

# Technical Bulletin

## Printing Delay after Approval on VeriFone MX900 Payment Terminals

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After the PIN pad displays “Approved,” some users may have experienced a 5 – 10 second delay before the receipt begins to print. This has been reported with ScanMaster, ACS and ISS45 POS systems, but the common factor is the VeriFone MX915/MX925 payment terminals.

An updated MTX\_EPS.dll has reduced the delay to three seconds – the same as other payment terminals – according to preliminary tests.

To get the fix, contact Global Payments Support and request that the version 828.1.21.936 dll be downloaded onto the lanes equipped with MX900 series payment terminals.