



Verifone® REMOTE SOFTWARE DELIVERY (VRSD) IMPLEMENTATION

VRSD or Verifone Remote Software Delivery is a cloud-based software upgrade utility for your Site Controller Commander, Points of Sale (POS), and PIN Pads. You are receiving this notice because you are currently not connected to the VRSD cloud. This document will highlight some of the benefits of using VRSD, common questions, and how to configure your site for VRSD.

WHAT ARE THE BENEFITS OF USING VRSD?

- It can eliminate the need for Verifone Authorized Service Contractors (VASCs) to visit the site to upgrade the system manually, saving money and time waiting for the VASC to arrive.
- It ensures that the latest security updates are installed at the site, including those required for compliance, for the customer's and the operator's peace of mind.
- It ensures Verifone's latest features and enhancements are made available to the site.
- It automatically backs up current configurations for the site and restores them when the upgrade is complete.

HOW DOES IT WORK?

Staging the Software

- When an updated version of the software installed on your system is released, it will automatically be made available for download from the cloud.
- Your system periodically communicates with the cloud to check for software updates.
- If one is available, the software will automatically download to the POS.
- Site employees with sufficient security access may also initiate software downloads from any POS at any time, CSR Functions Maintenance menu.

Applying the Software

- Once the software is downloaded, a message will appear on the POS stating a "Software Update is Available."
- Site employees with sufficient security access may apply the upgrade to the site when convenient, using the CSR Functions Maintenance menu.

NOTE: Be sure to read and perform all instructions printed from the POS before applying the upgrade.

WHAT YOU SHOULD DO TO ENABLE VRSD?

Contact Verifone's Helpdesk and ask for support in setting up VRSD. Listed below are several different methods of contacting Verifone's Helpdesk.

Chat

1. Using your web-browser of choice, navigate to <https://support.verifone.com>.
2. From the homepage, locate the **Chat with Support** icon in the lower right-hand corner.
3. Fill out any necessary information and click **Start Chatting** to connect with a Helpdesk Agent.
4. Have your **7-digit service ID** ready.

Phone

1. Dial 1-888-777-1891 for Chevron dedicated line from any phone.
2. You will need your **7-digit service ID** before connecting with a Helpdesk Agent.

NOTE: The SERVICE ID is not the station's facility number and is required by Verifone to locate the site in their system.

To locate the station's SERVICE ID:

1. From the POS, go to CSR Func > Maintenance Menu > Check for VRSD Updates. This is where the SERVICE ID will be listed.

WHERE CAN I FIND MORE INFORMATION ABOUT VRSD?

Using your web-browser of choice, navigate to <https://support.verifone.com>. Navigate to **Technical Support > Support Articles > Petro & Convenience > Products and Services > Software Updates (VRSD)** for more documentation. This section includes information regarding "How to Identify Your Software Version" and "How to Request a Remote Software Upgrade."