

# Verifone 525 final fix instructions

1. At the idle screen press the '\*' key (above the red X key)



2. Press the '1' key



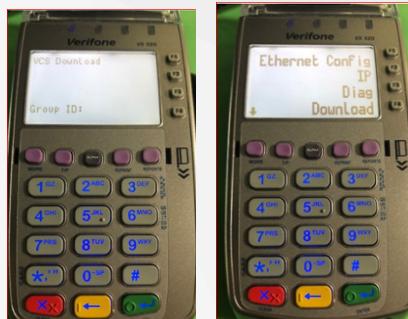
3. Press the far right purple key



4. Press the F4 key, download



5. Enter 1 and press green enter key



6. Press the F1 key, Multi



7. Press the F1 key, Full



8. Press the F1 key, TCPIP



9. Validate that:

- **\*ZN=204.14.**
- **124.101:8013**
- **\*ZA=MA**



10. Press F4 start



For more information, visit <https://www.vfne.co/incident-525-faq> or email [terminalsupport.PA@ncr.com](mailto:terminalsupport.PA@ncr.com)

Verifone experienced an issue in May 2019. They have worked to fix this issue over the past year and the final fix for payment terminals affected by Incident 525 must be updated by April 30, 2020, to avoid re-entering a reboot loop.

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