

A receipt will print, similar to the following, once the software download has completed:

Please ensure that the TERM S/W version displays 01.01.08

SUNCORP BANK
SOFTWARE DOWNLOAD

TERMINAL ID 10000001
MERCHANT ID 315799424000002
TERM S/W 01.01.08
PPID 0402141392039664
DATE/TIME Oct 01, 2014 15:43

SUCCESSFUL 00

If the download is successful but the terminal freezes

VX520 countertop terminal

Turn the terminal off at the power point, wait 10 seconds and then turn back on.

If you are unable to access the power point, remove the power-cord underneath the terminal, wait 10 seconds and then turn back on.

If you are still experiencing issues, please call the Suncorp Helpdesk on 1800 836 055.

VX680 countertop terminal

Remove the black battery from the base of the terminal, wait 10 seconds and replace the battery

If the download fails, you will see this screen.

2.1	PROGRAM LOAD FAILED DOWNLOAD FAILED
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If the first download fails, please perform FUNC 96 again until the download starts. If the second download fails, please perform FUNC 96 again until the download starts. If after the 3rd attempt and the download still fails, please call the Suncorp Helpdesk on 1800 836 055.