FIS

EBT and WIC (Combo) Download Procedure for Broadband POS Devices

Release Date: June 20, 2021

Table of Contents

EBT and WIC (Combo) Download Procedure for Broadband POS Devices

## Part 1: WIC Download for Verifone Vx520 Terminal

A combo device requires a download for two applications. For that to be done, two separate downloads are needed. These instructions will guide you through the WIC application download followed by the EBT application download.

Check if your WIC download is required

If the APL file shows a date of 1/30/2020 or later, the terminal already holds the updated security certificate and does NOT require a download.

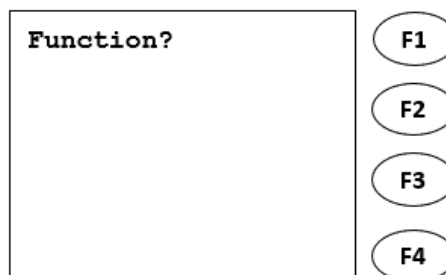Follow these steps to view the date of your device's APL file.

1. Start from the screen with transaction options and press **Enter**.
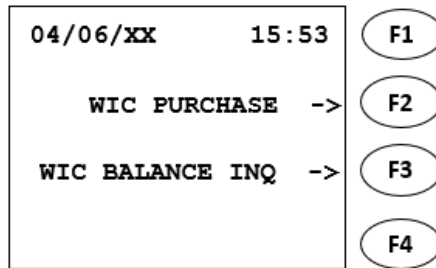
Transaction Options: WIC and EBT

2. The terminal displays **FUNCTION?**

   Press the number **1** key and a Configuration Report should print on a receipt.

Select Function

3. Read the Receipt and make a note of the following Parameter value:

APL FILE DATE(2)

Note: If the APL file shows a date of 1/30/2020 or later, the terminal already holds the updated security certificate and does NOT require a download for this WIC application. Skip to the EBT download instructions below.

```
QUALITY GENERAL SALES & RENT
         100 QUALITY DRIVE
        ANYTOWN, ST 99655

Terminal ID:              XX00000001

        Configuration Report

Date & Time:          04/09/20XX 09:08 AM

MODEL NUMBER:         VX520
OS VERSION:           OT520245
SERIAL NO:            326-817-667

APL FILE NAME(2):     STAPL.APL
APL FILE DATE(2):     03/27/20XX
APL FILE SIZE(2):     399637 B

Rct Hdr 1:    QUALITYGENERAL SALES & RENT
Rct Hdr 2:              100 QUALITY DRIVE
Rct Hdr 3:                      ANYTOWN
Rct Hdr 4:                           ST
Rct Hdr 5:                        99655
Rct Ftr 1:    ****PLEASE SAVE THIS RECEIPT****
Rct Ftr 2:
Rct Ftr 3:
Rct Ftr 4:
Rct Ftr 5:
Auth Phone 1:                18002359692
Auth Phone 1::               18664100863
PABX Code:
Terminal ID:                  XX00000001
Appl ID:                       FISWIC2ST
Dwnld Phone:                 18772296831

            END OF REPORT
```

Configuration Report

Prerequisite Information

Before starting the download process for your FIS POS devices, there are some recommended steps to gather information and make the download process easier.

Prerequisite Information before starting download procedures:

1. Keypad Display Reference

2. Application Needed

3. Terminal ID and Application ID for the Device

Keypad Display Reference
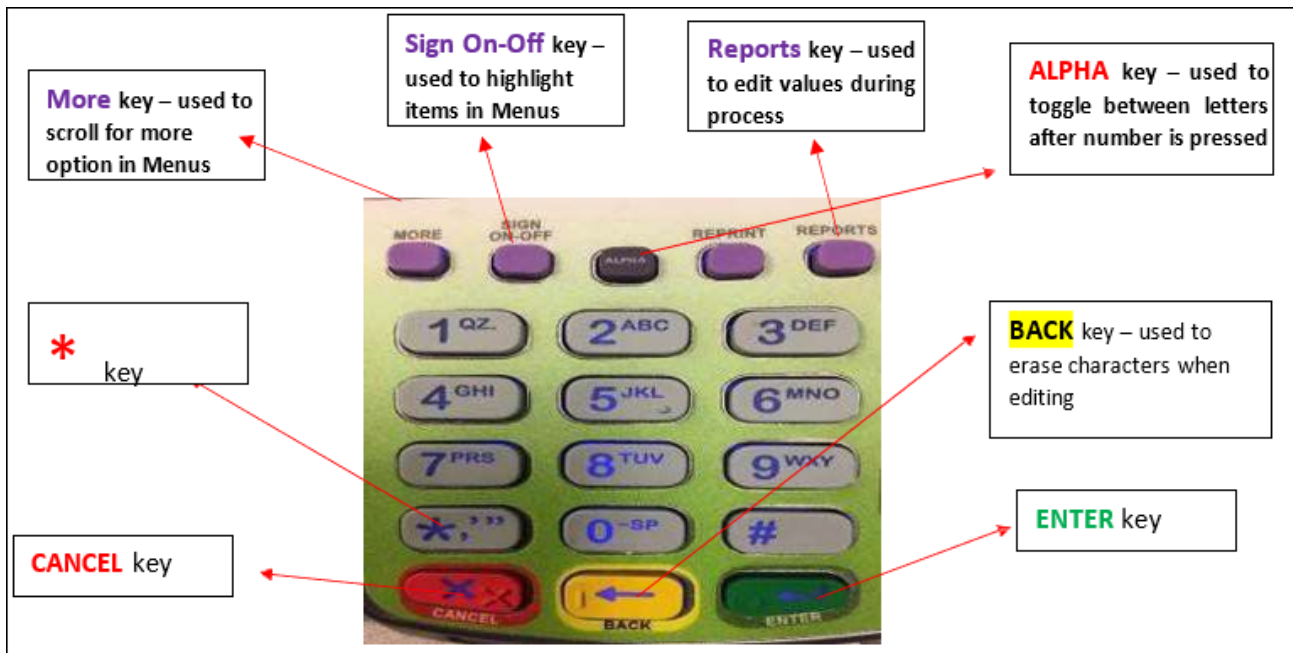
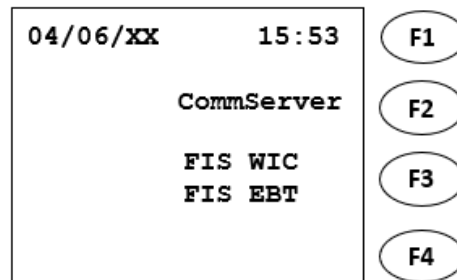

Keypad Display

Application Needed

Application: **Both FIS WIC and FIS EBT**

Download Needed:

Two separate downloads:

1. **Group ID 2 (GID2) for FIS WIC Download**

2. **Group ID 3 (GID3) for FIS EBT Download***

* GID3 download instructions are included below, after the first (GID2) download instructions.
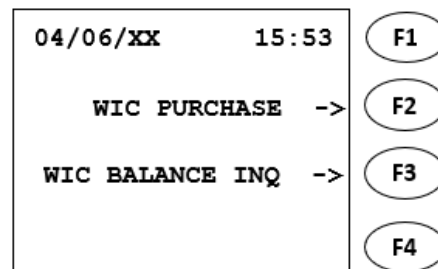
```
04/06/XX          15:53      F1

             CommServer       F2

                FIS WIC       F3
                FIS EBT

                             F4
```

Application Menu: WIC and EBT

Terminal ID and Application Name

Follow the steps below to find the Terminal ID and Application Name for your device.
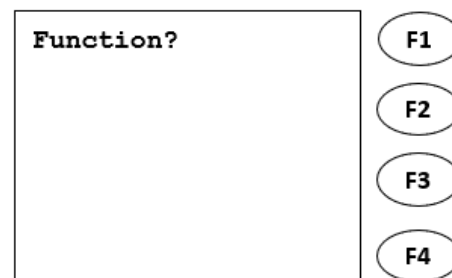
1. Start from the screen with transaction options and press **Enter**.

```
04/06/XX          15:53      F1

        WIC PURCHASE   ->     F2

     WIC BALANCE INQ   ->     F3

                             F4
```

Transaction Options: WIC

2. The terminal displays **FUNCTION?**

    Press the number **2** key and a Parameter Report should print on a receipt.

```
Function?                    F1

                             F2

                             F3

                             F4
```

Select Function

3. Read the receipt and make a note of the following Parameter values:

    *   *ZA (Application Name)
    *   *ZT (Terminal ID)

*Note: The displayed receipt is for illustrative purposes. Your report will show ***ZA** value with a value of **FISWICxx** and the *ZT value with your terminal ID. What is printed on your receipt are the values you will use for your download. Only use the receipt in the documentation as an aid in finding your ***ZA** and ***ZT** values.*

Parameter Report Receipt

WIC Application (GID 2) Download Procedure

Follow the below steps to download the WIC application (GID 2).

1. Starting screen:

```
04/06/XX        15:53      (F1)

                CommServer   (F2)

                FIS WIC      (F3)
                FIS EBT

                             (F4)
```
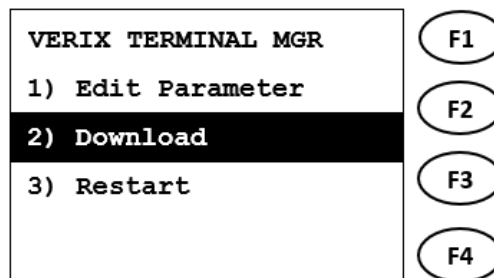
Application Menu: WIC and EBT

2. Press **Enter** and **7** simultaneously.

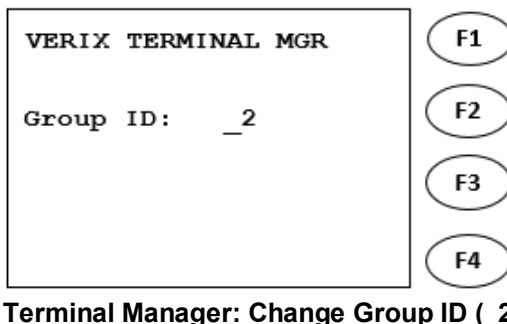3. Enter the Password (**1 ALPHA ALPHA 66831**) and press **Enter**.

```
TERMINAL MGR ENTRY       (F1)

Please Enter Password    (F2)
----------
                         (F3)

Press CANCEL to exit     (F4)
```

Terminal Manager: Enter Password

4. Select **2) Download** option.

```
VERIX TERMINAL MGR       (F1)

1) Edit Parameter        (F2)

2) Download

3) Restart               (F3)

                         (F4)
```
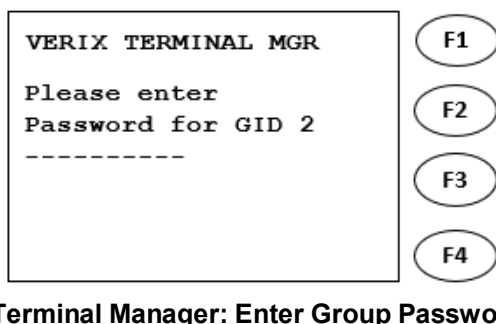
Terminal Manager: Download Option

5. Change Group ID to **_2** by pressing the number **2** on the keypad and press **Enter.**

```
VERIX TERMINAL MGR          F1

Group ID:   _2              F2

                            F3

                            F4
```

Terminal Manager: Change Group ID (_2)

6. Enter the Password (**1 ALPHA ALPHA 66831**) and press **Enter.**

```
VERIX TERMINAL MGR          F1

Please enter                F2
Password for GID 2
----------                  F3

                            F4
```

Terminal Manager: Enter Group Password

7. Select **1) Full dnld** option.

```
VTM DOWNLOAD MGR            F1

                            F2
1) Full dnld

2) Partial dnld             F3

                            F4
```

Download Manager: Select Full
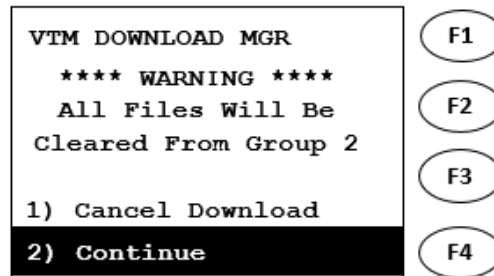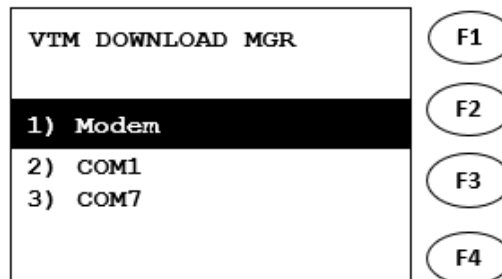
8. Select **2) Continue** option.

   *IMPORTANT: After selecting **2**, do not press the red **Cancel** button at any time during the remaining steps. At this time, the old application is cleared and the remaining steps must be followed to download the application and make it available.*
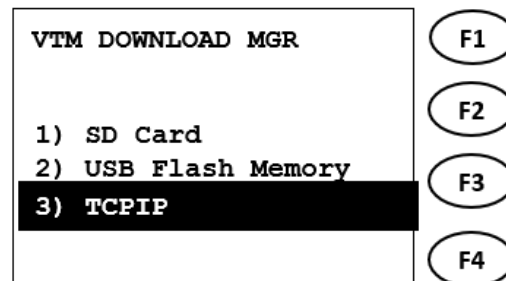
```
VTM DOWNLOAD MGR           (F1)
 **** WARNING ****
 All Files Will Be         (F2)
Cleared From Group 2
                           (F3)
1) Cancel Download
2) Continue                (F4)
```

Download Manager: Select Continue

9. Press first purple key under the display (labeled **More**) to view more options.

```
VTM DOWNLOAD MGR           (F1)

                           (F2)
1) Modem
2) COM1                    (F3)
3) COM7
                           (F4)
```
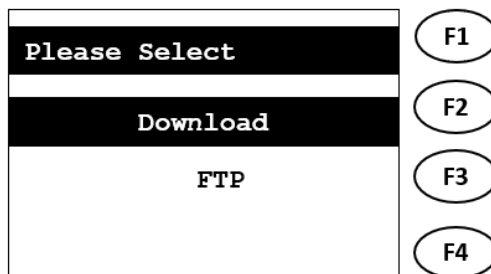
Download Manager: Press More

10. Select **3) TCPIP** option.

```
VTM DOWNLOAD MGR           (F1)

                           (F2)
1) SD Card
2) USB Flash Memory        (F3)
3) TCPIP
                           (F4)
```
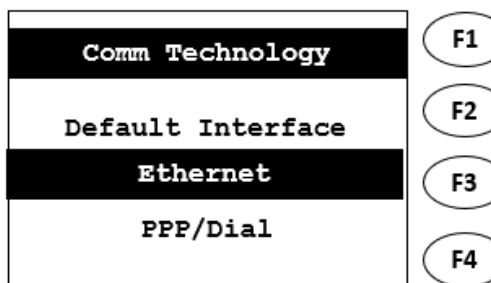
Download Manager: Select TCPIP
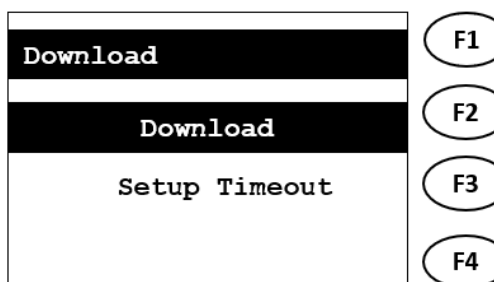
11. Press **Enter** on **Download.**

Select Download (FTP)

12. Select **Ethernet** by pressing the second purple key under the display (labeled **Sign On-Off**) and press **Enter.**

Comm Tech: Select Ethernet

13. Press **Enter** on **Download.**

Select Download (Setup Timeouts)

14. Enter **2** in Group ID text box and press **Enter.**

Download: Select Group ID (2)

15. Enter the Password (**1 ALPHA ALPHA 66831**) and press **Enter.**

Download: Enter Group ID Password

16. Select **Full** and press **Enter.**

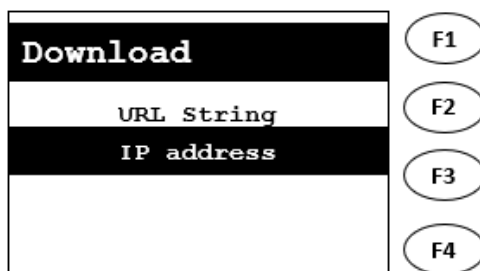**Download: Select Full**

17. Verify **URL/Address** value matches one of the following:

- SSLGTWYD1.FNIS.COM
- SSLGTWYP1.FNIS.COM
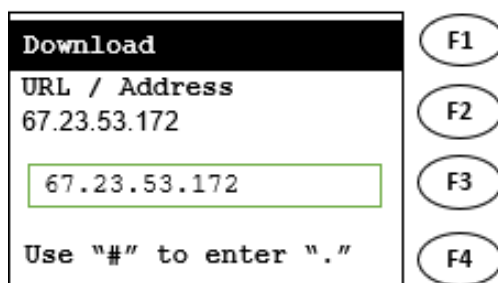- 67.23.53.172

Download: Verify URL

18. If the URL/Address matches one of the values listed in step 17, press **Enter** and skip to step 22.

19. If the URL/Address does not match one of the step 17 values, press purple button under Edit (labeled **Reports**) to edit.

20. Press the down arrow key under the display (labeled **Sign On-Off**) to scroll down to IP address and press **Enter.**

Download: Edit IP Address

21. Enter the IP address **67.23.53.172** and press **Enter.**

    *To enter a decimal point ".", press the **#** key on the keypad.

Download: Enter IP Address

22. Verify Port value is **8013**.

Download: Verify Port

23. If the Port value matches, press **Enter** and skip to step 26.

24. If the Port value does not match **8013**, press the key under Edit (labeled **Reports**) to change the value.

25. Enter Port value **8013** and press **Enter.**

    *Press the yellow back-arrow to remove any unintended text.

Download: Edit Port

26. Press **Enter** to accept **SSL False**.
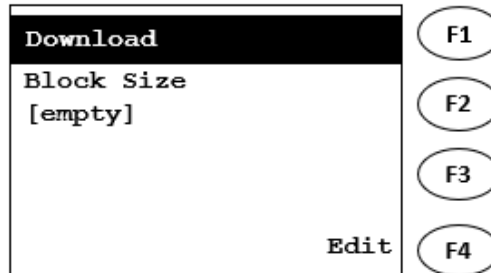

Download: SSL False

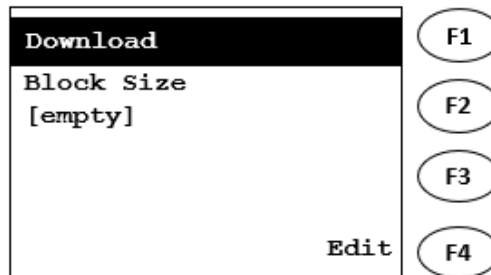27. Press **Enter** on the screenshot given.

    *Values may differ from screenshot.
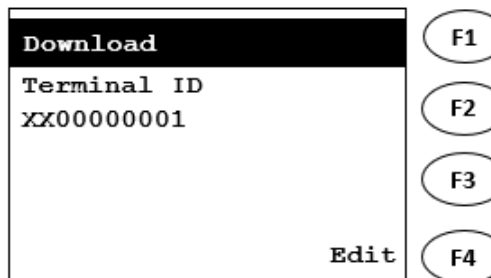
Download: Press Enter

28. Press **Enter** on the screenshot given.

    *Values may differ from screenshot.

Download: Press Enter

29. Verify **Terminal ID** value matches the terminal information on your Parameter Report (MERCHANT TERM ID/*ZT).

Download: Terminal ID

Download: Terminal ID Receipt

30. If Terminal ID does match the values in previous step, press **Enter** and skip to step 33.

31. If the displayed Terminal ID does not match the *ZT on your printed parameter report, press the **Edit** button under the display (labeled **Reports**) to edit.

32. Use the yellow backspace key below the numeric keypad to remove unwanted characters. Next, enter the **Terminal ID**. Consult the Parameter Report for the *ZT terminal ID value. When finished, press **Enter.**

    *To enter letters, press the number containing the desired letter then press **Alpha** to scroll through the letter options.

    For example, to enter E154615001 for the Terminal ID, enter the following:

    3 ALPHA ALPHA 154615001
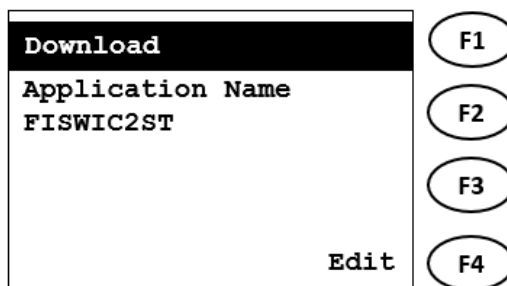

Download: Edit Terminal ID

33. Verify Application Name value matches the following format:

FIS WIC = FISWIC2xx

*xx = State or Agency abbreviation

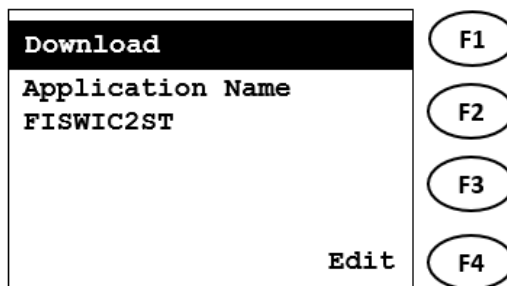For example, a WIC terminal for Minnesota will have the Application Name value as FISWIC2MN.

*This is the value for the Parameter ***ZA** in the printed parameter report.

```
┌─────────────────────────────┐
│ Download               │  (F1)
│                             │
│ Application Name            │  (F2)
│ FISWIC2ST                   │
│                             │  (F3)
│                             │
│                  Edit       │  (F4)
└─────────────────────────────┘
```

Download: Verify Application Name

34. If Application Name matches the name (*ZA value) in the previous step, press **Enter** and skip to step 37.

35. If Application Name does not match the name (*ZA value) in previous step, press the **Edit** button (labeled **Reports**) to edit.

```
┌─────────────────────────────┐
│ Download               │  (F1)
│                             │
│ Application Name            │  (F2)
│ FISWIC2ST                   │
│                             │  (F3)
│                             │
│                  Edit       │  (F4)
└─────────────────────────────┘
```

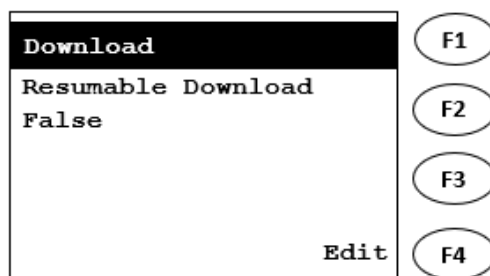**Download: Verify Application Name**

36. Enter the value following the format given in step 33. When finished, press **Enter.**

    *To enter letters, press the number containing the desired letter then press **Alpha** to scroll through the letter options.
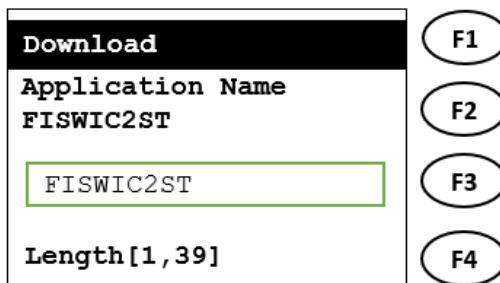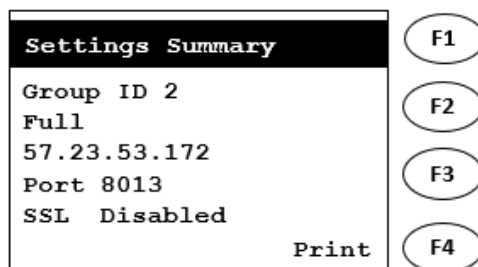
Download: Edit Application Name

37. Press **Enter** to move past the Resumable Download screen.
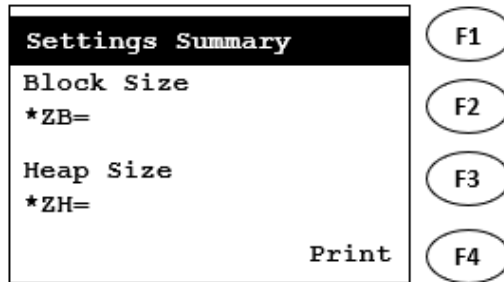
Download: Resumable Download

38. Press **Enter** with screen as shown on the screenshot (**Settings Summary**).

    Important. The Group ID listed must be **2**. If it is a value other than **2**, press the red **Cancel** button under the numeric display and repeat the download steps using Group ID 2.
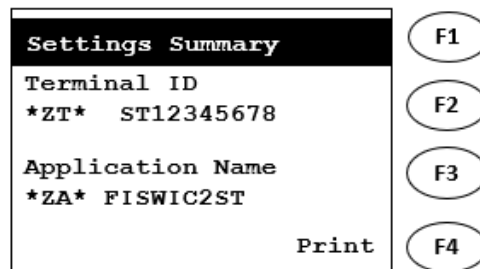
Settings Summary (Screen 1)

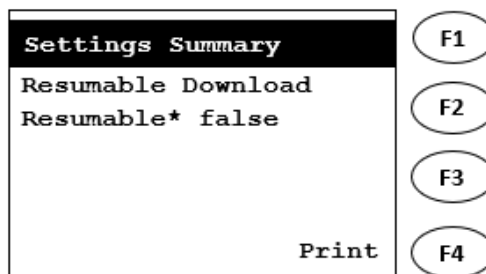39. Press **Enter** with screen as shown on the screenshot (**Settings Summary**).

Settings Summary (Screen 2)

40. Press **Enter** with screen as shown on the screenshot (**Settings Summary**).
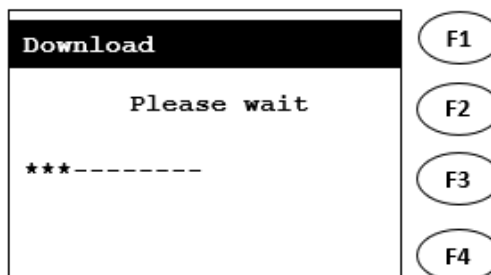

Settings Summary (Screen 3)

41. Press **Enter** with screen as shown on the screenshot (**Settings Summary**).

Settings Summary (Screen 4)

42. **Download** will appear when the terminal begins downloading.

  *The dashes on the bottom of the screen will turn to * as the download progresses.

```
Download                    F1

        Please wait         F2

★★★————————           F3

                            F4
```
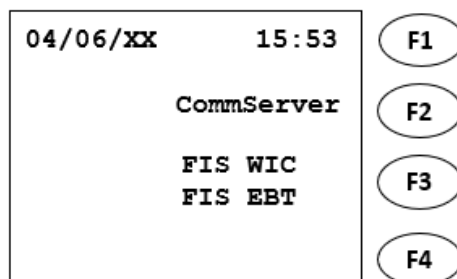**Download: In Progress**

43. The terminal will automatically restart after the download completes.

  Wait until the terminal prints a configuration report. Your terminal is now ready for use.

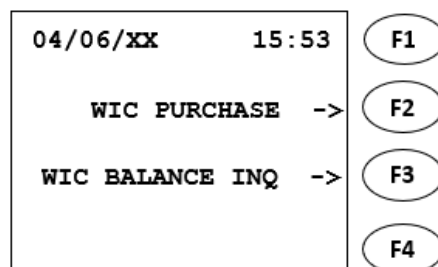44. After successful download, select **FIS WIC**.

  The terminal displays, **CLOSED**. Sign-on using the **SIGN ON-OFF** purple key.

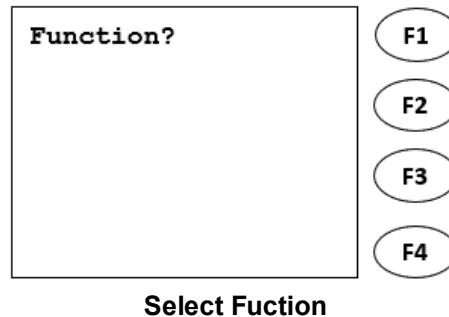 When the WIC menu is displayed, proceed to the next step to perform a communications test.

```
04/06/XX          15:53     F1

              CommServer    F2

              FIS WIC       F3
              FIS EBT

                            F4
```
Application Menu: WIC and EBT

45. From Screen shown, press **Enter**.

```
04/06/XX          15:53     F1

     WIC PURCHASE   ->      F2

 WIC BALANCE INQ    ->      F3

                            F4
```
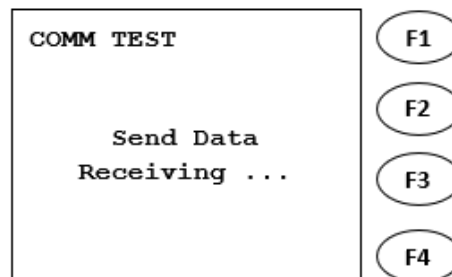**Transaction Options: WIC**
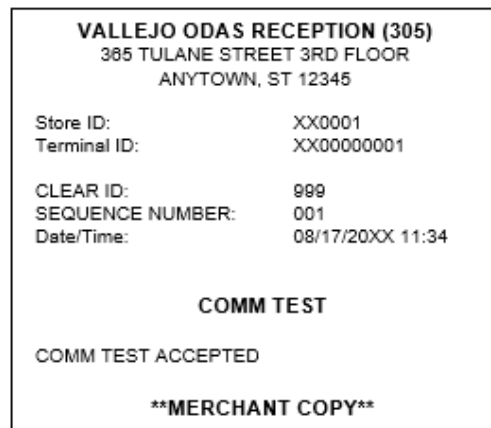
46. The terminal displays **FUNCTION?**

Select Fuction

47. Press the number **8** key.

48. The terminal displays **Send Data**, **Receiving**, and prints a COMM TEST ACCEPTED receipt. If the terminal stays on **Receiving** for a long period of time, please contact our Help Desk.

VALLEJO ODAS RECEPTION (305)
365 TULANE STREET 3RD FLOOR
ANYTOWN, ST 12345

Store ID: XX0001
Terminal ID: XX00000001

CLEAR ID: 999
SEQUENCE NUMBER: 001
Date/Time: 08/17/20XX 11:34

COMM TEST

COMM TEST ACCEPTED

MERCHANT COPY

Comm Test: Receipt

# EBT and WIC (Combo) Download Procedure for Broadband POS Devices

Part 2: EBT Download for Verifone Vx520 Terminal

Before starting the download process for your FIS POS devices, there are some recommended steps to gather information and make the download process easier.

Prerequisite Information before starting Download Procedures:

1. Keypad Display Reference

2. Application Needed

3. Terminal ID and Application ID for the Device

Keypad Display Reference
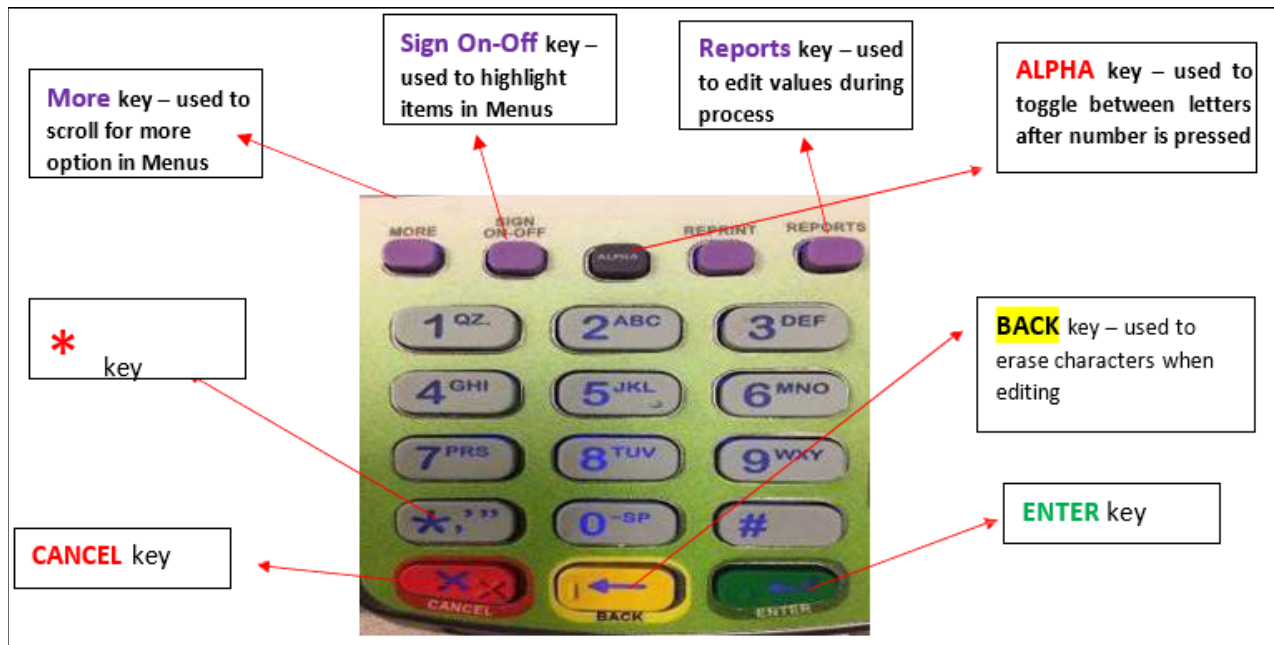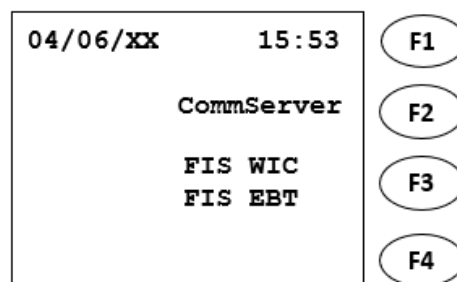

Keypad Display

Application Needed

Application: **Both FIS WIC and FIS EBT**

Download Needed:

Two separate downloads:

1. **Group ID 2 (GID2) for FIS WIC Download***

2. **Group ID 3 (GID3) for FIS EBT Download**
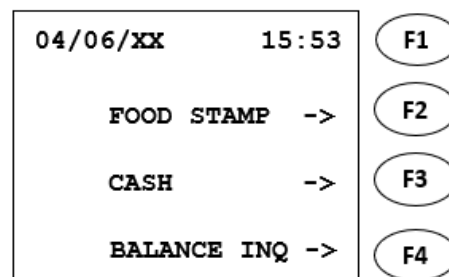
*First download (GID2) has been completed.

Application Menu: WIC and EBT

Terminal ID and Application Name

Follow the steps below to find the Terminal ID and Application Name for your device.
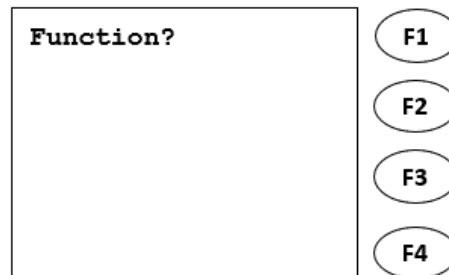
1. Start from screen with transaction options and press **Enter**.

Transaction Options: EBT

2. The terminal displays **FUNCTION?**

   Press the number **2** key and a Parameter Report should Print on a receipt.

Select Function

3. Read the receipt and make a note of the following parameter values:

   - *ZA (Application Name)
   - *ZT (Terminal ID)

   Note: The displayed receipt is for illustrative purposes. Your report will show *ZA* value with a value of *FISEBT02* and the *ZT* value with your terminal ID. What is printed on your receipt are the values you will use for your download. Only use the receipt in the documentation as an aid in finding your *ZA* and *ZT* values.

Date: 04/06/XX Time: 02:02 PM

* PARAMETER REPORT *

*GO = FISEBT01.OUT

#AUTOPP = Y

#USEIPP = N

#USEVISA = Y

#POLLID = 99

#TMODE = N

#FS = YYYY

#CASH = YYYYYY

#BALINQ = YY

#VC = YY

#MAXWDL = 500

#MAXCB = 500

#AUTODLTS = 000000000

*ZP = 1877229631

*ZA = FISEBT02

*ZR = 6

*ZX = 1

#TPDU = 4062

#PH1 = 18008425530

#PH2 = 18003916992

#PH3 = 18003915858

*ZT = XX00000001

#PREFIX = ,

#BAUD = 2400

#MEDIA = COMBO

#TERMID = 10884F

Parameter Report Receipt

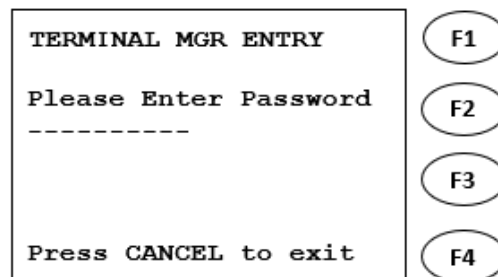## EBT Application (GID 3) Download Procedure

Follow the below steps to download the EBT application (GID 3) in the Verifone VX 520 Broadband Terminal
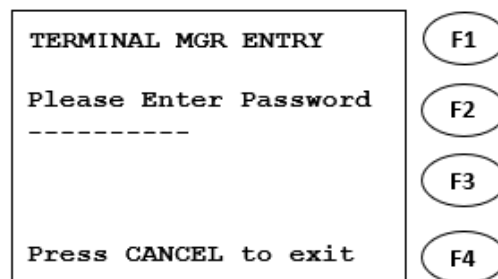
1. Starting Screen
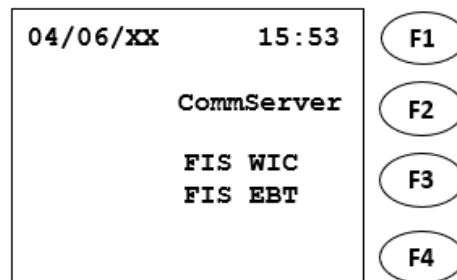
Application Menu: WIC and EBT

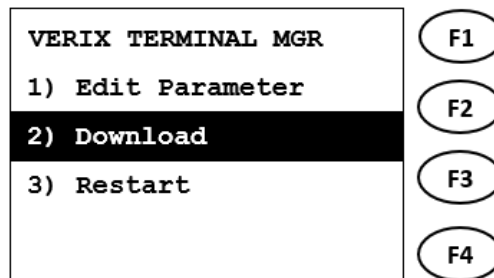2. Press **Enter** and **7** simultaneously.

Terminal Manager: Enter Password

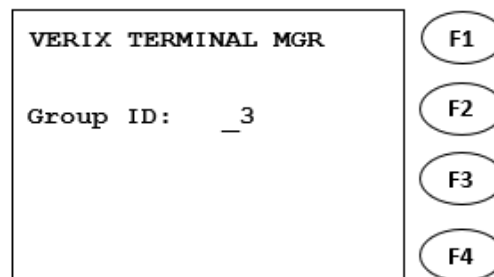3. Enter the Password (**1 ALPHA ALPHA 66831**) and press **Enter.**

Terminal Manager: Enter Password
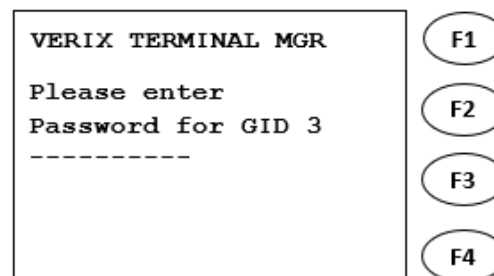
4. Select **2) Download** option.

Terminal Manager: Download Option

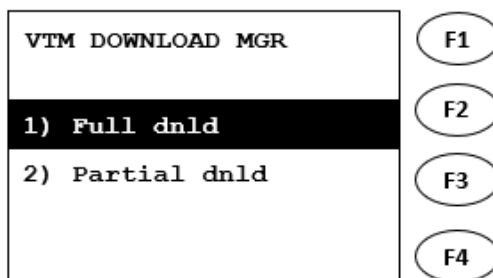5. Change Group ID to **_3** by pressing the number **3** on the keypad and press **Enter.**

Terminal Manager: Change Group ID (_3)

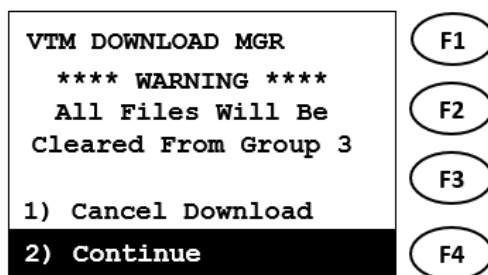6. Enter the Password (**1 ALPHA ALPHA 66831**) and press **Enter.**

Terminal Manager: Enter Group Password (_3)

7. Select **1) Full dnld** option.

Download Manager: Select Full

8. Select **2) Continue** option.

Download Manager: Select Continue (_3)

IMPORTANT: *After selecting 2, do not press the red **Cancel** button at any time during the remaining steps. At this time, the old application is cleared and the remaining steps must be followed to download the application and make it available.*

9. Press first purple key under the display (labeled **More**) to view more options.
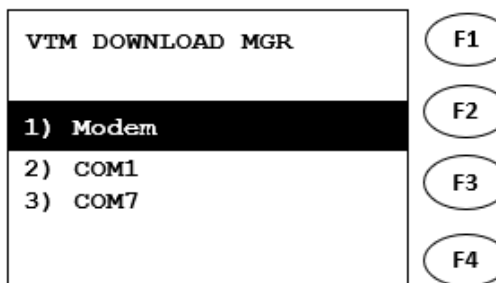
Download Manager: Press More
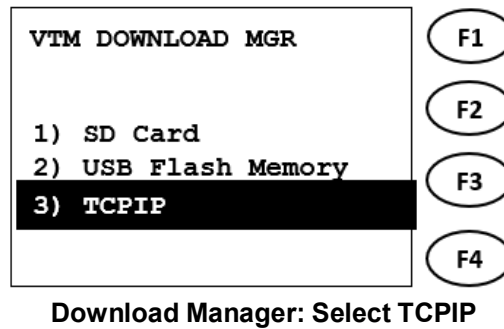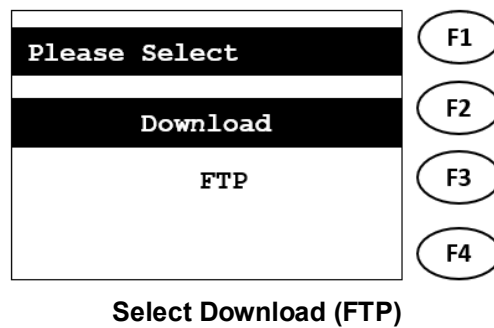
10. Select **3) TCPIP** option.

Download Manager: Select TCPIP

11. Press **Enter** on **Download.**

Select Download (FTP)

12. Select **Ethernet** by pressing the second purple key under the display (labeled **Sign On-Off**) and press **Enter.**

Comm Tech: Select Ethernet
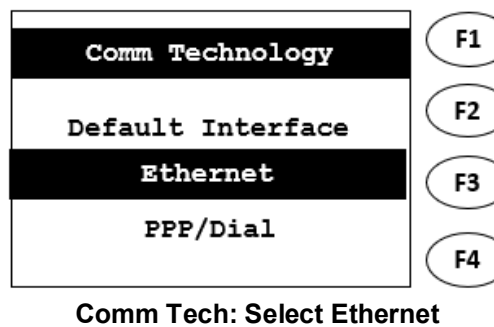
13. Press **Enter** on **Download.**

Select Download (Setup Timeouts)

14. Enter **3** in Group ID text box and press **Enter.**

Download: Select Group ID (3)

15. Enter the Password (**1 ALPHA ALPHA 66831**) and press **Enter.**

Download: Enter Group ID Password

16. Select **Full** and press **Enter.**

Download: Select Full

17. Verify **URL/Address** value matches one of the following:

- SSLGTWYD1.FNIS.COM

- SSLGTWYP1.FNIS.COM

- 67.23.53.172

Download: Verify URL
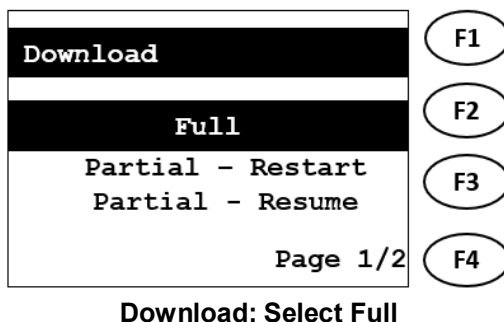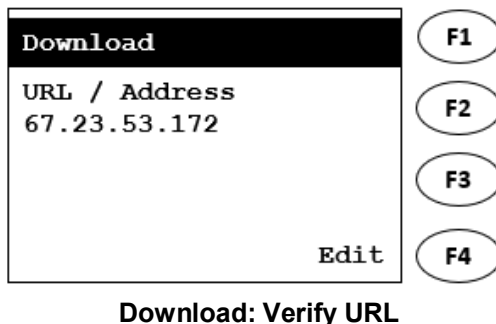
18. If the URL/Address match one of the values listed in step 17, press **Enter** and skip to step 22.

19. If the URL/Address does not match one of the step 17 values, press purple button under Edit (labeled **Reports**) to edit.

20. Press the down arrow key under the display (labeled **Sign On-Off**) to scroll down to IP address and press **Enter.**

Download: Edit IP Address

21. Enter the IP address **67.23.53.172** and press **Enter.**

    *To enter a decimal point ".", press the **#** key on the keypad.

Download: Enter IP Address

22. Verify Port value is **8013.**

Download: Verify Port

23. If the Port value matches, press **Enter** and skip to step 26.

24. If the Port value does not match **8013**, press the key under Edit (labeled **Reports**) to change the value.

25. Enter **Port** value **8013** and press **Enter.**

   *Press the yellow back-arrow to remove any unintended text.

   Download: Edit Port

26. Press **Enter** to accept **SSL False**.

   Download: SSL False

27. Press **Enter** on the screenshot given.

   *Values may differ from screenshot.

   Download: Press Enter

28. Press **Enter** on the screenshot given.

    *Values may differ from screenshot.

Download: Press Enter

29. Verify **Terminal ID** value matches the terminal information on your Parameter Report (MERCHANT TERM ID/*ZT).

Download: Terminal ID

Download: Terminal ID Receipt

30. If Terminal ID does match the values in previous step, press **Enter** and skip to step 33.

31. If the displayed Terminal ID does not match the *ZT on your printed parameter report, press the **Edit** button under the display (labeled **Reports**) to edit.

32. Use the yellow backspace key below the numeric keypad to remove unwanted characters. Next, enter the **Terminal ID**. Consult the Parameter Report for the *ZT terminal ID value. When finished, press **Enter.**

    *To enter letters, press the number containing the desired letter then press **Alpha** to scroll through the letter options

    For example, to enter E154615001 for the Terminal ID, enter the following:

    3 ALPHA ALPHA 154615001

Download: Edit Terminal ID

33. Verify Application Name value matches the following format:

    FIS EBT (SNAP) = FISEBT02

    For example, a SNAP EBT terminal will have the Application Name value as FISEBT02.

    *This is the value for the Parameter *ZA in the printed parameter report.
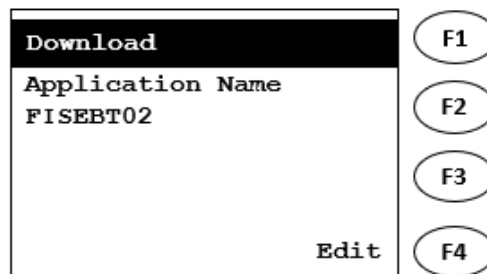
Download: Verify Application Name

34. If Application Name matches the name (*ZA value) in the previous step, press **Enter** and skip to step 37.

35. If Application Name does not match the name (*ZA value) in previous step, press the **Edit** button (labeled **Reports**) to edit.

```
┌─────────────────────┐
│ Download            │   ( F1 )
│                     │
│ Application Name    │   ( F2 )
│ FISEBT02            │
│                     │   ( F3 )
│                     │
│              Edit   │   ( F4 )
└─────────────────────┘
```

Download: Verify Application Name

36. Enter the value following the format given in step 33 and press **Enter.**

    *To enter letters, press the number containing the desired letter then press **Alpha** to scroll through the letter options.

```
┌─────────────────────┐
│ Download            │   ( F1 )
│                     │
│ Application Name    │   ( F2 )
│ FISEBT02            │
│ ┌─────────────────┐ │   ( F3 )
│ │ FISEBT02        │ │
│ └─────────────────┘ │
│ Length[1,39]        │   ( F4 )
└─────────────────────┘
```

Download: Edit Application Name

37. Press **Enter** to move past the Resumable Download screen.

```
┌─────────────────────┐
│ Download            │   ( F1 )
│                     │
│ Resumable Download  │   ( F2 )
│ False               │
│                     │   ( F3 )
│                     │
│              Edit   │   ( F4 )
└─────────────────────┘
```

Download: Resumable Download

38. Press **Enter** with screen as shown on the screenshot (**Settings Summary**).

*IMPORTANT: The Group ID listed must be **3**. If it is a value other than **3**, press the red **Cancel** button under the numeric display and repeat the download steps using **Group ID 3**.*
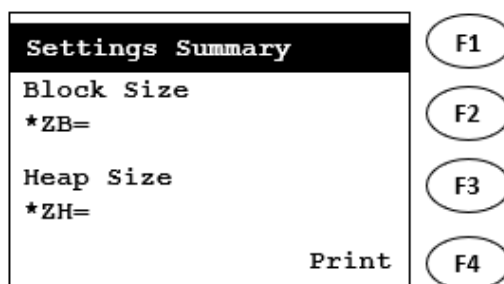
```
┌─────────────────────────┐
│ Settings Summary        │   ( F1 )
│                         │
│ Group ID 3              │   ( F2 )
│ Full                    │
│ SSLGTWYD1 FNIS.COM      │   ( F3 )
│ Port 8013               │
│ SSL  Disabled           │
│                  Print  │   ( F4 )
└─────────────────────────┘
```
Settings Summary (Screen 1)

39. Press **Enter** with screen as shown on the screenshot (**Settings Summary**).

```
┌─────────────────────────┐
│ Settings Summary        │   ( F1 )
│ Block Size              │
│ *ZB=                    │   ( F2 )
│                         │
│ Heap Size               │   ( F3 )
│ *ZH=                    │
│                  Print  │   ( F4 )
└─────────────────────────┘
```
Settings Summary (Screen 2)

40. Press **Enter** with screen as shown on the screenshot (**Settings Summary**).

```
┌─────────────────────────┐
│ Settings Summary        │   ( F1 )
│ Terminal ID             │
│ *ZT*  XX00000001        │   ( F2 )
│                         │
│ Application Name        │   ( F3 )
│ *ZA* FISEBT02           │
│                  Print  │   ( F4 )
└─────────────────────────┘
```
Settings Summary (Screen 3)

41. Press **Enter** with screen as shown on the screenshot (**Settings Summary**).

```
┌─────────────────────────────┐
│ Settings Summary            │   ( F1 )
│                             │
│ Resumable Download          │   ( F2 )
│ Resumable* false            │
│                             │   ( F3 )
│                             │
│                             │
│                  Print      │   ( F4 )
└─────────────────────────────┘
```

Settings Summary (Screen 4)

42. **Download** will appear when the terminal begins downloading.

   *The dashes on the bottom of the screen will turn to * as the download progresses.

```
┌─────────────────────────────┐
│ Download                    │   ( F1 )
│                             │
│         Please wait         │   ( F2 )
│                             │
│ ★★★────────                 │   ( F3 )
│                             │
│                             │   ( F4 )
└─────────────────────────────┘
```
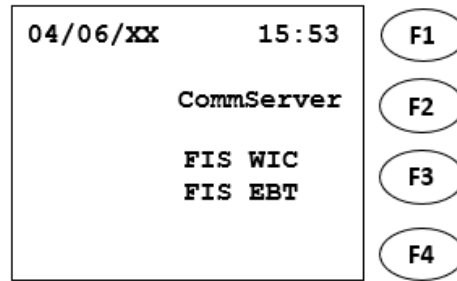
Download: In Progress

43. The terminal will automatically restart after the download completes.

   Wait until the terminal prints a configuration report. Your terminal is now ready for use.

44. After successful download, select FIS EBT.
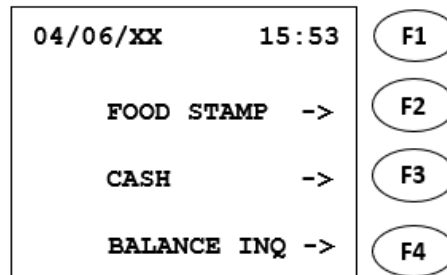
   The terminal displays, **CLOSED**. Sign-on using the **SIGN ON-OFF** purple key.

   When the EBT menu is displayed, proceed to the next step to perform a communications test.
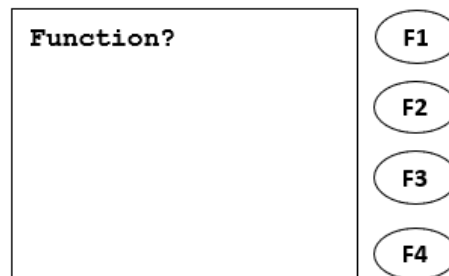
```
04/06/XX        15:53      F1

            CommServer     F2

            FIS WIC        F3
            FIS EBT
                           F4
```
Application Menu: WIC and EBT

45. From screen shown, press **Enter.**

```
04/06/XX        15:53      F1

      FOOD STAMP  ->        F2

      CASH        ->        F3

      BALANCE INQ ->        F4
```
Transaction Options: EBT

46. The terminal displays **FUNCTION?**

```
Function?                  F1

                           F2

                           F3

                           F4
```
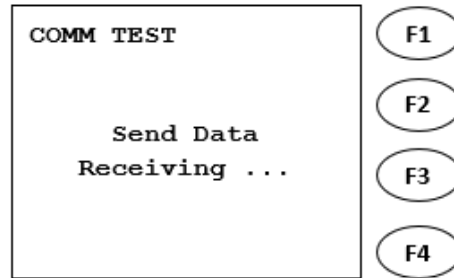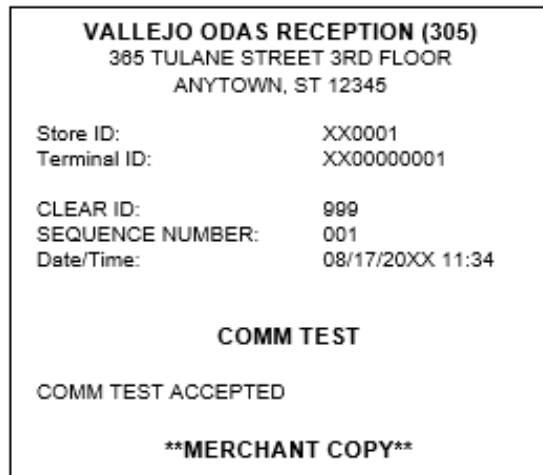Select Function

47. Press the number **8** key.

Comm Test: Send Data

48. The terminal displays **Send Data**, **Receiving**, and prints a COMM TEST ACCEPTED receipt. If the terminal stays on Receiving for a long period of time, please contact our Help Desk.

Comm Test: Receipt