



## **VRK Download Procedures**

**This is a document to outline the process of loading a VRK key bundle to an MX9xx. This is a secure process in which the PIN pads will not need to receive/send information over the internet. Rather, all files will be sent via secured internal network or USB Flash Drive.**

- **Process:**

1. JR's POS Depot will need to know the encryption key that is needed for this specific merchant, and the serial numbers of the devices that will be receiving the VRK key load.
2. Once the serial numbers are sent to JR's, please allow 24-72 hours for the key bundle to be provided.
3. Once the VRK file is ready for use, the key will be delivered via Microsoft OneDrive to the contact on file.
4. The key will then need to be loaded to the MX9xx PIN pads following the below procedures.

- **Page 2: IP Installation Instructions**

1. Please note that this method will only work for customers that have the MX9xx PIN pad connected through IP connectivity.

- **Page 4: USB Flash Drive Installation Instructions**

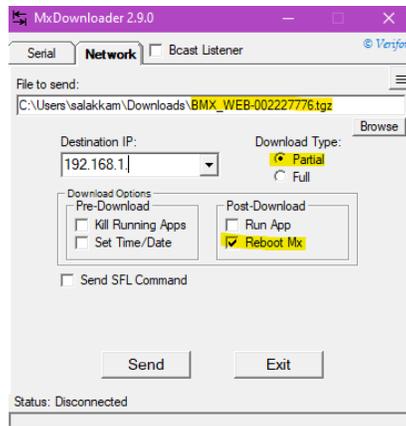
1. Please note that this method can only be used if the hardware requirements allow for it. The cable or IO Module being used to connect the MX9xx PIN pad will need to have a USB port that allows a USB Flash Drive to be inserted and read by the MX9xx device. The flash drive must be formatted to the FAT32 file system type.

- **Page 5: Checking Encryption (QC Step)**

1. This procedure is for customers who would like to check to ensure that the key was loaded and installed properly.

- **IP Download Steps:**

1. A folder containing the required software and VRK file will be sent to the specified contact via Microsoft OneDrive.
2. Once the folder has been downloaded, please open this folder and run the “MxDownloader\_2.9.0\_Setup.exe” file.
  - This will install the MXDownloader from Verifone to your computer.
  - Please leave all the default settings the same during the installation process.
3. Once the MXDownloader has finished installing, please run the program and click on the “Network” tab at the top.
4. Now, click the “Browse” button under the “file to send” section.
  - Please navigate to the downloaded folder that you received from OneDrive and select the BMX VRK file.
5. Please make sure your MXDownloader application matches the highlighted areas in the image below.



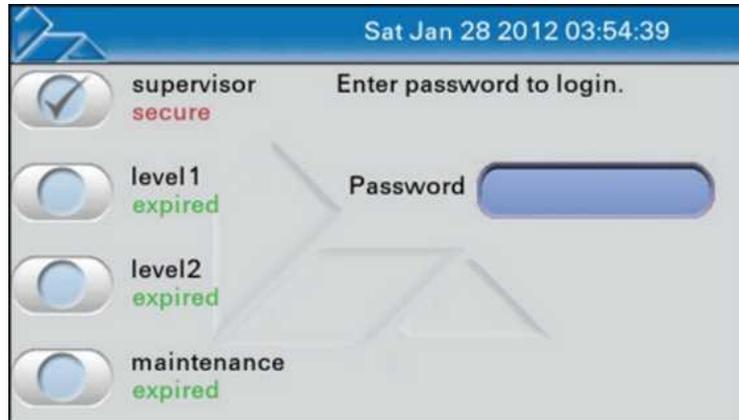
6. Now you will need to get the IP addresses of the PIN pads that you would like to push the VRK file to. To do so, please continue to follow the steps below.
7. Find the PIN pad(s) that you would like to push this VRK file to and press the 1, 5, and 9 buttons on the keypad simultaneously for 2 seconds.
  - Once the device displays the login menu (see below), enter password 166832 and press enter.



8. This will bring you to the admin menu.
9. Once in the admin menu, please select the following tabs in order seen below...
  - Transfer > Netloader
10. Once Netloader is selected, the device will display an IP Address on the screen. Please make note of this IP address as we will need to enter it into the MXDownloader application.
  - PLEASE LEAVE THE PIN PAD ON THE NETLOADER SCREEN WITH IP ADDRESS SHOWING.
11. Please go back to the MXDownloader application on your computer and enter the IP address in the “Destination IP” section and hit send.
12. Once you hit send, the file will be sent to the PIN pad, and after the install process, the PIN pad will restart.
13. The process is now done, and you have successfully installed a new encryption key to your device.
  - If you would like to confirm that the key file was sent/installed successfully, please see “Checking Encryption Key” instructions on the last page of this document.

- **USB Flash Drive Load Steps:**

1. Please load the provided VRK file onto a USB flash drive.
  - Note: USB Flash Drive must be formatted as FAT32 file system
2. Once you have the file loaded to the flash drive, please insert the flash drive to the USB port either on the IO Module or Cable brick.
3. On the PIN pad press the 1, 5, and 9 buttons on the keypad simultaneously for 2 seconds.
  - Once the device displays the login menu (see below), enter password 166832 and press enter.



4. This will bring you to the admin menu.
5. Once in the admin menu, please select the following tabs in order seen below...
  - Transfer > USB/SD Memory
6. The device will take a second to read the flash drive. Once the flash drive is read, please click on it and select the BMX VRK file and hit send.
7. Once you see that the file has installed successfully, you have two options...
  - Option1: Reboot the device and the process is complete.
  - Option2: Follow the "Checking Encryption Key" instructions on the last page of this document to ensure the key was loaded properly.

- **Checking Encryption Key:**

1. Press the 1, 5, and 9 buttons on the keypad simultaneously for 2 seconds.
2. Once the device displays the login menu (seen below), enter password 166832.



3. This will bring you to the admin menu.
4. Once in the admin menu, select the “Security” tab
5. Now select the “Key Status” tab
6. From here, select the “DUKPT” tab
7. From this screen you can either take an image of the screen or write down the value that you see in Slot 0.
8. Send the image or written value to [deployment@jrposdepot.com](mailto:deployment@jrposdepot.com) and we will let you know if the value is correct based upon what key was ordered.

If at any point you have questions or concerns, please contact our Technical Support Department at one of the contact options below...

Email: [Deployment@jrposdepot.com](mailto:Deployment@jrposdepot.com)

Phone: (877) 999-7374 Option 6