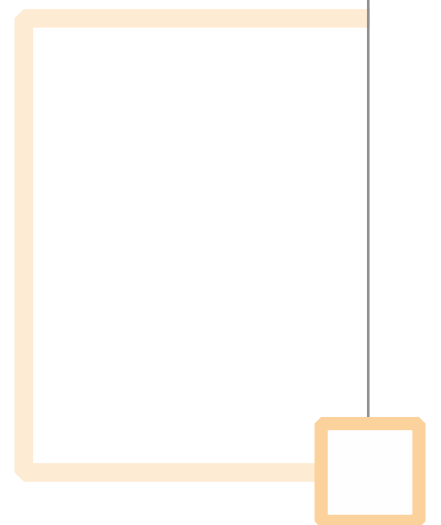





INSTALLING AND INITIALIZING  
THE ACKROO GIFT AND LOYALTY POS APPLICATION  
ON VERIFONE EVOLUTION Vx820 TERMINALS



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## Button Functions



Button	Function
1 – <b>Cancel</b> Button	Press to immediately stop the current activity and return to the idle screen.
2 – <b>Clear/Back</b> Button	Press to stop the current activity and restart the current activity, such as entering a password.
3 – <b>Enter/OK</b> Button	Press to confirm and continue with the activity in progress.

## Before You Begin

Before you begin installation, you must perform all the following tasks:

1. Carefully read through all of the instructions to familiarize yourself with the process.
2. Verify that your point of sale terminal is a Verifone Vx820 Duet terminal.  
*If you are unsure, please contact the Chase Paymentech Help Desk at 1-800-265-5158.*
3. Verify that your terminal is connected to high speed Internet.  
*If you are unsure, please contact the Chase Paymentech Help Desk at 1-800-265-5158.*
4. Verify that your Ackroo Welcome Kit included a USB key.  
*If it did not, please contact Ackroo at 1-866-815-3428.*
5. Complete manual settlement to close any open batches.  
*Refer to your Vx820 Duet Terminal Guide for help.*

## Installation and Initialization Procedure

Step 1



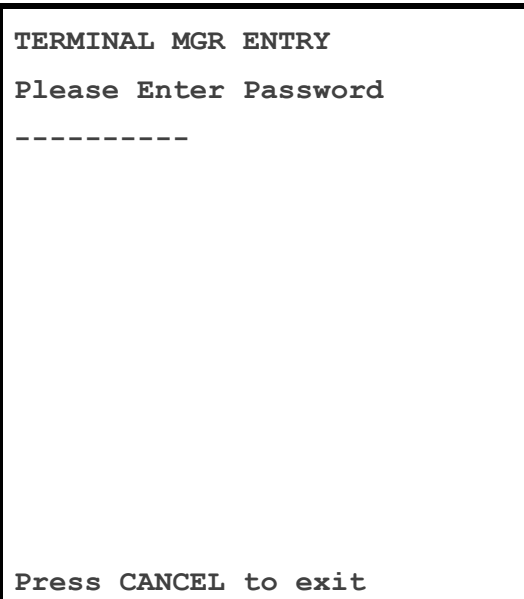
- 1) Attach the USB key to the rear of the Vx820 terminal.

Step 2



- 2) Press the [7] and [Enter/OK] buttons simultaneously.

Step 3



- 3) Enter the password: 6 9 9 2 7 3, then press the [Enter/OK] button.

*Note: If this password fails, please try entering password: 1 6 7 3 4 9, then press [Enter/OK] button.*

Step 4

```
VERIX TERMINAL MGR
1> Restart
2> Edit Parameters
3> Download
4> Memory Usage
5> Directory Listing
6> Clear Memory
7> Calibrate Screen
8> Terminal Info
9> Diags

↓           ↓           ↑
```

4) Press [3] for Download.

Step 5

```
VERIX TERMINAL MGR

Group ID: 10
```

5) Enter the group ID: **10**, then press the [Enter/OK] button.

Step 6

```
VERIX TERMINAL MGR

Please enter
Password for GID 10
-----
```

6) Enter the password: 1 6 7 3 4 9, then press the [Enter/OK] button.

Step 7

```
VERIX TERMINAL MGR   G10

1> Full dnld
2> Partial dnld

↓      ↑
```

7) Press [1] for Full dnld.

If you see the message:

**\*\*\*\*\* WARNING \*\*\*\*\***  
**All Files Will Be**  
**Cleared From Group 10.**

**Press [1] to Cancel Download then [3] to Restart your terminal.**  
**Stop the process and call Ackroo for further instructions.**

Step 8

```
VERIX TERMINAL MGR

1> Modem
2> COM1
3> COM7
4> SD Card
5> USB Flash Memory
6> TCPIP

↓      ↓      ↑
```

8) Press [5] for USB Flash Memory.

Step 9

```
VTM DOWNLOAD MGR   G10

DOWNLOAD ALL FILES
From USB Flash Memory
1> Yes
2> No

↓      ↓      ↑
```

9) Press [1] for Yes.

Step 10

```
VTM DOWNLOAD MGR  G10

USB Download Complete
Remove USB Flash Mem

↓           ↓           ↑
```

- 10) Remove the USB key.
- 11) Press the [Enter/OK] button.

Step 11

```
VERIX TERMINAL MGR

1> Restart
2> Edit Parameters
3> Download
4> Memory Usage
5> Directory Listing
6> Clear Memory
7> Calibrate Screen
8> Terminal Info
9> Diags

↓           ↓           ↑
```

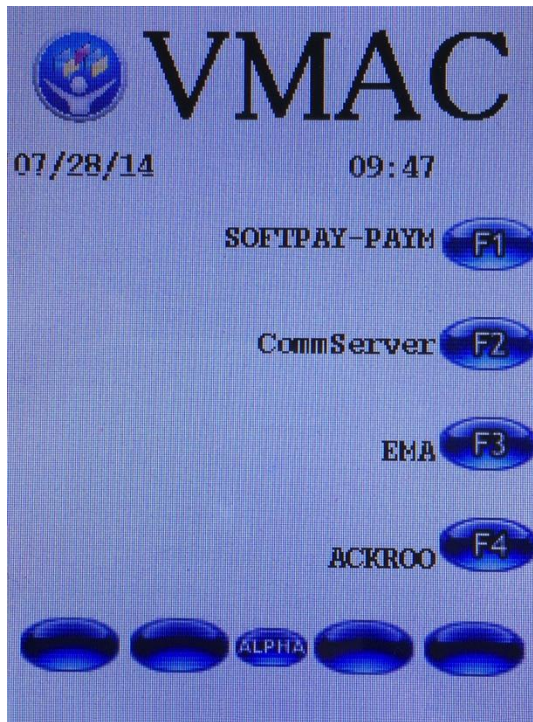
- 12) Press [1] for Restart.

**The terminal will reboot and complete the application installation.**

**The Ackroo Application will now appear in the VMAC menu.**



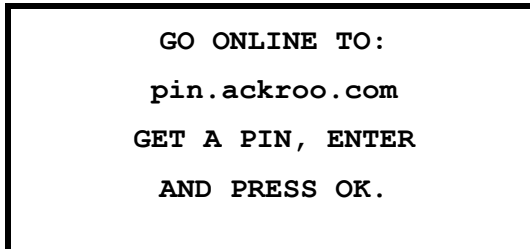
Step 12



13) Select ACKROO from the VMAC menu.

You may need to scroll down.

Step 13



1) Retrieve the terminal activation code as prompted on screen.

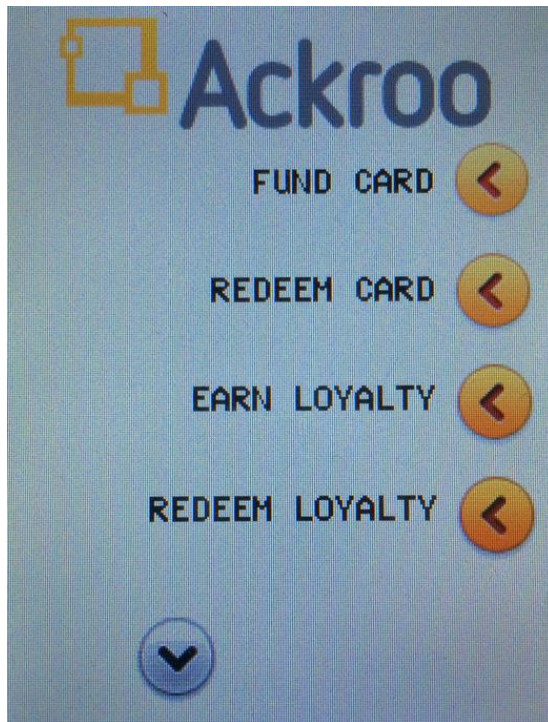
Go to <https://pin.ackroo.com> and sign-in with your account email address and password.

From the drop-down lists, choose the Business, Location, Receipt and Menu preferences. Click Continue.

A 6-digit Pin will generate. Enter this in the Ackroo menu on the terminal.

Once this step is complete, your terminal will begin initializing.

Step 14



You are now ready to start processing Ackroo Gift and Loyalty cards!

To return to your payment app at any time, you can press the '\*' key to return to the VMAC menu.

**NOTE:** To return to your original VMAC / Main Menu, Press the \* Key and choose your Payment App (debit/credit) or Ackroo accordingly.

## Troubleshooting

<b>Issue</b>	<b>Cause and Solution</b>
When I launch the Ackroo application, the screen displays NETWORK ERROR.	Ensure your terminal is plugged into a high-speed internet service.

Merchant Support  
1-866-815-3428

