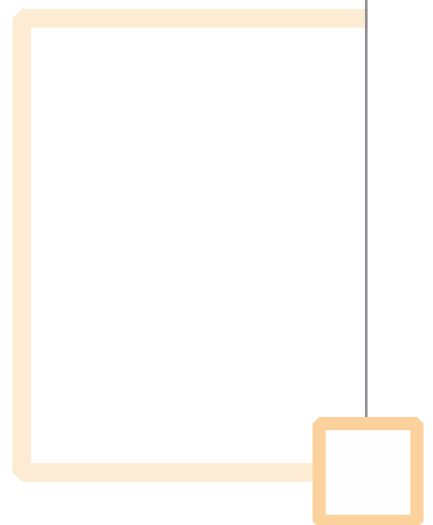





INSTALLING AND INITIALIZING
THE ACKROO GIFT AND LOYALTY POS APPLICATION
ON VERIFONE EVOLUTION Vx520 TERMINALS



Contents

BUTTON FUNCTIONS..... 2
 BEFORE YOU BEGIN..... 3
 INSTALLATION AND INITIALIZATION PROCEDURE 4
 TROUBLESHOOTING..... 8

Button Functions



Button	Function
1	F1 – this is a variable key
2	F2 – this is a variable key
3	F3 – this is a variable key
4	F4 – this is a variable key used typically to scroll through a menu.
5	Purple 1 – his is a variable key used typically to scroll through a menu.
6	Purple 2 – his is a variable key used typically to scroll through a menu.
7	Purple 3 – his is a variable key used typically to scroll through a menu.
8	Purple 4 – his is a variable key used typically to scroll through a menu.
9 – Cancel Button	Press to immediately stop the current activity and return to the idle screen.
A – Clear/Back Button	Press to stop the current activity and restart the current activity, such as entering a password.
B – Enter/OK 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 Vx520 with Vx820 PPD 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 Vx520 with Vx820 PPD Terminal Guide for help.

Installation and Initialization Procedure

Step 1



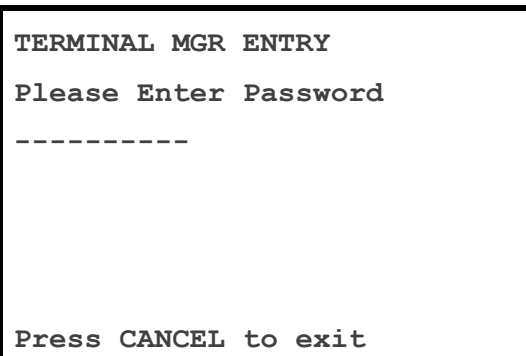
- 1) Attach the USB key to the rear of the Vx520 terminal.

Step 2



- 2) Press the [F2] and [F4] buttons simultaneously.

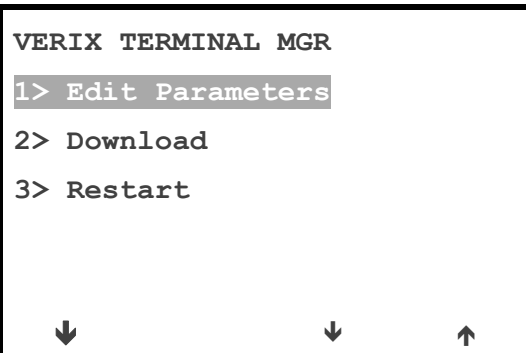
Step 3



- 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



- 4) Press [2] 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

```
VTM DOWNLOAD MGR          G10
1> Full dnld
2> Partial dnld

↓          ↑
```

7) Press [1] for Full download.

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

```
VTM DOWNLOAD MGR          G10
1> Modem
2> COM1
3> COM7
↓           ↓           ↑
```

8) Press [Purple 1] button to scroll down.

Step 9

```
VTM DOWNLOAD MGR          G10
1> SD Card
2> USB Flash Memory
3> TCPIP
↓           ↑           ↓           ↑
```

9) Press [2] for USB Flash Memory.

Step 10

```
VTM DOWNLOAD MGR          G10
DOWNLOAD ALL FILES
From USB Flash Memory
1> Yes
2> No
↓           ↑           ↓           ↑
```

10) Press [1] for Yes.

Step 11

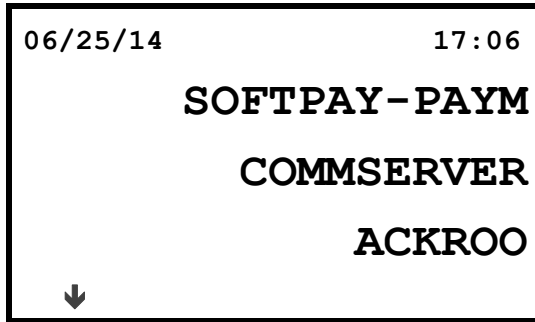
```
VTM DOWNLOAD MGR          G10
USB Download Complete
Remove USB Flash Mem
```

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

The terminal will reboot and complete the application installation.

The Ackroo Application will now appear in the VMAC menu.

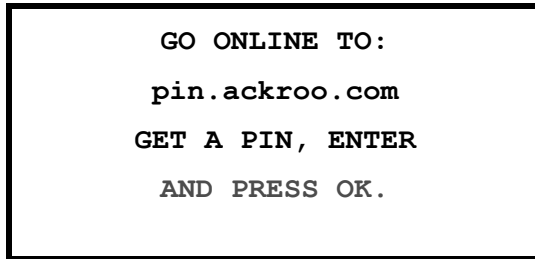
Step 12



13) Press the [F] key to the right of the Ackroo name to launch the application.

You may need to scroll down.

Step 13



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

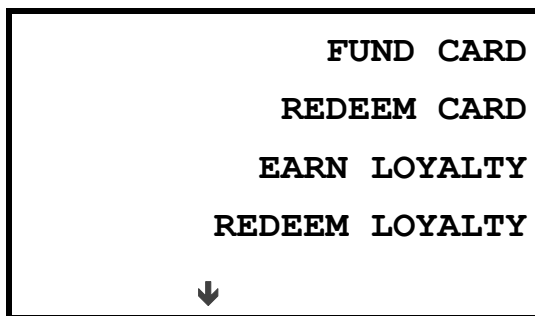
Go to <https://pin.ackroo.com> and sign-in with your account email address and password.

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!

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

Troubleshooting

Issue	Cause and Solution
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

