</b></p> <p><b>(FILENAME.CRT)</b></p> <p><b>**AUTHENTIC**</b></p> <p>or</p> <p><b>--- FAILED ---</b></p>	<p>When the OS download is complete, the terminal restarts automatically. The file authentication module on the receiving terminal begins to check for new certificate (*.crt) and signature (*.p7s) files included in the download. These special files then process one at a time; certificates process first, then signature files.</p> <p>When the file authentication module is invoked, the status display informs you of the progress of the file authentication process. If file authentication succeeds for a specific certificate, the <b>"AUTHENTIC"</b> message is displayed directly below the certificate filename. If file authentication fails for a specific certificate, the <b>"FAILED"</b> message is displayed for five seconds below the filename and the terminal beeps three times, allowing you to note which certificate failed to authenticate.</p> <p>The authentication process then continues to the next certificate until all new certificates are checked.</p>

**Table 16** Direct Operating System Download Procedure

7	<p><b>**VERIFYING FILES**</b>  <b>COMPARE SIGNATURE</b></p> <p><b>FILENAME.P7S</b>  <b>FILENAME.OUT</b></p> <p><b>**AUTHENTIC**</b></p> <p>or</p> <p><b>--- FAILED ---</b></p>	<p>The file authentication module continues to authenticate new signature files downloaded with the OS files.</p> <p>When the signature file authentication routine starts, the status display informs you of the progress of the authentication process.</p> <p>If file authentication succeeds for a specific signature file, the “<b>AUTHENTIC</b>” message is displayed directly below the filename of the signature file. If file authentication fails for a specific signature file, the “<b>FAILED</b>” message is displayed for five seconds below the filename and the terminal beeps three times, allowing you to note which signature file failed to authenticate. The authentication process then proceeds to the next signature file until all signature files are validated.</p> <p>When all new signature files are authenticated, the terminal restarts and begins processing the new OS (full download) or it returns control to Verix Terminal Manager (partial download).</p> <p>If you are performing a partial download, the terminal does not restart until you manually press the <b>4</b> key in <b>VERIX TERMINAL MGR MENU 1</b>. If an application resides on the terminal following the OS download, it executes on restart.</p> <p><b>Note:</b> Because a full OS download clears the I: drive, all terminal applications, related certificates, and signature files must download to the terminal when performing this type of download.</p>
8	<p>(Application Prompt)  or  <b>DOWNLOAD NEEDED</b></p>	<p>If you performed a full OS download, the <b>DOWNLOAD NEEDED</b> prompt is displayed.</p> <p>A direct application download on the receiving terminal can be performed.</p> <p>If you performed a partial OS download and manually restarted the terminal, the application residing in the terminal (if any) executes. The application prompt is displayed on terminal restart, after OS processing, and the application starts.</p>



## Download by Telephone

The procedure to perform an application or OS download by telephone is similar to that of direct application (see [Table 15](#)) and direct operating system downloads (see [Table 16](#)).

### Hardware Checklist

- ☐ Set up the dial-up telephone line and modem connection on the host computer.
- ☐ Set up the direct telephone line connection on the receiving VX 680 terminal, as described in Establishing Telephone Line Connections in *VX 680 Installation Guide*, VPN-DOC268-003-EN.

### Software Checklist

- ☐ Download Manager or VeriCentre running on the host computer.  
**Note:** DDL.EXE can only be used for direct downloads.
- ☐ The information required to control the download by telephone is stored in the CONFIG.SYS file of the target group selected on the receiving terminal. Required settings for Download Manager and VeriCentre may include the following:
  - Dial-up numbers to establish the telephone line connection
  - Baud rate settings for the data transfer
  - Terminal ID
  - Application ID
  - Operating system name or serial number

---

**NOTE**

For detailed information about the setup requirements and download procedures for Download Manager and VeriCentre, refer to the user documentation supplied by Verifone with these software products.

---

**Telephone Download Procedure** Press the **1** key (step 5 in [Table 17](#)) to select the MODEM port on the receiving terminal when the port selection options are displayed (**VERIX TERMINAL MGR MENU 1**). When you press **1**, the internal modem in the receiving VX 680 terminal dials the host computer to request the download. When the host computer accepts the call, the download procedure is initiated by the host.

**Table 17      Download by Telephone Procedure**

Step	Display	Action
1	<div><div>VERIX TERMINAL MGR</div><div>Please enter Password for GID 1: <div></div></div></div>	<p>Enter the target file group for the download. <b>FILE GROUP _1</b> (Group 1) is displayed as the default selection.</p> <p>To select Group 1 as the target file group, press <b>ENTER</b>; to select a file group other than Group 1, type the one or two-digit number of the desired file group (2–15) for the download.</p>
2	<div><div>VERIX TERMINAL MGR</div><div>Please enter Password for GID 1: <div></div><div><div></div><div></div></div></div></div>	<p>Enter the password of the selected file group (Group 1) and press <b>ENTER</b> to confirm the entry.</p>



**Table 17** Download by Telephone Procedure (continued)


Step	Display	Action
3	<p><b>VTM DOWNLOAD MGR Gn</b></p> <p>1&gt; Single-app 2&gt; Multi-app</p>	<p>For a single application download, select <b>Single-app</b>. For multiple application download, select <b>Multi-app</b>. (Refer to <a href="#">Chapter 5</a> for detailed download instructions and information.)</p> <p>To return to <b>VERIX TERMINAL MGR MENU 1</b>, press <b>CANCEL</b>.</p>
4	 <p><b>VTM DOWNLOAD MGR Gn</b></p> <p>1&gt; Full dnld 2&gt; Partial dnld</p>	<p>Select <b>Full dnld</b> for a full OS download or select <b>Partial dnld</b> for a partial OS download operation.</p> <p>To return to <b>VERIX TERMINAL MGR MENU 1</b>, press <b>CANCEL</b>.</p>
5	<p><b>VTM DOWNLOAD MGR Gn</b></p> <p>1&gt; Modem 2&gt; COM1 3&gt; COM7 4&gt; SD Card 5&gt; USB Flash Memory 6&gt; TCPIP 7&gt; USB Dev 8&gt; COM6 9&gt; COM2</p>	<p>Select the terminal port to use for the data transfer from the host computer to the receiving terminal. (To display additional menu options, press <b>DOWN</b>.)</p> <p>For a download by telephone, always select the <b>Modem</b> menu option by pressing the <b>1</b>. When you press <b>1</b>, the terminal is ready to receive the download from the host computer over the Telco port telephone line connection.</p>

Table 17 Download by Telephone Procedure (continued)

Step	Display	Action
5	<b>VTM DOWNLOAD MGR Gn</b>  <b>Unit Receive Mode</b>  <b>WAITING FOR DOWNLOAD</b>	<p>Initiate the download by executing the proper command(s) in the download tool running on the host computer. The data transfer operation starts, and the status messages are displayed on the terminal screen.</p> <p>The progress of the download is indicated by a series of ten asterisks (each asterisk indicates that 10% of the download is complete). When the last asterisk is displayed, the download is complete.</p> <p>To stop the download operation, press the <b>CANCEL</b> key. The terminal restarts automatically.</p>
6	<b>**VERIFYING FILES**</b> <b>CHECK CERTIFICATE</b>  <b>(FILENAME.CRT)</b>  <b>**AUTHENTIC**</b>  or  <b>--- FAILED ---</b>	<p>When the OS download is complete, the terminal restarts automatically. The file authentication module on the receiving terminal begins to check for new certificate (*.crt) and signature (*.p7s) files included in the download. These special files then process one at a time; certificates process first, then signature files.</p> <p>When the file authentication module is invoked, the status display informs you of the progress of the file authentication process. If file authentication succeeds for a specific certificate, the “<b>AUTHENTIC</b>” message is displayed directly below the certificate filename. If file authentication fails for a specific certificate, the “<b>FAILED</b>” message is displayed for five seconds below the filename and the terminal beeps three times, allowing you to note which certificate failed to authenticate.</p> <p>The authentication process then continues to the next certificate until all new certificates are checked.</p>

**Table 17**      **Download by Telephone Procedure** (continued)

Step	Display	Action
7	<p><b>**VERIFYING FILES**</b></p> <p><b>COMPARE SIGNATURE</b></p> <p><b>FILENAME.P7S</b> <b>FILENAME.OUT</b></p> <p><b>**AUTHENTIC**</b></p> <p>or</p> <p><b>--- FAILED ---</b></p>	<p>The file authentication module continues to authenticate new signature files downloaded with the OS files.</p> <p>When the signature file authentication routine starts, the status display informs you of the progress of the authentication process.</p> <p>If file authentication succeeds for a specific signature file, the “<b>AUTHENTIC</b>” message is displayed directly below the filename of the signature file. If file authentication fails for a specific signature file, the “<b>FAILED</b>” message is displayed for five seconds below the filename and the terminal beeps three times, allowing you to note which signature file failed to authenticate. The authentication process then proceeds to the next signature file until all signature files are validated.</p> <p>When all new signature files are authenticated, the terminal restarts and begins processing the new OS (full download) or it returns control to Verix Terminal Manager (partial download).</p> <p>If you are performing a partial download, the terminal does not restart until you manually press the 0 key in <b>VERIX TERMINAL MGR MENU 1</b>. If an application resides on the terminal following the OS download, it executes on restart.</p> <p><b>Note:</b> Because a full OS download clears the memory, all terminal applications, related certificates, and signature files must download to the terminal when performing this type of download.</p>

**Table 17** Download by Telephone Procedure (continued)

Step	Display	Action
8	(Application Prompt) or <b>DOWNLOAD NEEDED</b>	<p>If you performed a full OS download, the <b>DOWNLOAD NEEDED</b> prompt is displayed.</p> <p>A direct application download on the receiving terminal can be performed.</p> <p>If you performed a partial OS download and manually restarted the terminal, the application residing in the terminal (if any) executes. The application prompt is displayed on terminal restart, after OS processing, and the application starts.</p>

## Back-to-Back Application Downloads

This section provides the hardware and software checklist needed for back-to-back application downloads. The procedure for back-to-back terminal downloads is also discussed.

### Hardware Checklist

- ☐ The correct serial cable connects the RS-232 ports of the sending and receiving VX 680 terminals (refer to [Preparing Cable Connection for Back-to-Back Application Downloads](#)).

### Software Checklist

- ☐ The firmware versions of the sending and receiving terminals must be identical or very similar.
- ☐ One or more complete and authenticated application programs are stored in the GIDs 1–15, I: drive or F: drive of the sending terminal. In this type of operation, *all* files stored in application memory of the sending terminal download to the receiving terminal.
- ☐ Before initiating the download procedure, remember to select Group 1 as the target file group on both the sending and receiving terminals. The required Verix Terminal Manager and file group passwords must also be available to make the required Verix Terminal Manager menu selections on both terminals.
- ☐ The current CONFIG.SYS variables, date and time, and other terminal configuration settings on the sending terminal are those downloaded to the receiving terminal. Ensure that the desired settings are correct.
- ☐ All signature files required to authenticate the application files being downloaded to the receiving terminal are present in the I: drive or F: drive file system of the sending terminal.
- ☐ The certificate tree of the sending and receiving terminal must be synchronized. That is, there can be no more than one revision difference between the certificate data currently stored in the memory of the sending and receiving terminals.

## Checklist for Effects on Files and Settings in the Receiving Terminal

- ☐ A back-to-back application download overwrites existing applications, libraries, or any other files stored in the I: drive of the receiving terminal.
  - ☐ All `CONFIG.SYS` records and settings on the receiving terminal—protected and non-protected—are replaced by those of the sending terminal. Ensure that these records and settings on the sending terminal are correct before initiating the download.
  - ☐ Passwords on the receiving terminal are retained.
  - ☐ Certificates and signature files downloaded to the receiving terminal, together with application files, must be processed by the file authentication module on the receiving terminal on terminal restart after the back-to-back download completes.
  - ☐ The OS software on the receiving terminal is not affected by a back-to-back application download.
- Note:** OS files cannot be downloaded in a back-to-back operation.
- ☐ An application upload does not overwrite the existing certificate tree on the receiving terminal. Any downloaded certificate files are authenticated and then added to the tree.

## Back-to-Back Application Download Procedure

The back-to-back application download process consists of two main phases:

- 1 Preparing a Gold VX 680 terminal (transfers application files to the Target VX 680 terminal).
- 2 Downloading application files from the Gold terminal to a properly configured Target terminal.

### Prepare Gold Terminal (PC-to-Terminal)

- 1 Configure the host PC for an application download operation to the Gold terminal:
  - Set the `*FA` variable (if present in the application) to 1.
  - Ensure that all certificates, `*p7s` files, applications, and other required files are present.
  - Ensure that the download is exactly what you want your Target terminal to receive.
- 2 Configure the Gold terminal to receive an application download from a PC:
  - From **VERIX TERMINAL MGR MENU 1**, set Group 1 and COM1 as the port to receive the download.
- 3 Connect a cable between the RS-232 serial ports of the PC and the Gold terminal.
- 4 Initiate the file transfer on the PC.
- 5 From **VERIX TERMINAL MGR MENU 1** on the Gold terminal, select either a full or a partial download using a UART Dongle connected to each terminal.

The PC transfers files to the Gold terminal.

### Download Application Files to Target Terminal

- 1 Configure a Gold terminal for an application download operation to a deployment terminal:
  - If the \*FA variable (if present in the application) is set to 0, you can reset it to 1. For more information on the \*FA variable, refer to the *Verix eVo Volume I: Operating System Programmers Manual* (VPN DOC00301).
  - Ensure that the download is exactly what you want your Target terminals to receive.
  - Ensure that previously authenticated files are not changed prior to the file transfer operation.
- 2 Configure the Target terminal to receive an application download from the Gold terminal. From **VERIX TERMINAL MGR MENU 1**, set Group 1 and COM1 as the port to receive the file transfer.
- 3 Connect a cable (Verifone part number 05651-xx) between the RS-232 serial ports of the Gold and Target terminals using a UART Dongle connected to each terminal.
- 4 From any Verix Terminal Manager menu on the Gold terminal, press [\*] and enter the GID1 password to initiate the file transfer.
- 5 From **VERIX TERMINAL MGR MENU 1** on the deployment terminal, select either a full or a partial download. The Gold terminal begins to transfer files to the Target terminal.



Figure 15 illustrates these two phases and how they relate to each other.

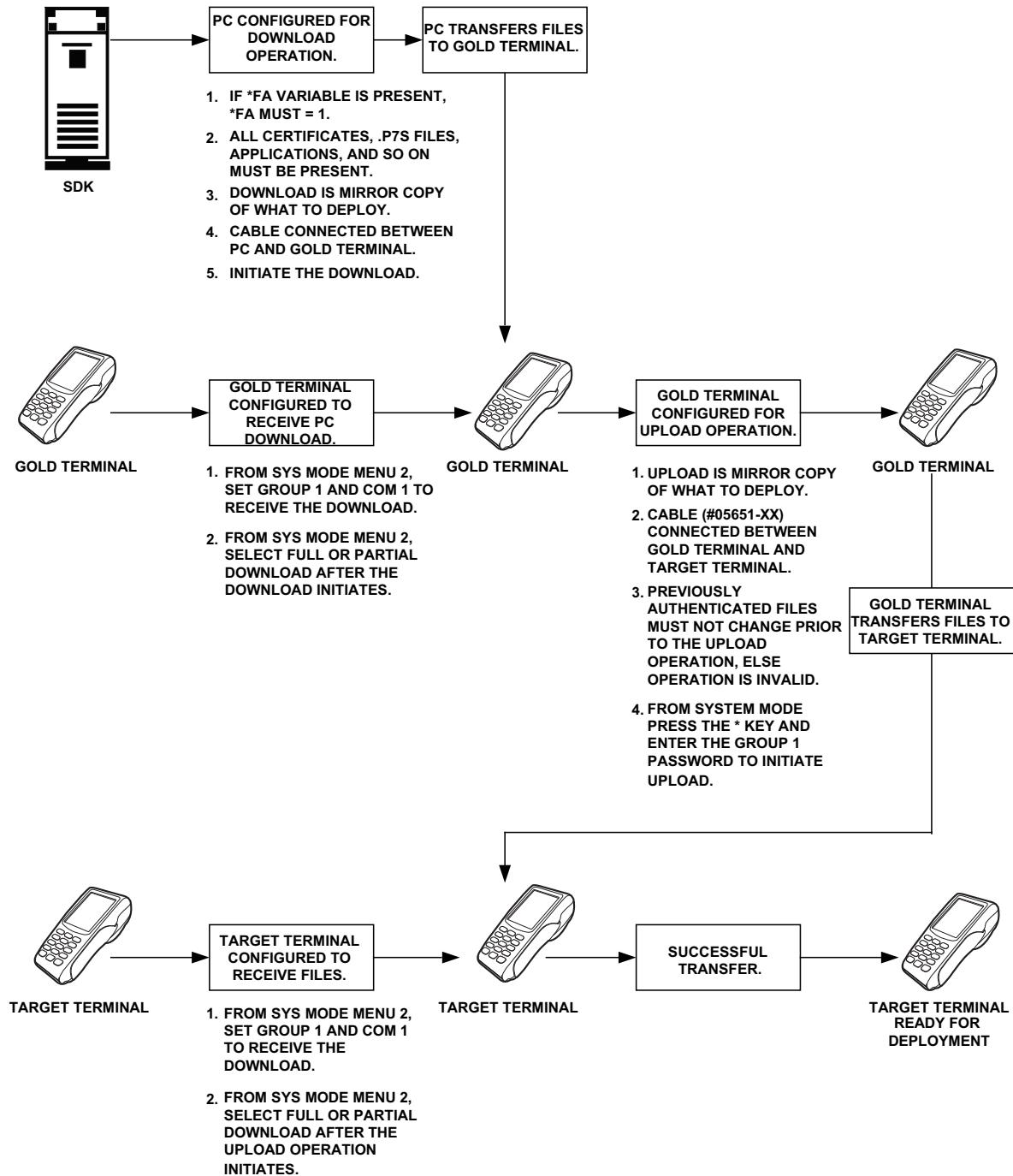


Figure 15 Back-To-Back Download Process

The procedure in [Table 18](#) walks you through a back-to-back application download from a sending VX 680 terminal (Gold) to a receiving VX 680 terminal (Target).

Back-to-back downloads require that one terminal, the Gold terminal, be loaded with the required applications. The receiving terminal is the Target terminal. The procedure in [Table 18](#) assumes the following:

- The Target terminal has no applications loaded.
- There is enough memory in the Target terminal to complete the download.

**NOTE**

The Target terminal does not display an error message if there is not enough memory to complete the download. However, the Gold terminal displays **DOWNLOAD INCOMPLETE** before returning to **SYS MODE MENU 2**.

- You are performing a full download.

**Table 18 Back-to-Back Application Download Procedure**

Step	Gold Terminal	Target Terminal
1	Connect a MOD10 cable (P/N 05651-XX) between the RS-232 ports of the terminals using a UART Dongle connected to each terminal.  Allow each terminal to boot up. After boot up, the Target terminal displays <b>DOWNLOAD NEEDED</b> .	
2	Press <b>ENTER+7</b> to enter Verix Terminal Manager.	
3	Enter the Verix Terminal Manager password (factory default is “ <b>1 6 6 8 3 1</b> ” and press <b>ENTER</b> .	
4	Press the * (asterisk) key, then press <b>ENTER</b> . You are prompted to reenter the Verix Terminal Manager password.  <b>UPLOADING NOW</b> is displayed.	Press <b>3, DOWNLOAD</b> , to enter download mode.
5		Press <b>ENTER</b> at the next <b>VERIX TERMINAL MGR DOWNLOAD</b> screen to select <b>FILE GROUP_1</b> (default displayed) as the target file group.
6		For a single application download, select <b>Single-app</b> . For multiple application download, select <b>Multi-app</b> in the next <b>VERIX TERMINAL MGR DOWNLOAD</b> screen.

**Table 18 Back-to-Back Application Download Procedure**

Step	Gold Terminal	Target Terminal
7	<p>Both terminals display a status indicator, where each dash represents a 10% increment of the download.</p> <p>Ensure that the Gold terminal displays <b>UPLOAD COMPLETE</b> before returning to <b>VERIX TERMINAL MGR MENU 1</b>. This is when the Gold terminal might display an error message if problems occurred during the download process.</p> <p>The Target terminal begins to validate all files. Allow the Target terminal to complete file authentication and reboot the terminal.</p> <p>The Gold terminal is ready to perform another download. An application-specific menu is displayed after the Target terminal completes the reboot.</p>	<p>Select <b>2 (COM1)</b> in the next <b>VERIX TERMINAL MGR DOWNLOAD</b> screen.</p> <p><b>DOWNLOADING NOW</b> is displayed.</p>

Download from a  
USB Flash Drive

The procedure provided in [Table 19](#) guides you through the process of downloading multiple applications from a USB flash drive.

Before you begin, make sure that the USB device is properly inserted in the terminal's USB port and the `Verifone.zip` file resides in the device. `Verifone.zip` is the only filename recognized by the system as a downloadable file. For more information on how to build a `Verifone.zip` file, see [Building a Verifone.zip File](#)

Building a  
Verifone.zip File

To build a multiple-application `.zip` file (`Verifone.zip`):

- 1 Create folders on your root drive (`C:`) representing the specific groups on the terminal ([Figure 16](#)). All Group 1 files MUST be in unzipped download formats, while other group folders can contain standard pre-compressed `.zip` files.

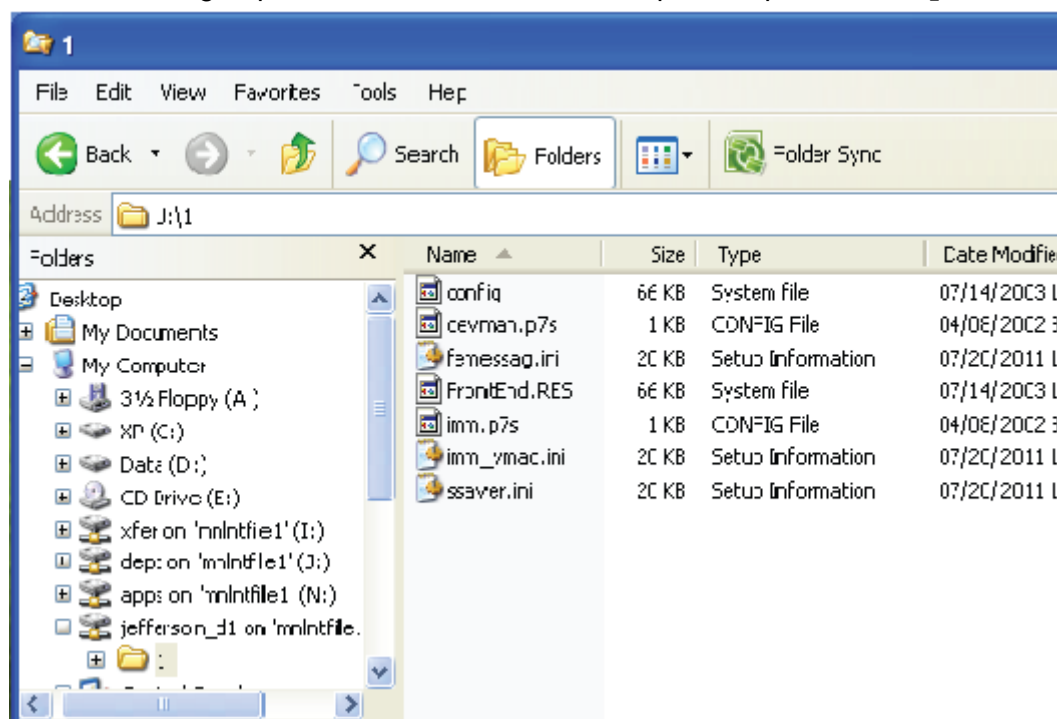
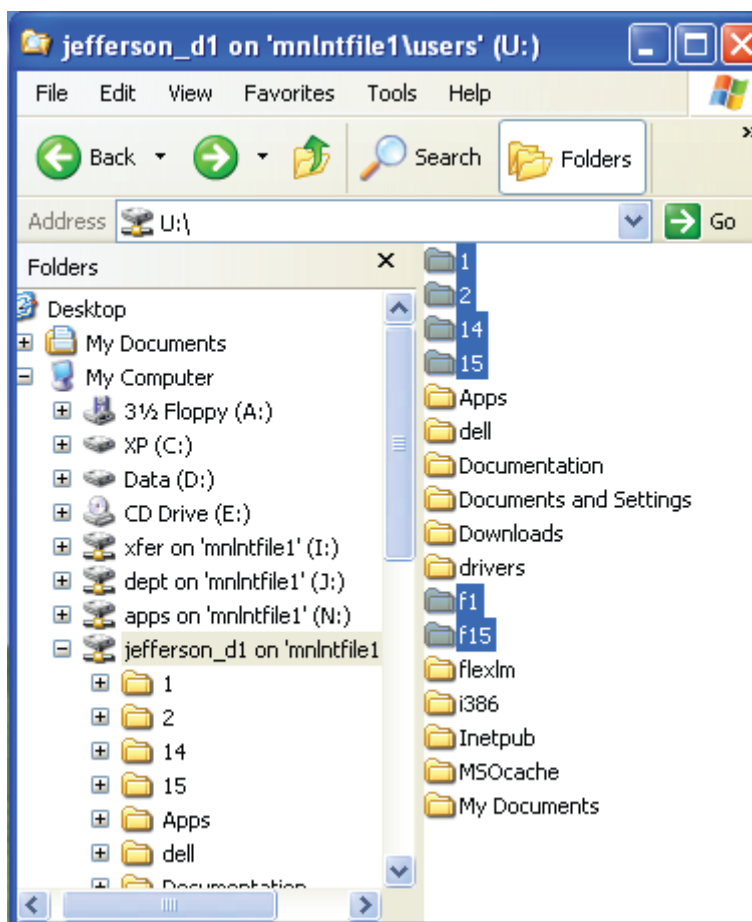


Figure 16 Create GID-Specific Folders

Each folder should contain a `CONFIG.SYS` file of parameters for applications running in that GID (Figure 17).



**Figure 17** CONFIG.SYS File Inside a GID Folder

Use the following instructions to build a `CONFIG.SYS` downloadable file:

- 1 Open Notepad and create a `.txt` file containing parameter and value pairs.
- 2 Run the Variable Length Record (VLR) utility to convert the text file to a downloadable file format (`vlr -c input.file output.file`).

After creating a CONFIG.SYS downloadable file, move the created file to the proper folder. Then, create a new .zip file named Verifone.zip on your root drive and move all the required GID folders into the .zip file. Make sure that **Save Full Path Info** is selected. Transfer the Verifone.zip file into a flash drive and you are ready start downloading the applications into a terminal.

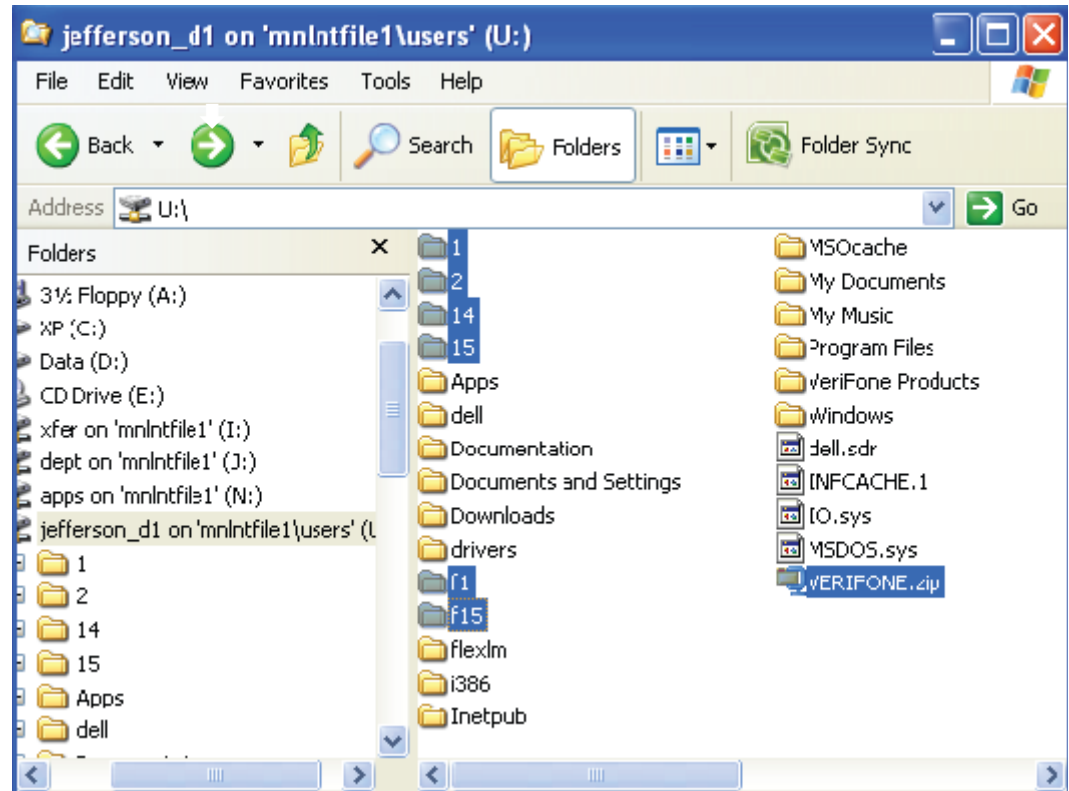


Figure 18 Moving GID files to VERIFONE.zip file

## USB Flash Drive Download Procedure

To begin downloading from a USB flash drive, insert the flash drive into the USB port of the VX 680 terminal and follow the instructions on [Table 19](#).

**Table 19 USB Flash Drive Download Procedure**

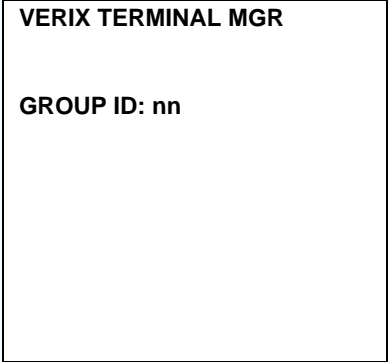
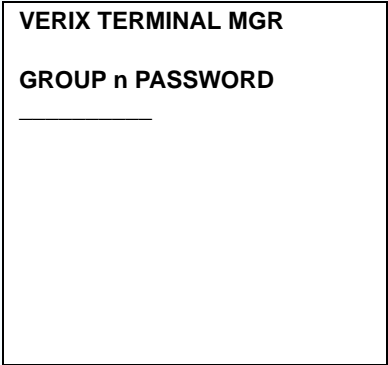
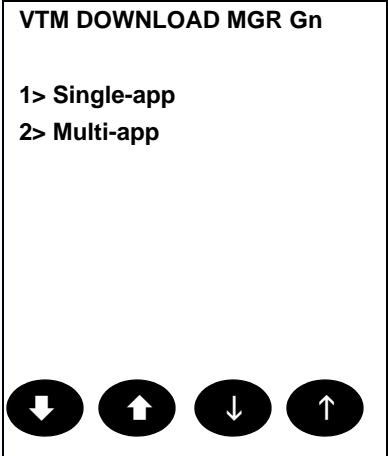






Step	Display	Action
1		<p>Enter the target file group for the download. <b>FILE GROUP _1</b> (Group 1) is displayed as the default selection.</p> <p><b>Note:</b> File Group 1 is reserved for the operating system. Try using a different file group when downloading additional applications. For more information on operating system downloads.</p> <p>To select a file group other than Group 1, type the one or two-digit number of the desired file group (2–15) for the download.</p>
2		<p>Enter the password of the selected file group. For example, if Group 2 is the target group, the <b>GROUP _2 PASSWORD</b> message is displayed.</p> <p><b>Note:</b> If you have not previously entered a group's password in this session, the terminal prompts for the group's password prior to downloading applications.</p> <p>To continue, enter the required password. If you enter an incorrect password, <b>PLEASE TRY AGAIN</b> appears.</p> <p>Press <b>ENTER</b>. Verify your password and reenter it.</p>
3		<p>Select <b>1&gt; Single app</b> to download a single application.</p> <p>Select <b>2&gt; Multi-app</b> to download multiple applications.</p>

Table 19 USB Flash Drive Download Procedure

Step	Display	Action
4	<div><div>VTM DOWNLOAD MGR Gn</div><div>1&gt; Full dnld 2&gt; Partial dnld</div><div></div></div>	<p>Select whether to run a full or partial download.</p> <p><b>Note:</b> If you selected <b>1&gt; FULL DNLD</b> on a single application download, a screen will appear warning you that all existing files in the selected group will be deleted. Press F3 to cancel or F4 to continue downloading an application.</p> <p>If you selected <b>1&gt; FULL DNLD</b> on a multiple application download, you will be prompted to clear the existing application on the currently selected group. Select <b>1&gt; YES</b> to continue or <b>2&gt; NO</b> to cancel downloading applications.</p>
5	<div><div>VTM DOWNLOAD MGR Gn</div><div>1&gt; Modem 2&gt; COM1 3&gt; COM7 4&gt; SD Card 5&gt; USB Flash Memory 6&gt; TCPIP 7&gt; USB Dev 8&gt; COM6 9&gt; COM2</div><div></div></div>	<p>On the next screen, toggle using the <b>UP</b>(↑) and <b>DOWN</b>(↓) arrow until you reach the desired download option then press <b>ENTER</b>.</p> <p>You can also choose the download option in the menu by pressing the corresponding number on the keypad.</p>



**Table 19**      **USB Flash Drive Download Procedure**







Step	Display	Action
6	<div> <p>VTM DOWNLOAD MGR Gn</p> <p>1&gt; Modem 2&gt; COM1 3&gt; COM7 4&gt; SD Card 5&gt; USB Flash Memory 6&gt; TCPIP 7&gt; USB Dev 8&gt; COM6 9&gt; COM2</p> <p>     </p> </div>	Select <b>7&gt; USB DEV</b> to download from a USB flash drive. When you press 7, the terminal is ready to receive the download from the connected USB device.
7	<div> <p>VTM DOWNLOAD MGR Gn</p> <p>**** WARNING ****</p> <p>All Files Will Be Cleared From Group n</p> <p>1&gt; Cancel Download 2&gt; Continue</p> <p>   </p> </div>	Select <b>2&gt; CONTINUE</b> to begin the download.
8	<div> <p>VERIX DOWNLOAD MGR Gn</p> <p>USB DOWNLOAD COMPLETE</p> </div>	<p>The terminal will automatically download the file <code>Verifone.zip</code> from the USB flash drive. <b>USB DOWNLOAD COMPLETE</b> appears on the terminal screen after a successful download.</p> <p>If you performed a full download, the terminal restarts automatically. Otherwise, you must restart the terminal manually by selecting <b>1&gt; RESTART</b> on <b>VERIX TERMINAL MGR MENU 1</b>. If an application resides on the terminal following the download, it executes on restart.</p>

Table 19 USB Flash Drive Download Procedure

Step	Display	Action
9	<b>**VERIFYING FILES**</b> <b>CHECK CERTIFICATE</b>  <b>FILENAME.CRT</b>  <b>*AUTHENTIC*</b>	<p>On startup, the file authentication module authenticates any new signature files downloaded with the OS files.</p> <p>When the signature file authentication routine starts, the status display informs you of the progress of the authentication process.</p> <p>If file authentication succeeds for a specific signature file, the <b>*AUTHENTIC*</b> message is displayed directly below the filename of the signature file. If file authentication fails for a specific signature file, the <b>*FAILED*</b> message is displayed for five seconds below the filename and the terminal beeps three times, allowing you to note which signature file failed to authenticate. The authentication process then proceeds to the next signature file until all signature files are validated.</p> <p>When all new signature files are authenticated, the terminal restarts, and the application specified in the <b>*GO</b> variable or the default application in Group 1 executes and starts running on the terminal.</p>
	<b>**VERIFYING FILES**</b> <b>COMPARE SIGNATURE</b>  <b>FILENAME.P7S</b> <b>FILENAME.OUT</b>  <b>*FAILED*</b>	
10	<b>&lt;application prompt&gt;</b>	<p>If the downloaded application successfully authenticates, the corresponding application prompt or logo is displayed upon restart.</p> <p>The terminal can now process transactions.</p> <p><b>Note:</b> The message <b>DOWNLOAD NEEDED</b> appears if:</p> <ul style="list-style-type: none"> <li>• The <b>*GO</b> variable is not set.</li> <li>• <b>*GO</b> does not specify that an application is present.</li> <li>• The application did not authenticate (invalid or missing <b>*.p7s</b> file).</li> <li>• The application uses shared libraries that are missing or were not authenticated (invalid or missing <b>*.p7s</b> files).</li> </ul> <p>If one or more executables in the application fail to successfully authenticate, the application may not run. If the application attempts to access an unauthenticated executable or library, it may crash. Repeat the <a href="#">Direct Application Download Procedure</a> using the correct certificates and/or signature files.</p>
	<b>DOWNLOAD NEEDED</b>  <b>&lt;error message&gt;</b>	

## Specifications

This chapter discusses power requirements, dimensions, and other specifications of the VX 680 terminal.

### Power 12 V DC 2.0 A

### DC Power Pack UL, ITE listed, LPS power supply:

- a** Input rated: 100 - 240 V AC, 50/60 Hz
- b** Output rated: 12 V DC 2.0 A

Barrel connector polarity:



### Temperature

- Operating temperature: 0° C to 50° C (32° F to 122° F)
- Non-operating temperature: -20° C to +60° C (-4° F to 140° F) (VX 680 3G)
- Relative humidity: 5% to 90%; non-condensing

### External Dimensions

- Length: 172 mm (6.8 in)
- Width: 86 mm (3.4 in)
- Depth: 63 mm (2.5 in)

**SPECIFICATIONS**

*External Dimensions*



## CHAPTER 7

### Maintenance

The VX 680 terminal and Base Stations have no user-serviceable parts.

#### **Cleaning the Terminal**

To clean the terminal and Base Station, use a clean cloth slightly dampened with water and a drop or two of mild soap. For stubborn stains, use alcohol or an alcohol-based cleaner.

#### **CAUTION**



Never use thinner, trichloroethylene, or ketone-based solvents – they may cause deterioration of plastic or rubber parts.

Do not spray cleaners or other solutions directly onto the keypad or terminal display.

#### **Terminal Contacts**

Gently swab the contacts with alcohol or contact cleaner to remove the dirt. It is important that the exposed contacts of the VX 680 battery stay clean and unbent.

#### **CAUTION**



Avoid touching the contacts of the VX 680 battery and the recessed area on the terminal. Finger oils tarnish contacts, causing bad connections. When operating on battery power and experiencing a high occurrence of bad or incomplete data transfers, clean the contacts.

#### **Smart Card Reader**

Do not attempt to clean the smart card reader. Doing so may void any warranty. For smart card reader service, contact your Verifone distributor or service provider.





### Verifone Service and Support

For VX 680 terminal problems, contact your local Verifone representative or service provider.

For VX 680 product service and repair information:

- USA – Verifone Service and Support Group, 1-800-Verifone (837-4366), Monday - Friday, 8 A.M. - 8 P.M., Eastern time
- International – Contact your Verifone representative

#### Returning a Terminal or Smart Battery for Service

Before returning a VX 680 terminal, smart battery, or Base Station to Verifone, you must obtain an MRA number. The following procedure describes how to return one or more VX 680 terminals, smart batteries, or Base Stations for repair or replacement (U.S. customers only).

---

#### NOTE



Customers outside the United States are advised to contact their local Verifone representative for assistance regarding service, return, or replacement of terminals or batteries.

---

To return a terminal for service:

- 1 Get the following information from the printed labels on the bottom of *each* VX 680 terminal, smart battery, or sled module to be returned:
  - Product ID, including the model and part number. For example, “VX 680” and “M268-XXX-XX-XXX-2.”
  - Serial number (S/N nnn-nnn-nnn)
- 2 Obtain the MRA number(s) by completing one of the following:
  - a Call Verifone toll-free within the United States at 1-800-Verifone and follow the automated menu options.
    - Select the MRA option from the automated message. The MRA department is open Monday to Friday, 8 A.M.–8 P.M., Eastern Time.
    - Give the MRA representative the information you gathered in Step 1. If the list of serial numbers is long, you can fax the list, along with the information gathered in Step 1, to the MRA department at 727-953-4172 (U.S.).
  - b Address a fax to “Verifone MRA Dept.” with the model and part number(s)

- Include a telephone number where you can be reached and your fax number.
- C** Complete the Inquiry Contact Form at [http://www.verifone.com/aboutus/contact/contact\\_form.cfm](http://www.verifone.com/aboutus/contact/contact_form.cfm).
- Address the Subject box with to “Verifone MRA Dept.”
  - Reference the model and part number in the Note box.

**NOTE**



One MRA number must be issued for each VX 680 terminal you return to Verifone, even if you are returning several of the same model.

- 3** Describe the problem(s).
- 4** Provide the shipping address where the repaired or replacement unit must be returned.
- 5** Keep a record of the following items:
  - Assigned MRA number(s).
  - Verifone serial number assigned to the VX 680 terminal, smart battery, or Base Station you are returning for service or repair (terminal serial numbers are located on the bottom of the unit).
  - Shipping documentation, such as air bill numbers used to trace the shipment.
  - Model(s) returned (model numbers are located on the Verifone label on the bottom of the VX 680 terminal).

## Accessories and Documentation

Verifone produces the following accessories and documentation for the VX 680 terminal. When ordering, please refer to the part number in the left column.

- Verifone online store at [www.store.verifone.com](http://www.store.verifone.com)
- USA – Verifone Customer Development Center, 800-Verifone (837-4366), Monday - Friday, 7 A.M. - 8 P.M., Eastern time
- International – Contact your Verifone representative

### Power Pack

Contact your local Verifone distributor to determine which power pack or power cable fits your needs.

VPN PWR268-001-01-B	DC Power Pack (Universal)
VPN CBL000-008-03-A	AC Power Cable (US)

### Printer Paper

VPN PPR 268-001-01-A	38mm (1.49 in) diameter, 57mm (2.24 in) wide
----------------------	--



## **Verifone Cleaning Kit**

VPN 02746-01      Cleaning Kit

## **Spare Battery**

VPN BPK268-001-01-A      VX 680 Spare Battery

## **USB Host Cable**

VPN CBL268-003-01-A      VX 680 USB Host Cable

## **Modem Dongle**

VPN M267-D80-00      VX 680 Modem Dongle

## **Serial Dongle**

VPN M267-D08-00      VX 680 Serial Dongle

## **Telephone Line Cable**

VPN CBL000-001-01-A      2.1-meter (7-foot) telephone line cable, black, with modular RJ11-type connectors)

## **Documentation**

VPN DOC268-001-EN	VX 680 Certifications and Regulations Sheet
VPN DOC268-002-EN	VX 680 Quick Installation Guide
VPN DOC268-003-EN	VX 680 Installation Guide
VPN DOC268-005-EN	VX 680 Standard Base Quick Installation Guide
VPN DOC268-006-EN	VX 680 Full-Featured Base and Dongle Quick Installation Guide
VPN DOC268-012-EN	VX 680 CDMA Certifications and Regulations Sheet
VPN DOC268-034-EN	VX 680 ECR Certifications and Regulations Sheet
VPN DOC268-035-EN	VX 680 ECR Quick Installation Guide
VPN DOC00301	Verix eVo Volume I: Operating System Programmers Manual
VPN DOC00302	Verix eVo Volume II: Operating System and Communications Programmers Guide
VPN DOC00303	Verix eVo Volume III: Operating System Programming Tools Reference Manual



## System Messages

This appendix describes error and information messages, which are grouped into two categories. For ease of use, these messages are grouped alphabetically in each of these two categories.

These messages include the following:

- Digital certificate displays and signature file downloaded to the terminal.
- File authentication module processes.
- File compression module use messages from the VeriCentre DMM terminal management and download tool.

### Error Messages

The following error messages may appear when the VX 680 terminal is in Verix Terminal Manager.

Table 20      Error Messages

Display	Action
COMPRESSION MODULE ERROR	
<b>** UNZIP Error n</b> xxxxxx yyyyyy	If you are using the file compression module in DMM, information similar to what is shown above appears when an error occurs during file extraction from a downloaded ZIP archive. Note the error number and error codes (xxxxx and yyyyy) and try to download the archive again.
DEBUGGER ERRORS	
<b>ALREADY DEBUGGING</b>	The debugger has already been invoked.

Table 20 Error Messages

Display	Action
<b>LOAD DBMON.OUT</b>	The <code>DBMON.OUT</code> debugging monitor program is included in the SDK, but is not stored in the terminal memory of a factory unit. To use the debugging tool, you must sign, download, and authenticate the <code>DBMON.OUT</code> application.
<b>DOWNLOADING ERRORS</b>	
<b>VTM DOWNLOAD MGR Gn TCP/IP NOT PRESENT</b>	This error only occurs on a VX 680 terminal when downloading through TCP/IP. An application that supports the TCP stack does not exist.
<b>VTM DOWNLOAD MGR Gn NO *ZTCP VARIABLE</b>	This error only occurs on a VX 680 terminal when downloading through TCP/IP. An application that supports the TCP stack does not exist.

Table 20 Error Messages

Display	Action
<b>VTM DOWNLOAD MGR Gn</b>  <b>GID: nn</b> <b>APP ID: nnnn</b> <b>STATUS: CONNECTING</b> <b>&lt;error message&gt;</b>	<p>The following error message may occur while connecting to a host during a modem or wireless download:</p> <ul style="list-style-type: none"> <li>• <b>NO LINE</b> - Your phone line is currently being used.</li> <li>• <b>NO DIAL TONE</b> - Your phone line has no dial tone.</li> <li>• <b>NO CARRIER</b> - The terminal could not establish a connection with the host.</li> <li>• <b>LOST CARRIER</b> - The carrier was lost during connection.</li> <li>• <b>BUSY</b> - The host is currently busy.</li> <li>• <b>NO ENQ FROM HOST</b> - The host did not send an ENQ (Enquiry).</li> </ul>
<b>VTM DOWNLOAD MGR Gn</b>  <b>GID: nn</b> <b>APP ID: nnnn</b> <b>STATUS: DOWNLOADING</b> <b>&lt;error message&gt;</b>	<p>The following error message may occur while connecting to a host during a modem or wireless download:</p> <ul style="list-style-type: none"> <li>• <b>BAD RX COMM</b> - The terminal received too many bad packets.</li> <li>• <b>BAD TX COMM</b> - The host received too many bad packets.</li> <li>• <b>LOST CARRIER</b> - The carrier was lost during download.</li> <li>• <b>NO RESP FROM HOST</b> - The terminal timed out waiting for a packet from the host.</li> </ul>
EDIT PARAMETERS ERROR	
<b>TERMINAL MGR EDIT</b>   <b>GID nn: NOT EMPTY</b>  <b>&lt;parm name&gt; NOT FOUND</b>  <b>1&gt; Cancel</b> <b>2&gt; Add Variable</b>	<p>You entered an invalid parameter name. Select <b>CANCEL</b> to go back to the parameter editor or <b>ADD VARIABLE</b> to add the entered parameter name as a new variable.</p>

Table 20 Error Messages

Display	Action
<b>PASSWORD ERRORS</b>	
<b>Change Passwords G1</b> <b>Please Try Again</b>	You entered an invalid GID password. Press <b>CANCEL</b> or <b>ENTER</b> and enter a valid password.
<b>VERIX TERMINAL MGR</b>  <b>Please enter</b> <b>Password for GID n:</b> _____	This message is displayed when you initiate the procedure for modifying existing Verix Terminal Manager passwords through <b>Change Passwords</b> in <b>VERIX TERMINAL MGR MENU 2</b> . The menu option displayed allows you to change the password of a <b>File Group</b> (Press <b>1</b> ) or the <b>TERMINAL MGR Entry</b> (Press <b>2</b> ).
<b>VTM PASSWORD MGR</b>  <b>New</b> _____	This message is displayed when you select <b>Change Passwords</b> in <b>VERIX TERMINAL MGR MENU 2</b> to modify the existing Verix Terminal Manager password. <b>NEW:</b> Make the appropriate menu selections to enter the new password. <b>AGAIN:</b> Repeat the entry to confirm the new password. <b>PASSWORD CHANGED:</b> Displayed when the new password is accepted.

Table 20 Error Messages

Display	Action
<p><b>VTM PASSWORD MGR</b></p> <p>Again _____</p>	
<p><b>PRINTER DIAGNOSTICS ERRORS</b></p>	
<p>Printer ID      P Version        0PRED1A1 Status         22</p> <p><b>NO PAPER</b> 1&gt; Test 2&gt; Paper Feed</p>	<p><b>NO PAPER</b> is displayed when you select <b>TEST</b> or <b>PAPER FEED</b> and there is no paper installed in the printer.</p>
<p>Printer ID      P Version        0PRED1A1 Status         22</p> <p><b>PRINTER BUSY</b> 1&gt; Test 2&gt; Paper Feed</p>	<p>When you select <b>TEST</b> or <b>PAPER FEED</b> from the printer diagnostics screen, terminal manager first checks if the printer is currently active. If it is, <b>PRINTER BUSY</b> is displayed.</p>

Table 20 Error Messages

Display	Action
<b>REMOTE DIAGNOSTICS ERROR</b>	
<b>LOAD TERMINAL MANAGEMENT AGENT</b>	The (optional) Terminal Management Agent (TMA) software is not resident in the VX 680 terminal. The TMA software is required to perform remote diagnostics. For more information about support for remote diagnostics, contact your Verifone service provider.
<b>SMART CARD DIAGNOSTICS ERRORS</b>	
<b>TEST NOT SUPPORTED</b>	This message appears if the terminal does not support ICC devices. Therefore, a SAM card diagnostics session cannot be performed. Press any key to go back to the main menu.
<b>SAM nn POWER UP: FAILED</b>	This screen is displayed when there is no SAM card inserted in the selected slot.
<b>NO SYNC DRIVERS INSTALLED</b>	This screen is displayed if sync drivers are not installed in the terminal. Therefore, a sync drivers test cannot be performed. Press any key to go back to the smart card diagnostics screen.



Table 20 Error Messages

Display	Action
<b>STARTUP ERRORS</b>	
<b>DOWNLOAD NEEDED</b>  <b>&lt;error message&gt;</b>	<p>The following error messages may occur if a defect is found on the *GO variable. *GO is a variable in the CONFIG.SYS file and is the first thing that runs on startup if available.</p> <ul style="list-style-type: none"> <li>• <b>NO *GO VARIABLE</b> - There is no *GO environment variable in the group one CONFIG.SYS file.</li> <li>• <b>*GO NOT FOUND</b> - The *GO variable is set but the executable file is missing.</li> <li>• <b>*GO NOT AUTHENTICATED</b> - The *GO variable is set but the executable file is not authenticated.</li> <li>• <b>NOT ENOUGH MEMORY</b> - The *GO variable is set but there is not enough memory to execute the file.</li> <li>• <b>INVALID *GO VARIABLE</b> - This is the default error condition. The system could not run the *GO variable even though it is set, authenticated, and enough memory is available to execute the file.</li> </ul>
<b>FLASH CHKSUM ERROR Gnn</b>	<p>A corrupt file is detected in the F: drive file system during terminal start up, after power on, or during restart. This message may indicate a hardware problem; the error condition may be resolved through another download of the file.</p>
<b>RAM CHKSUM ERROR Gnn</b>	<p>A corrupt file is detected in the I: drive file system at terminal start up, after power-on, or during restart. This message may indicate a hardware problem; the error condition may be resolved through another download of the file.</p>

Table 20 Error Messages

Display	Action
<b>**VERIFYING FILES**</b> <b>COMPARE SIGNATURE</b>  <b>FILENAME.P7S</b> <b>FILENAME.OUT</b>  <b>*FAILED*</b>	<p>This message appears on screen when the file authentication module fails to authenticate a new signature file. <b>*FAILED*</b> appears for five seconds and the terminal beeps three times to draw attention to the filename of the certificate that could not be authenticated.</p> <p>This message remains on screen until all new signature files are checked. New digital certificates are always checked first, followed by new signature files, in an uninterrupted process.</p>
<b>**VERIFYING FILES**</b> <b>CHECK CERTIFICATE</b>  <b>FILENAME.CRT</b>  <b>*FAILED*</b>	<p>This message appears on screen when the file authentication module fails to authenticate a new digital certificate. <b>*FAILED*</b> is displayed for five seconds and the terminal beeps three times to draw attention to the filename of the certificate that could not be authenticated.</p> <p>This message remains on screen until all new certificates are checked, one by one. In special cases where system certificates are being installed, <b>SYSTEM CERTIFICATE</b> is displayed instead of <b>CHECK CERTIFICATE</b>.</p>

## Information Messages

The following information messages may appear when the VX 680 terminal is in terminal manager.

**Table 21** Information Messages

Display	Action
<b>DOWNLOADING INFORMATION</b>	
<b>VERIX TERMINAL MGR UPLOAD I:CONFIG.SYS **** _____</b> <b>UPLOADING NOW</b>	<p>During a back-to-back download session, this screen appears on the Gold terminal indicating that an application is being uploaded to the Target terminal.</p>
<b>VERIX TERMINAL MGR DOWNLOAD Gnn **** _____</b> <b>DOWNLOADING NOW</b>	<p>During a back-to-back download session, this screen appears on the Target terminal indicating that an application is being downloaded from the Gold terminal.</p>
<b>VERIX TERMINAL MGR DOWNLOAD Gnn</b>  <b>GID: nn</b> <b>APP ID: nnnn</b> <b>STATUS: DOWNLOADING</b> <b>***</b> <b>_____</b>	<p>An application is being downloaded to a <i>receiving</i> VX 680 terminal from a host PC via telephone. The terminal displays a series of asterisks (*) to indicate the progress of the download (each asterisk represents 10% of the download). When ten asterisks appear, the data transfer is complete.</p>

Table 21      Information Messages

Display	Action
<div><div>VERIX TERMINAL MGR DOWNLOAD   Gnn</div><div>UNIT RECEIVE MODE</div><div>***      _____</div></div>	An application is being downloaded to a <i>receiving</i> VX 680 terminal from a host PC directly over a serial cable. The terminal displays a series of asterisks (*) to indicate the progress of the download (each asterisk represents 10% of the download). When ten asterisks appear, the data transfer is complete.
<div><div>VERIX TERMINAL MGR DOWNLOAD   Gnn</div><div>UNIT RECEIVE MODE</div><div>WAITING FOR DOWNLOAD</div></div>	This screen indicates that the terminal is ready for download and is waiting for a response from the host.

Table 21 Information Messages

Display	Action
<b>ERROR LOG</b>	
<b>VERIX ERROR LOG</b>  <b>TYPE</b> 1 <b>TASK</b> 2 <b>TIME</b> 060302201212 <b>CPSR</b> 40000010 <b>PC</b> 00000004 <b>LR</b> 70448B23 <b>ADDR</b> 27FFFFEF9	<p>The following information helps developers interpret the cause of the most recent unrecoverable software error that occurred on the terminal:</p> <p>This first screen displays the following:</p> <ul style="list-style-type: none"> <li>• <b>TYPE</b> (error type), where the error type code is:             <ul style="list-style-type: none"> <li>• 1 = Data abort: attempt to access data at an invalid address.</li> <li>• 2 = Program abort: attempt to execute code at an invalid address.</li> <li>• 3 = Undefined abort: attempt to execute an illegal instruction.</li> </ul> </li> <li>• <b>TASK</b> (task number): indicates type of task that was currently executed:             <ul style="list-style-type: none"> <li>• 1 = Verix Terminal Manager</li> <li>• 2 = First user task</li> </ul> </li> <li>• <b>TIME</b> (time of crash): clock time of the error in the format <i>YYMMDDhhmmss</i>, where <i>YY</i> = year, <i>MM</i> = month, <i>DD</i> = day, <i>hh</i> = hour, <i>mm</i> = minute, and <i>ss</i> = second.</li> <li>• <b>CPSR</b> (Current Program Status Register): contains the processor and state condition code.</li> <li>• <b>PC</b> (Program Counter): holds the execution address.</li> <li>• <b>LR</b> (Link Register): holds the return address of the function call.</li> </ul> <p><b>Note:</b> LR may not always contain the current return address.</p> <ul style="list-style-type: none"> <li>• <b>ADDR</b> (fault address): contains the illegal address that the application was trying to access.</li> </ul> <p>If you report a system error to Verifone, you may be asked to provide the information displayed on this screen. For detailed information about the error log function and the terms listed above, please refer to the <i>Verix eVo Volume I: Operating System Programmers Manual</i> (VPN DOC00301).</p>

Table 21 Information Messages

Display	Action
<b>INTERNAL PIN PAD DIAGNOSTICS INFORMATION</b>	
<b>INTERNAL PIN PAD MEMORY TEST PASSED</b> <b>IPP8 EMUL01A 07/05 OD</b> <b>SN: 246021114A009999</b>  <b>1&gt; RESET BAUD: 1200</b> <b>MODE: VISA</b> <b>2&gt; EXIT</b>	<p>After an internal PIN pad diagnostic session, the firmware version and download date, IPP serial number, baud rate, and mode are displayed.</p>
<b>KEYBOARD DIAGNOSTICS INFORMATION</b>	
<b>TERMINAL MGR KBD TEST</b>  <b>KEYCODE nn</b>	<p>This screen displays the hexadecimal ASCII keycode for each key you press during a keyboard diagnostics session. The value displayed corresponds to the actual key pressed. Other values assigned to keys are software dependent.</p>
<b>MAGNETIC CARD DIAGNOSTICS INFORMATION</b>	
<b>VERIX TERMINAL MGR</b>  <b>TRK 1:VALID DATA</b> <b>TRK 2:VALID DATA</b> <b>TRK 3:VALID DATA</b>	<p>When you invoke a local terminal manager diagnostic test of the magnetic stripe card reader, status information appears for the data tracks (TRK1, TRK2, and TRK3) on the card.</p> <p>A successful test displays <b>VALID DATA</b> for each track that reads valid data. An error generates one of the following error messages for each track with an error:</p> <ul style="list-style-type: none"> <li>• <b>NO DATA</b></li> <li>• <b>NO START</b></li> <li>• <b>NO END</b></li> <li>• <b>LRC ERR</b></li> <li>• <b>PARITY ERR</b></li> <li>• <b>REVERSE END</b></li> </ul> <p>For more information about magnetic card error messages, refer to the <i>Verix eVo Volume I: Operating System Programmers Manual</i> (VPN DOC00301).</p>

Table 21 Information Messages

Display	Action
<b>MEMORY INFORMATION</b>	
<b>MEMORY USAGE</b> Drive I: Files      n Inuse                nn KB Drive F: Files      n Inuse                n  RAM Avail            nnnn KB FLASH Avail        nnnn KB	This screen displays how much I: drive and F: drive memory is used and how much is available. <ul style="list-style-type: none"> <li>• <b>INUSE</b> - Closest estimate of used memory (in KB).</li> <li>• <b>AVAIL</b> - Lowest number of free memory (in KB).</li> </ul>
<b>RAM drive Directory GNN</b>  <filename> 36   MM/DD/YY   - <filename> 36   MM/DD/YY   - <filename> 36   MM/DD/YY   - PRINT	The following screens display the contents of the I: and F: drives. If there are no files inside an I: drive or an F: drive, <EMPTY> is displayed.
<b>FLASH drive Directory GNN</b>  <filename> 36   MM/DD/YY   - <filename> 36   MM/DD/YY   - <filename> 36   MM/DD/YY   - PRINT	

**Table 21 Information Messages**

Display	Action
<b>ALL RAM AND FLASH CLEARED</b>	This screen indicates that all I: and F: drive data within a GID is deleted.
<b>ALL RAM AND FLASH CLEAR COALESCING FLASH</b>	This screen indicates that all I: and F: drive data within all GIDs is deleted and the memory is being merged.
<b>PASSWORD INFORMATION</b>	
<b>VERIX TERMINAL MGR PASSWORD CHANGED</b>	This message confirms that you have successfully changed a GID password or the system password.
<b>PRINTER DIAGNOSTICS INFORMATION</b>	
<b>Printer ID            P</b> <b>Version             0PRED1A1</b> <b>Status               22</b>  <b>1&gt; Test</b> <b>2&gt; Paper Feed</b>	This screen displays the printer ID, firmware version, and the printer status appear.  See the <i>Verix eVo Volume I: Operating System Programmers Manual</i> (VPN DOC00301).  for specifics on application development and the internal thermal printer.



**Table 21** Information Messages

Display	Action
<p>Printer ID      P Version        0PRED1A1 Status         22</p> <p>1&gt; Test 2&gt; Paper Feed</p>	<p><b>NO PAPER</b> is displayed when you select <b>TEST</b> and <b>PAPER FEED</b> there is no paper installed in the printer.</p>
SMART CARD DIAGNOSTICS INFORMATION	
<p>VoyLib 03.06 0000 VxOS11 PSCR Build 04 SCRLIB 2.B 2/10</p> <p>1&gt; SMART CARD DIAG 2&gt; LIST SYNC DRIVERS 3&gt; EXIT</p>	<p>This screen displays system and driver information and the number of SAM card slots available.</p>
<p><b>CUSTOMER CARD</b> <b>POWER UP: PASSED</b> <b>GET ATR: PASSED</b> <b>READ TEST: PASSED</b> <b>WRITE TEST: PASSED</b> <b>READ VERIFY TEST: PASS</b> <b>ALL TESTS: PASSED</b></p>	<p>When a SAM card is tested, the following information is displayed.</p>

**Table 21 Information Messages**

Display	Action
<b>STARTUP INFORMATION</b>	
<b>VERIFONE VX 680</b> <b>QT0000AB</b> <b>12/29/2009 Verix</b>  <b>COPYRIGHT 1997-2009</b> <b>VERIFONE</b> <b>ALL RIGHTS RESERVED</b>	<p>At startup, the terminal displays a copyright notice screen that shows the terminal model number, the OS version of the VX 680 stored in the terminal's memory, the date the firmware was loaded into the terminal, and the copyright notice.</p> <p>This screen appears for three seconds, during which time you can enter Verix Terminal Manager by simultaneously pressing <b>ENTER</b> and <b>7</b>.</p> <p>You can extend the display period of this screen by pressing any key during the initial three seconds. Each keypress extends the display period an additional three seconds.</p>
<b>VERIFONE VX 680</b> <b>QT0000AB</b> <b>12/29/2009 Verix</b>  <b>COPYRIGHT 1997-2009</b> <b>VERIFONE</b> <b>ALL RIGHTS RESERVED</b>	<p>If some other certificate is loaded by a reseller (e.g., bank), the fourth line on the startup screen is left blank.</p>
<b>VERIFONE VX 680</b> <b>QT0000AB</b> <b>12/29/2009 Verix</b> <b>** T A M P E R **</b> <b>COPYRIGHT 1997-2009</b> <b>VERIFONE</b> <b>ALL RIGHTS RESERVED</b>	<p>If an attempt to break into the terminal's system has been made, the message <b>** T A M P E R **</b> is displayed in place of the certificate on the startup screen. The terminal will remain in this state until the condition has been remedied.</p>

Table 21 Information Messages

Display	Action
<b>**VERIFYING FILES**</b> <b>COMPARE SIGNATURE</b>  FILENAME.P7S FILENAME.OUT  *AUTHENTIC*	<p>This message appears on screen when the file authentication module successfully authenticates a new signature file. *AUTHENTIC* appears for five seconds and the terminal beeps three times to draw attention to the filename of the certificate that could not be authenticated.</p> <p>This message remains on screen until all new signature files are checked. New digital certificates are always checked first, followed by new signature files, in an uninterrupted process.</p>
<b>**VERIFYING FILES**</b> <b>CHECK CERTIFICATE</b>  FILENAME.CRT  *AUTHENTIC*	<p>This message appears on screen when the file authentication module successfully authenticates a new digital certificate. *AUTHENTIC* is displayed for five seconds and the terminal beeps three times to draw attention to the filename of the certificate that could not be authenticated.</p> <p>This message remains on screen until all new certificates are checked, one by one. In special cases where system certificates are being installed, <b>SYSTEM CERTIFICATE</b> is displayed instead of <b>CHECK CERTIFICATE</b>.</p>
<b>VTM MGR TERMINAL INFO</b>  Serl No PTID 12000000 Part Rev ■■ OS Ver QT0000AB Modl Ctry Keypad ■ Display 240320 Mag RDR ■ Pinpad ■ Modem Type 0 Ver: <NO RESP> Modem Model: <NO RESP>	<p>The following screens show configuration information specific to your terminal:</p> <ul style="list-style-type: none"> <li>• <b>SERL NO</b> - serial number</li> <li>• <b>PTID</b> - permanent terminal identification number</li> <li>• <b>PART</b> - terminal part number</li> <li>• <b>REV</b> - terminal hardware version number</li> <li>• <b>OS VER</b> - operating system version</li> <li>• <b>MODL</b> - model number</li> <li>• <b>CTRY</b> - country of manufacture</li> <li>• <b>KEYPAD</b> - keypad type (0 = Telco, 1 = calculator, 2 = Singapore, 6 = EBS100)</li> <li>• <b>DISPLAY</b> - display unit type</li> <li>• <b>MAG RDR</b> - magnetic stripe card reader type</li> <li>• <b>PINPAD</b> - whether or not a PIN Pad device is integrated into the terminal (0 = No, 1 = Yes)</li> <li>• <b>MDM TYPE</b> - determines the modem type (0 = none, 4 = 14.4 modem, 22 = modem/ethernet combo)</li> <li>• <b>VER</b> - shows the modem firmware patch (B3 = Banshee modem, 05xx = firmware patch version, yy = country profile code, zz = country profile major version)</li> <li>• <b>MODEM MODEL</b></li> <li>• <b>PRINTER</b> - shows if a thermal printer is integrated with the terminal (0 = No, 1 = Yes)</li> </ul>

**Table 21      Information Messages**

Display	Action
<b>Life -630433889</b> <b>Rset</b> <b>Rcnt -1485327014</b> <b>Tamper Detected N</b> <b>Cert</b> <b>Heap 0</b> <b>Stack 1936</b>	<ul style="list-style-type: none"> <li>• <b>LIFE</b> - number of seconds the terminal has run</li> <li>• <b>RSET</b> - last reset date and time, in YYMMDDHHMMSS format (YY = year, MM = month, DD = day, HH = hour, MM = minute, and SS = second)</li> <li>• <b>RCNT</b> - number of times the terminal has been reset either through application control, a terminal manager request, or a power cycle</li> <li>• <b>TAMPER DETECTED</b> - indicates whether the terminal has been tampered (N = No, Y = Yes)</li> <li>• <b>CERT</b> - shows the first certificate</li> <li>• <b>HEAP</b> - displays the memory designation used by the OS</li> <li>• <b>STACK</b> - shows the memory set aside for the OS stack. This is where the terminal stores data for running tasks like all the parameters from the call</li> </ul>

## Troubleshooting Guidelines

The troubleshooting guidelines provided in the following section are included to help you install and configure your VX 680 terminal successfully. Typical examples of malfunction you may encounter while operating your VX 680 terminal and steps you can take to resolve them are listed in this chapter.

If the problem persists even after performing the outlined guidelines or if the problem is not described below, contact your local Verifone representative for assistance.

NOTE



The VX 680 terminal comes equipped with tamper-evident labels. The VX 680 unit contains no user serviceable parts. Do not, under any circumstance, attempt to disassemble the terminal. Perform only those adjustments or repairs specified in this guide. For all other services, contact your local Verifone service provider. Service conducted by parties other than authorized Verifone representatives may void any warranty.

CAUTION



Use only a Verifone-supplied power pack. Using an incorrectly rated power supply may damage the terminal or cause it not to work as specified. Before troubleshooting, ensure that the power supply being used to power the terminal matches the requirements specified on the bottom of the terminal. (See [Specifications](#), for detailed power supply specifications.) Obtain the appropriately rated power supply before continuing with troubleshooting.

### Terminal Does Not Start

- Ensure that the smart battery charge state is not below the critically low level.
- Recharge or replace the smart battery.
- Ensure that you pressed the green ENTER/ON key for approximately 4 seconds, until the unit lights up.

### Terminal Display Does not Show Correct/Readable Info

- Recharge or replace the battery.
- Connect the VX 680 terminal into a known-good power supply (if you have one) to see if this clears the problem.
- If the problem persists, contact your local Verifone representative for assistance.

## **Smart Battery Does Not Charge**

The VX 680 smart battery must initially receive a full charge to ensure proper operation.

- Allow the VX 680 terminal to remain connected to the power pack for 6 hours to ensure the battery receives a full charge.
- Lithium batteries are not affected by shallow charging. Furthermore, when the terminal has no external power source or battery the coin cell battery provides power to the security circuit.
- Uninstalling the battery and unplugging the terminal power pack reduce the life of the coin cell battery, which does not recharge and must be replaced if drained.
- Conserve battery power by turning the VX 680 terminal off when not in use. If the terminal will not be used for an extended period of time, keep the Lithium battery inserted in the terminal, and power up the terminal periodically to check the battery charge. Do not let the battery charge fall below 10% for extended periods of time as this may permanently diminish the battery capacity. Recharge the battery by attaching the power cable to the terminal and plugging the power pack into a wall outlet.
- The VX 680 terminal automatically shuts off when the smart battery reaches the *critically low* charge state. If this occurs, the smart battery must recharge a minimum of 1/2 hour before it can power the terminal. *It may take several recharge attempts to reset the safety circuit* when charging a smart battery that has been discharged below this critical state.

## **Spare Battery in Base Station Does Not Charge**

When the spare battery is installed in the base for charging, the Base LED will flash amber if the battery is charging, or stay solid green if the battery is fully charged. If the battery is not charged and the LED does not flash amber, check the contacts on the battery and in the terminal base to make sure they are clean. Also, try charging a known good battery to see if the problem is with the base or with the battery. If the problem persists, contact your local Verifone representative.

## **Blank Display**

When the VX 680 terminal display screen does not show correct or clearly readable information:

- The battery pack may not be connected properly. Remove and reinstall the battery pack.
- Check terminal power connection.
- Remove and reapply power to the terminal.
- If the problem persists, contact your local Verifone service provider.

## Terminal Does Not Dial Out

If the terminal does not dial out:

- Check the telephone line connections.
- Check that the telephone line is working by plugging it into a working telephone and listening for a dial tone.
- Replace the telephone cable that connects the terminal with a cable you know is working correctly.
- If the problem persists, contact your local Verifone service provider.

## Printer Does Not Print

If the printer does not work properly:

- Make sure the battery is properly installed in the terminal. The printer will not print if there is no battery in the terminal.
- Check battery status or terminal power connection. The printer will not print if there is an insufficient charge remaining in the battery to complete the print operation.
- Check if the printer is out of paper (slow red blinking light) and that the roll is properly installed. Open the paper roll cover and install a new roll of printer paper or ensure that the roll is feeding correctly. A solid red indicator light indicates a printer error.
- Verify that the printer door is properly latched.
- If the problem persists, contact your Verifone distributor or service provider.

## Printer Paper Jam

If paper jams inside the printer:

- Press the button at the bottom of the terminal to unlatch the paper roll cover, then open the cover.
- Remove the damaged paper from the paper roll and clear the feed mechanism.
- Install a roll of printer paper, see *Installing the Paper Roll in VX 680 Installation Guide*, VPN-DOC268-003-EN for reference.
- If the problem persists, it may be due to poor paper quality. Install a new roll of higher-quality paper.

### WARNING



Poor-quality paper may jam the printer. To order high-quality Verifone paper, refer to [Accessories and Documentation](#).

## Keypad Does Not Respond

If the keypad does not respond properly:

- Check the terminal display. If it displays the wrong character or nothing at all when you press a key, follow the steps outlined in [Transactions Fail To Process](#).
- If pressing a function key does not perform the expected action, refer to the user documentation for that application to ensure you are entering data correctly.
- If the problem persists, contact your local Verifone representative.

## Transactions Fail To Process

There are several reasons why the terminal may not be processing transactions. Use the following steps to troubleshoot failures.

### Check the Magnetic Card Reader

- Perform a test transaction using one or more different magnetic stripe cards to ensure the problem is not a defective card.
- Ensure that you are swiping cards properly. With the VX 680 card reader, the black magnetic stripe on the card should face down and inward, toward the keypad and must be inserted from the top of the terminal.
- Process a transaction manually, using the keypad instead of the card reader. If the manual transaction works, the problem may be a defective card reader.
- Contact your Verifone distributor or service provider.
- If the manual transaction does not work, proceed to [Check the Telephone Line](#).

### Check the Smart Card Reader

- Perform a test transaction using several different smart cards to ensure the problem is not a defective card.
- Ensure that the card is inserted correctly and that the card is not removed prematurely.
- Ensure the MSAM cards are properly inserted in the cardholders and that the cardholders are properly secured (see *Installing and Replacing MSAM Cards in VX 680 Installation Guide*, VPN-DOC268-003-EN).
- Contact your Verifone distributor or service provider.
- If the manual transaction does not process, proceed to [Check the Telephone Line](#).



### Check the Telephone Line

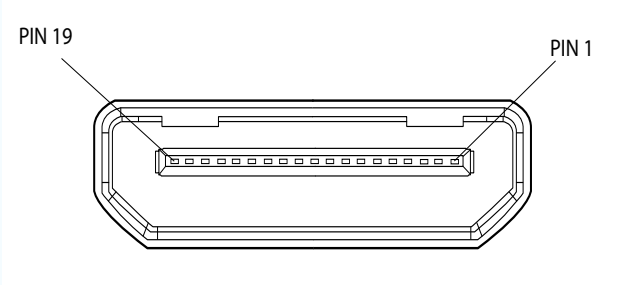
- Disconnect the telephone line from the VX 680 terminal and connect it to a working telephone to check for a dial tone. If there is no dial tone, replace the telephone cable.
- If the problem appears to be with the telephone line, check with the party you are trying to call to see if their system is operational. If they are not experiencing difficulties with their line, contact the telephone company and have your line checked.
- If the telephone line works, contact your local Verifone representative for assistance.



Port Pinouts

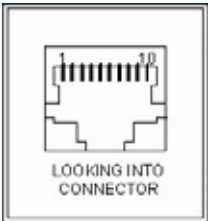
The tables in this appendix list pinouts for the VX 680 terminal, dongles, and cable connectors.

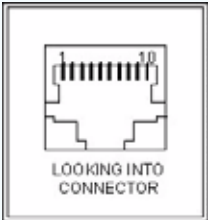
Multiport

Connector	Pin	Function	Description
	1	EXTGND	External Ground
	2	nUSB_DEVICE	USB Data D–
	3	pUSB_DEVICE	USB Data D+
	4	N.C.	Not Used
	5	EXTPWR	12Vdc External Power (N.C. for VX 680 3G)
	6	TXD	RS-232 Transmit Data
	7	RTS	RS-232 Ready To Send
	8	RXD	RS-232 Receive Data
	9	CTS	RS-232 Clear To Send
	10	SGND	System Ground
	11	SGND	System Ground
	12	SGND	System Ground
	13	N.C.	Not Used
	14	EXTPWR	12Vdc External Power (N.C. for VX 680 3G)
	15	EXTPWR	12Vdc External Power (N.C. for VX 680 3G)
	16	USB_5V_EXT	5V USB Power (200mA)
	17	nUSB_P3	Port 3 USB Signal – (USB Host port)
	18	pUSB_P3	Port 3 USB Signal + (USB Host port)
	19	EXTGND	External Ground
	20	SHIELD	Connection Shield
	21	SHIELD	Connection Shield
	22	SHIELD	Connection Shield
	23	SHIELD	Connection Shield

RS-232 Port

(USB-Serial Dongle)




Connector	Pin	Function	Description
	1	NC	No Connection
	2	NC	No Connection
	3	DCD	Data Carrier Detect
	4	DTR	Data Terminal Ready
	5	GND	Signal Ground
	6	RXD	RS-232 Receive Data
	7	TXD	RS-232 Transmit Data
	8	nCTS	RS-232 Clear to Send
	9	nRTS	RS-232 Ready to Send
	10	NC	No Connection

Telco Port (USB-

Modem Dongle)



Connector	Pin	Function	Description
	1	NC	No Connection
	2	NC	No Connection
	3	Tip	Telephone Line
	4	Ring	Telephone Line
	5	NC	No Connection
	6	NC	No Connection

DC Input Jack

Polarity for

VX 680 3G, Base

Station and

08641-01-R

Cable



# ASCII Table

**The ASCII Table** An ASCII table for the VX 680 display is presented in [Table 22](#).

**Table 22** VX 680 Display ASCII Table

Dec	Hex	ASCII	Dec	Hex	ASCII	Dec	Hex	ASCII	Dec	Hex	ASCII
0	00	NUL	32	20	SP	64	40	@	96	60	'
1	01	SOH	33	21	!	65	41	A	97	61	a
2	02	STX	34	22	"	66	42	B	98	62	b
3	03	ETX	35	23	#	67	43	C	99	63	c
4	04	EOT	36	24	\$	68	44	D	100	64	d
5	05	ENQ	37	25	%	69	45	E	101	65	e
6	06	ACK	38	26	&	70	46	F	102	66	f
7	07	BEL	39	27	'	71	47	G	103	67	g
8	08	BS	40	28	(	72	48	H	104	68	h
9	09	HT	41	29	)	73	49	I	105	69	i
10	0A	LF	42	2A	*	74	4A	J	106	6A	j
11	0B	VT	43	2B	+	75	4B	K	107	6B	k
12	0C	FF	44	2C	,	76	4C	L	108	6C	l
13	0D	CR	45	2D	-	77	4D	M	109	6D	m
14	0E	SO	46	2E	.	78	4E	N	110	6E	n
15	0F	SI	47	2F	/	79	4F	O	111	6F	o
16	10	DLE	48	30	0	80	50	P	112	70	p
17	11	DC1	49	31	1	81	51	Q	113	71	q
18	12	DC2	50	32	2	82	52	R	114	72	r
19	13	DC3	51	33	3	83	53	S	115	73	s
20	14	DC4	52	34	4	84	54	T	116	74	t
21	15	NAK	53	35	5	85	55	U	117	75	u
22	16	SYN	54	36	6	86	56	V	118	76	v
23	17	ETB	55	37	7	87	57	W	119	77	w
24	18	CAN	56	38	8	88	58	X	120	78	x
25	19	EM	57	39	9	89	59	Y	121	79	y
26	1A	SUB	58	3A	:	90	5A	Z	122	7A	z
27	1B	ESC	59	3B	;	91	5B	[	123	7B	{
28	1C	FS	60	3C	<	92	5C	\	124	7C	
29	1D	GS	61	3D	=	93	5D	]	125	7D	}
30	1E	RS	62	3E	>	94	5E	^	126	7E	~
31	1F	US	63	3F	?	95	5F	_	127	7F	DEL



## VX 680 Smart Battery Information

### Smart Battery

VX 680 terminal uses a 7.2 V 1800 mAh Lithium-ion smart battery pack (Sanyo, Samsung, and Palladium). The internal logic of the smart battery prevents both overcharging and undercharging (a fault condition in which the battery level goes well below the minimum acceptable charge and the battery becomes unusable).

---

#### NOTE



The VX 680 terminal operates on battery power or on power pack power. The smart battery charger in the terminal remains active whenever the power pack is connected.

---

VX 680 comes with a high-capacity battery pack.

### Smart Battery Features

The following are features of the smart battery:

- Two Lithium-ion cells.
- A fuel gauge module that:
  - Monitors state of charge (voltage and current).
  - Communicates with the terminal (charge parameters and status to indicate full charge).
  - Determines full charge capacity (on charge cycle and uninterrupted discharge cycle).
  - Automatically shuts down when cell voltage is extremely low.

---

#### NOTE



Conserve battery power by turning the VX 680 terminal off when not in use. If the terminal will not be used for several months, remove the smart battery pack from the terminal.

---

**Charging** After unpacking your VX 680 terminal, install the battery and connect the power pack to the unit for 6 hours.

It is also recommended that the smart battery receive a periodic full discharge. To ensure a full discharge, use the unit until the battery is fully drained. See [VX 680 Base Station](#) for more information.

The smart battery has a safety circuit to protect the Lithium-ion cells from overcharging and over-discharging. If the battery is over-discharged, the safety circuit shuts down the battery. The battery must then be recharged to restore operation.

---

**NOTE**

The VX 680 terminal automatically shuts off when the smart battery reaches the critically low charge state. If this occurs, the smart battery must be recharged for a minimum of 1/2 hour before it can power the terminal. It may take several recharge attempts to reset the safety circuit that has been discharged below this critical state.

---

**Battery Life** The VX 680 smart battery can be charged and discharged hundreds of times, but will eventually wear out. When operating times are noticeably shorter than usual, it is time to buy a new battery (see [Accessories and Documentation](#) for ordering information).

---

**WARNING**

Do not dispose of batteries in a fire. Lithium-ion batteries must be recycled or disposed of properly. Do not dispose of Lithium-ion batteries in municipal waste sites.



---

**Advantages** Lithium-ion batteries have numerous advantages over other types of rechargeable batteries.

**High energy density**

Lithium-ion batteries typically have twice the energy density of standard nickel-cadmium batteries. This means that for their size or weight they can store more energy than other rechargeable batteries.

**Light weight**

Lithium is the lightest metal. Thus, lithium-ion batteries enable the manufacture of lightweight devices.

**Long Life**

Lithium-ion batteries require low maintenance. They do not exhibit memory effects, thereby eliminating the need for scheduled cycling to prolong the battery life.



### Does Not Require Prolonged Initial Charging

Unlike their nickel-cadmium counterparts, lithium-ion batteries do not require prolonged initial charging. All that is needed is a regular charge.

### Low Self-Discharge Rate

Lithium-ion batteries have a lower self-discharge rate compared to other types of battery (the self-discharge rate for a lithium-ion battery is less than one-half of that of a nickel-cadmium battery). This means that once they are charged, they will retain their charge for a longer time than other types of rechargeable batteries. Other battery types can lose anywhere from 1-5% of their charge per day, (depending on the storage temperature) even if they are not installed in a terminal. Lithium-ion batteries will retain most of their charge even after months of storage.

### High Voltage Capacity

Lithium-ion batteries operate at higher voltages than other rechargeables, typically about 3.7 volts for lithium-ion versus 1.2 volts for nickel-metal-hydride or nickel-cadmium batteries. This means a single cell can often be used rather than multiple metal-hydride or nickel-cadmium cells.

**Precautions** Observe the following precautions when handling lithium-ion batteries.

### Aging Effects

Battery packs are subject to aging, even when they are not used.

- Aging leads to deterioration in capacity or battery life.



Storing the battery in a cool environment (25 °C or less) at 40% charge reduces the effects of aging.

- 
- Batteries typically fail after 2 or 3 years, or approximately 300 charge-discharge cycles.
  - Other chemicals may also affect the aging properties of batteries.

### Transportation Restrictions

- It is illegal to ship fully charge batteries by air because they may cause accidental explosions.
- Shipment of large quantities of lithium-ion batteries may be subject to regulatory control.



These precautions do not apply to personal carry-on battery packs.

---

### Storage Precautions

- Do not fully charge batteries before storage. Instead, keep the batteries partially charge before storing them, then charge them fully before actual usage.
- Do not store batteries when they are fully depleted. If a battery is empty, charge it for 30 minutes before storage. When a depleted battery self discharges, it may become unusable.
- Do not stock pile batteries. Avoid buying dated battery stocks even at reduced prices. In addition, always check the date when the batteries were manufactured.

### Notable VX 680 Battery Specifications

The Smart Battery is designed to offer optimum protection to the VX 680 terminals and their users.

#### Safety/Protection Circuit

The Smart Battery features a safety/protection circuit that provides the following benefits:

- Limits the peak voltage in each cell during charging – a field effect transistor (FET) opens if voltage level in any cell reaches 4.35V.
- Prevents cell voltage from dropping too low during discharge – a field effect transistor (FET) opens if voltage in any cell reaches 2.75V.
- Limits the current going in and coming out of the battery pack. A field effect transistor (FET) opens the current path when charge current exceeds 2A or when the discharge current exceeds 3.6A. This prevents damage caused by shorting the battery contacts.

#### Cell Temperature Monitoring

A discrete thermistor is built into the battery pack to prevent cell or terminal damage during charging. The terminal's OS monitors the cell temperature using the thermistor and automatically shuts down the charger if the temperature exceeds 60°C or falls below 0°C.

#### ESD Protection

Electrostatic discharge (ESD) protection:  $\pm 8\text{KV}$  air discharge,  $\pm 4\text{KV}$  contact discharge

#### Trip Recovery

The VX 680 Smart battery features a trip recovery system, which resolves faulty or hazardous conditions that led to a safety trip. Application of current through the charger will reset the safety circuit.

#### NOTE



The RC (remaining charge) value will be 0. The charge must be completed for the OS to rewrite the RC value.

## Smart Battery FAQs (for VX 680)

### Should I allow the battery to discharge completely before charging?

No. It is better to recharge the battery often and avoid frequent full discharge. However, allow a full discharge once a month to enable reset.

### Should I charge the battery partially or fully?

Once calibration has been done, it does not matter whether you charge the battery fully or partially. Charging a full battery will not harm the battery.

### Should I charge the battery before putting it into storage?

It is advisable to store the battery with a 40% charge. However, storing the battery in a cool place is more important than the state of charge. In addition, make sure that the battery is not fully depleted before putting it in storage. Otherwise, the safety/protection circuit may trip.

### Will the battery heat up during charging?

It is normal for the battery to emit a small amount of heat during charging. The Smart battery is equipped with a temperature sensor that will disrupt the flow of charge current when extreme temperature levels are detected.



The recommended operating temperature for the VX 680 is from 0°C to 50°C (32°F to 122°F).

### How often must I perform battery conditioning?

It is recommended to perform battery conditioning once every three months or each time 80 short charge/discharge cycles have been completed.



Many batteries undergo periodic full discharges as part of their regular use. In cases like this, no additional calibration is needed.



If no discharge reset has occurred for a few months, the battery pack must fully discharged manually.

## VX 680 Battery Specific Terms and Definitions

The following terms and definitions apply to the VX 680 terminal's battery.

### Calibration

This refers to the process of determining a battery pack's full capacity. It is based on the completion of the initialization or conditioning process and is required when the VX 680 terminals screen displays the message `BATTERY NOT CALIBRATED`.

Calibration also corrects the tracking errors between the battery and the digital sensor during charge and discharge cycles and sets the FC and RC values, which are very important for new battery packs. In addition, calibration compensates for self-discharge when the battery is stored for long periods.

### **Conditioning**

This process determines the actual usable capacity of a battery pack by implementing a full charge, followed by a full discharge, then followed by a full recharge. The OS sets FC=RC=Actual, Measured Full Charge Value.

### **End of Charge**

This is the point in the charging process when full battery capacity is reached. It occurs when the OS reads maximum voltage and when the charge current is less than 20mA for a duration 4 minutes.

### **Initialization**

This process occurs on every completed charge cycle and is recommended for users who want the quickest “out-of-the-box” product usage. It requires a maximum charge time of 6 hours, depending on the initial charge state. The OS assumes a full charge capacity of 1700mAh and sets FC=RC=1700. The OS will not rewrite FC if it is already not equal to 1700.

### **Full Charge (FC)**

This is the value of battery capacity when fully charged, expressed in mAh. It is written to the battery’s fuel gauge chip by the OS at end of charge. The range is from 1000 mAh to 2000 mAh.

The FC value is available to terminal applications via OS calls.

### **Percent of Charge (%)**

The ratio of the RC (remaining charge) value to the FC (full charge) value multiplied by 100%. The range is from 0 to 100.

The Percent of Charge value is available to terminal applications via OS calls. It is updated every 20 seconds.

### **Remaining Charge (RC)**

The amount of usable energy in the battery at a given time in mAh. The OS writes RC=FC at the end of charge. The range is from 0 to FC.

The RC value is available to terminal applications via OS calls. It is updated every 20 seconds.

### **Safety/Protection Circuit**

The VX 680 terminal is equipped with a safety/protection circuit that protects the terminal from damage. For more information, see [Safety/Protection Circuit](#).

## Voltage

Under system load, the VX 680 terminal's fuel gauge reports battery pack voltage. The range is from 6V to 9V. It is updated every 20 seconds.

## VX 680 Base Station

The Base Station charges the terminal battery and provides a docking station for the terminal after being used in pay-at-table environments. The Base Station can be positioned on a countertop or mounted to the wall.

There are two types of Base Station, the standard model and the full-featured model.

### Standard Base Station

The standard Base Station can charge the VX 680 terminal. However, it does not have any USB support and has a single LED to indicate power status.

### Full-featured Base Station

The full-featured Base Station can charge the VX 680 terminal while charging an extra battery pack. In addition, it has two USB ports for external dongles, together with one LED for power indication and another LED for the charger status.

## General Battery Terms and Definitions

The following terms and definitions apply to most battery types, in general.

### Ampere-hour, Amp-hour (Ah)

A unit of electrical energy. It is the specified current flowing for one hour. Two ampere-hour is two amps of current flowing for one hour.

### Battery Cell

The battery cell is the basic electrochemical unit used to store energy. Each cell is typically rated 3.6V. Two cells in series typically have a voltage rating of 7.2V. The VX 680 terminal uses two lithium-ion rechargeable cells per battery pack.

### Battery Pack

A battery pack is an assembly of battery cells, safety circuit, fuel gauge, temperature sensor, terminal contacts, and plastic case.

### Battery Status, State of Charge

This refers to the amount of electrical charge stored in the battery, expressed as a percentage of the difference between the fully-charged and fully-discharged states.

### Capacity

This refers to the amount of available energy in a fully charged battery, expressed in ampere-hours (Ah) or milliampere hours (mAh).



The capacity of VX 680 terminal's high capacity battery pack is 1650 mAh (minimum), 1800 to 1900 mAh typical (new).

## Charge

The amount of usable electrical energy stored in the battery, expressed in coulombs.

## Charge Rate

This refers to the amount of current applied to the battery during charging.

---

**NOTE**

Charge rate for the VX 680 terminal's battery: Initially 1A tapering to zero at end of charge.

---

## Charge Time

The amount of time required to charge a battery. Maximum charge time refers to the amount of time to fully charge a fully discharged battery.

---

**NOTE**

Typical charge time for the VX 680 terminal's battery: 1800 mAh in approximately 2.5 hours.

---

## Charging

Refers to the process of converting electrical energy, in the form of electric current, from an external source (charger) into chemical energy within a battery cell.

## Current

The flow of electrons through a conductor, measured in amperes

## Cycle Life

This refers to the number of charge/discharge cycles the battery can endure before it loses its ability to store useful charge.

---

**NOTE**

The VX 680 terminal's battery pack will retain approximately 75% of its original charge after 300 cycles.

---

## Dead Battery

A battery is considered "dead" when it deep discharges to the point that it can no longer accept a charge or when it has reached the end of its cycle life.

## Deep Discharge

The state of a battery that has been discharged well below its useful charge level. When a battery is in this state, it may be difficult to recharge. This characteristic typically indicates a reduced cycle life.

## Discharge Time, Run Time

This refers to the amount of time a battery can provide power to a system before it discharges fully. It is a function of the load that receives power from the battery.

---

### NOTE



The average system load of the VX 680 terminal is 300 mAh at 7.2V. The typical run time for the VX 680 terminal's battery is 6 hours. This can improve substantially when power management techniques are used.

---

## Discharging

Refers to the process of converting the chemical energy of a battery into electrical energy, and the transfer of the electrical energy into a load.

## Fuel Gauge

This is an electronic terminal inside the battery pack that monitors the flow of current into and out of the cells to accurately track the state of charge. This terminal allows accurate measurement of the battery status.

## Self-Discharge Rate

The amount by which the charge of the battery is reduced without providing any current to an external terminal or load.

## Shelf-Life

The length of storage under specified conditions that a battery can endure while retaining the ability to give a satisfactory performance upon full charge.

---

### NOTE



The shelf life of the VX 680 battery pack is 6 months at 30% initial charge.

---

## Smart Battery

Refers to a battery with a internal circuit that enables communication between the battery and the charging circuit, or between the battery and the host system or user.

## Voltage

This is the unit of potential power or electric pressure, which is the force that causes current to flow through an electric conductor. It is measured in volts.







## GLOSSARY

**Access Code** A code number dialed to gain access to a telephone line, such as dialing the number 9 to reach an outside line.

**Application ID** An alphanumeric code that identifies an application program downloaded to a terminal from a download computer. For ZonTalk 2000 application downloads, the application ID is stored in the `CONFIG.SYS` record which begins with the \*ZA key. A VX 680 application ID can be up to 21 characters long. For VeriCentre Download Management Module, the application ID, as well as other `CONFIG.SYS` variables, may differ from those used for ZonTalk 2000.

**Application program** The ordered set of programmed instructions by which a computer performs an intended task or series of tasks.

**Application prompt** The information shown on the terminal's display panel when power is applied to the terminal, assuming that an application program has already been downloaded into the terminal's memory and authenticated by the file authentication module. The application prompt often contains a graphical logo, and date and time, but it can consist of anything the programmer chooses for that purpose.

**ASCII** Abbreviation for *American Standard Code for Information Interchange*. A 7-bit code (with no parity bit) that provides a total of 128 bit patterns. ASCII codes are widely used for information interchange in data processing and communication systems.

**Back-to-back application download** The process of copying the contents of one terminal's application memory to another terminal's application memory. A terminal-to-terminal application upload require that the sending and receiving terminal be connected to each other by a serial cable. The same operation as a *terminal-to-terminal* application upload."

**Baud** The number of times per second that a system, especially a data transmission channel, changes state. The state of a system may represent a bit, digit, or symbol. For a POS terminal, the baud rate indicates the number of bits per second that are transmitted or received by the terminal's serial ports or modem.

**Bit** Short for *binary digit*. Either of the two digits 0 and 1 in the binary number system. Also, a unit of information equal to one binary decision. The bit is the smallest unit of storage and hence of information in any binary system within a computer.

**Block** A collection of data units such as words, characters, or records (generally more than a single word) that are stored in adjacent physical positions in memory or on a peripheral storage terminal. A block can therefore be treated as a single unit for reading, writing, and other data communication operations.

**Boot loader** Also called a *bootloader* or *bootstrap loader*. A short program, stored in non-volatile memory, that allows the terminal to continue operating during an operating system download procedure, until the new operating system is downloaded into terminal memory.

**Buffer** A temporary memory area for data, normally used to accommodate the difference in the rate at which two devices can handle data during a transfer.

**Byte** A term developed to indicate a measurable number of consecutive binary digits that are usually operated on as a unit. For the VX 680 modem dongle to, a byte consists of eight bits. See also **Bit**.

**Calendar/clock chip** A real-time clock inside the VX 680 terminal which keeps track of the current date and time.

**Card reader** Also called *magnetic stripe card reader*. The slot on the right side of the VX 680 terminal that automatically reads data stored in the magnetic stripe on the back of a specially-encoded card when you swipe the card through the slot.

**Carrier** Usually, an analog signal that is selected to match the characteristics of a particular transmission system. The carrier signal on a phone line is modulated with frequency or amplitude variations to allow a terminal to transmit or receive data using a modem. A carrier signal transmits data from a host computer to a VX 680 modem dongle over an analog telephone line.

**Certificate** Also called a *digital certificate*. A digital document or file that attests to the binding of a public key to an individual or entity, and that allows verification that a specific public key does in fact belong to a specific individual.

**Character** An element of a given character set. The smallest unit of information in a record. A letter, numeral, or other symbol to express information.

**CONFIG.SYS file** A special keyed file that is stored in terminal memory and which contains system and application configuration parameters. Each record in a `CONFIG.SYS` file is identified by an alphanumeric search key. In the VX 680 file system, there is one password-protected `CONFIG.SYS` file per file group (Groups 1–15). You can modify `CONFIG.SYS` records using the keyed file editor. See [Keyed file editor](#).

**CPU** Abbreviation for *central processing unit*. The principal operating part of a computer system that controls the interpretation and execution of instructions stored in memory.

**Data** Information prepared, often in a particular format, for a specific purpose. Data is to be distinguished from applications or program instructions. In the VX 680 terminal, application files and data files can be stored in memory.

**Data entry** The process of using a keyboard, card reader, or other terminal to input data directly into a system.

**Data packet** A group of bits of fixed maximum size and well-defined format that is switched and transmitted as a composite whole through a packet switching network. Any message that exceeds the maximum size is partitioned and carried as several packets. Data packets are formed by the controller in the sending data terminal and the data is extracted and reassembled by the controller at the receiving end.

**Dedicated line** A leased or private telephone line that is used for a particular communications purpose, such as to connect a VX 680 modem dongle to a host computer. See [Leased line](#).

**Default** A value, parameter, option, or attribute that is assigned by the program or system when another has not been assigned by the user.

**Delete** To remove a record, field, or item of data.

**Diagnostics** Techniques employed for detection and isolation of malfunctions and errors in programs, systems, and devices. In a diagnostic test, a program or routine is run to detect failures or potential failures. These tests and routines help detect and isolate problems in a terminal or peripheral terminal.

**Dial-up line** A standard public telephone line. The switching equipment on a dial-up line requires that one party dial the other party before a connection can be made.

**Direct download** The process of transferring files and/or data from a download computer to a terminal over a serial cable connection and in a local, as opposed to a remote, system environment.

**Display** The backlit LCD screen on the VX 680 terminal that shows numerals, letters, and punctuation symbols in selected fonts, graphics in various formats, information entered from the keypad, as well as system prompts and messages.

**Download** To transfer files or data from a host computer or sending terminal over a communication link to a receiving terminal.

**DTMF** *Dual-tone multi-frequency*. The tones used on a touch-tone telephone.

**File authentication** A process through which one proves and verifies the origin of a file, the identity of the sender, and the integrity of the information it contains.

**Firmware** System software, including the operating system, boot loader, default display font, and system messages, stored in terminal memory.

**Fixed prompt** A system prompt or message stored as part of system firmware in terminal memory. Fixed prompts appear on the terminal display to alert the user to specific system occurrences or malfunctions, and to prompt the user to enter specific information or select options.

**Flash memory** An area of non-volatile memory where files can be stored. Files can be stored in drive I : or in drive F : memory area of any file group (Groups 1–15).

**Host computer** Also called a *download* computer. The primary or controlling computer in a multiple computer operation. Also, a computer—usually a PC running Windows XP, Windows 2000, Windows NT or Windows 95 or 98—used to prepare programs for download to POS terminals. Host computers are also used to process transactions that originate from a distributed network of POS terminals.

**Input** The process of entering data into a processing system or a peripheral terminal such as a terminal, or the data that is entered.

**Interface** A common boundary between two systems, devices, or programs. Also, to interact with a terminal.

**Keyed file character set** A limited set of 96 ASCII characters, from 00h to 5Fh (or 0 to 95 decimal), that is used by the VX 680 keyed file editor. Although an application program can download all 95 characters in this set, you can only enter 50 of these characters from the terminal keypad: 0–9, A–Z, and 14 special characters.

**Keyed file editor** A keyed file editor lets you create new records or modify existing records stored in a keyed file such as `CONFIG.SYS`. See [CONFIG.SYS file](#).

**Keyed file record** ASCII data, or variables, stored in the terminal's `CONFIG.SYS` file(s). A keyed file record consist of two parts: a search key that identifies the record, and the data or variable stored in the record. See [CONFIG.SYS file](#).

**Keypad** A small keyboard or section of a keyboard containing a smaller number of keys, generally those used in simple calculators. The 16-key core keypad of the VX 680 terminal is used to enter data and perform operations.

**Leased line** A private telephone line leased from the phone company. See [Dedicated line](#).

**Line cable** A telephone-type cable with modular plugs on each end to connect the terminal to a dial-up telephone line.

**Local functions** Operations performed at the terminal only and not in interaction with a host computer. For the VX 680, local functions such as internal diagnostics are performed in Verix Terminal Manager. See [Chapter 3](#).

**Manual transaction** A transaction involving the manual entry of account information from the terminal keypad instead of automatic entry of the information from a reading terminal, such as a magnetic stripe card reader.

**Memory** A terminal or medium that can retain information for subsequent retrieval. The term is most frequently used to refer to the internal storage of a computer (or a terminal) that can be directly addressed by operating instructions. In the VX 680, files are stored in non-volatile flash memory.

**Messages** Words and symbols appearing on the display screen which inform the user of the terminal of the result of a process, or if an error has occurred. The term “prompt” is used when the displayed message is requesting the user to enter information or to select an option.

**Modem** *Modulator/demodulator*. A terminal that converts a digital bit stream into an analog signal to transmit over an analog communication channel (modulation), and converts incoming analog signals into digital signals (demodulation). The VX 680 modem dongle allows communication with a host computer over a dial-up telephone line.

**Non-volatile memory** A memory or storage medium that retains data in the absence of power so that the data is available when power is restored. For the VX 680, application files and data files are stored in non-volatile flash memory.

**Normal Mode** The operating mode for normal transaction processing. The main application (downloaded and authenticated) starts and displays an application prompt, indicating that the terminal is in normal mode. In this mode, the terminal is ready to process transactions. See also [Verix Terminal Manager](#).

**Packet** A group of bits of fixed maximum size and well-defined format that is switched and transmitted as a composite whole through a packet switching network. Any message that exceeds the maximum size is partitioned and carried as several packets.

**Packet-switched networks** Networks of computers or computing devices in which communication resources are allocated dynamically on a variety of levels to multiple communicating entities. Messages between entities are partitioned into segments, or packets, with a fixed maximum size.

**Parameter** A variable that is usually assigned a constant value for a specific subroutine, procedure, or function. Parameters stored in terminal memory or in the `CONFIG.SYS` file(s), enable a host or download computer to identify to terminal configuration.

**Password** A group of characters that identify a user to the system so that they can gain access to the system or part of that system. Passwords are used to ensure the security of computer systems by regulating the amount of access freedom. The password used to enter the Verix Terminal Manager is called the *system mode password*. In the VX 680 file system, each file group (Groups 1–15) also has its own password.

**PC** Abbreviation for personal computer. Usually, PC refers to an IBM-compatible personal computer.

**Peripheral terminal** In a computer system, any equipment that provides the processing unit with outside communication. Typical peripheral devices for a POS terminal include PINpads and check readers.

**Port** An opening or connection that provides electrical or physical access to a system or circuit. Also, a connection point with associated control circuitry that allows I/O devices to be connected to the internal bus of a microprocessor.

**POS terminal** A terminal used at the *point of sale*, which is usually at a merchant site where a customer pays for goods or services received. Information concerning the sale can be entered into the terminal and transmitted to a remote host computer for verification and processing.

**Power pack** A unit for transforming and converting electrical power from one AC voltage level to another AC voltage level, or from AC to DC, for electronic devices.

**Prompt** A short message, sent from a process to a user, indicating that the process expects the user to input data. For example, a prompt appears on the terminal display asking the user to enter specific information. See [Messages](#).

**Protocol** An agreement that governs the procedures used to exchange information between cooperating entities. For example, protocols govern the format and timing of messages exchanged between devices in a communication system, such as between a terminal and a host computer.

**PTID** *Permanent terminal ID*. An optional identifier that can be permanently assigned to a Verifone terminal at the factory, upon customer request. The PTID is an eight digit number, consisting of a two digit manufacturer's ID (12 for Verifone), followed by a six digit terminal ID. If no PTID is assigned to the unit then, the default value 12000000 is used.

**Pulse dialing** A method of telephone dialing that specifies a phone number by the number of electrical pulses sent.



**RAM** *Random-access memory.* The type of memory in which storage locations are addressable and can therefore be accessed in any order. In the VX 680 terminal, the mDRAM is used to run applications.

Application files and data are stored in the non-volatile flash memory system. By default, files downloaded to the terminal are stored in the I: drive of the target file group(s). See [Flash memory](#).

**Remote host computer** A host computer connected to a VX 680 modem dongle over a dial-up telephone line to download files or data, or to process transactions. The opposite of remote is *local*.

**RS232** Also RS-232C. A widely used standard interface that covers the electrical connection between data communication equipment, such as a modem, and data terminal equipment, such as a microcomputer or computer terminal. The RS232 interface standard was developed by the EIA (Electronic Industries Association) and is essentially equivalent to the CCITT's V.24 interface.

**Scroll** To move all or part of the information displayed on a screen up or down, left or right, to allow new information to appear. For the VX 680, text that does not fit entirely within the display area can be scrolled to the left or right using the pound (#) and asterisk (\*) keys.

**Search key** Also called *key*. In the VX 680, a short character string used by an application to identify a keyed file record stored in `CONFIG.SYS` file(s). For example, \*ZA or \*OT. A *keyed file record* consist of two parts: a search key to identify the record, and the variable data stored in the record. See also [Keyed file record](#) and [CONFIG.SYS file](#).

**Serial port** A connection point through which digital information is transferred one digital bit at a time. Same as *serial interface*. The VX 680 terminal has one serial port, available at the multiport connector. The main serial port on a download computer is usually assigned the terminal ID, COM1.

**Signature file** A digital file with the filename extension \*.p7s generated in an industry-standard format by the file signing tool, `FILESIGN.EXE`. The output of the file signing tool is a signature file in an industry-standard format.

**mDRAM** See [RAM](#).

**Subroutine** A software routine that can be part of another routine. When a main routine calls a subroutine, program control is transferred to the subroutine. When the subroutine is completed, control reverts to the instruction in the main routine immediately following the subroutine call.

**Swipe** The action of sliding a magnetic stripe card through a terminal card reader. The VX 680 card reader has a bi-directional swipe direction. The user must hold the card so that the magnetic stripe is faces in and towards the keyboard.

**Verix Terminal Manager** For the VX 680, Verix Terminal Manager temporarily disables normal mode operations, allowing you to perform local functions such as downloads, diagnostics, and other operations that cannot be performed while the application program is running.

At startup, the terminal displays a copyright notice screen that shows the version of VX 680 system firmware stored in terminal memory, the date it was loaded into the terminal, and the copyright notice. This screen appears for three seconds. To enter Verix Terminal Manager, simultaneously press the ENTER and 7keys during this three-second period. Pressing any other key(s) during that period resets the copyright notice screen to display an additional three seconds.

See also [Local functions](#) and [Normal Mode](#).

**Verix Terminal Manager password** A unique set of characters entered by the user to access the Verix Terminal Manager local functions of the terminal. A default password is supplied with each terminal. For the VX 680 terminal, the default system password set at manufacture is: 166831.

To prevent unauthorized access, change the default password upon terminal deployment. Store the new password in a safe place, as it is impossible to restore the terminal default password without sending the unit to Verifone for service.

**Telephone download** The process of transferring an application program and/or data from a remote host or download computer to a terminal over a telephone line.

**Telephone jack** Also, telephone line wall jack. Insert a modular connector into a telephone jack or receptacle. Also, modular-type sockets for connecting telephone line cords. The Modem dongle has a TELCO RJ11-type telephone jack for direct connection to a telephone line wall jack.

**Telephone line** The standard telephone wiring connecting your phone or terminal to a local or private telephone company.

**Terminal** Any terminal capable of sending and receiving data over a data link, such as a telephone line or a RS-232 cable. Some terminals, such as the VX 680, can print receipts and display information and graphics on a screen.

**Terminal ID** An alphanumeric code that identifies a terminal to a download computer. In this way, the download computer can determine what data or application programs to download to that terminal. For ZonTalk 2000 downloads, the VX 680 terminal ID is stored in the \*ZT record in the CONFIG.SYS file. This variable should not exceed 10 characters in length. Not the same as **PTID**

**Terminal-to-terminal application upload** The process of copying the application memory contents of one terminal to the application memory of another terminal. A terminal-to-terminal application upload requires that the terminals be connected to each other by a serial cable. See also **Back-to-back application download**.

**Tone dialing** Also called *touch-tone dialing*. A method of telephone dialing that uses different pitched tones to specify a phone number. See also **DTMF**.

**Track 1, 2, or 3 data** Information stored on tracks 1, 2, or 3 of a debit or credit card magnetic stripe, which can be read by a magnetic card reader terminal, such as the one that is integrated in the VX 680 terminal.

**Transaction** An exchange of data resulting in a transfer of goods, services, value, and/or information between two parties.

**Variable** A string of characters that denotes some value stored within the computer and that can be changed during execution. A variable may be internal to a program, in which case it is held in memory, or external if the program must perform an input operation to read its value. See **Parameter**.

**Volatile memory** A type of memory where the contents are destroyed if the power supply to the memory is interrupted. In the VX 680 applications run from volatile memory, mDRAM. Compare with **Non-volatile memory**.

**A**

- accessories 140
  - documentation 141
  - ordering 141
  - power packs 140
  - telephone line cord 141
  - Verifone cleaning kit 141
- ATR test 157

**B**

- back-to-back application downloads
  - checklist for effects on files and settings in the receiving terminal 123
  - hardware checklist 122
  - software checklist 122
- back-to-back downloads 79, 80
  - file authentication 95
  - redirect files during 89
  - set up environment 98
- battery capacity
  - definition 177
- battery cells
  - definition 177
- battery packs
  - definition 177
- battery status
  - definition 177

**C**

- certificates and signature files 90
- charge
  - definition 178
- charge rate
  - definition 178
- charge time
  - definition 178
- cleaning kit 141
- clear smart card 70
- clock 48
- CONFIG.SYS files 45
- cycle life

- definition 178

**D**

- data entry modes
  - normal mode 16
  - system mode 16
- date and time 48
  - determine last reset 39, 160
- DDL.EXE 81
- dead batteries
  - definition 178
- deep discharge
  - definition 178
- dial out problems
  - troubleshooting 163
- direct application download 102
  - checklist for effects on files and settings in the receiving terminal 102
  - hardware checklist 102
  - software checklist 102
- direct downloads
  - cable connections 98
- direct operating system downloads 110
  - checklist for effects on files and settings in the receiving terminal 110
  - hardware checklist 110
  - procedure 112
  - software checklist 110
- discharge time
  - definition 179
- discharging
  - definition 179
- displays
  - troubleshooting 161, 162
- documentation 140
  - ordering 141
- download environment
  - setting up 98
  - setup for application or OS downloads by telephone 98
  - setup for back-to-back application downloads 98

## downloads

- applications and related files 81
- back-to-back 79
- back-to-back application 80
- back-to-back application downloads
  - cable connection 101
- by telephone 79, 80
- definition 79, 182
- direct download utility (DDL) 81
- direct downloads 98
- download types 82
- downloading a new operating system 94
- effect on existing files and data 97
- file authentication 94
- file authentication and back-to-back application downloads 95
- file authentication and downloading applications to specific file groups 94
- file authentication and timing considerations 96
- file authentication procedure for 91
- file authentication process 81
- file authentication requirements 90
  - certificates and signature files 90
- file compression 96
- file groups 28
- file system organization 84
- full and partial downloads 82
- full application 82
- full operating system 83
- host PC 79
- operating system files 81
- OS files and file authentication 94
- partial application 82
- partial operating system 83
- performing downloads by telephone
  - hardware checklist 117
  - software checklist 117
- procedure for performing a direct application download 103
- procedure for performing back-to-back application downloads 123
- procedure for performing downloads by telephone 117
- redirecting files during 85
- redirecting files to flash memory 86
- redirecting files to other file groups 87

## redirection of files during downloads 85

- back-to-back downloads 89
- how operating system files are redirected 89
- using DDL.EXE to automatically redirect files 89

## restrictions on redirecting files to other file groups 88

## select port 29, 107

## set up the download environment for direct application and OS downloads 98

## store the main application in file Group 1 84

## support for multiple applications 84

## physical and logical access to file groups 85

## telephone 101

## terminal configuration settings 81

## tools 80

## types of download operations 79

## use of RAM and flash memory 85

## implications for data transfers 85

## downloads by telephone 117

## dual SIM 12

## E

## electric current

## definition 178

## error log 46

## F

## file authentication 90

## and downloads 91

## authenticating files in specific file groups 71

## back-to-back downloads 95

## deciding which files to authenticate 63

## definition of file authentication 55

## deployment process 57, 61

## development process 57, 58

## digital signature 56

## downloading OS files and 94

## for non-executable application files 63

## guidelines for downloading specific file types 73

## planning for successful file authentication 62

## pre-deployment process 57, 60

## relationship to file groups 71

## special files used in the file authentication process 56

## VeriShield security architecture 63

## file authentication certificates



- adding new certificates 68
- application partition certificate 57
- certificate tree 65
- control file signing privileges 66
- customer sponsor certificate 69
- default sponsor certificate 67
- definition 56
- development certificates 66
- downloading a certificate 66
- downloading sponsor and signer certificates 67
- file size 74
- hierarchical relationships 56, 65
- how they are authenticated 65
- in a development terminal 66
- main functions 65
- platform root certificate 56
- signer certificate 57
- sponsor certificate 56
- file authentication keys
  - how private cryptographic keys are conveyed to customers 56
  - private cryptographic key 56
  - public cryptographic key 65
  - relationship to signature files 56
- file authentication process flow
  - confirming successful authentication 64
  - effect of failed authentication 64
  - running the \*GO application following authentication 64
  - visual and audible indications during processing 64
  - when the ATTR\_NOT\_AUTH bit is set 65
- file authentication signature files
  - file size 74
- file group password 22
- file groups 21
  - password 22, 28, 50
  - store main application in Group 1 84
- file signing
  - customer signer PIN 69
  - how signature files authenticate application files 64
  - required inputs to the file signing process 68
  - using the signer private key 57
  - VeriShield File Signing Tool 74
- files

- CONFIG.SYS 45
  - keyed 45
  - placing in terminal directories 85
- flash
  - display memory used 35
- fuel gauges
  - definition 179
- full application download 82
- full OS download 110
- function keys
  - BACKSPACE 17
  - CANCEL 17
  - descriptions 17
  - ENTER 17
  - using terminal keys 15

## I

- ICC diagnostics 157
- installation 11
- integrated PIN pad 38, 159

## K

- key value 45
- keyed files 45
- keypad
  - 16-key core keypad 16
- keypads
  - troubleshooting 164
- keys. see function keys, programmable function keys.

## L

- lithium-ion batteries
  - aging effects 173
  - discharge rate 173
  - energy density 172
  - initial charging 173
  - precautions 173
  - storage precautions 173
  - transportation restrictions 173
  - voltage capacity 173

## M

- maintenance
  - cleaning the terminal 137
  - cleaning the terminal contacts 137

returning a battery for repair or replacement 139  
 returning a terminal for repair or replacement 139

## N

non-protected records 45

## O

operating system downloads 83

## P

paper jams

troubleshooting 163

paper rolls

for thermal printers 163

partial application downloads 82

partial OS download 110

passwords 20, 21, 22

file group 50

manufacturer's default 46

PIN pad 38, 159

port pinouts 167

ports

downloads and 29, 107

power packs

AC version 140

DC version 140

ordering 140

printer

test 40

printers

troubleshooting 163

protected records 45

## R

RAM

display memory used 35

reset date and time 39, 160

run time

definition 179

## S

SAM diagnostics 157

SecureKit 52

self-discharge rate

definition 179

service

returning a battery for repair or replacement 139  
 returning a terminal for repair or replacement 139

shelf life

definition 179

signature file 74

Smart Battery

calibration 175

cell temperature monitoring 174

charging 175

conditioning 175, 176

definition 179

discharging 175

end of charge 176

ESD protection 174

FAQs 175

full charge 176

initialization 176

overheating 175

percent of charge 176

remaining charge 176

safety/protection circuit 174, 176

storage 175

trip recovery 174

voltage 177

smart battery

troubleshooting 162

smart card diagnostics 157

specifications

DC power pack 135

power 135

temperature 135

state of charge

definition 177

system mode 19

CONFIG.SYS 45

display memory used 35

download port selection 29, 107

entering 25

error log display 46

file groups 21, 28

integrated PIN pad 38

local and remote operations 20

menu 3 45

password 50

procedures 23

system mode operations  
protected and non-protected records 45  
system password 21

## T

technical support  
returning a battery for repair or replacement 139  
returning a terminal for repair or replacement 139

telephone downloads 101

telephone line cords  
ordering 141

terminal  
clock 48  
core keypad 16  
data entry modes 16  
file editor 45  
key descriptions 17  
life of 39, 160  
number of resets 39, 160  
password 20, 21  
using terminal keys 15  
verify status 20

terminal manager  
integrated PIN pad 159

terminals  
accessories 140  
benefits 12  
cleaning 137  
documentation 140  
repair 139  
replacement 139  
service and support 139  
troubleshooting 161, 162

thermal printers  
about the thermal printer paper 163  
paper jams 163  
troubleshooting 163

time 48

timing considerations and downloads 96

troubleshooting  
batteries 162  
displays 161, 162  
guidelines 161  
keypads 164  
printers 163

terminal transactions 164  
terminals 161, 163

## U

upload 79  
USB host cable 141

## V

VeriCentre 45, 80  
VeriCentre download management module 45  
Verifone PKI  
how certificates ensure logical security 65  
Verifone certificate authority 55  
VeriShield File Signing Tool  
command-line mode 74  
default inputs 69  
FileSign dialog box 74  
graphical interface mode 74  
required inputs 69  
switches for command-line entries 76  
what it does 74  
voltage  
definition 179



Verifone, Inc.  
1-800-Verifone  
[www.verifone.com](http://www.verifone.com)

# VX 680

## *Reference Guide*

