



VRSD FAQ

# **Verifone<sup>®</sup>**

## **Training Services**



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### Document Revision History

Revision Version	Revision Date	Author	Description
1.0	05/01/2012	Training	Original document
1.1	06/06/2018	CrystalP2	Updated branding
1.2	01/31/2019	CrystalP2	Update
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## VERIFONE REMOTE SOFTWARE DELIVERY

### VERIFONE REMOTE SOFTWARE DELIVERY (VRSD) IS NOW AVAILABLE

**Verifone POS customers can now receive important software updates to their systems quicker and easier with VRSD.**

VRSD is provided via two unique features, Remote Delivery Framework and Self Service upgrade. The Remote Delivery Framework delivers the Verifone software packages to each site via broadband connection. The Self Service Upgrade is an unassisted download of new software updates performed at each site.

Verifone Remote Software Delivery eliminates the need for site visits and manual software upgrades via CD or USB. Now, with VRSD sites can receive updates sooner, easier, and more frequently with the unassisted Self Service Upgrade feature.

Self Service Upgrade is an exclusive feature of VRSD which allows software packages that have been remotely delivered to each site, to be installed easily by anyone at the site. The upgrade can be performed at a time that works best for the site manager so minimal disruption to the business will occur. The flexibility and ease of performing Self Service Upgrades allows for a more convenient way to stay up to date with software packages.

### HOW THE PROCESS WORKS

A site must have the correct hardware/software installed at their site to be eligible to receive software updates via VRSD. A Verifone Authorized Service Contractor (VASC) will be required to visit the site to perform the configuration of the VRSD service. Once a site is configured:

1. A site will communicate with Verifone via **support.Verifone.com** and request a software update from the Verifone Help Desk
2. Once verified as an eligible site, Verifone will push the update to the site, a notification will appear on the Verifone POS at the site indicating a software update is available for install
3. The Self Service Upgrade is initiated from the POS when the site chooses
4. From initiation of upgrade it will take around 90 minutes for the upgrade to happen, during which the site is not operational.

## FREQUENTLY ASKED QUESTIONS

### 1. What is the difference between Remote Delivery Framework and Self Service Upgrade?

Remote Delivery Framework and Self Service Upgrade are the two features of a remote software delivery. The Remote Delivery Framework is the “rails” or connection required which will send the upgrade to the site. It is the communication from the site to Verifone.

Self Service Upgrade is the feature that allows a site to perform the available download unassisted at their leisure without a site visit from a technician. This is done at the POS and requires the site to be non-operational during the upgrade.

### 2. What are the site requirements to become eligible for VRSD?

- To qualify to receive the new VRSD service, each site **must** meet the following list of requirements:

**Note: VASCs are always required to setup VRSD at the time of software installation.**

- For Commander sites, the site’s Service ID is entered during the software installation of the site controller; no other software installation is required.
- For Sapphire sites, V950 needs to be installed & configured – site Service ID should be configured on the overlay using a tool released by Verifone.
- Site needs a broadband connection (store router and ISP network need to be properly configured to allow access to the Verifone download server).
- Current active Annual Software Maintenance contract.

### 3. Where can I go for customer support or additional questions regarding Verifone Remote Software Delivery?

All additional reference material related to VRSD as well as contact support can be found at <http://support.Verifone.com>.