



# *Download Guide*

*National Payment Processing  
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**Dear Sales Agent:**

We hope you are enjoying the rapid submittal and approval process with National Payment Processing. Please keep in mind that after receiving your new merchant numbers,

National Payment Processing will automatically build the download file for your office- typically within 2 or 3 hours after the merchant number is issued. If you need the download file sooner or you prefer to build your own files, please feel free to build the file yourself simply by following these steps:

- 1) Call FDR technical support at 1-800-228-0210 and press option 3
- 2) Provide merchant number, Business Name and Address and let them know you need a download file built
- 3) Provide rep with terminal type, pin pad type, program type, and application ID
- 4) Be sure to request any special features
- 5) The rep might ask you if you would like to make note of the account or hold.  
(Request to hold if you need to be walked through the download.)
- 6) Make sure to request the TID/Serial (Omni terminals need current Sysid)
- 7) You will also need to request the correct Application ID\*
- 8) The rep will inform you that the file is done and will be ready for download

**\*Hypercom, Nurit Talento, and Eclipse terminals have only one application and therefore do not need a request for a specific application ID.**

After you receive the download notification, you will need to follow the proper download instructions provided for each terminal type. You can also call FDR tech for assistance with your download. This manual provides download instructions for the most common terminal manufacturers. That's it. You're merchant is set up and ready to accept payment.

**Thank you,  
National Payment Processing  
(800) 909-2124**

# National Payment Processing

## Customer Service / Tech support / Download Numbers



### NATIONAL PAYMENTPROCESSING / IPAYMENT

**MAIN: 1-800-324-9825**

**Option 3 - Risk Department** (Merchants are instructed to call this number if their funds are on hold for any reason.)

**Option 4 - Customer Service** (Merchants should call this number for any questions regarding their actual account such as deposits, or questions about their statement. They may also call 1-800-228-1122 which is a direct line to merchant customer service)

**Customer Service Direct Line 800-554-2777**

**Tech Support - 1-800-920-9943** (This number can be given to both agents and merchants)

### NATIONAL PAYMENTPROCESSING DOWNLOAD PHONE NUMBERS

**NURIT DL #: 1-888-838-2331**

**HYPERCOM DL #: 1-866-492-5846**

**VERIFONE DL (INCL. OMNI & ECLIPSE) #: 1-877-251-8475**



### FDR (FIRST DATA RESOURCES)

**TECH SUPPORT: 1- 800-228-0210 OPTION 3**

### FDR DOWNLOAD PHONE NUMBERS

**NURIT DL #: 1-866-313-2977**

**HYPERCOM DL #: 1-800-574-8873**

**VERIFONE DL (INCL. OMNI & ECLIPSE) #: 1-800-499-2281**

## National Payment Processing Verifone (Tranz) Terminal Download Instructions

MASTER CLEARING THE TERMINAL		
USER ACTION		TERMINAL DISPLAYS
1	Press * and <b>CLEAR</b> keys at same time	enter password
2	Press <b>8, alpha, 0, alpha, 8, alpha, 5361041, alpha, ENTER</b>	successful
INTIATING FULL DOWNLOAD		
USER ACTION		TERMINAL DISPLAYS
1	Press <b>CLEAR, ENTER, 0, ENTER</b>	download number
2	Key in <b>1-877-251-8475</b> (NPP #), <b>ENTER</b>	serial number
3	Key in <b>last 8 digits</b> of MID#, <b>ENTER</b>	Application id?
4	Key in <b>application id</b> , <b>ENTER</b> (use alpha key to toggle through alphabet for keying in letters)	download speed
5	Press <b>2, ENTER</b>	Dialing
		“connecting” and wait 7-10 minutes
		download done
6	Press <b>CLEAR</b> - ALL DONE!	Ready NNN or 40
CHANGING DATE OR TIME		
Press * and <b>3</b> at same time (follow prompts)		

## National Payment Processing Omni 3200/3210 Terminal Download Instructions

USER ACTION		TERMINAL DISPLAYS
1	Power On terminal	SYSTEM= (VERSION ID)
2	If different - press <b>ENTER</b> and <b>7</b> at same time(1AA66831)	SYSTEM= (VERSION ID)
3	Press <b>BACKSPACE</b>	MEMORY TEST/ MEM WILL BE LOST
4	Press <b>ENTER</b>	MEMORY TEST/ -OK-
5	Press <b>BACKSPACE</b>	MEMORY ERROR
6	Press <b>CLEAR</b>	SYSTEM= (VERSION ID)
7	Press [ <b>0</b> ] for Zontalk Download	*ZP=
8	Key in <b>1-877-251-8475</b> , <b>ENTER</b>	*ZT=
9	Key in <b>last 8 digits of merchant ID</b>	*ZA=
10	Key in <b>VSZR046</b> or appropriate <b>app id</b>	ZONTALK DOWNLOAD PARTIAL OR FULL?
11	Press <b>CLEAR</b> twice	SYSTEM= (VERSION ID)
12	Press <b>7</b> , <b>ENTER</b> , key in <b>*ZR</b> then press <b>ENTER</b> , <b>BACKSPACE</b> , <b>2</b> , <b>ENTER</b>	*ZR=2
13	Verify that it is "2" then press <b>CLEAR</b>	SYSTEM= (VERSION ID)
14	Press <b>0</b> , <b>ENTER</b> *	

**\*At this point, the terminal should dial out and begin downloading. The average time for download is 30-45 minutes.**

## National Payment Processing Omni 37XX Terminal Download Instructions

USER ACTION		TERMINAL DISPLAYS
1	Power cycle the terminal	
2	Press <b>F2</b> and <b>F4</b> to enter system mode before the application starts	Copyright Splash Screen
3	Enter system mode password (manufacturer's default is 1, alpha, alpha, 66831) then press enter	
4	Press <b>↵</b> key	SYS MODE MENU 2
5	Press <b>RAM FILES 3</b>	CLEAR RAM FILES
6	1) Press <b>F3</b> = CLEAR ALL FILE or 2) Press <b>F2</b> = TO CLEAR GROUP then press desired group number. (EX: If you want to clear out SoftPay and leave other apps. Choose group 2 and Press F2)	
7	Press <b>F4</b> to confirm	
8	Press <b>F4</b> FLASH FILES	CLEAR FLASH FILES
9	Press <b>F3</b> = CLEAR ALL FILES or Press <b>F2</b> = TO CLEAR GROUP then press desired group number.	
10	Press <b>↵</b> key	SYS MODE MENU 3
11	Press <b>EDIT F3</b> to edit CONFIG.SYS file	FILE GROUP_1
12	If display does not show "FILE GROUP_1", press <b>BACKSPACE</b> then 1 to edit parameters for group 1. (If you are just going to load files into one of the groups, type the group number it needs to go into. EX: Softpay by itself would load into group 2 if VMAC is already in group 1.)	
13	Press <b>ENTER</b> to edit CONFIG.SYS file of the group.	
14	If prompted, enter the group pass word (Z66831, or 1, or empty).	
15	Press <b>ENTER</b> to edit CONFIG.SYS file	
16	Press <b>ENTER</b> to display the first parameter (key), or two blank lines if no parameters currently exist for the group. You must enter each parameter below, followed by the corresponding values. NOTE: For 2400 baud terminals, only ZA,*ZP, and ZT are necessary.	

	<p><b>PARAMETERS (from step 16)</b></p> <p><b>*ZP = 7707545145</b> (the phone number of the remote PC, with necessary prefixes)</p> <p><b>*ZA = *MA</b> (indicates a multi-app load of both VMAC and SoftPay)</p> <p><b>*ZT =</b> (Determined by the app you will loading from the server)</p> <p><b>*ZR =</b> (this will be 6 if the modem has an HS printed on the phone port and 3 if not)</p> <p><b>*ZRESP =</b> (This will be 16 if the modem has HS printed on the phone port and 10 if not)</p> <p><b>*ZINIT =</b> For HS modem-  <b>ATE1M0V0&amp;D2&amp;Q6%E0%C1&amp;K0&amp;J3S0=1</b></p> <p>For standard modem-  <b>ATE0V0K0S0=1</b></p>	
17	After entering each new parameter, press <b>ENTER</b> to scroll through the parameter list before adding the next key value.	
18	Repeat steps 10-11 to enter all necessary parameters listed above (see NOTE above)	
19	Press <b>CANCEL</b> key twice	SYSTEM MODE MENU
20	Press <b>Ç</b>	SYSTEM MODE MENU 2
21	Press <b>DOWNLOAD F2</b> to begin download	
22	Confirm the target GID is set to the group number you are downloading into. If not, press <b>BACKSPACE</b> followed by number of the correct group key. Press <b>ENTER</b> to select FILE GOUP_1 for the combined VMAC/SoftPay application download or the individual group you are loading to, if it is not a multi app load.	
23	If prompted, reenter the group password (step 8)	
24	Press <b>FULL F3</b> to initiate a full download.	
25	Press <b>MODEM F2</b> to select a modem download	
<p>After connecting to the download PC, the terminal displays <b>DOWNLOADING NOW</b> and status indicator asterisks. Each asterisk represents a 10% increment of the download. Estimated download time is 30-35 minutes for a 2400 baud terminal, or 8-10 minutes for a 14.4 terminal.</p> <p>When the download is complete, the terminal will unzip the compressed download files, Authenticate all executable files loaded, configure parameters, and return to the SoftPay idle screen. During this process, the screen may temporarily go blank for a few seconds while it loads authentication files, or begins the initialization process.</p>		



## National Payment Processing Nurit Terminal Download Instructions

USER ACTION *		TERMINAL DISPLAYS
1	Power on Terminal	CREDIT....SALE ACCOUNT?
2	Press <b>BATCH/ALT</b> , <b>MENU/ESC</b> , <b>VOID</b> , and <b>ENTER</b> at same time.	20—NOS: 1.BACK TO PROG>
3	Should be the correct response...Press <b>2</b> then <b>ENTER</b>	SWIPE MERCHANT CARD....
4	Press <b>ENTER</b>	ENTER ID NUMBER: 0000000
5	Key in <b>last 7 digits</b> of the <b>Merchant ID#</b> then press <b>ENTER</b>	DOWNLOAD MENU: 1.AUTOLOAD
6	Press <b>2</b> then <b>ENTER</b>	CONNECT (MODEM) 1. PHONE>
7	If terminal does not display CONNECT (MODEM) 1.PHONE>: Press <b>3</b> then <b>ENTER</b> until it says VIA>MODEM. Then press <b>1</b> , <b>ENTER</b>	ENTER PHONE NUM:
8	Key in <b>1-888-838-2331</b> , <b>ENTER</b>	CONNECT (MODEM) 1.PHONE>18888382331
9	Press <b>MENU/ESC</b>	DOWNLOAD MENU: 2.COMM PRM>
10	Press <b>1</b> then <b>ENTER</b>	PROGRAM RUN, QUIT? <ENTER- Y, ESC-N>
11	Press <b>ENTER</b>	
Terminal should dial out and download. Should take 25 minutes.		

\* If 3000 series use **4** key instead of **BATCH** key

# National Payment Processing

## Hypercom Terminal Download Instructions

**NOTE: If terminal has not been downloaded before, proceed to step 10.**

USER ACTION		TERMINAL DISPLAYS
1	Press <b>FUNCTION</b> then <b>99</b> , <b>ENTER</b>	ENTER PASSWORD
2	Key in <b>028510</b> then <b>ENTER</b>	PROGRAM FUNCTION
3	Press <b>9</b> then <b>ENTER</b>	TYPE ?
4	Press <b>06</b> then <b>ENTER</b>	TYPE ?
5	Press <b>02</b> then <b>ENTER</b>	HOST NUMBER or READING EPROM
6	Press <b>0</b> then <b>ENTER</b>	TYPE ?
7	Press <b>01</b> then <b>ENTER</b>	TYPE ?
8	Press <b>CANCEL</b> Æ (If text to right doesn't appear –start over from step 1)	“CONFIGURE TERMINAL OR CALL HELP –CO” or “PLEASE INITIALIZE”
9	Unplug the power from back of terminal then hold down <b>FIRST KEY</b> , <b>THIRD KEY</b> , and <b>LAST KEY</b> in row of <b>ORANGE</b> keys. While holding keys down, plug the power cord back into terminal. The terminal should flash and report following message (if not repeat step 9):	PLEASE INITIALIZE OR CALL HELP -FE
10	Press <b>FUNCTION</b> then <b>98</b> then <b>ENTER</b> (screen will flash at this point)	PLEASE INITIALIZE OR CALL HELP -PE
11	Press <b>FUNCTION</b> then <b>2</b> then <b>ENTER</b>	TERMINAL ID NUMBER 700000011
12	Key in <b>last 8 digits</b> of <b>MID#</b> plus <b>CHECK DIGIT*</b> then <b>ENTER</b>	INIT. TELEPHONE NO
13	Key in <b>1-866-492-5846</b> then <b>ENTER</b>	NMS TELEPHONE NO
14	Key in <b>1-866-492-5846</b> then <b>ENTER</b>	DIAL 0-TONE 1-PULSE
15	Press <b>0</b> then <b>ENTER</b>	PABX ACCESS CODE
16	Key in a <b>dial access code</b> if any (ie: 9) then press <b>ENTER</b> (if none just press <b>ENTER</b> )	EXIT, PRESS ‘CANCEL’
17	Press <b>CANCEL</b>	PLEASE INITIALIZE OR CALL HELP -PE
18	Press <b>FUNCTION</b> then <b>92</b> then <b>ENTER</b>	PROGRAM LOAD CORRECT? YES OR NO
19	Press <b>ENTER</b> for YES	PROGRAM LOAD LOADING MEM XXXXXX
Load takes about 10-20 minutes -		PLEASE INITIALIZE
20	Press <b>INITIALIZE</b> key	INITIALIZE CORRECT? YES OR NO
21	Press <b>ENTER</b> for YES	INITIALIZE PROCESSING NOW
Initialize takes about 60 seconds		INITIALIZE TRANSACTION COMPLETE
22	Press <b>CANCEL</b> or <b>CLEAR</b> – ALL DONE!	

\* **Check Digit** is on NPP profile sheet **under serial#** after last 8 digits of **MID#**.

# How to Determine Memory Size in a Hypercom T7

## OPTION 1 – Terminal reset (for fast eyes only!)

- While terminal is at idle screen, press **FUNCTION 3**, then **ENTER**
- Terminal will scroll through three screens
- At bottom of second screen a series of A's and F's will appear
- If terminal displays a combination of 7-8 A's or F's, then it is 256k
- If terminal displays a combination of 12-13 A's or F's then it is 512k

## OPTION 2 – Function 95 in Boot Mode

- From idle screen, put terminal in Boot Mode. Here's how you do it:
  1. Unplug terminal
  2. While plugging it back in, hold down **AUTH**, **VOID**, and **OFFLINE** simultaneously. (Keys may not be marked as AUTH, VOID, and OFFLINE; however every other key in the second column should be pressed.)
  3. Terminal should display "Please Initialize or Call Help-FE"  
(If not, repeat Steps 1 and 2).
- Press **FUNCTION 95** then **ENTER**
- At bottom of screen a series of A's and F's will appear
- If terminal displays a combination of 7-8 A's or F's, then it is 256k
- If terminal displays a combination of 12-13 A's or F's then it is 512k
- Press **FUNCTION 3** then **ENTER** to return to idle screen