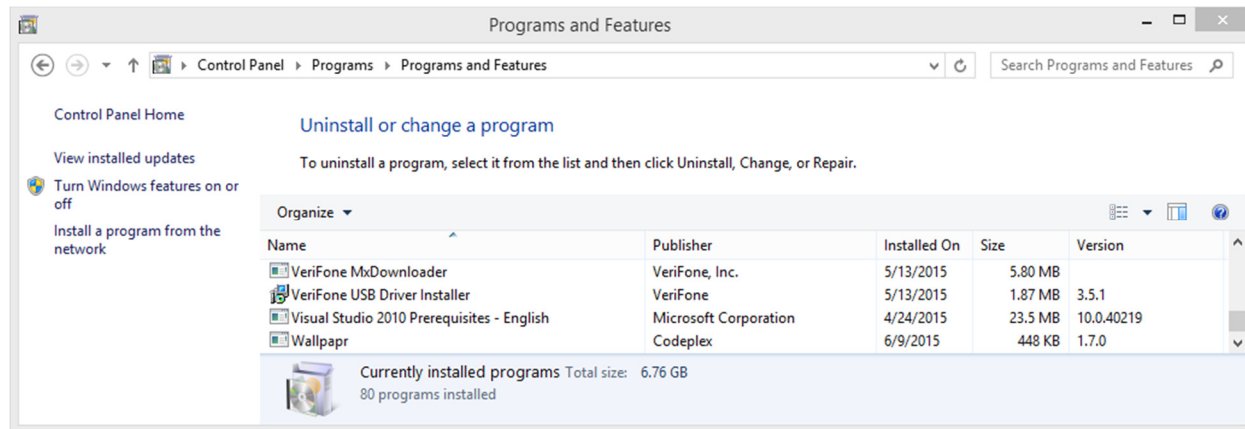


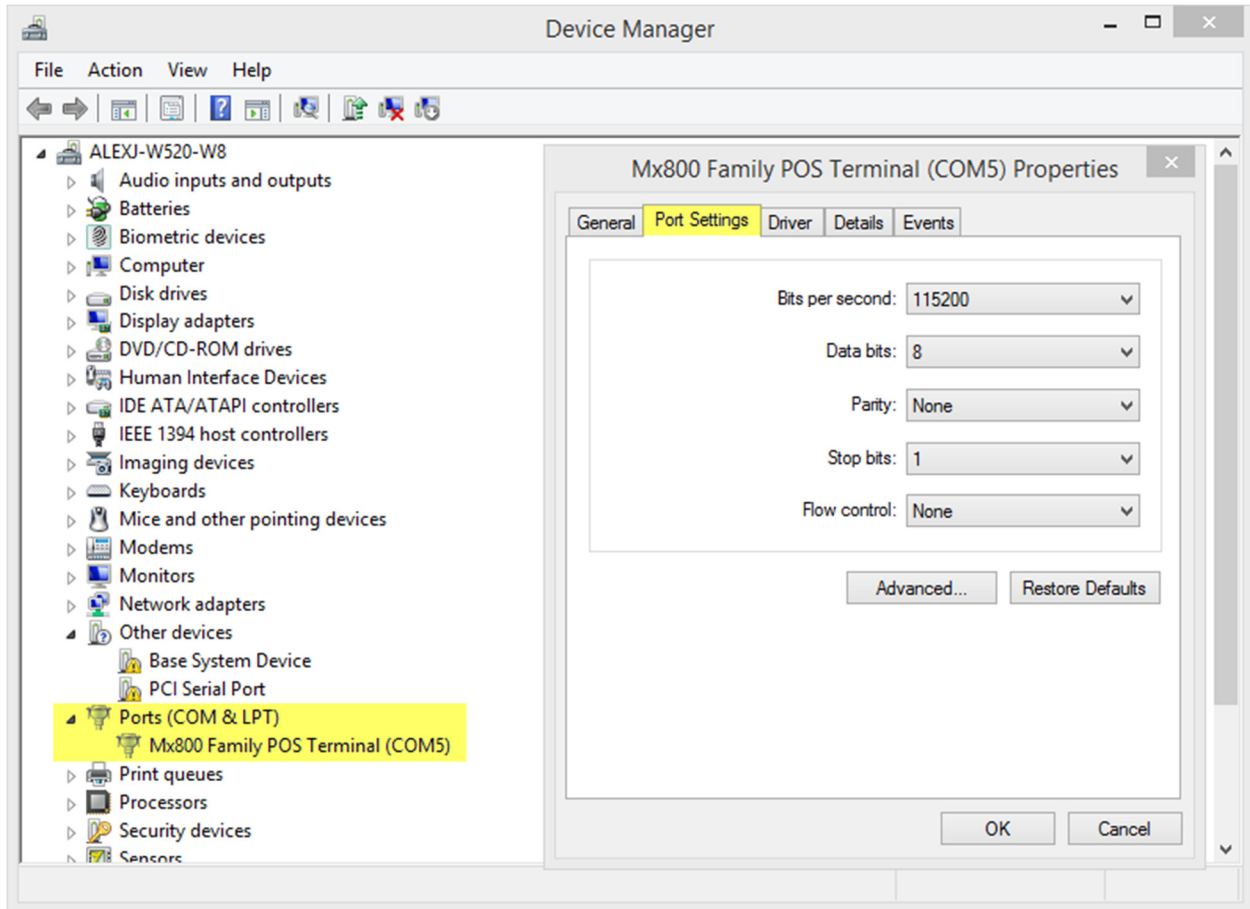
Troubleshooting VeriFone MX915 issues

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**:



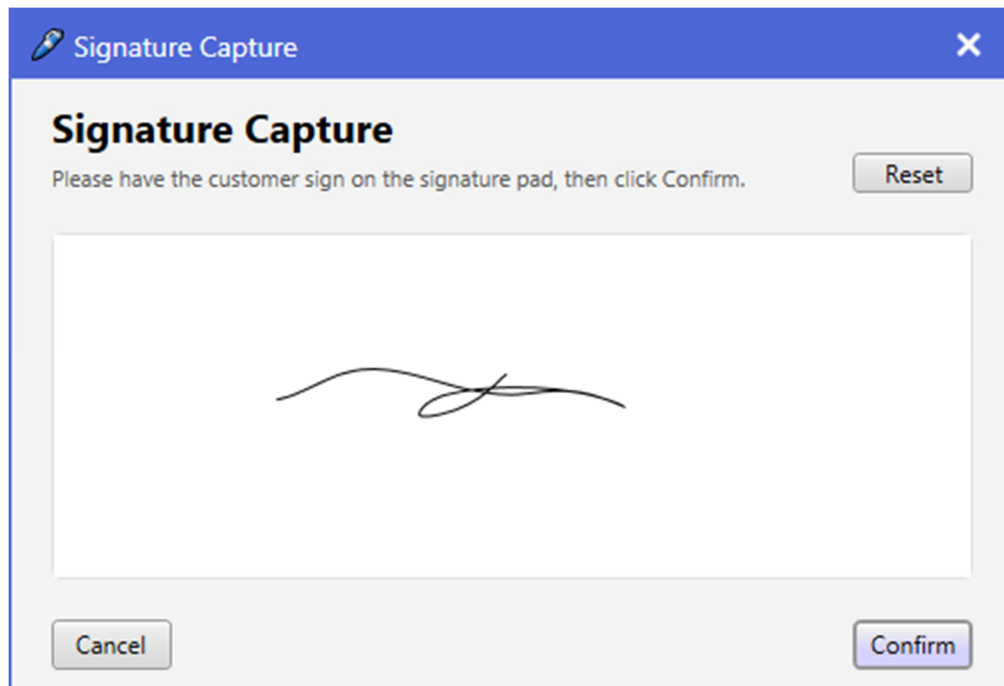
- e. If either of these entries are not listed, ensure you install the driver and MxDownloader. These steps are available at <http://iqmetrix.helpdocsonline.com/verifone-mx915>
2. Second, verify the device's settings in Device Manager:
 - a. Click **Start**
 - b. Search for **Device Manager**
 - c. Select **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



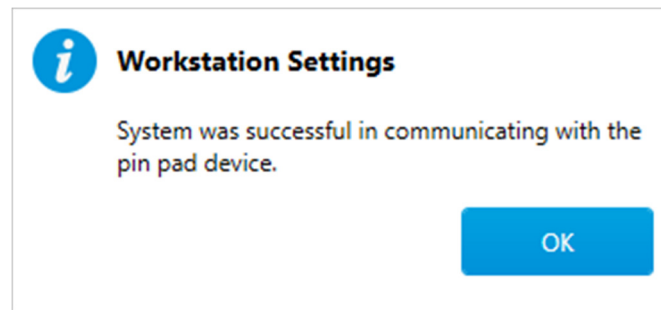
- h. If the settings don't match, change them and click **OK**
 - i. Make note of the (COM#) number that's at the end of **Mx800 Family POS Terminal**. You will need this later.
3. **Now, ensure RQ's settings are matching:**
- a. Click **Settings**
 - b. Click **Workstation Settings** at the top of the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