Petro Vend® PV300E™ Reference Manual
Maintenance Mode

Part Number: M1024

Revision: 2

PV300E

IMPORTANT: Before you use this manual, make sure you have the most recent revision. Look at the revision of this document to make sure it agrees with the most current revision found in the FMS Technical Library. Download the latest revision if necessary.

All references to other manuals and instructions in this manual can be found in the FMS Technical Library. Make sure you have the most recent revision.

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Section 1 Maintenance Mode

NOTICE: When maintenance work must be done inside the terminal you must do the procedure below to put the terminal in Maintenance Mode. If you do not obey these instructions, a BREACH can be caused that can erase the SPM and SVM security keys.

NOTE: It will be necessary to have the **DFS Unlock** mobile application installed on a mobile device to do this procedure. The app is available for Apple iOS 9.0 and later and Android 5.0 and later. Other devices are not supported.

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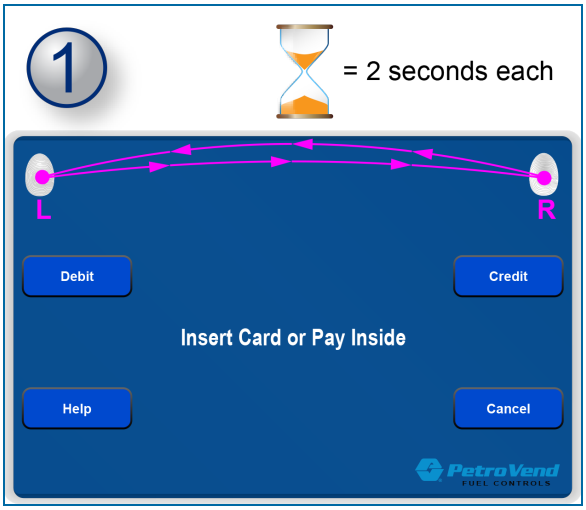
1.1 Preparation

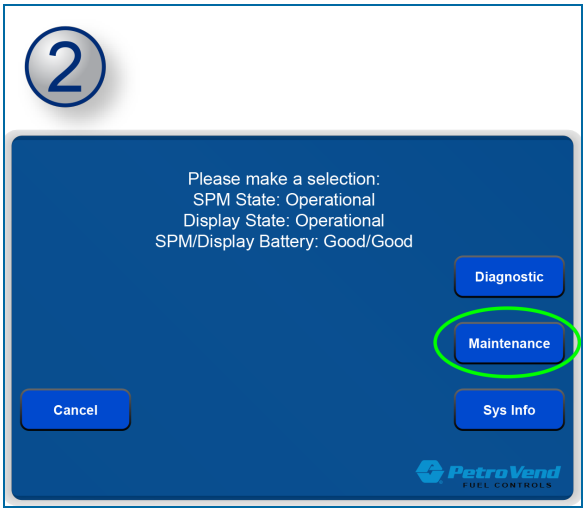
The SPM and SVM components will be in one of four (4) states that will be shown on the screen:

- **Initial/Waiting for Install**: In this state when shipped from the factory.
- **Operational**: Secure components are operating normally. Once the configuration and diagnostic test are completed at startup, system is placed in operation via the maintenance mode.
- **Device Removal**: Component has not been breached but has been slightly moved types, DUKPT.
- **Breach**: The SPM or SVM security keys have been erased due to the component being tampered with. Component should be returned to the factory.

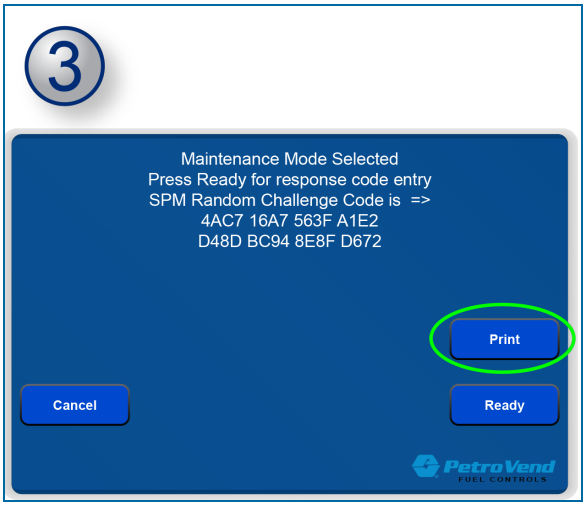
To put the unit in Maintenance Mode:



1. Touch the idle touchscreen in the upper left corner, then the right corner and back to the left corner (refer to the illustration above). You will have two (2) seconds between touches before the screen times out.



2. In the selection screen, select **Maintenance**.



3. On the "Maintenance Mode Selected" screen, select **Print** to print the *Challenge Code* you see on the screen.

NOTE: The next steps will take approximately 30 minutes. You must have a username and password to enter the DFS Extranet.

1.2 DFS Unlock Application

The section that follows is to be used by approved technicians and ASOs

Download the free DFS Unlock mobile app to your device. Use a download store applicable to your device.

1.2.1 Device OS Support

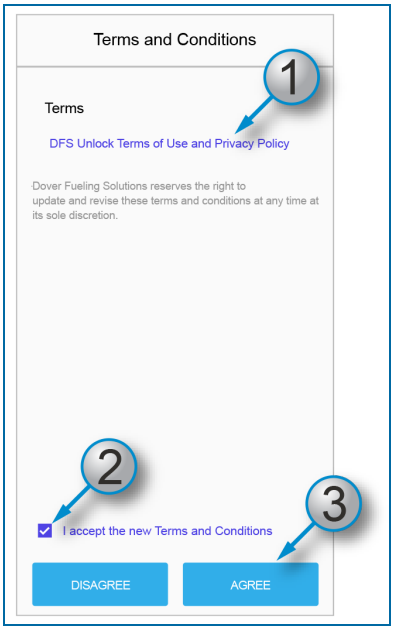
The operating systems and versions that follow are supported by the DFS Unlock mobile application:

- Apple iOS 9.0 and later
- Android 5.0 and later

If a device operating system is not listed above, it is not supported by the DFS Unlock mobile application.

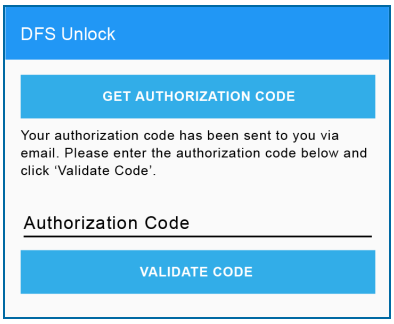
1.2.2 DFS Unlock First Time Use

NOTE: The screens shown in this section are only necessary the first time you use the app. If you have authorized the device and set a PIN before, go to "Log In to the Mobile App" on page 9.



After you install the DFS Unlock mobile app to your device, the Terms and Conditions screen will come into view when the application opens.

1. Select the link in the Terms box to see the *DFS Unlock Terms of Use and Privacy Policy*.
2. After you have read the policy, select the checkbox at the bottom of the screen.
3. Select the AGREE button to continue.



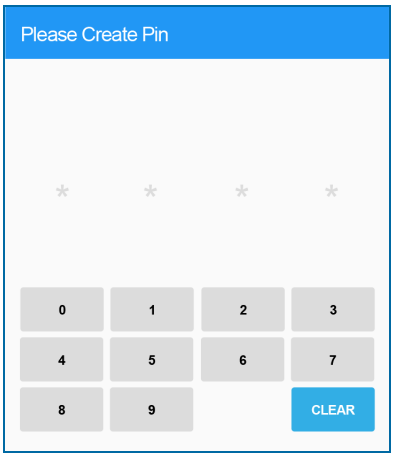
When you log in for the first time, the screen above will come in to view. **Select GET AUTHORIZATION CODE**.

You will receive an authorization code by email or text message.

Enter the code in the **Authorization Code** field, Then, tap the **Validate Code** button.

NOTE: SMS text is supported only if the user's company supports SMS text messages.

IMPORTANT: The application will give you up to 3 tries to enter the correct authorization code. The code will be expired after the third try. then you must get another authorization code.



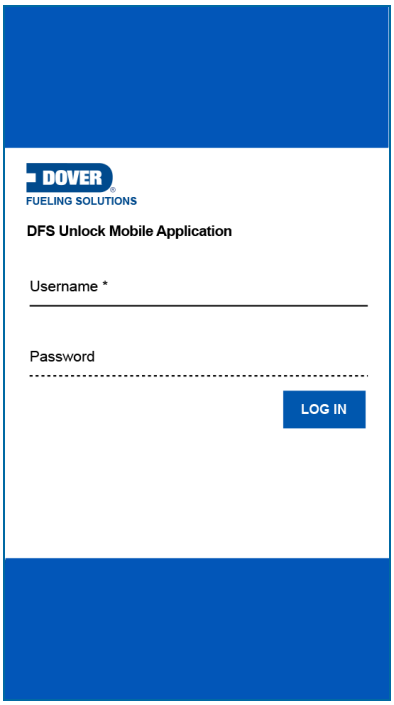
The application will prompt you to set a PIN number. This PIN numberis used to enter the application again if fingerprint function is deactivated and the application has been moved to the background. This can occur if you push the Home button on your device while you are in the application.

IMPORTANT: If you forget your PIN you must uninstall the application, then install the application again to re-set the PIN.

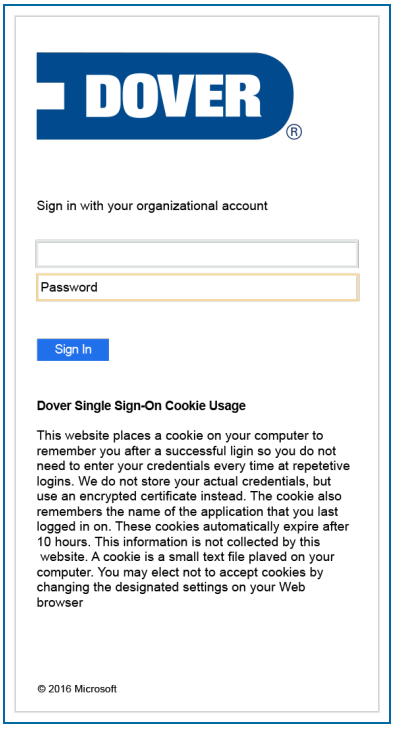
After your PIN is set, the application will show the "Log Activity" screen (if applicable in your profile) or the “Challenge/Response Code” screen. When you first log in, the application will prompt to get access to your device location. You must give the application access to the device location or you will not get a Response Code.

NOTE: PCI compliance requires DFS to collect location data only for security auditing purposes.

1.2.3 Log In to the Mobile App



When you open the DFS Unlock mobile application, you will be prompted to log in with your username and password.

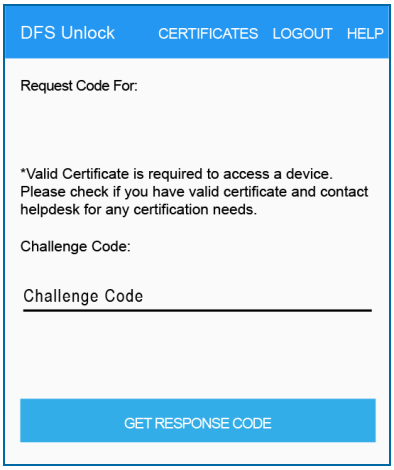


After you enter a valid username tap the Password field and you will be taken to a single sign-on (SSO) login screen.

IMPORTANT: The login screen shown above and the steps to complete the login procedure can be different for your organization. After you are logged in to the application for 24 hours, the application will log you out automatically. You must log in again to continue to use the application.

NOTE: If you have not been given SSO credentials, speak with a DFS representative.

Enter your credentials and then sign in. The application will then show the “Challenge/Response Code” screen.



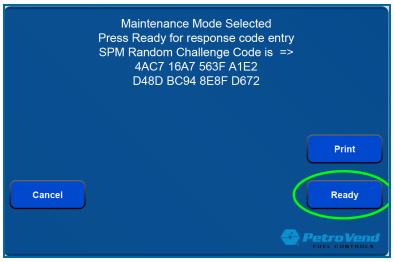
Select the **iXPay/SPM/SCD** device type from the *Request Code For* drop-down.

Enter the **SPM Random Challenge Code** you received from the PV300E terminal.

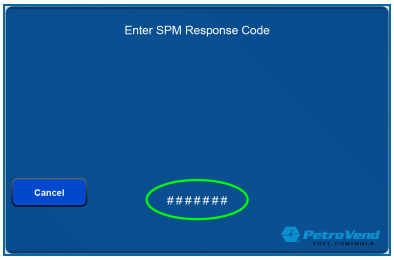
Tap the **Get Response Code** button. The application will show a Response Code.

INFORMATION: For more information, see the DFS Unlock user manual(P/N W2940306). This manual is available from the DFS Extranet at https://www.doverfuelingsolutions.com/login. Click the “Log In” link under the DFS Extranet icon.

1.3 Complete the Maintenance Mode Operation



Go back to the terminal screen and select the **Ready**button.



Enter the **Response Code** that you received from the *DFS Unlock* application.

If the response code is correct, the terminal shows "Maintenance Mode Selected." After a timeout, the terminal will go back to the *Maintenance Entry* menu.

The system is now in Maintenance Mode as shown in the screen above.

If the code you entered is incorrect, the display will show "Invalid Code" and the response code must be entered again.

CAUTION: Obey all recommended safety precautions before you do maintenance work.

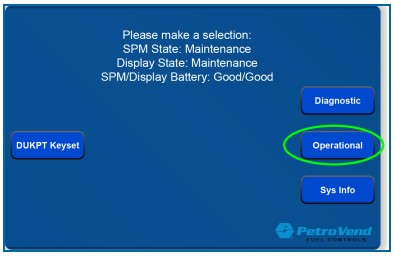
Do all necessary maintenance work.

NOTE: If it is necessary to de-energize the system to do a maintenance procedure, it can be done when the unit is in Maintenance Mode.

WARNING: To prevent dangerous conditions, make sure that it is safe to supply power to the unit when maintenance work is completed (if the system was de-energized as above).

1.4 Put the Unit Back in Operational Mode

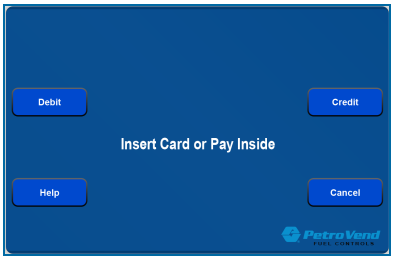
Do the procedure below to put the PV300E terminal back in Operational Mode after maintenance work has been completed.



Select the **Operational**button.

Enter the **Access Code (8311)** to put the system into operation.

Select the **Ready** button and wait for the on-line POS prompt to come into view.



The system is now in operation as shown by the on-line prompt screen (example screen shown above).

TIP: Run a test sale to make sure that operation is correct.

Revisions - M1024

Revision #	ECO	Effective	Software Version	Key Changes
0	1847	1/22/21		Initial Release
1	2051	6/20/2022		Delete Wayne Portal instructions, Add DFS Unlock instructions.
2	GD	7/19/2023		

NOTE: It is possible that older software versions might not support all features

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