

Pin Pad Not Detected: After updating the VX520 to the newest available Verifone application, we have had reports of merchants' pin pads becoming unresponsive and the terminal displaying a blank screen.

In the new application, if the device is powered off, restarted, changed out of the SoftPay application, or downloaded then the pin pad will need to be manually added back using the pin pad utility menu. The instructions for this process are as follows:

1. From the SoftPay (Sale/Refund) screen press **Enter** (the Green Button)
2. Press the left-most Purple Key to scroll down
3. Press **F2** (on the right-side of the screen) to select **Pin Pad Utility**
4. Enter the Verifone Password: 1, Alpha, Alpha, 66831, then hit **Enter**
5. If you need to select the Pin Pad press **F2** for **No**
6. To cycle from IPP to 805 press **F1** for **Previous** four times until the device displays: **XPCR EMV Device**
7. Press **F3** to Select
8. Press **F1** to Confirm- **Yes**
9. The terminal will reboot back to the SoftPay Sale/Refund/Void Screen

CAPK Error: Customers have reported that after a download they began receiving a message on their device reading "CAPK Error". This error message is not unique to the new application, but it can appear after any new download is performed on a device. In the event of this error message, we recommend performing an EMV Key Update:

1. If the merchant has a VX805 pin pad make sure they connect it before attempting the EMV Key Update
2. From the SoftPay Sale/Refund/Void Screen press **Enter**
3. Press **F2**- Setup
4. Enter the Verifone Password: 1, Alpha, Alpha, 66831, then press **Enter**
5. Press the Left-Most Purple Key five times to scroll down
6. Press **F3** – EMV Key Update
 - o If a message "no key/file present download" shows at this point press- **F1/enter** Key

The terminal will do a short download. When complete, the screen will display: "Update Complete". Press the Red Cancel Key four times to return to the main SoftPay Sale/Refund/Void screen. This should only need to be done after a completed download and is not a regular process.