Client Alert: May 26, 2019

Updating the VeriFone VX680 and VX820 Configuration

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

1. From the Verifone Copyright screen, press 7 and the ENTER key.

2. On the TERMINAL MGR ENTRY screen, enter your password as 166831 and press the ENTER key.

   NOTE: The password must be entered continuously without delay. If the terminal reboots when entering the password, please go back to Step 1, otherwise go to Step 3.

   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. On the VERIX TERMINAL MGR screen, use the arrow keys on the screen to scroll to 2> Edit Parameters and press the ENTER key.
4. On the VTM SELECT GROUP screen, press the ENTER key.

5. On the next screen, enter your password as 166831 and press the ENTER key.

6. On the TERMINAL MGR EDIT G1 screen, press the ENTER key to accept the CONFIG. SYS.

7. On the GID 1 SYSTEM screen, use the arrow keys on the screen to scroll to 1> New and press the ENTER key to create a new parameter.
8. On the next screen, you need to enter *DHEAP as the parameter as explained below:

   a. Press the * key;
   b. Press the number 3 twice to display the letter D;
   c. Press the number 4 three times to display the letter H;
   d. Press the number 3 three times to display the letter E;
   e. Press the number 2 twice to display the letter A;
   f. Press the 7 twice to display the letter P.
   g. Press the ENTER key.

9. On the GID 1: SYSTEM screen, press the 0 key and press the ENTER key.
10. Press the **Cancel** key to return to the main screen.

11. Use the arrow keys on the screen to scroll to **1> Restart** and press the **ENTER** key.

12. The device should reboot and start to function normally.

**IMPORTANT:** If your device stops rebooting, but hangs loading VMAC, redo Steps 1-8 above. In Step 9, on the GID 1: SYSTEM screen, press the 2 key and press the **ENTER** key to set *DHEAP=2.

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**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.