Client Alert: May 26, 2019

Updating the VeriFone VX520 Configuration

Currently, Verifone terminals are getting stuck in a boot-up loop after being restarted. To correct the issue, follow the steps detailed below.

Important: You must have the terminal password on hand to complete this process. You will need to enter it in step two.

1. From the Verifone Copyright screen, press Enter + 7 at the same to bring up the password screen.
   
   NOTE: (password is 1 alpha alpha 66 831) for most devices. Also if ENTER & 7 do not work to get into system mode, then try F2 and F4 buttons on the upper right hand side. If the password is not known, please contact your payment provider or internal helpdesk.
2. Enter the password. Press Enter when finished entering the password.  
   **NOTE:** The password must begin being entered promptly. If it is not, it will continue to reboot. 
   Be sure you wait for the corresponding asterisk * to appear on the screen. If you type the password in too quickly (press keys back to back too quickly) you will not be able to log in. Ensure that your key presses become asterisks before pressing the next key.

3. Select 1> Edit Parameters.
4. Where the screen says Group ID: 1, Press the Enter key.

5. Enter the password for Group 1 and press Enter.
6. On the screen that says Config.SYS, press Enter.

7. Press the 1>New key to create a new parameter.
8. For the new parameter, enter *DHEAP and then press ENTER

9. Press 0 for the new Value. Press Enter to save the new parameter.
10. This is the end result.

11. Once the parameter has been entered, press the red X (cancel button) several times until you get to the screen below. Once there, select Restart.
12. The device should reboot and start to function normally.  
   Only if your device stops rebooting, but hangs loading VMAC after setting *DHEAP=0 
   Follow Steps 1-8 above 
   Instead of setting *DHEAP=0, set *DHEAP=2 
   This changes the way that memory is allocated and should allow your device to boot past VMAC and restore all functionality.

For further assistance, call our HelpDesk at 1-800-228-0210. 
Please note that due to higher than expected call volumes, 
you may experience long hold times before you can speak to an agent.