

Upgrading Existing Merchants Using Dejavoo HW With EMV Software

Step 1. It is necessary to rebuild your merchants TPN file with the certified EMV software. EMV Software Templates are easily identified with “EMV” in the name. Always use the latest released template.
 (le: Cr/Dbt_Host_EMV_20151023 - This shows this template is EMV and released Oct 23, 2015)

During this time, when rebuilding the merchant TPN to upgrade to the EMV applications we suggest you take advantage of a 60 day free trial of our DeNovo Managed Services, which includes: Call Me Feature, Transaction Upload, Batch Notification, Risk Notification, Merchant Portal Access, Autoload feature, and more. After clicking on “Save Terminal” you will have an opportunity to flag on any or all of these features free, cancel at any time before the end of your free trial period.

Step 2. After the terminal profile (TPN) has been rebuilt using the EMV certified template the software must now be downloaded into the Dejavoo terminal. Find the Dejavoo hardware model and download method in the chart below for download options and recommendations.

- Downloading via USB is always an option, you can always ship your merchants their new TPN EMV Software file loaded on a USB key, however to save you time and resources and for your convenience Dejavoo provides a couple of different options:
 - You rebuild the files, send us a list of TPNs – we load the file on to our USB mounted on the USB dongle and Ship to your merchants. (\$19.00 + Shipping)
 - We rebuild your TPN files for you to the new EMV software, load the file on to our USB mounted on the USB dongle and ship to your merchants. (\$29.00 + Shipping)

EMV UPGRADE DOWNLOAD CHART:

HW Type	Modem	IP	GPRS	USB
V5S Dial Only	Dial downloads are available, however due to the increased size of the download file an update via modem will take an extensive amount of time, which when transferring data via Modem always increases the risk of interruption and failure. This option is not recommended.	N/A	N/A	It is recommended to send a USB with the software file loaded and shipped to your merchant.

HW Type	Modem	IP	GPRS	USB
V8S Dual Comm	Dial downloads are available , however due to the increased size of the download file an update via modem will take an extensive amount of time, which when transferring data via Modem always increases the risk of interruption and failure. This option is NOT recommended.	<p>Because the V8S is a Dual Comm terminal it is recommended that the download be done using an IP connection.</p> <p>If no IP connection is available sending the merchant a USB to update the software using the terminals USB port is always also an option.</p>	N/A	It is always an option to send a USB with software loaded shipped to your merchant.
V9S/V9S+ 3G GPRS	N/A	<p>If merchant is using a V9S/V9S+ docking station it is recommended that the download be done using an IP connection.</p> <p>With GPRS Units there are 2 files that will need to be downloaded the firmware and then the TPN. See Chart Below for Firmware TPN.</p> <p>If no docking station is being used then IP download is N/A for the V9S/V9S+</p>	N/A due to the file size which will absorb the data plan	<p>Send a USB with software loaded and ship to your merchant.</p> <p>With V9S/V9S+ GPRS Units there are 2 files that will need to be downloaded the firmware and then the rebuilt EMV TPN.</p> <p>See Chart below for Firmware TPN.</p>
Z8 & Z11 Dual Comm & with WiFi	Dial download is available however IP option is faster	<p>IP Download is available and quicker than downloading via Modem.</p> <p>If using WiFi enabled model can download via IP through the WiFi as well.</p>	N/A	Always an option to send a USB with software loaded and ship to your merchant.
Z9 3G GPRS & with WiFi	<p>If using a Z9 Docking station a dial download is available however IP option is faster.</p> <p>If no docking station is being used then dial download is N/A for the Z9 3G GPRS</p>	<p>If merchant is using a Z9S docking station it is recommended that the download be done using an IP connection.</p> <p>In no docking station is being used then IP download is N/A for the Z9 3G GPRS</p> <p>If using WiFi enabled model can download via IP through the WiFi as well.</p>	N/A due to the file size which will absorb the data plan	Send a USB with software loaded and ship to your merchant.
Z3/Z6 PIN Pads	N/A	IP Download is available	N/A	Always an option to send a USB with software loaded and ship to your merchant.

Dejavoo V9S/V9S PLUS Firmware TPN

TERMINAL	FIRMWARE TPN FOR V9S/V9S PLUS ONLY
All UNLOCKED V9S/V9S PLUS Terminals	2015082501

For Digitally Signed (LOCKED) terminals please contact Dejavoo for the appropriate Firmware TPN for the V9S/V9S Plus by calling us at 1 (877) 358-6797 option #2

** **Important** * Please note when upgrading a V9S/V9S Plus GPRS Wireless Terminal the Firmware needs to be updated first after the firmware file is downloaded then the merchant TPN can be downloaded. **Reminder:** Downloading via GPRS is NOT Recommended due to the file size, download should be completed via IP through a docking station or via USB. (See previous page)*