

MAC Key Reset Instructions

CASTLES

Castles Saturn

1. From the Sale screen, press the back arrow in the top left corner to go to the Welcome screen.
2. Select Others.
3. Select More TXN.
4. Select Logon.
5. Select the Lloyds from the list.
6. Terminal should display "Transaction Online - Approved" to indicate a successful logon, then return to the Sale screen and able to take transactions again.

Castles Vega

1. From the enter amount screen, Select F4
2. Type in 78 and press enter
3. Enter your password (default is 0000 if you haven't changed it)
4. Select Lloyds from the list.
5. Select Delete
6. Selected Ok to log on
7. This will now show a confirmation of this connection log on (INIT COMPLETE)
8. This will now be ready to make transactions

SPIRE

All devices

1. From the main screen press the square button to access the menu
2. Press the arrow to the right to access the function option
3. Once you have selected function Enter function code 78
4. This will now prompt you to enter the password (default password is 0000)
5. Next you will be able to choose the acquire you wish to reset
6. On this screen you will need to choose "delete" not reset
7. Once the MAC Reset has been completed you will see a receipt showing any stored transactions
8. The terminal will now show you the logon screen – you can now log on as usual

INGENICO

Ingenico Move/Desk 350

1. Press the menu button twice and enter "Application menu"
2. Once you are in the Application menu select the admin option
3. In the admin menu you will find the option for Reset MAC Key enter on the green button once this is highlighted
4. The terminal will now prompt for your Supervisor Password
5. Once you have entered on your supervisor password you will be asked to select the acquirer you wish to reset
6. Once the MAC Reset has been completed you will see a receipt showing any stored transactions
7. Your terminal will now return to the "ready screen"
8. Press the menu button twice to get to Supervisor menu
9. Enter your supervisor code and then select Helpdesk Menu
10. Once you are in the Helpdesk Menu choose the option for Select Function
11. Then Enter the function code 75 and press the green button
12. On this screen you will be asked to logon the acquirer for the MAC Reset you have completed; you will need to press the yellow skip button if you need to move onto the next acquire option
13. The terminal will now connect and complete the logon, you will see the INIT COMPLETE on TAS at this step.

Ingenico IWL/ICT

1. From the READY screen press the MENU button twice
2. Select the option for Select Function
3. This will now prompt for you to enter your supervisor code or swipe your supervisor card
4. Enter the function code 32
5. This will show the acquirer on the screen if this is the correct acquirer press green button for yes or yellow clear button for the next option
6. Once you have chosen the correct acquirer and reset the MAC Key you will return to the Ready screen.
7. From the READY screen press the MENU button twice
8. Select the option for Select Function
9. This will now prompt for you to enter your supervisor code or swipe your supervisor card
10. Enter the function code 75
11. You will now need to select the acquirer of the MAC Key have reset, and press enter (green button)
12. The terminal will now show
13. Once the terminal has connected your terminal will print a receipt showing
14. Card types accepted and list the card you are now able to take payments

VERIFONE

Verifone V240

Press the * button on the device or tap the acquiring name then this will take you straight to the main menu.

1. On the bottom right of the screen you will need to press the down arrow to reach page 2 of the main menu this will take you to administration.
2. Enter the password 40415 and press enter
3. Once you have selected Reset MAC you will need to select the acquirer you need to Reset.
4. Select the acquirer you need, and press Enter you will then be asked "are you sure?"
5. Once the reset MAC has been completed your terminal will print a receipt showing if there are any stored transactions
6. Cancel back to the main menu using red or yellow button.
7. Once in the main menu, use the arrow on the bottom right of the screen or button below the screen to access main menu 2/2
8. Press enter on supervisor and use password 1234 then press enter.
9. Once you are in supervisor select logon and press enter
10. Now you will choose the acquire you have Reset the Mac for press enter

Verifone V200

Press the * button on the bottom left on the device to access back to the main menu.

1. On the bottom right of the screen you will need to press the down arrow to reach page 2 of the main menu this will take you to administration.
2. Enter the password 40415 and press enter
3. Once you have selected Reset MAC you will need to select the acquirer you need to Reset.
4. Select the acquirer you need, and press Enter you will then be asked "are you sure?"
5. Once the reset MAC has been completed your terminal will print a receipt showing if there are any stored transactions
6. Cancel back to the main menu using red or yellow button.
7. Once in the main menu, use the arrow on the bottom right of the screen or button below the screen to access main menu 2/2
8. Press enter on supervisor and use password 1234 then press enter.
9. Once you are in supervisor select logon and press enter
10. Now you will choose the acquirer you have Reset the Mac for press enter

Verifone VX520

1. From the sale screen, using the purple buttons along the bottom of the screen press the far left purple button until you see supervisor
2. Select supervisor by pressing the corresponding F button to the right of the screen
3. The terminal will now prompt for a password please enter 999999
4. Now scroll down again using the purple buttons along the bottom of the screen
5. Once you see RESET MAC press the corresponding F button to the right of the screen.
6. The terminal will now display the acquires you can reset the MAC for, once you can see the correct acquire use the F buttons to the right of the screen to select
7. Press enter and the terminal will display "RESET MAC are you sure? "
8. Press green button to Enter
9. Once the MAC Reset has been completed you will see a receipt showing any stored transactions
10. The terminal should now be displaying the sale screen
11. At the bottom of the screen on the right you should see the word LOG please press the last purple button on the right to access this function
12. Once you have pressed the button it will ask for a password 999999
13. The terminal will now show connecting
14. Once complete the terminal will print out a receipt to show "Your terminal has been successfully configured and is now ready to process transactions"

Verifone VX680

1. From the sale screen press the down arrow in the bottom left corner of the screen
2. This will bring up the option for supervisor
3. Tap into supervisor and use password 999999 then press the green button
4. This will then show you the menu with RESET MAC
5. Enter when RESET MAC is highlighted or tap with your finger
6. You will now have the option to choose the acquirer
7. Once you have tapped on the desired acquire your terminal will prompt "RESET MAC are you sure?" press enter on this
8. Once the MAC Reset has been completed you will see a receipt showing any stored transactions
9. From the sale screen you should see the word LOG in the bottom right corner of the screen
10. Tap the word LOG and enter password 999999
11. The terminal will now log on to all acquires and print a receipt showing "Your terminal has been successfully configured and is now ready to process transactions"