User Guide

Global Payments Countertop Desk/5000 Cash Advance

A smart terminal that puts convenience and security at your fingertips

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Introduction

Global Payments offers merchants a wide variety of leading payment technology solutions, all from one reliable source. As one of the world's largest and most trusted payment technology solution providers, Global Payments combines industry-leading expertise with over 50 years of Canadian-specific experience. This power combination allows us to deliver comprehensive solutions that are personalized to your needs.

This guide is your primary source of information for operating, setting up and installing the Global Payments Cash Advance — Desk/5000 terminal. For terminal-related questions or support, please contact Global Payments Customer Care.

NOTE:	The clerk menu is disabled on the Cash Advance — Desk/5000 terminal.

General tips

The following tips will help ensure you continue to process smoothly with Global Payments Canada:

1. This reference guide contains information on the features and functions capable on your terminal, as well as basic troubleshooting techniques. Keep this guide in an easy-to-find location

2. Perform a settlement daily; this ensures that your funds are constantly deposited into your bank account on a regular basis

3. Change your passwords frequently. Changing passwords frequently ensures you protect yourself from unauthorized use of your terminal

4. If you have a problem with your terminal, check cabling, and attempt a reset by unplugging and replugging the power supply

5. If you have a communication problem with your terminal, verify that there are currently no outages reported by your telephone company or your Internet service provider

6. The Global Payments Canada Customer Service line is open 24 hours a day, 7 days a week, to ensure there is always someone available to assist you

Basic terminal operations

Before you begin

The terminal ("Desk/5000") is a point-of-sale electronic payment terminal designed to process debit and credit card transactions via an Internet or standard dial connection. For terminal set-up instructions, refer to **Section 15**.

CAUTION:	Due to risk of shock or terminal damage, do not use the terminal near water, in a wet basement, bathtub, washbowl, kitchen sink, laundry tub, or near a swimming pool. Do not use in flammable environments.

Unpacking the box

Carefully inspect the shipping carton and its contents for shipping

damage. If the content is damaged, file a claim immediately with the shipping company and notify Global Payments. Do not try to use damaged equipment.

Remove the items from the carton. You should have the following items, according to what was ordered:

- A Global Payments Cash Advance — Desk/5000 terminal with paper roll installed

- An external power supply

- Roll of thermal printer paper

- Quick Start Instructions

- Ethernet cable and/or telephone cord

- Desk/1500 External PIN Pad (Optional)

Terminal ON/OFF

When the terminal is connected to the power supply, it will automatically power up, initiate an application check, and then enter home screen. To power off the Desk/5000, simply disconnect the power supply from the electrical outlet.

Terminal physical keyboard

The terminal keypad is numeric only, and contains 10 numeric keys (0–9), a green **Enter** key, a red **Cancel** key, a yellow **Correction** key.

NOTE:	The physical keypad is numeric only.

Button	Characters accessed
	1
	2
	3
	4
	5
	6
	7
	8
	9

	0
	Red **Cancel** key Will clear all of the data entered
	Yellow **Clear** Key Backspace (i.e. clear one character at a time)
	Green **Enter** key Will submit the data entered.
	Period, comma, number sign, star. Administrator Key.
	Paper Feed Key
	Desktop Key

Virtual keypad

Global Payments Cash Advance — Desk/5000 is equipped with a 3.5-inch touch screen. The sample virtual alpha keypad shown below will display when the field tapped on the touch screen requires alpha numeric entry. 123 can be tapped to display the virtual numeric keypad and QWE can be tapped to display the virtual upper case alpha keypad.

NOTE:	Key press on virtual keyboard briefly changes the key colour.

Numeric data entry

The terminal keypad will automatically default to a numeric-only keypad when entering data into numeric-only fields, such as card number and amount prompts. See the following examples:

Card number is a numeric data item. To enter the value "544619999," press **[5]**, **[4]**, **[4]**, **[6]**, **[1]**, **[9]**, **[9]**, **[9]**, and **[9]** on the keypad. Then press **[Enter]** to confirm the data entered. The terminal then starts validation.

For amount entries, the terminal initially displays $0.00. For example, to enter the value "$5.30," press **[5]**, **[3]**, and **[0]**. No decimal point is entered. Then press **Enter** to confirm the data entered. The terminal then starts validation.

Alphanumeric data entry

When a field allows for alphanumeric entry, a virtual keypad is displayed.

To get an expanded alpha keypad, click icon located on the right end of the data entry field.

Access administrator menu

The Administrator Menu is the place where all terminal configuration settings are stored. It can only be accessed by pressing Administrator key. The administrator menu will be displayed on terminal screen.

> **NOTE:** Some menu options in Admin require password to access.

User Access Management

The terminal offers multi-level user accesses. There are 4 level user accesses – from the highest level to the lowest level – are: administrator, manager, supervisor, and clerk. Each level can create multiple users. You can setup maximum 9 administrator user IDs, maximum 10 manager IDs, and 10 supervisor IDs. Terminal supports up to 200 clerk IDs.

Each user can setup their own customized password.

Password hierarchy

The password hierarchy is as follows:

- Administrator password

- Manager password

- Supervisor password

- Clerk password (disabled)

A higher level password is accepted in the place of a lower level Password.

Example: If the application prompts for the clerk password, then the supervisor, manager, and administrator passwords will also be accepted.

Administrator ID and password

Your terminal is pre-programmed with a default administrator ID name of "**1**", please call Global Payments Customer Care at 1-800-263-2970 to set up your personalized admin password.

Your administrator password is an important security feature of your terminal. It is used to access the sensitive administrator menu. The administrator password is between 7 and 12 alpha and numeric characters (min=7, max=12). At least 1 alpha and 1 numeric character must be used.

If the wrong administrator password is entered more than four (4) consecutive times while trying to access the administrator menu, the user will be locked out. At this point, please call Global Payments Customer Care for help at 1-800-263-2970.

Password restrictions

- The Administrator Password cannot contain the same character for more than four times (e.g. 2222, BBBB etc...)

- The Administrator Password cannot have more than four sequential characters in both ascending and descending orders. (e.g. ABCD, StuVw 90123, 1234 etc.)

- The Administrator Password cannot have the same string as the Administrator ID.
  NOTE: If the Administrator ID is greater than four characters

You should change your password periodically for maximum protection against fraud.

You can setup up to nine (9) available Administrator User Names ("ID") and Passwords. Each Admin User Name ("Admin ID") has an associated password. There cannot be duplicate Administrator User Names.

NOTE:	Your default **administrator user name** ("ID") is **1**. To set up your administrator password, please call Global Payments Customer Care at 1-800-263-2970.

Manager/supervisor/clerk ID and passwords

The manager and supervisor IDs and passwords are set up in the Security menu within Admin menu. A higher level user must access security menu with his credentials to create lower level user ID. For example, an admin user is required to access security menu to create manager user ID. A supervisor user ID can be created by either Admin user or manager user.

There are up to 10 managers and 10 supervisors. The Manager/Supervisor ID is between one to seven numeric digits. Each ID must be unique and cannot be duplicated.

The manager, supervisor and clerk password length is seven alpha and numeric characters. The password can consist of any number of alpha or numeric characters.

If the manager or supervisor forgets their password, the higher level user for example admin user must delete the existing manager/supervisor ID and adding a new one.

Set up your manager/supervisor ID and passwords

1. At the home screen, press the administrator **[.,#*]** key or tap **ADMIN** on the home screen for the administrator menu

2. Tap **Security**

3. Enter the administrator name and password, press **Enter**

4. Tap **Supervisor/Manager**

5. Enter the administrator name and password, press **Enter**

6. Press **[1] Add User**

7. Press **[1] Supervisor, [2] Manager**

8. Enter **Supervisor** or **Manager ID**

9. Enter **Supervisor** or **Manager Name**

10. Enter **Password**, re-enter **Password**

11. Terminal prompts: **Add Another? [1] Yes [2] No**

12. Press **Cancel** to return to the home screen

If you forget your password, please call Global Payments' Customer Care at 1-800-263-2970.

Changing the terminal language

1. At the home screen, tap **LANGUAGE**, bottom right–hand corner

2. Press **[1]–English**, press **[2]–Francais**, and press **Enter**

3. The home screen will be displayed in the alternate language

4. (English or French)

Accepting payment cards

To conduct an EMV chip card transaction

1. Tap the transaction icon on the home screen, or press **Enter** key to enter the main transaction menu and then select transaction type

2. Follow the prompts displayed on the screen accordingly

3. Position the chip card with the chip side facing upward, as shown below

4. Insert the chip card into the smart card reader slot in a smooth, continuous motion until it seats firmly

5. Remove the card only when the screen indicates the transaction is complete

Cash Advance (credit only) transactions

1. Tap **Cash Advance transaction** icon on home screen, or press **Enter** to enter the main menu, and press **Cash Advance**

2. Key in the transaction amount and press **Enter**

3. Terminal displays "**Pass Terminal to Customer**"

4. Terminal displays "**$ Amount**" "**Insert/Swipe**" "**Inserer/Glisser**" "**Customer**," the cardholder presses
    [1]–Yes/Oui to confirm the transaction amount
    Press [2]–No/Non to cancel transaction

5. If the card is inserted, the cardholder enters PIN

6. Terminal communicates with Global Payments, and then displays "**Pass Terminal to Merchant**."

7. Once the transaction is complete, the merchant copy of the receipt is printed and the customer copy of the receipt will follow

> **NOTE:** If you are presented with a card with a chip on it, insert the card in the chip reader on the terminal

with the chip facing up and in. Leave the card in the reader until the transaction is completed.

Void Cash Advance (credit only)

If you have entered the wrong amount or need to cancel a cash advance transaction, use the **Void Cash Advance** transaction wherever possible. Transactions that are voided will not appear on cardholder statements.

> **NOTE:** Transactions can only be voided before they are settled.

1. Tap Void Cash advance transaction icon on home screen, or press **Enter** to enter the main menu, and tap **Void Cash advance**

2. Enter manager ID and password and press **Enter**

3. Select the search option you like to use to find the transaction

4. When found, press **Green**. Terminal displays "**Confirm Void**", press **Yes**

5. Terminal communicates with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed and the customer copy of the receipt will follow

> **NOTE:** A credit card can also be swiped instead of choosing a search option.

Performing a Settlement (closing the batch)

You should perform a batch settlement at least once per day. This ensures prompt payment and reduces the chance of chargebacks.

1. Tap **Settlement** transaction icon on home screen, or press **Enter** to enter the main menu, and then tap **Settlement**

2. Enter the manager ID and password and press **Enter**

3. Select **[1]–Yes** to close the current batch or **[2]–No** to **Cancel** if you do not wish to settle at this time

4. Choose **[1-Accept]** or **[2 – Cancel]**

5. The terminal communicates with Global Payments to close the batch

6. Once the transaction is complete, the terminal will prompt to print the settlement report, choose **[1]–Yes** or **[2]–No**

7. **Close Batch Settlement** report is printed, giving the status of the closed batch operation

These transactions will be processed and your account(s) will be credited. The funds will be available in your account(s) according to the arrangements you made with Global Payments.

> **CAUTION:** If the terminal displays "**Out of Balance**" at the end of the settlement procedure, please contact Global Payments Customer Care at 1-800-263-2970.

Reprint

This option allows you to reprint either the last transaction entered or search for the appropriate transaction.

1. Tap **Reprint** transaction icon on home screen, or press **Enter** to enter the main menu, and then tap **Reprint**

2. Press **[1]–Last Receipt** to reprint last transaction, or press **[2]–Search** to search for the transaction you wish to reprint. If **Search** is selected, press **[1]–Yes** to reprint a pre-auth receipt and **[2]–No** to reprint a non pre-auth receipt

3. If **Yes** is selected, the terminal will search batch. Press the key that corresponds to the desired search option: **[1]–All**, **[2]–Reference #**, **[4]–Account #**, and **[5]–Approval Code**. When the transaction to reprint is found, press **Enter**

4. Select which copy to reprint: **[1]–Merchant Copy**, **[2]–Customer Copy**, and **[3]–Both**

Demo mode

The demo mode on the terminal helps you to become familiar with the terminal and to train new staff. All transactions in demo mode are simulated and are not processed. *Remember to exit demo mode before processing real transactions.*

1. At home screen, press **[,#*]** key for the administrator menu

2. Tap **Setup Menu**

3. Key in the administrator name and password, and then press **Enter**

4. Press **[6]–Demo**

5. Press **[1] Demo – ON/OFF** to enable/disable demo mode

6. Press **Cancel** 3 times to go to the demo home screen

Batch menu

Using the Batch menu, you can display the batch totals and history, change the current batch number and delete the current batch.

Batch total

This feature will allow you to view the current batch grand totals.

1. At home screen press **[.#*]** key for the administrator menu

2. Select **Batch Menu**

3. Key in the administrator name and administrator password, then press the **Enter** key

4. Select **[1]–Batch Total**

5. Press **Enter** to return to **Batch Menu**

View batch history

This feature will allow you to view the batch number and totals of up to thirty previous batches settled.

NOTE:	This feature will not be available when the application is in demo mode; "**Feature Disabled**" will display.

1. Follow steps above to access **Batch Menu**

2. Select **[2]–View Batch History**

3. Select the batch you would like to view: **[1]–Batch #**, **[2]–All**, and **[3]–Last Batch**

Delete batch

This feature will delete all transactions in the current batch.

1. Follow steps above to access **Batch Menu**

2. Select **[3]–Delete Batch**

3. Enter administrator name and administrator password, then press **Enter**

4. Terminal displays "**Confirm Deletion?**" Select **[1]–Yes** or **[2]–No**

5. Press **[1]–Yes**, terminal displays "**Deletion Complete**"

6. Terminal prints activity report NO and returns to **Batch Menu**

CAUTION:	DO NOT delete the batch before the current batch is settled.

Terminal security

Use passwords for protection

Set up passwords to protect the administrator menu options, transactions, and reports menu options.

Admin menu password protection

Admin menu options can be configured to prompt for an administrator, manager, or supervisor password. User must enter required password and any qualified higher level passwords as shown in the password hierarchy.

The table below shows a list of the admin menu options that can be password protected, and the associated parameters.

Administrator menu password option	Associated parameter
1. Clerk Menu	PWClerkMenu
2. Batch Menu	PWBatch
3. Setup Menu	PWSetup
4. Maintenance	PWMaintenance

5.	Diagnostics	PWDiagnostics
6.	Security	PWSecurity
7.	Terminal Info	PWTerminfo
8.	Miscellaneous	PWMisc

1. At home screen press **[,#*]** key for the administrator menu

2. Key in the administrator name and administrator password, and then press **Enter**

3. Press **Security**

4. Press **[4]–Administrator Menu PWs**

5. Select which **Admin Menu Password** option. See Table above, press the associated password option

6. Select which password (**[1]–Off**, **[2]–Supervisor**, **[3]–Manager**, **[4]–Administrator**) you want to use for protection of the admin menu option

Reports menu password protection

All menu options in the reports menu can be password protected.

Reports menu options will be configured to prompt for an administrator, manager, supervisor, or clerk password.

The table below shows a list of the reports menu options that can be password protected and the associated parameters:

Reports menu option	Associated parameter
1. Detail Report	PWDetail
2. Summary Report	PWSummary

3.	Clerk Report	PWClerkRpt
4.	Recent Error	PWRecentError
5.	Pre-Auth Report	PWPreAuthRpt
6.	EMV Report	PWEMVRpt

The password protection screen will be presented to the user upon accessing one of the above Reports Menu options from the Reports Menu.

1. At home screen press **[.#*]** for the administrator menu

2. Key in the administrator name and administrator password, and then press **Enter**

3. Press **Security**

4. Press **[5]–Reports Menu PWs**

5. Select which report from **Reports Option Menu**. Table above, press the associated parameter number

6. Select which password (**[1]–Off**, **[2]–Supervisor**, **[3]–Manager**, **[4]–Administrator**, or **[5]–Clerk**) you want to use for protection of the selected report menu option

Transaction password protection

All transactions in main menu, regardless of tender type, can be password protected.

The table below shows a list of the transactions that can be password protected and the associated parameters:

Main menu option	Associated parameter
1. Cash advance	PWCashAdvance
2. Void	PWVoid
3. Settlement	PWSettle
4. Reprint	PWReprint
5. Reports	PWReports
6. Manual	PWSecurity
7. PWComm	PWComm

The password protection screen will be presented to the user upon initiating a transaction.

1. At home screen, press **[,#*]** for the administrator menu

2. Key in the administrator name and administrator password, and then press **[Enter]**

3. Press **Security**

4. Press **[3]–Main Menu PWs**

5. Select which associated parameter password from **Main Menu PWS Option** table above

6. Press the associated parameter number

7. Select which password (**[1]–Off**, **[2]–Supervisor**, **[3]–Manager**, **[4]–Administrator**, or **[5]–Clerk**) you want to use for protection of the selected main menu **PWS** option

Terminal security

To minimize fraud or theft, ensure that you keep the terminal securely located at your place of business. If there is a point in time when your device isn't secured, please check the serial number on the back of the terminal to confirm it is correct and please verify that all sales/refunds are authorized.

If your terminal is missing, or if it does not belong to you, please call Global Payments Customer Care at 1–800–263–2970 to deactivate the terminal immediately. As well, please call the police to report the stolen terminal.

CAUTION:	NEVER ask cardholders to divulge their PIN codes. Cardholders should be advised to ensure they are not being overlooked when entering their PIN codes.

Reports

To generate reports, follow the steps below:

1. Tap **Report** transaction icon on home screen, or press **Enter** to enter the main menu, and then tap **Report**

2. Select the report you want to generate:

   - **1 – [Details]** to print detailed information for each transaction

   - **2 – [Summary]** to print the terminal totals by card type

   - **3 – [Clerk]** – this option is disabled

   - **4– [EMV Report]** to review the EMV parameters, statistics, public key load, and last transactions

   - **5 – [Recent Error]** to review the latest error messages

Key beep and backlight

Through the terminal setting menu, you configure the **Key Beep** setting based on your customized needs:

1. At home screen press **[.,#*]** for the administrator menu

2. Press **Setup Menu**

3. Key in the administrator name and administrator password, and then press **Enter**

4. Press **[5]–Term Settings**

5. Press **[2]–Term HW** to access the terminal hardware setting options

6. Press **[1]–Key Beep**

7. Press **[1]–All Off**, **[2]–All On**, or **[3]–Invalid Only**

8. Press **Cancel** to return to the idle menu

To change backlight setting:

1. Follow **steps 1–5** above

2. Press **[2]–Backlight**

3. Select **[1]–Always Off**, **[2]–Always On**, or **[3]–On/Key Press**

4. Press **Cancel** to return to the home screen

To change brightness setting:

1. Follow **steps 1–5** above

2. Press **[3]–Brightness Setting**

3. Side **blue ball** right to left to adjust brightness, press enter

4. Press **Cancel** to return to the home screen
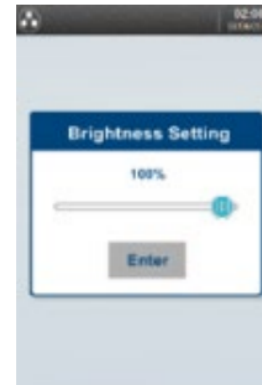
Installation procedure

The terminal should be placed near a power outlet, telephone jack, and Ethernet port (if appropriate). The location should be convenient to the user and should offer adequate ventilation and protection.

Do not place the terminal in an area with high temperatures, vibrations, dust, dampness, or electromagnetic radiation (from a computer screen, microwave oven, anti-theft barrier, etc.).

To avoid accidental damage, secure cables and power cords.

The terminal requires the following environment:

- Operating temperature of +5° C to +40° C (41° F to 113°F)

- Relative humidity, non condensing of 85% RH at +40° C (113° F)

- Storage temperature of –20° C to +55° C (–4° F to 131° F)

Countertop— Desk/5000 connection to power

1. Plug the power supply into the power port on the magic box kit

2. Plug the other end of the power supply into a surge protector attached to an electrical outlet

NOTE:	Use only the DC power supply shipped with your unit. Using a power supply with the wrong voltage and amps will damage the device and void the warranty.

Countertop — Desk/5000 Connection to Phone Line

The terminal has an internal dial-up modem that allows connection to a remote host computer through a standard telephone cord. For this configuration, you will need an available telephone line, telephone cable, and modular telephone jack. Be sure to use a minimum 26 AWG line cord for all telecommunication network wiring.

1. Plug one end of the telephone cord into the phone port on the magic box kit

2. Plug the other end of the telephone cord into a telephone jack

Countertop — Desk/5000 connection to ethernet

1. Plug one end of the Ethernet cable into the ETH port on the magic box kit

2. Plug the other end of the Ethernet cable into an Ethernet jack

Replacing the paper roll

When coloured stripes appear on a receipt, it is time to change the paper roll.

NOTE:	Only use paper approved by the manufacturer (roll diameter max 40 mm/1.57", roll width 58mm/2 ¼", roll length 17m/55'). Using unapproved paper can damage the terminal's printer.

To change the paper roll, follow the steps below:

Step 1: Pull up the flap at the top of the terminal.

Step 2: Pull the flap backwards to open the paper compartment.	
Step 3: Place the paper roll into the paper compartment. Make sure the end of the paper is inserted as shown below. Pull a little bit of paper out towards the top of the terminal. Close the paper compartment by pulling the flap up towards the terminal.	
Step 4: Close the paper compartment so that a little bit of the paper is coming out.	

To maximize the life of the thermal paper rolls, do not store them where they are exposed to fluorescent light, UV light, high humidity (above 65%), or temperature (above 25° C or 77° F) for a long period of time. Do not place them near vinyl, plastics, adhesives, shrink–wraps, wet–toner copiers, or carbon paper for prolonged periods.

Order thermal paper that meets the following specifications:

Roll width:	58 mm (2 ¼")
Roll diameter:	40 mm (1.57")
Roll length:	17 m (55')

Troubleshooting

Receipt paper is jammed

To avoid paper jams:

- Tear the receipt by pulling the paper forward
- Press paper feed button [icon] to advance paper

To clear a paper jam:

- Remove the paper roll and reinsert it

Card reader does not work properly (cards are not read)

1. When sliding the card through the reader, make sure the magnetic stripe on the card is facing the side of the terminal display screen

2. Swipe the card at a faster or slower steady speed

3. Swipe the card in the other direction

4. Perform a test transaction using one or more magnetic stripe cards to ensure the problem is not a defective card

5. Inspect the magnetic stripe on the card to make sure it is not scratched or badly worn. To determine if the problem is with the card, ask the customer for another card or try swiping the card on another terminal

Terminal does not work properly

1. Make sure the power cable connector is fully inserted into the back of the terminal

2. To restart the terminal, unplug the power cable and then plug it back in, or press **Correction** key and **[.,#*]** at the same time

3. Plug the terminal into another electrical outlet to see if it is an electrical problem

4. If you have another working terminal, swap the terminals to determine if the problem is with the terminal, cable, or power outlet.

NOTE:	Changes or modifications to this terminal not expressly approved by Global Payments could void the user's authority to operate the equipment.

Receipt is blank

If the receipt is blank, confirm that the roll of paper has been properly inserted into the terminal and the correct paper type is being used.

Auto download (IP Terminal only)

If your terminal uses Ethernet IP connection, your terminal is enabled with an auto download function that allows your terminal to automatically fulfill a remote download of the latest payment application from Global Payments' host when there is an update to the payment application software available.

The default interval between each auto download scheduled is 60 days. The terminal will automatically start an application check and download following the first successful settlement after every 60 days.

The terminal will print a download status report after the auto download is completed.

NOTE:	If auto download failed, terminal will print a download failure report. Merchant should contact Global Payments to perform a manual download to complete application update.

Cleaning

NOTE:	Before cleaning the terminal, ensure the power is off.

To clean the terminal, follow these instructions:

1. To prevent damage to the terminal and to avoid electric shock, unplug the power supply before cleaning the terminal.

2. To remove dust from the terminal, wipe with a damp cloth.

For deeper cleaning, make a solution of soap and water, and dampen a soft cloth with the solution and wipe the terminal's covers.

> **WARNING:**
> Do not spray or pour cleaning liquid directly on the terminal. If you allow any liquid to enter inside the case, serious damage to the device may result.
>
> Do not use abrasive cleaners; they can destroy the plastic and cause serious damage to the terminal.
>
> Do not clean the electrical connectors.

3. Cleaning liquid that is applied to the terminal must dry within one minute. If it does not, dry the terminal with a soft cloth.

Terminal specifications

This section discusses power requirements, dimensions, and other specifications of the Global Payments Cash Advance – Desk/5000 terminal.

Name		Desk/5000
Processor	Application and Crypto processor	Cortex A5
Memory	Internal	512 MB Flash, 512 MB RAM
	External	MicroSD up to 32GB
OS		Telium Tetra OS
SAM		2 SAM
Card readers	Magstripe	ISO 1/2/3, 500K lifespan

	Smart card	EMV Level 1, 500K lifespan
		EMV Level 1 compliant
Display	Color	3.5" backlit, HVGA (480x320 pixels)
Touchscreen	Resistive	Finger and stylus (300K lifespan signature)
Keypad		16 hard top keys, raised Marking, backlit
Audio	Audio jack	Stereo
	Speaker	Mono
Video	Video accelerator	H264 codec
Thermal printer	Speed in l/s	20 l/s
	Paper roll cage	2 1/4" (58 mm) width x Ø 40 mm
Terminal connectivity	Wired	Dial-up MODEM
		Ethernet 10/100 base T
Terminal connections	USB	1 USB Host
		1 USB Slave
	Power Supply	Dedicated power Jack
	Serial	1 RS232
		2nd RS232
Power supply		32W
Terminal size		7.3" x 3.2" x 2.6" (187 x 82 x 68 mm)

Weight		12 oz (340 g)
Environment	Operating Temperature	32°F to 104°F (0°C to +40°C)
	Storage Temperature	–4°F to 131°F (–20°C to +55°C)
	Operating Humidity	85% non–condensing at 104°F (+40°C)
Accessory	Magic box	1xRS+1xPower+1xEth.+1xLine In
	Privacy shield	Field upgradable
Security		PCI PTS 4.x Online & Offline

> **NOTE:** Do not, under any circumstances, attempt service, adjustments or repairs to this product. Contact Global Payments Customer Care at 1–800–263–2970. Service conducted by parties other than authorized Global Payments representatives is not permitted.

Service and support

For Global Payments Cash Advance – Desk/5000 terminal service and repair information, contact Global Payments Customer Care at 1–800–263–2970.

Returning a terminal for service

When you receive a replacement terminal, always return the defective devices back promptly; failure to do so may result in charges applied to your account.

The Global Payments Customer Care Centre is available 24 hours a day, seven days a week to assist with questions related to terminal returns.

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