Troubleshooting VeriFone MX915 issues

- 1. First, verify that both the MX915 driver and MxDownloader application have been installed:
 - a. Click Start
 - b. Click Control Panel
 - c. Under Programs and Features, click Uninstall a program
 - d. The two entries you should see are **VeriFone MxDownloader** and **VeriFone USB Driver Installer**:

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	Control Panel Home	anel Home Uninstall or change a program						
	View installed updates	To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.						
8	Turn Windows features on or off	Organize 👻			8= 🕶 🔟 🔞			
	network	Name	Publisher	Installed On	Size	Version	^	
		VeriFone MxDownloader VeriFone USB Driver Installer Visual Studio 2010 Prerequisites - English Wallpapr	VeriFone, Inc. VeriFone Microsoft Corporation Codeplex	5/13/2015 5/13/2015 4/24/2015 6/9/2015	5.80 MB 1.87 MB 23.5 MB 448 KB	3.5.1 10.0.40219 1.7.0	~	
		Currently installed programs Total size: 6.76 GB 80 programs installed						

- e. If either of these entries are not listed, ensure you install the driver and MxDownloader. These steps are available at <u>http://iqmetrix.helpdocsonline.com/verifone-mx915</u>
- 2. Second, verify the device's settings in Device Manager:
 - a. Click Start
 - b. Search for Device Manager
 - c. Select Device Manager from the search results
 - d. Expand Ports (COM & LPT)
 - e. Double-click on Mx800 Family POS Terminal
 - f. Click Port Settings

- g. Verify the various settings match with the following:
 - i. Bits per second: 115200
 - ii. Data bits: 8
 - iii. Parity: None
 - iv. Stop bits: 1
 - v. Flow control: None

A	Device Manager – 🗆 🗙					
File Action View Help						
 ALEXJ-W520-W8 Audio inputs and outputs Batteries Biometric devices Computer Disk drives Display adapters DVD/CD-ROM drives DVD/CD-ROM drives Human Interface Devices IDE ATA/ATAPI controllers IEEE 1394 host controllers IEEE 1394 host controllers Imaging devices Keyboards Mice and other pointing devices Modems Motiors Network adapters Other devices Det System Device PCI Serial Port Print queues Processors Sensors 	Mx800 Family POS Terminal (COM5) Properties General Port Settings Diver Details Eits per second: 115200 Data bits: 8 Parity: None Stop bits: 1 Flow control: None Advanced Restore Defaults					

- h. If the settings don't match, change them and click **OK**
- i. Make note of the (COM#) number that's at the end of **Mx800 Family POS Terminal**. You will need this later.
- 3. Now, ensure RQ's settings are matching:
 - a. Click Settings
 - b. Click Workstation Settings at the top of the window

- c. On the left-hand side, expand Payment Devices
 - i. Click VeriFone MX915
 - ii. Click Pin Pad tab
 - iii. Ensure the settings here match with what you have entered previously into **Device Manager**
 - iv. Click the **Enable** circle in the top-right corner of the settings window (click in will but a checkmark into the circle, and Enable will change to Enabled
 - v. Click Save
 - vi. Click Details tab
 - vii. Click Test button beside Test Device
 - viii. The MX915 should now ask you for a signature. Scribble something on the device and click **Done**
 - ix. In RQ, you should see the scribble. Click Confirm



d. On the left-hand side, Expand Payment Integration

- i. Click on your payment processor (should show a green checkmark next to it)
- ii. Click Payment Systems tab
- iii. Ensure that Swipe Device is set to VeriFone MX915
- iv. Click Pin Pad tab
- v. Ensure settings here match with the settings you entered back in **Device** Manager
- vi. Click Save
- vii. Click the Test button below Parity. You should get the following message



You're all set!