

NOTE: If you attempt to get in to the Comm Server area on your terminal and you see a message saying it is "*Not Responding*"...

Please re-start your terminal by un-plugging it and plugging it back in and then once it starts back up let it sit idle for several minutes and you should then be able to access Comm Server.

Please continue to the information below for instructions on how to update the Comm Server on your Cashless ATM Terminal:

Comm Server Update Instructions for POB Cashless ATM Terminals

*Needed for working internet connection on Verifone Vx510, Verifone Vx570 terminals

800-379-0476

1. Make sure that the Ethernet cable is plugged in and there is a good internet connection to the terminal.
2. Power cycle (unplug the power for a few seconds and plug it back in) the terminal to restart the terminal.
3. From the CommServer/POB screen, select F2 for **CommServer**.
4. Press the far right purple button directly under the screen (icon above it looks like a terminal or a calculator).
5. Select **Download** (F4).
6. Press **1** (should now say Group ID: 1) and press Enter.
7. Press **Single** for Download Type.
8. Select **Partial**.
9. Select **TCPIP**.
10. Press **Edit** (F3).
11. *ZP Host IPAddr:, clear out everything by pressing the Yellow backspace button at the bottom until everything you are able to clear has been deleted. Type **TERMBUILDER.NET:8013**.

Press corresponding number for the letter and then press the ALPHA button to toggle between letters.

- For **T**, press **8** then press **Alpha 1** time
- For **E**, press **3** then press **Alpha 2** times
- For **R**, press **7** then press **Alpha 2** times
- For **M**, press **6** then press **Alpha 1** time
- For **B**, press **2** then press **Alpha 2** times
- For **U**, press **8** then press **Alpha 2** times
- For **I**, press **4** then press **Alpha 3** times
- For **L**, press **5** then press **Alpha 3** times
- For **D**, press **3** then press **Alpha 1** time
- For **E**, press **3** then press **Alpha 2** times

- For **R**, press **7** then press **Alpha 2** times
- For **“.”**, press **1** then press **Alpha 3** times
- For **N**, press **6** then press **Alpha 2** times
- For **E**, press **3** then press **Alpha 2** times
- For **T**, press **8** then press **Alpha 1** time
- For **“:”**, press **#** then press **Alpha 2** times
- Now press the numbers, **8, 0, 1, 3**.

12. It should now read **TERMBUILDER.NET:8013**. Now press **Enter**.

13. *ZA Application ID:, clear out everything by pressing the Yellow backspace button at the bottom until everything you are able to clear has been deleted. Type **SCSA1F398** and then press **Enter**.

- For **S**, press **7** then press **Alpha 3** times
- For **C**, press **2** then press **Alpha 3** times
- For **S**, press **7** then press **Alpha 3** times
- For **A**, press **2** then press **Alpha 1** time
- For **1**, press the number **1**
- For **F**, press **3** then press **Alpha 3** times
- Now press the numbers, **3,9,8**,. **It will now read SCSA1F398 now press Enter.**

14. *ZT Terminal ID:, clear out everything by pressing the Yellow backspace button at the bottom until everything you are able to clear has been deleted. Type **SCSA1F398** and then press **Enter**.

- For **S**, press **7** then press **Alpha 3** times
- For **C**, press **2** then press **Alpha 3** times
- For **S**, press **7** then press **Alpha 3** times

- For **A**, press **2** then press **Alpha 1** time
- For **1**, press the number **1**
- For **F**, press **3** then press **Alpha 3** times
- Now press the numbers, **3, 9, 8**. It will now read **SCSA1F398** now press **Enter**.

15. Press **Start** (F4)

16. The terminal will begin to download the files from the server. The download should only take a couple of minutes and the unzipping and rebooting process will take another few minutes. Once this is complete, press POB and you should be ready to successfully run transactions.

If instructions are carefully followed step by step, your terminal will be able to connect after this procedure is completed.

If you have questions please email us at: info@pobsupport.com and request a call back for assistance. Thank you.