Payments

User Guide

Global Payments Terminal – T650C/T650P

A smart terminal that puts convenience and security at your fingertips



globalpayments

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Introduction

Global Payments offers your business 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 powerful 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 Terminal. For terminal-related questions or support, please contact Global Payments' Customer Care.

General tips

To help ensure a smooth processing experience with Global Payments Canada, please consider the following tips:

1. **User guide:** Make sure to keep this user guide in an easily accessible location. It contains valuable information about your terminal's features, functions, and basic troubleshooting techniques.
2. **Daily settlement:** It is recommended to perform a daily settlement. This practice ensures that your funds are deposited into your bank account on a regular basis, providing you with timely access to your funds.
3. **Password security:** To protect yourself from unauthorized use of your terminal, it is essential to change your passwords frequently. Regularly updating your passwords enhances the security of your terminal and helps safeguard your account information. To set up your personalized manager password, kindly reach out to Global Payments Customer Care Centre at **1.888.682.3309**. Please note that the password should consist of 7-12 characters or digits.
4. **Troubleshooting:** If you encounter any issues with your terminal, start by checking the cabling connections and attempt to reboot the device. Oftentimes, this simple troubleshooting step can resolve common problems and restore normal functionality.
5. **Communication problems:** In case of communication issues with your terminal, first verify that there are no reported outages from your Internet or wireless service provider. This step helps rule out external factors that may be causing the problem.
6. **Customer service support:** Remember that Global Payments Canada offers a dedicated Customer Service line. Whenever you need assistance or encounter difficulties, reach out to their support team. They are available to provide prompt assistance and ensure that you receive the help you need.

Available Hardware

Global Payments offers a variety of terminal options to cater to different needs. This guide is tailored specifically for the Verifone **T650C countertop** and **T650P wireless** devices. To determine which device you are using, please refer to the images provided below:

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T650C countertop device



T650P wireless device



Optional charging base (T650P only)

Basic Terminal Operations

Before you begin

Global Payments Terminal is a point-of-sale electronic payment terminal designed to process debit and credit card transactions via Wi-Fi wireless network, ethernet, and/or cellular 4G wireless network.

CAUTION:

For safety purposes, it is important to avoid using the terminal in proximity to water sources such as wet basements, bathtubs, washbowls, kitchen sinks, laundry tubs, or swimming pools. This precaution helps minimize the risk of electrical shock or terminal damage. Additionally, the terminal should not be utilized in environments with flammable substances or conditions to prevent any potential hazards.

Unpacking the Box

Upon receiving the shipment, carefully inspect the shipping carton and its contents for any signs of damage that may have occurred during transit. If you discover any damage, it is crucial to take immediate action. File a claim with the shipping company and promptly notify Global Payments about the situation. Under no circumstances should you attempt to use any equipment that appears to be damaged.

Next, proceed to unpack the items from the carton. Based on your order, you should find the following items included:

- One of the following Global Payments Terminal models:
  - T650C
  - T650P
- An external power supply
- A quick start guide
- An ethernet cable (exclusive to the T650C model using ethernet)
- A sim card installed (exclusive to the 4G mobile data terminals)
- An optional wireless charging base (exclusive to the T650P model)
- A roll of thermal printer paper

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By carefully inspecting and unpacking the items as instructed, you can ensure that you have received the correct equipment and are ready to proceed with setting up your Global Payments Terminal.

Terminal placement

To optimize the performance and longevity of your terminal, we recommend carefully selecting its placement. Ideally, position the terminal near a power outlet and, if applicable, an ethernet port. The location should be easily accessible to the user(s) and provide sufficient ventilation and protection.

However, it is important to avoid placing the terminal in areas with specific conditions that may adversely affect its operation. Avoid high-temperature environments, excessive vibrations, dusty surroundings, damp areas, and proximity to sources of electromagnetic radiation such as computer screens, microwave ovens, or anti-theft barriers.

To prevent accidental damage, ensure that all cables and power cords are securely fastened.

The terminal is designed to function within the following environmental specifications:

- Operating temperature range: 0°C to 45°C
- Operating relative humidity range: 10% to 95% RH (non-condensing)
- Non-operating temperature range: -20°C to +70°C
- Non-operating relative humidity range: 5% to 95% RH (non-condensing)

By adhering to these guidelines, you can maintain the optimal operating conditions for your terminal, ensuring its reliability and performance.

Connecting to power

Place the terminal and the optional base on a flat surface, plug the power supply into a surge protector attached to an electrical outlet.

CAUTION:

Use only the DC power supply that was shipped with your unit. Using a power supply with incorrect voltage and amps can result in device damage and will void your device's warranty.

Here are the power supply specifications for the T650C and T650P models:

T650C power supply	Input power rating: 9 V DC, 2.5 A	
	The terminal has a dedicated DC power connector. Before powering the device, ensure to insert the power supply cable to the device and plug the other end to the power supply.	
T650P power supply	DC	5V/2A
	Battery	2600mAh/7.2V Li-Ion rechargeable battery
	The mobile terminal's status bar displays a thunderbolt  icon when connected to a wired power supply or base, indicating external power and battery charge level. The battery starts charging below the default threshold of 90% capacity.	

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CAUTION:

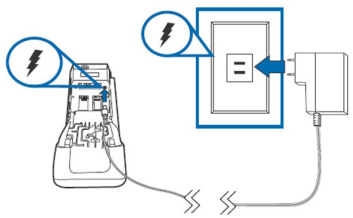
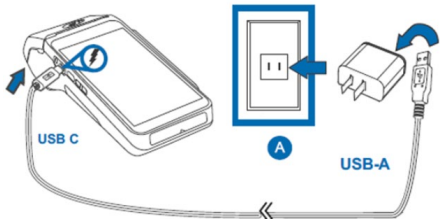
When the battery level drops to 15% or less, the **"battery warning notification icon"** will display on the left of the top bar.



When the battery level drops to 15% (critical level), **all functions will no longer work.**

Terminal ON/OFF/REBOOT

The terminal power configuration differs across devices; view the table below to see the power connectivity method for your device(s):

Countertop—T650C	Wireless—T650P
The **T650C** features a dedicated DC power connector for easy and convenient power supply. Inside the box, you'll find the power cable. To power on the device, simply insert the power supply cable into the T650C and connect the other end to the power supply. 	The **T650P** comes precharged, but we advise you to charge the terminal to ensure it maintains a battery life above 15% for seamless transaction processing. Inside the box, you will find the power cable. To charge the device, insert the USB port into the T650P and connect the other end to the power supply. 

Power ON your device

1. Ensure your terminal matches one of the following criteria:
   - Fully charged
   - Has at least 20% battery left
   - Plugged into a power source
   - Placed on a charging base or a communication base.
2. Press and hold the **power button [⏻]** until a logo is displayed, then release the power button; the terminal will boot up and then enter the Unified Payments application screen.

Power OFF your device

1. Press and hold the **power button [⏻]** to wake the device up.
2. Press and hold the **power button [⏻]** until the user menu is displayed, press **[Power off]**.

REBOOT your device

1. Press and hold the **power button [⏻]** to wake the device up.
2. Press and hold the **power button [⏻]** from the left side of the device until the user menu is displayed, press **[Restart]**.

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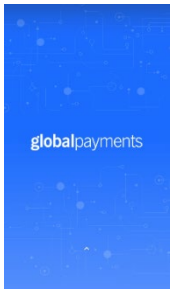
Changing the terminal language

The terminal language configuration is initially set up based on your preferences with Global Payments. If you need to change the terminal language settings, please reach out to Global Payments' Customer Care at **1.888.682.3309** for assistance.

Main Interfaces

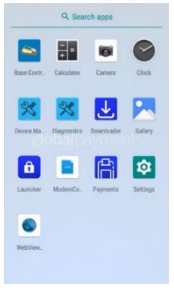
There are three (3) main interfaces within your Global Payments Terminal.

Home Screen



Welcome to the home screen of your device. To access additional features and settings, simply tap or swipe up from the **[⌒]** symbol located on the home screen. This action will open the **Android all apps page**, where you can find various options such as the Payment app, Wi-Fi connectivity settings, sound settings, brightness adjustments, battery management, and more.

Android all apps page



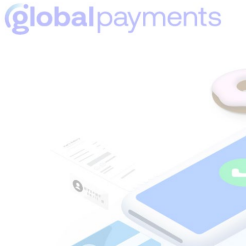
This page showcases all the **pre-installed applications** on your device. The available apps may vary depending on your device setup.

To access this page, simply tap the **[⌂]** Android home button located at the bottom of the terminal. From the home screen, tap the **[⌒]** symbol to open this page, where you can find and access the various pre-installed applications.

Launcher Application

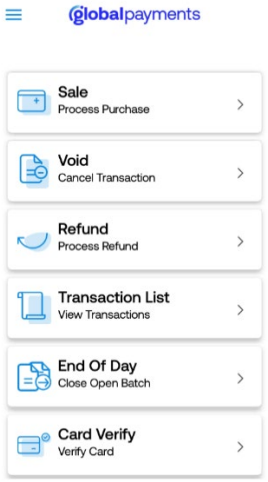


The Launcher Application is a secure, restricted environment designed to function as the default home screen launcher on a device. In this mode, only approved Payments, Downloader and other Third-Party applications can be accessed, ensuring that users interact solely with the intended functions of the device.



Unified Payments Application (Payments app) main page

Standalone Payments app main interface:



The **Unified Payments Application**, also known as the "**Payments app**" in this user guide, serves as your central hub for managing your daily payment requirements. With features such as sales, refunds, voids, reporting, and more, it provides a comprehensive solution for your payment needs.

Typically, the **Payments app** should launch automatically when you power up your terminal, ensuring easy access right from the start.

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Alternatively, you can manually open the **Payments app** by locating and tapping the blue Payments app icon on the "**Android all apps page**" This allows you to quickly access the app and begin utilizing its functionality.

Payments app icon:



Buttons and keypads

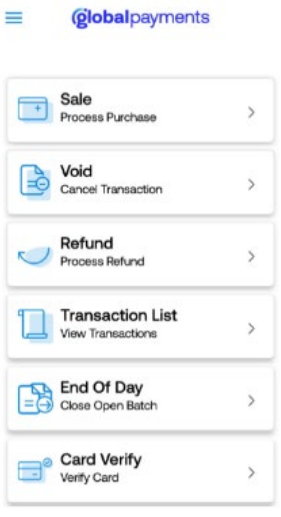
Android buttons on the device

NOTE:

These Android buttons cannot be accessed once the Launcher application is activated.

Soft buttons	Function	Action
	**Android back button**	Once tapped, the app will be forced to close itself then the device will go back to whatever app or action you have before that.
	**Android home button**	Once tapped, it will automatically bring you to your Launcher's "Home page" (Android home page).
	**Android search button**	Once tapped, it will display all of the previous apps that you have opened will be listed on a little window view.
	**Home screen button**	Once tapped, it will launch the Android app page.

All of the soft buttons are located on the bottom of your screen. See examples below:



Payments app main page



Launcher screen

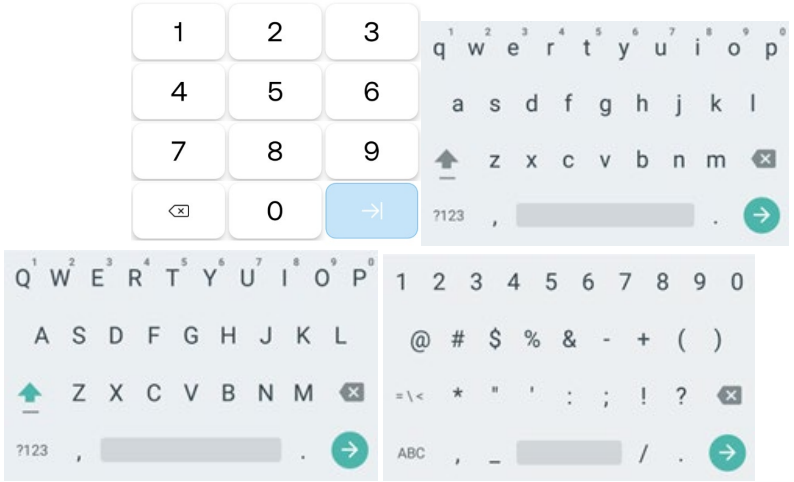
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Virtual keypad in the Payments app

Buttons	Functions
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
0	0
⌫	Correct Key. Pressing this equals backspace, clearing one character at a time
→|	Blue Enter key. Pressing this will submit the data entered

Virtual keypad

Global Payments Terminal has a virtual keyboard keypad on a 5.5” Colour TFTLCD with Capacitive Touch Panel (1280 x 720 pixels) which can be used with a finger. The samples of the virtual numeric keypad and QWERTY keyboards shown below will display when the field tapped on the touch screen requires alpha and numeric entry.



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:

The 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 android keypad. Then press **[→]** 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.

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Then tap [⇥] to confirm the data entered. The terminal then starts validation.

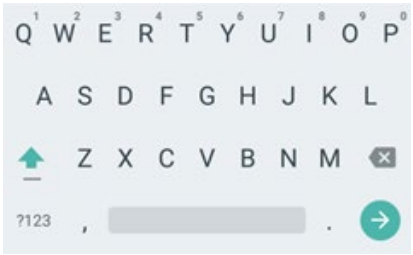
Alphanumeric data entry

When a field allows for alphanumeric entry, the virtual Android keyboard is displayed.

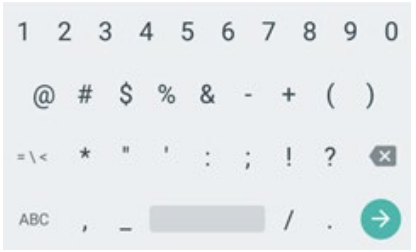
Lower case entry keyboard is displayed on the right



Press ⇧ on the lower case keyboard, the uppercase entry keyboard is displayed



Press **[?123]** on the alphabet keyboard, the numeric and symbol entry displayed

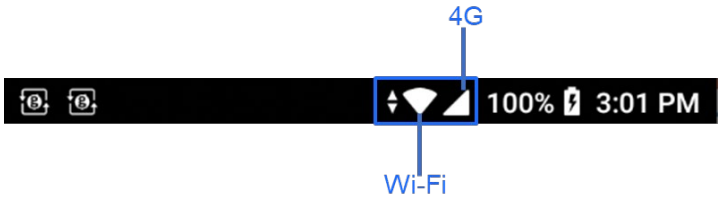


Header and condition icons

The system supports graphical icons that will indicate conditions the terminal may be in at various states. The condition icons are displayed in the header of all the screens. They indicate the status of the terminal and application and you about conditions that may prevent normal operation.

Connectivity icons are aligned to the right:

Wi-Fi and 4G

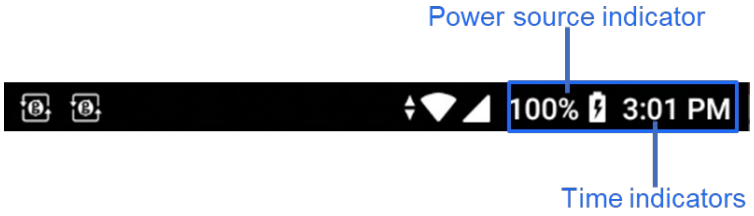


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Ethernet

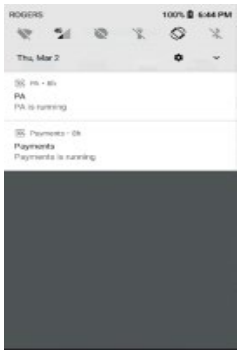


Power/Battery and Time icons are aligned to the furthest right:



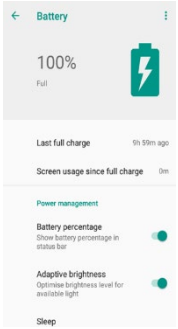
Battery management

Swipe down from the top of the screen. When you see the status bar, **tap [⚙]** to access **Settings**. Tap **Battery**.



You will be directed to the battery management page.

You can view and monitor your terminal's battery usage on this page.



Key beep and display

Key beep

To enable or disable key beep, please contact Global Payments Customer Care Centre at **1.888.682.3309**.

Display

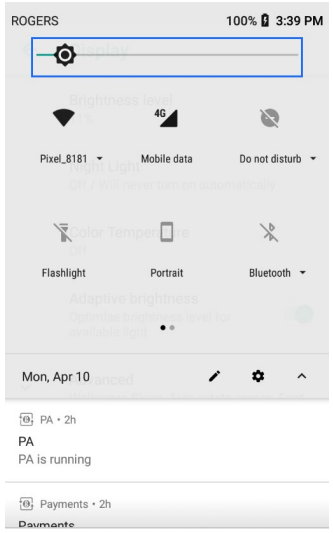
Follow the instructions below to configure brightness level and ambient display.

Brightness level

1. Swipe down from the top of the screen..
2. Slide the **wrench** right to left to adjust the brightness.

Ambient display (Wake up motion)

1. Swipe down from the top of the screen. When you see the status bar, **tap [⚙]** to access Settings.
2. Tap **Display**.



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3. Tap **Advanced**.
4. Gesture down to **Ambient display**.
5. Toggle to **[On]**.

User access management

The Global Payments Terminal provides multi-level user access to accommodate varying levels of authorization. The two levels of user access, listed from highest to lowest, are **Manager** and **Supervisor**. Each user, within the **Manager** and **Supervisor** levels, has the ability to create their own personalized password for added security and access control.

NOTE:
To set up your personalized manager password for the first time, kindly reach out to Global Payments Customer Care Centre at **1.888.682.3309**. Please note that the password should consist of 7-12 alphanumeric characters or digits.

Password hierarchy

The Global Payments Terminal follows a password hierarchy as outlined below:

1. **Manager password**
2. **Supervisor password**

In the password hierarchy, a higher-level password can be used in place of a lower-level password. For instance, if the application prompts for the supervisor password, the manager password will also be accepted as a valid input. This hierarchy ensures flexibility and convenience while maintaining the necessary security protocols for accessing different levels of authorization.

Manager/supervisor passwords

To set up manager and supervisor passwords, navigate to the Password menu located within the **Admin menu** of the Global Payments Terminal. A higher-level user, such as a manager, must utilize their assigned password to access the **Password menu** and create a password for a lower-level user.

For instance, a manager user is responsible for accessing the **Password menu** to establish the supervisor password.

NOTE:

Choose a password that consists of 7-12 alphanumeric characters. This ensures a balance between security and ease of use.

Change your manager passwords

Only the manager level user can change the manager password.

1. Tap ☰ on the Payment app home screen.
2. Tap **Manager.**
3. Tap **Admin**.
4. Enter the **Manager Password**.
5. Tap **[ ]**.
6. The **Admin menu** is displayed.
7. Tap **Edit Parameters**.
8. Tap **Password**.

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9. Tap **Manager Password**.
10. Tap **[ ]** to delete the pre-programmed default password that is masked.
11. Enter **Password**.
12. Tap **[ ]**.
13. Terminal prompts: **SAVE THIS PARAMETER?** Tap **No** or **Yes.**
14. Tap **Yes** to return to the Password menu screen.
15. Tap **[ ]** until the Manager screen is displayed.
16. Tap ☰ to return to the slide out menu.
17. Tap **[Home]** to return to the Payment app home screen.

NOTE:

The Manager password can be used at a screen protected by the manager or supervisor.

Set up your supervisor passwords

Any higher-level user can set up the users at the lower level. For example, the manager can set up a supervisor password.

1. Tap ☰ on the Payment app home screen.
2. Tap **Manager.**
3. Tap **Admin**.
4. Enter the **Manager Password**.
5. Tap **[ ]**.
6. The **Admin menu** is displayed.
7. Tap **Edit Parameters**.
8. Tap **Password**.
9. Tap **Supervisor Password**.
10. Tap **[ ]** to delete the pre-programmed default password that is masked.
11. Enter **Password**.
12. Tap **[ ]**.
13. Terminal prompts: **SAVE THIS PARAMETER?** Tap **No** or **Yes.**
14. Tap **Yes** to return to the Password menu screen.
15. Tap **[ ]** until the Payments app home screen is displayed.
16. Tap ☰ to return to the slide out menu.
17. Tap [Home] to return to the Payments app home screen.

NOTE:

The **Supervisor** password can only be used at supervisor password-protected screens.

To set up or change the password protection configurations, contact Global Payments' Customer Care at **1.888.682.3309.**

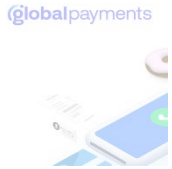
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Access Android Settings from the Launcher



To access the Android Settings from the Launcher App:

1. Exit from the Payments app home screen by tapping ☰.
2. Tap **Exit Application**.
3. The **Launcher Application** displays.
4. Tap **Settings** to access the Android Settings.
5. Display the Android Settings Menu



Network Communication

The Global Payments Terminal offers different communication options based on the model. The T650C supports Wi-Fi and Ethernet connectivity, while the T650P supports Wi-Fi and Cellular 4G wireless connectivity.

You have the flexibility to choose your preferred communication mode based on your specific requirements. The following instructions will guide you through the setup process for your device, allowing you to configure your preferred communication method easily.

Set up Wi-Fi connectivity

To set up Wi-Fi connectivity on your device, follow these steps:

1. For the first time set up only without the Launcher Application:
   a. Swipe down from the top of the home screen. Once the status bar appears, swipe down again.
   b. Tap the Wi-Fi icon to enable Wi-Fi.
   c. To view available networks, tap the arrow located at the bottom of the Wi-Fi icon

   Regular set up with the Launcher Application:
   a. Tap ☰ on the Payments app home screen.
   b. Tap **Exit Application** to enter the Launcher Application.
   c. Tap **Settings** to go to the Android Settings.
   d. Tap Network & Internet.
   e. Toggle On to enable Wi-Fi under “Wi-Fi”.
   f. Tap Wi-Fi, the available networks displays.
2. From the list of available networks, select the SSID name of the Wi-Fi network you wish to connect to.
3. Enter the Wi-Fi password for the selected network.
4. Finally, tap **[CONNECT]** to establish the Wi-Fi connection.

NOTE:

Wi-Fi signal range typically covers an area of approximately 100 feet in diameter in an open area. Ensure that you are within the range of the Wi-Fi network for a stable and reliable connection.

Set up Wi-Fi Static IP configuration

To set up Wi-Fi Static IP on your device, follow these steps:

1. For the first time set up only without the Launcher Application:
   a. Swipe down from the top of the home screen. Once the status bar appears, swipe down again.
   b. Tap the Wi-Fi icon to enable Wi-Fi.
   c. To view available networks, tap the arrow located at the bottom of the Wi-Fi icon

   Regular set up with the Launcher Application:
   a. Tap ☰ on the Payment app home screen
   b. Tap **Exit Application** to enter the Launcher Application.
   c. Tap **Settings** to go to the Android Settings.
   d. Tap Network & Internet.
2. Tap Advanced options.

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3. Select Static under the Wi-Fi option.
4. Enter all the Static IP values then tap **[Save]**.

NOTE:

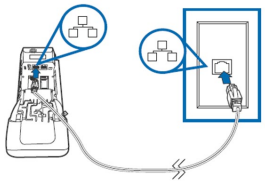
If you are unsure of the Static IP values, contact your network administrator or IT team for assistance.

Set up Ethernet Connectivity (T650C only)

To set up ethernet connectivity for your T650C device, follow these steps:

1. Insert one end of the ethernet cable into the T650C device's ETH port.
2. Connect the other end of the ethernet cable to the appropriate ethernet port or network switch.

Insert the ethernet cable to the T650C device and to the ETH port.



Once the ethernet cable is successfully connected, the <...> icon will appear at the top right corner of the device's banner, indicating a successful ethernet connection.



Set up Ethernet static IP Configuration

To set up Ethernet Static IP on your device, follow these steps:

1. Tap ☰ on the Payments app home screen
2. Tap **Exit Application** to enter the Launcher Application.
3. Tap **Settings** to go to the Android Settings.
4. Tap Network & Internet.
5. Tap Advanced options.
6. Select Static under the Ethernet option.
7. Enter all the Static IP values then tap **[Save]**.

NOTE:

If you are unsure of the Static IP values, contact your network administrator or IT team for assistance.

Set up 4G mobile data connectivity (T650P only)

The Global Payments Terminal T650P model is equipped with 4G wireless capability, automatically selecting the best available network. If you have ordered a 4G configuration, rest assured that Global Payments will handle the insertion and programming of the network SIM Card for your terminal prior to shipment. **No setup is required on your part.**

Upon powering up the terminal, it will automatically connect to the mobile data network. Please note that the connection time may vary depending on the signal strength in your area. You can verify the mobile data network connection by checking the top right corner of the terminal screen, where the Mobile Data network icon will be displayed. Once connected, the icon will be filled up. If the icon

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remains empty or if there is no SIM card symbol, it means that the mobile data network is not connected.



To ensure uninterrupted transaction processing, always ensure that the terminal is connected to the mobile data network before initiating any transactions.

Accepting payment cards

Contactless

To perform a contactless transaction using your terminal, follow these steps:



1. Launch the Payments app by tapping the transaction icon on the home screen.
2. Follow the on-screen prompts provided by the app.
3. Firmly bring your card up to the active zone located above the display. Hold it approximately 1 cm above the contactless logo on the paper trapdoor.
4. During the transaction, keep the card in close proximity to the display.
5. Your contactless terminal features a row of four status indicators visible on the screen. When you initiate a contactless transaction, the first (left-hand) status light will turn green, indicating that the contactless display is active but no card is being read yet.
6. When you present a contactless card to the active zone during the transaction, the second, third, and fourth status indicators will turn green. A successful card read is indicated when all four status indicators are displayed in green, accompanied by an audible confirmation tone.

EMV chip card

To perform an EMV chip card transaction using your terminal, follow these steps:



1. Launch the **Payments app** by tapping the transaction icon on the home screen.
2. Follow the prompts displayed on the screen as instructed.
3. Ensure the chip side of the card is facing upward.
4. Position the chip card in the smart card reader slot, following the indicated orientation.
5. Insert the chip card smoothly and continuously into the slot until it securely seats.
6. Wait for the transaction to complete, as indicated on the screen.
7. Only remove the card from the terminal once the screen confirms that the transaction is complete.

CAUTION:

Leave the chip card in the reader until the transaction is complete. Premature card removal will invalidate the transaction.

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Magnetic stripe

To perform a magnetic stripe transaction using your terminal, follow these steps:



1. Launch the **Payments app** by tapping the transaction icon on the home screen.
2. Follow the prompts displayed on the screen as instructed.
3. Position the magnetic stripe card with the stripe facing inward, toward the keypad. Insert the card from the top of the unit to ensure a proper read of the magnetic swipe card.
4. Swipe the card smoothly and steadily through the magnetic card reader.
5. Wait for the screen to indicate that the transaction is complete.
6. Once the transaction is confirmed, proceed as instructed for any further actions.

Sales transaction

Use the sale transaction function to start accepting payments from your customers.

1. Tap **Sale** on the Payments app home screen.
2. Enter the clerk or server ID (if enabled) and tap **[→|]**. The clerk or server ID must be 1-4 digits.
3. Enter the invoice # (if enabled) and tap **[→|]**. The invoice # must be 1-16 digits.
4. Enter the transaction amount and tap **[→|]**.
    a. If pre-tax tipping is enabled, enter the pre-tax transaction amount.
    b. If pre-tax tipping is **NOT** enabled, enter the full post-tax transaction amount to be collected.
5. If the tip function is enabled, the cardholder can select one of the following options:
    a. **[Select one of the three pre-set tip percentage options or No Tip displayed on the screen]**, proceed to the next step.
    b. **[Other]**, the cardholder enters the dollar amount for the tip then proceed to the next step.
    c. **[No Tip]**, for no tip.
    d. **[✕]**, located at the top right corner, the application will go back to the Payment app home screen.
6. The Terminal presents the total amount broken down by Base amount then by tax amounts and tip amount. The cardholder taps **[Continue]** to confirm the total amount, or taps **[✕]** to return to the Payment app home screen.
7. Terminal displays **"the Normal Card Entry Screen - insert, tap**, **swipe**, or **for manual entry, press the [Other Payment Options],** then select **[Manual Entry]**".

NOTE:

Manual entry of a card number is disabled by default, please go to the Phone Order section in this guide for manual entry transaction instructions.

8. The cardholder may choose to tap, insert, or swipe their card to make a payment.

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9. For debit card:

> **NOTE:**
>
> Debit cashback is not supported for contactless transactions.

a. If the debit card is inserted and debit cashback is enabled, the cardholder can select one of the **[three pre-selected debit cashback amount options]** or enter **[Other]**, the cardholder enters their own cashback amount or **[No Cashback]**.

> **NOTE:**
>
> When the Other Cashback amount is selected, the amount entered must be within the cashback limit threshold. To set up the cashback limit, please reach out to the Global Payments Customer Care Centre at **1.888.682.3309.**

b. If the debit card is inserted or tapped and debit surcharge is enabled, the terminal displays the debit surcharge amount. The cardholder taps [Continue To Process] to confirm the total amount then go to step 11, or taps [X] to return to the Payments app home screen.

10. If credit surcharge is enabled for credit card transactions, the terminal displays the surcharge amount. The cardholder taps **[** Continue To Process **]** to return **[X]** to the Payments app home screen.

11. The cardholder will then follow the prompt to complete the transaction.

12. If a full payment was paid, go to step 14. If a partial payment was paid, go to step 13.

13. "**PAYMENT PARTIALLY APPROVED**" displays, with the following choices:

a. If **[** No **]** is selected, the transaction is voided, a void receipt is provided. The terminal will then return to the main menu.

b. If **[** Yes **]** is selected, select the partial approved receipt options, **[Paper]** or **[No Customer Receipt]** . then proceed to **step c** below.

c. The screen displays "**CONTINUE NEXT TRANSACTION TO PROCESS BALANCE?**", select **[Card]** or **[Pay By Cash]** or tap [X] to return to the Payments app home screen.

- If **Card** is selected, proceed to step d.
- If **Pay By Cash** is selected, the terminal will return to the Payment app home screen.

d. The terminal communicates with Global Payments and starts the processing. Proceed to step 11 upon completion.

14. Transaction completed, press [Ok] the application will prompt for you to select one of the following receipt options:

1. **[Paper]**, the merchant and customer receipt copies will be printed.
2. **[No Customer Receipt]**, the merchant copy of the receipt is printed, and no customer copy of receipt will be printed.

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TIPS:

- If the terminal fails to read the credit card using the contactless, chip, and magnetic stripe methods, ask for another form of payment.
- If a debit card cannot be read, you must ask for another form of payment. Debit cards cannot be entered manually or swiped.

Refund

Use the refund transaction to credit your customer.

IMPORTANT:

Upon receiving your terminal, please note that this function is password protected. You must establish your unique manager password during the initial setup. To acquire your manager password, kindly reach out to the Global Payments Customer Care Centre at **1.888.682.3309**.

Remember that your password must be a combination of 7-12 alphanumeric characters or digits.

1. Tap **Refund** on the Payment app home screen.
2. Enter the Reference Number (if enabled) and tap **[ ]**.

TIPS:

The REF # can be found on the original Sale receipt.

NOTE:

To enable reference number entry during a refund, kindly reach out to the Global Payments Customer Care Centre at **1.888.682.3309**.

3. Enter manager password and tap **[ ]**.
4. Enter the clerk ID (if enabled) and tap **[ ]**. The clerk or server ID must be 1-4 digits.
5. Enter the invoice # (if enabled) and tap **[ ]**.
6. Enter the total return amount, including tip, surcharge and cashback, and tap **[ ]**.

TIPS:

If reference number entry is needed during a refund, the refund amount cannot exceed the original Sale amount.

NOTE:

Credit and Debit surcharge is not included during refunds, please manually calculate the surcharge return amount with the original return amount then enter the total return amount.

NOTE:

Debit cashback is not included during refunds, if the cardholder is not returning the cash they received from the original Sale transaction, please do not include the cashback amount in the refund.

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7. Terminal displays **"the Normal Card Entry Screen - insert, tap**, **swipe**, or **for manual entry, press the [Other Payment Options]** then select **[Manual Entry]**".

NOTE:
Manual entry of a card number is disabled by default, please go to the Phone Order section in this guide section in this guide for manual entry transaction instructions.

8. For credit card refunds, the cardholder Taps/Inserts or swipes their card, then proceeds to step 11.
9. For debit card refunds, the cardholder must be present. The cardholder taps/inserts their card. For insert cards, the cardholder selects **[CHEQUING]** or **[SAVINGS]**. Please note that debit card transactions cannot be manually entered or swiped.
10. The cardholder enters PIN, tap **[ ]**. The terminal displays **"PIN OK"**.
11. Transaction completed, press [Ok] the application will prompt for you to select one of the following receipt options:
    - **[Paper]**, the merchant and customer receipt copies will be printed.
    - **[No Customer Receipt]**, the merchant copy of the receipt is printed and no customer copy of receipt will be printed.

TIPS:

Transaction password protection is highly recommended for return transactions.

Void

IMPORTANT:

Upon receiving your terminal, please note that this function is password protected. You must establish your unique manager password during the initial setup. To acquire your manager password, kindly reach out to the Global Payments Customer Care Centre at **1.888.682.3309**.

Remember that your password must be a combination of 7-12 alphanumeric characters or digits.

If you have entered the wrong amount or need to cancel a transaction, use the **Void** transaction (instead of **Refund**) wherever possible and that is before an End of Day is performed. Transactions that are voided will not appear on the cardholder statements.

Transactions can only be voided before they are settled.

1. Tap **Void** on the Payments app home screen.
2. Enter manager password and tap **[ ]**.
3. Enter the 1-4 digits clerk ID (if enabled) and tap **[ ]**.
4. Select the search type, tap **TRAN #** or **Last 4 Digits**.
    a. If **TRAN #** is selected, enter the Tran # on the search bar at the top then the transaction that you want to void displays under the

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Transactions tab, go to step 5.

> **TIPS:**
>
> The Tran # can be found on the receipt or under the **Transaction List** function.

b. If **Last 4 Digits** is selected, enter the last 4 digits of the card on the search bar at the top then the transaction(s) that ends with the same last 4 digits displayed under the Transactions tap, go to step 5.

5. Tap the transaction that needs to be voided, then the transaction details display on the screen to confirm, then tap **[** 

]. Go to step 6.

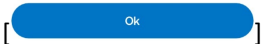
> **NOTE:**
>
> If credit surcharge, debit surcharge and/or debit cashback is accepted in the original transaction, the credit surcharge, debit surcharge and/or debit cashback amount will also be voided.

6. For credit cards, proceed directly to step 8.
7. For debit cards, the card holder must be present. The cardholder taps/inserts their card.

   NOTE: Debit cards **cannot** be manually entered.

   IF the debit card was tapped, go to step 8.

   If the debit card was inserted, the cardholder enters PIN, tap **[**  **]**. The terminal displays **"PIN OK"**. Go to step 8.

8. Transaction completed, press [

] the application will prompt for you to select one of the following receipt options:

- **[Paper]**, the merchant and customer receipt copies will be printed.
- **[No Customer Receipt]**, the merchant copy of the receipt is printed and no customer copy of receipt will be printed.

Pre-Auth, Incremental Auth, Completion and Delete Pre-Auth (Optional)

Pre-Auth is used for credit transactions when the terminal is NOT brought to the patron. Using the pre-auth transaction allows you to enter a different amount at the end of the transaction. The original authorization is for the amount before tip (pre-auth) and the final amount (completion) includes the tip.

Pre-Auth – Authorize the amount:

1. Tap the **Pre-Auth** on the Payments app home screen.
2. Tap **Pre-Auth** on the Pre-Auth menu.
3. For Incremental Auth transaction (if enabled), enter the Original Reference number then tap **[**  **]**. Go to the **Incremental Pre-auth** section.

   If it is a New Pre-Auth, tap **[**  **]**. Go to step 4.
4. Enter the clerk ID (if enabled) and tap **[**  **]**. The clerk or server ID must be 1-4 digits.
5. Enter the transaction amount and tap **[**  **]**.
6. Terminal displays **"the Normal Card Entry Screen - insert, tap, swipe**, or **for manual entry, press the [Other Payment Options],** then select **[Manual Entry]**".

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NOTE:

Manual entry of a card number is disabled by default, please go to the **Phone Order** section in this guide for manual entry transaction instructions.

7. The cardholder may choose to tap, insert, or swipe their card to make a payment.
8. The terminal communicates with Global Payments and starts the processing.
9. Transaction complete, only the merchant copy of the receipt is printed.

NOTE:

For an extra copy of the Pre-Auth receipt to share with the cardholder, proceed with the reprint function to reprint.

Incremental Pre-Auth (Optional):

The Incremental Pre-Auth feature allows the addition of new charges to a pre-existing pre-auth.

1. Tap **Pre-Auth** on the Payment app home screen.
2. Tap **Pre-Auth** on the Pre-Auth menu.
3. For Incremental Auth transaction (if enabled), enter the Original Reference number then tap **[→|]**. Go to step 4.

   If it is a New Pre-Auth, tap **[→|]**. Go to the Pre-Auth section.
4. Enter the additional amount and tap **[→|]**.
5. The terminal communicates with Global Payments and starts the processing.
6. Transaction complete, only the merchant copy of the receipt is printed.

NOTE:

For an extra copy of the Delete Pre-Auth receipt to share with the cardholder, proceed with the reprint function to reprint.

Completion – Complete the transaction for the final amount:

1. Tap **Pre-Auth** on the Payment app home screen.
2. Tap **Completion** on the Pre-Auth menu.
3. Enter the REF # on the search bar at the top then the transaction that wanted to be completed displays under the Transactions tab . Tap the transaction .
4. Enter the invoice # (if enabled) and tap **[→|]**.
5. Enter the new amount without tip and tap **[→|]**
   a. If tip functionality is enabled and the terminal is processing in the province of Quebec, enter the pre-tax transaction amount.
   b. If tip functionality is NOT turned on or if the transaction is taking place outside of Quebec, enter the full post-tax transaction amount.
6. If the tip function is enabled, the cardholder can select one of the following options :
   a. **[Select one of the three pre-set tip percentage options or No Tip**

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displayed on the screen], proceed to the next step.

b. **[Other]**, the cardholder enters the dollar amount for the tip then proceed to the next step.

c. **[No Tip]**, for no tip.

d. **[ ]**, located at the top right corner, the application will go back to the Payment app home screen.

7. If credit surcharge is enabled for credit card transactions, the terminal displays the surcharge amount. The merchant taps **[** Continue To Process **]** to confirm or taps **[ ]**, located at the top right corner to decline and return to main menu.

8. The terminal communicates with Global Payments and starts the processing.

9. Transaction complete, select one of the following options:

- **[Paper]**, the merchant and customer receipt copies will be printed.
- **[No Customer Receipt]**, the merchant copy of the receipt is printed and no customer copy of receipt will be printed.

Delete the Pre-Auth

The Delete Pre-Auth function deletes the current Pre-Auths, in the terminal by voiding them.

1. Tap Pre-Auth on the Payments app home screen.
2. Tap Pre-Auth on the Pre-Auth menu.
3. Enter the REF # on the search bar at the top then the transaction that wanted to be deleted displays under the Transactions tab. Tap the transaction.
4. Tap the transaction that needs to be deleted, then the transaction details display on the screen to confirm, then tap [Proceed To Delete Pre-Auth].
5. Transaction complete, only the merchant copy of the receipt is printed.

Phone Order

Phone Order is NOT enabled on your Global Payments Terminal by default. Please contact Global Payments' Customer Care at **1.888.682.3309** to enable this feature.

Use the optional **phone order** transaction to process card-not-present transactions, where the cardholder provides you with their order and payment details by regular mail, fax, or telephone.

NOTE:

To process tips for card-not-present transactions, please process it under the **Sale** function.

1. Tap **Phone Order** on the Payments application home screen.
2. Enter the clerk ID (if enabled) and tap **[ ]**. The clerk or server ID must be 1-4 digits.
3. Enter the invoice # (if enabled) and tap **[ ]**.
4. Enter the transaction amount and tap **[ ]**.
5. Enter manager password and tap **[ ]**.
6. Enter account number and tap **[ ]**.
7. Enter expiration date and tap **[ ]**.
8. Enter the cardholder's street address and tap **[ ]**.
9. Enter the cardholder's postal Code and tap **[ ]**.

NOTE: No space when entering the postal code.

10. Enter the CVV and tap **[ ]**.

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TIPS:

The CVV security code is on the back of the card, next to the signature panel.

11. Transaction details displayed and after confirming, it will be completed, select one of the following options:

    - **[Paper]**, the merchant and customer receipt copies will be printed.
    - **[No Customer Receipt]**, the merchant copy of the receipt is printed and no customer copy of receipt will be printed.

Card Verify

Card Verify is used to validate if a card is valid for the transaction. Transactions are not stored in the terminal batch. This function is only available for **credit cards**.

1. Tap **Card Verify** on the Payment app home screen.
2. Enter the clerk ID (if enabled) and tap **[ ]**.

   NOTE: The clerk or server ID must be 1-4 digits.
3. Terminal displays **"the Normal Card Entry Screen - insert, tap**, **swipe**, or **for manual entry, press the [Other Payment Options],** then select **[Manual Entry]**".

   NOTE:

   Manual entry of a card number is disabled by default, please go to the **Phone Order** section in this guide for manual entry transaction instructions.
4. The cardholder Taps/Inserts or swipes the credit card.
5. Enter the cardholder's street address and tap **[ ]**.
6. Enter the cardholder's postal Code and tap **[ ]**.
7. Transaction completed, only the merchant copy of the receipt is printed.

   NOTE:

   Card Verify will only print a merchant copy.

Balance inquiry – prepaid cards

Balance inquiry is a convenient function to help you and/or your customer instantly check the available funds on their prepaid card account. This function is only applicable to **Mastercard** Prepaid credit cards and **VISA** Prepaid credit cards.

1. Scroll down and tap the **Balance Inquiry** on the Payment app home screen.
2. Enter the clerk ID (if enabled) and tap **[ ]**. The clerk or server ID must be 1-4 digits.
3. Terminal displays **"the Normal Card Entry Screen - swipe**, or **for manual entry, press the [Other Payment Options]** then select **[Manual Entry]**".

   NOTE:

   Manual entry of a card number is disabled by default, please go to the **Phone Order** section in this guide for manual entry transaction instructions.
4. The cardholder swipes the prepaid credit card.
5. Transaction complete, select one of the following options:

   - **[Paper]**, the customer copy of the receipt is printed.

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- **[No Customer Receipt]**, the merchant copy of the receipt is printed and no customer copy of receipt will be printed.

Performing an End-of-Day Settlement

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

1. Tap **End Of Day** on the Payment app home screen.
2. The terminal communicates with Global Payments to close the batch
3. Once the End of Day is complete, a **Close Batch Settlement** report is printed, giving the status of the closed batch operation. Confirm the report displays "**BATCH: # ######**" to verify that the settlement is complete.
4. A report will be printed and terminal displays **"BATCH # ###### ACCEPTED"**

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.

NOTE:

Auto Settle function is available on your terminal. To activate **Auto Settle**, please contact Global Payments' Customer Care at 1.888.682.3309.

Reprint

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

With the Reprint Receipt function, you can reprint the previous receipt immediately. Follow these steps:

Last Receipt

1. Tap ☰ on the Payment app home screen.
2. Tap **Last Receipt**.
3. Terminal displays the latest and most previous transaction. Tap **[Receipt]**.
4. Select **[Print Merchant Copy]**, or **[Print Customer Copy]**.
5. The selected copy will be printed.
6. To return to the Payments app home screen, tap ☰ then tap Home.

Reprint receipt from Transaction List

1. Scroll down and tap **Transaction List** on the Payment app home screen.
2. Tap or select the transaction from the list that needs to be reprinted.
3. Terminal displays the transactions. Tap **[Receipt]**.
4. Select **[Print Merchant Copy]** or **[Print Customer Copy]**.
5. The selected copy will be printed.
6. To return to the Payment app home screen, tap **[** < **]** two times.

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Training mode

Use the training mode to get familiarized with the Global Payments Terminal, or use it to train new staff.

All transactions in training mode are simulated and are not processed. *Remember to exit training mode before processing any real transactions.*

NOTE:

You must perform a **settlement** before entering the training mode.

NOTE:
To set up your personalized manager password for the first time, kindly reach out to Global Payments Customer Care Centre at **1.888.682.3309**. Please note that the password should consist of 7-12 alphanumeric characters or digits.

1. Tap ☰ on the Payment app home screen.
2. Tap **Manager.**
3. Tap **Admin**.
4. Enter the **Manager Password**.
5. Tap **[**  **]**.
6. Tap **Training Mode**.
7. Select **ON/OFF** to enable/disable training mode.
8. Tap **[** 

].
9. Terminal prompts: **Save This Parameter?.** Tap **[Yes]** or **[No].**
10. Tap **[Yes]** or **[No]**. it will return to the Payment app home screen.

NOTE:

The terminal must be removed from training mode before conducting live transactions. To return to “live” mode, repeat the procedure in the steps above.

Reports

To generate real-time reports, follow the steps below:

1. Tap ☰ on the Payment app home screen.
2. Tap **Reports.**
3. Terminal displays two batch types, select **[Current]** or **[Previous]**.

NOTE:

The Previous report will be dated back to the last 3 closed batches.

4. Terminal displays reports for both Current and Previous batch types, if Previous is selected then select the batch number
   - **[Summary]** prints the terminal totals by card type, proceed to step 7
   - **[Detail]** if the terminal does not display the All option, proceed to step 7. If the terminal displays the All option, proceed to step 6
   - **[Both]** if the terminal does not display the All option, proceed to step 7. If the terminal displays the **All** option, proceed to step 6
   - **[Pre-Auth]** prints the pre-auth report under the Current selection, proceed to step 6

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NOTE:

The Pre-Auth report only displays if Pre-Auth is enabled.

NOTE:
If the Clerk prompt is disabled, the **ALL** option under **[DETAIL]** and **[BOTH]** will not be prompted.

5. Tap **[All]**.
6. Terminal displays three types of reports to select for both Detail and Both reports:
   - **[By Clerk]**, enter Clerk # and tap **[⇥]** the report displays on the screen to view, (if enabled) and to print, tap **[Print Report]**
   - **[All Clerks]** the report displays on the screen to view, (if enabled) and to print, tap **[Print Report]** that is. sorted by servers
   - **[By REF#]** the report displays on the screen to view, (if enabled) and to print, tap **[Print Report]** that is sorted by Reference Number
7. The terminal displays the report on the screen (if enabled) and to print, tap **[Print Report]** or print the selected report. After printing, the application returns to the Payments app home screen.

NOTE:

The settlement report will print after a successful batch.

Semi-Integration configuration with ECR or internal POS (Optional)

Global Payments Terminal – T650C and T650P can be converted into semi-integration mode, which allows it to be integrated with your Electronic Cash Register (ECR) or Internal POS.

Basic semi-integration information

The Global Payments Unified Payments Application (Payments app) in Semi-Integrated mode supports **2 types of integration**:

- External integration connects to the Payments app in Semi-Integrated mode with TCP/IP communication through Wi-Fi.
- Internal integration requires your POS provider (or VARs) to develop a separate app to integrate with the Global Payments Unified Payments Application (Payments app)

Connection settings

TCP/IP

The POS/ECR connects to the Payments app in Semi-Integrated mode via the IP address and communication port of the terminal. Please follow the steps below to enable semi-integration settings.

1. Enable Wi-Fi connectivity – Go to the **Wi-Fi set up** section for the detailed steps.
2. Get the IP address of the terminal (External ECR only)
3. Swipe down from the top of the screen. When you see the status bar, **tap [⚙]** to access Settings.

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4. Gesture down to **System**.
5. Tap **About device**.
6. Tap **Status**.
7. Scroll down the screen until you see the section where the IP address is shown. See sample image on the right.

- IP Port
  - The default IP Port of UPA in Semi-Integrated mode is 8080 and 8081.

USB Serial

The POS/ECR connects to the Payments app in Semi-Integrated mode through USB/Serial communication, the following communication settings must be used.

- Baud Rate: 9600
- Data Bits: 8
- Parity: None
- Stop Bits: 1
- Flow Control: None

The T650C / T650P uses a USB-C port. Please work with your ECR POS provider to understand your USB port connection and assist you to source the correct USB cable to be used.

To enable semi-integration mode, once you have obtained the above information, please contact Global Payments' Customer Care at **1.888.682.3309**.

NOTE:

The ECR system/Internal POS must be certified with Global Payments. Please verify with your ECR/Internal POS System provider to make sure they have completed certification with Global Payments.

Semi-Integration Sales transactions

Use the sale transaction function to start accepting payments from your customers.

1. Initiate a transaction from the POS system
   a. If applicable the POS will transmit a tippable amount field to allow proper tip calculations based on the tippable amount.
2. If the tip function is enabled and tip is not sent from the POS system, the cardholder can select one of the following options:
   a. **[Select one of the three pre-set tip percentage options or No Tip displayed on the screen]**, proceed to the next step.
   b. **[Other]**, the cardholder enters the dollar amount for the tip then proceed to the next step.
   c. **[No Tip]**, for no tip.
   d. **[X]**, located at the top right corner, the application will go back to the Payment app home screen.
3. Terminal displays **"the Normal Card Entry Screen - insert, tap**, **swipe**, or **for manual entry, press the [Other Payment Options],** then select **[Manual Entry]**".

NOTE:
Manual entry of a card number is disabled by default, please go to the **Phone Order** section in this guide for manual entry transaction instructions.

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4. The cardholder may choose to tap, insert, or swipe their card to make a payment.

5. For debit card:

   a. If the debit card is inserted and debit cashback is enabled, the cardholder can select one of the **[three pre-selected debit cashback amount options]** or enter **[Other]**, the cardholder enters their own cashback amount or **[No Cashback]**.

   b. If the debit card is inserted or tapped and debit surcharge is enabled, the terminal displays the debit surcharge amount. The cardholder taps **[** Continue To Process **]** to confirm the total amount then go to step 11 , or taps **[** ✕ **]** to return to the Payment app home screen.

6. If credit surcharge is enabled for credit card transactions, the terminal displays the surcharge amount. The cardholder taps **[** Continue To Process **]** to return **[** ✕ **]** to the Payment app home screen.

7. The cardholder will then follow the prompt to complete the transaction.

8. If a full payment was paid, go to step 11. If a partial payment was paid, go to step 9.

9. "**PAYMENT PARTIALLY APPROVED**" displays, with the following choices:

   a. If **[** No **]** is selected, the transaction is voided and the terminal will return to the main menu.

   b. If **[** Yes **]** is selected, the transaction partially authorized and the terminal will return to the main menu.

CAUTION:
If the transaction is partially authorized and Yes is selected, ensure to have the POS send another Sale request to process the remaining balance.

10. Transaction completed and the terminal returns to the main menu.

TIPS:

- If the terminal fails to read the credit card using the contactless, chip, and magnetic stripe methods, ask for another form of payment.
- If a debit card cannot be read, you must ask for another form of payment. Debit cards cannot be entered manually or swiped.

Semi-Integration Void

IMPORTANT:
Upon receiving your terminal, please note that this function is initially deactivated. To activate it, you must establish your unique manager password during the initial setup. To acquire your manager password, kindly reach out to the Global Payments Customer Care Centre at **1.888.682.3309**.

Remember that your password must be a combination of 7-12 alphanumeric characters or digits.

If you have entered the wrong amount or need to cancel a transaction, use the **Void** transaction (instead of Refund) wherever possible. Transactions that are voided will not appear on the cardholder statements.

Transactions can only be voided before they are settled.

1. Initiate a VOID from the POS system
2. Enter manager password and tap **[** → **]**.

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NOTE:
If credit surcharge, debit surcharge and/or debit cashback is accepted in the original transaction, the credit surcharge, debit surcharge and/or debit cashback amount will also be voided.

3. For credit cards, proceed directly to step 5.
4. For debit cards, the card holder must be present. The cardholder taps/inserts their card. If the debit card was tapped, go to step 5. If the debit card was inserted, the cardholder enters PIN, tap **[O]**. The terminal displays **"PIN OK"**. Go to step 5.
5. Transaction completed and the terminal returns to the main menu.

Semi-Integration Refund

Use the refund transaction to credit your customer.

IMPORTANT:
Upon receiving your terminal, please note that this function is initially deactivated. To activate it, you must establish your unique manager password during the initial setup. To acquire your manager password, kindly reach out to the Global Payments Customer Care Centre at **1.888.682.3309**.

The password must be a combination of 7-12 alphanumeric characters or digits.

1. Initiate a refund from the POS system
2. Enter manager password and tap **[→]**.

NOTE:
Credit and Debit surcharge is not included during refunds, please manually calculate the surcharge return amount with the original return amount then enter the total return amount.

NOTE:
Debit cashback is not included during refunds, if the cardholder is not returning the cash they received from the original Sale transaction, please DO NOT include the cashback amount in the refund.

3. Terminal displays **"the Normal Card Entry Screen - insert, tap**, **swipe**, or **for manual entry, press the [Other Payment Options],** then select **[Manual Entry]**".

NOTE:
Manual entry of a card number is disabled by default, please go to the **Phone Order** section in this guide for manual entry transaction instructions.

4. For credit card refunds, the cardholder Taps/Inserts or swipes their card, then proceeds to step 10.
5. For debit card refunds, the cardholder must be present. The cardholder taps/inserts or swipes their card. For insert cards, the cardholder selects **[CHEQUING]** or **[SAVINGS]**. Please note that debit card transactions cannot be manually entered.
6. The cardholder enters PIN, tap **[O]**. The terminal displays **"PIN OK"**.
7. Transaction completed and the terminal returns to the main menu.

TIPS:
Transaction password protection is highly recommended for return transactions.

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Semi-Integration Pre-Auth, Incremental Auth, Completion and Delete Pre-Auth

Pre-Auth is used for credit transactions when the terminal is NOT brought to the patron. Using the pre-auth transaction allows you to enter a different amount at the end of the transaction. The original authorization is for the amount before tip (pre-auth) and the final amount (completion) includes the tip.

Pre-Auth – Authorize the amount

1. Initiate a Pre-auth from the POS system
2. Terminal displays **"the Normal Card Entry Screen - insert, tap**, **swipe**, or **for manual entry, press the [Other Payment Options],** then select **[Manual Entry]**".

NOTE:
Manual entry of a card number is disabled by default, please go to the **Phone Order** section in this guide for manual entry transaction instructions.

3. The cardholder may choose to tap, insert, or swipe their card to make a payment.
4. The terminal communicates with Global Payments and starts the processing.
5. Transaction completed and the terminal will return to the main menu.

NOTE:
The POS system needs to be responsible for printing the Pre-Auth receipts.

Incremental Pre-Auth (Optional)

The Incremental Pre-Auth feature allows the addition of new charges to a pre-existing pre-auth.

1. Initiate a **Pre-Auth** with the original Pre-Auth reference number from the **POS system.**
2. The terminal communicates with Global Payments and starts the processing.
3. Transaction completed and the terminal will return to the main menu.

NOTE:
The POS system needs to be responsible for printing the Incremental Pre-Auth receipts.

Completion – Complete the transaction for the final amount

1. Initiate an Auth **Completion** on the POS system.
    a. If applicable the POS will transmit a tippable amount field to allow proper tip calculations based on the tippable amount.
2. If the tip function is enabled and tip is not sent from the POS system, the cardholder can select one of the following options:
    a. **[Select one of the three pre-set tip percentage options or No Tip displayed on the screen]**, proceed to the next step.
    b. **[Other]**, the cardholder enters the dollar amount for the tip then proceeds to the next step.
    c. **[No Tip]**, for no tip.

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d. [✕], located at the top right corner, the application will go back to the Payments app home screen.

3. The terminal communicates with Global Payments and starts the processing.

4. Transaction completed and the terminal returns to the main menu.

Delete Pre-Auth

The Delete Pre-Auth function deletes the current Pre-Auths in the terminal by voiding them.

1. Initiate **Delete Pre Auth** with the original pre-auth reference number on the POS system.

2. Transaction completed and the terminal will return to the main menu.

Semi-Integration Phone Order

Phone Order is NOT enabled on your Global Payments Terminal by default. Please contact Global Payments' Customer Care at **1.888.682.3309** to enable this feature.

Use the optional **phone order** transaction to process card-not-present transactions, where the cardholder provides you with their order and payment details by regular mail, fax, or telephone.

NOTE:
To process credit surcharge for card-not-present transactions, please process it under the **Sale** function.

NOTE:
To process tips for card-not-present transactions, please process it under the **Sale** function.

1. Initiate **Phone Order** on the POS system

2. Enter manager password and tap [✓]

3. Enter account number and tap **[O]**

4. Enter expiration date and tap **[O]**

5. Enter the cardholder's street address and tap **[O]**

6. Enter the cardholder's postal Code and tap **[O]**. Note that there is no space when entering the postal code

7. Enter the CVV and tap **[O]**

TIPS:
The CVV security code is on the back of the card, next to the signature panel.

8. Transaction completed and the terminal returns to the main menu.

Semi-Integration Card Verify

Card Verify is used to validate if a card is valid for the transaction. Transactions are not stored in the terminal batch. This function is only available for **credit cards**.

1. Initiate **Card Verify** on the POS system

2. Terminal displays **"the Normal Card Entry Screen - insert, tap**, **swipe**, or **for manual entry, press the [Other Payment Options],** then select **[Manual Entry]**".

   NOTE:
   Manual entry of a card number is disabled by default, please go to the **Phone order** section in this guide for manual entry transaction instructions.

3. The cardholder Taps/Inserts or swipes the credit card.

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4. Transaction completed and the terminal returns to the main menu.

> **NOTE:**
> The POS system needs to be responsible for printing the Card Verify receipt.

Semi-Integration Balance inquiry – prepaid cards

Balance inquiry is a convenient function to help you and your customer instantly check the available funds on their prepaid card account.

This function is only applicable to **Mastercard** Prepaid credit cards and **VISA** Prepaid credit cards.

1. Initiate a **Balance Enquiry** on the POS system
2. Terminal displays **"the Normal Card Entry Screen - swipe**, or **for manual entry, press the [Other Payment Options],** then select **[Manual Entry]**".

> **NOTE:**
> Manual entry of a card number is disabled by default, please go to the **Phone Order** section in this guide for manual entry transaction instructions.

3. The cardholder swipes the prepaid credit card.
4. Transaction completed and the terminal returns to the main menu

> **NOTE:**
> The POS system needs to be responsible for printing the Card Verify receipt.

Semi-Integration Performing an End-Of-Day (settlement)

It is strongly recommended to perform a terminal settlement at least **once per day**. This ensures prompt payment and reduces the chance of chargebacks.

1. Initiate **EOD Processing** on the POS system
2. The terminal communicates with Global Payments to close the batch
3. Once the End of Day is complete, a **Close Batch Settlement** report is printed, giving the status of the closed batch operation. Confirm the report displays "**BATCH: # ###### ACCEPTED**" to verify that the settlement is complete.

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.

> **NOTE:**
> **Auto Settle** function is available on your terminal. To activate **Auto Settle**, please contact Global Payments' Customer Care at **1.888.682.3309**.

Semi-Integration Reprint (available Jan 13, 2027)

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

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NOTE:
The **Reprint** API command is currently unavailable for the Lodging vertical and cannot be used to reprint Lodging transaction receipts.

Last Receipt

1. Initiate a **ReprintReceipt request** on the POS system.
2. Do not include tranNo, referenceNumb, preDefinedReceipt and preDefinedReceiptType fields.
3. Terminal displays the latest and most previous transaction. Tap **[Receipt]** .
4. Select **[Print Merchant Copy]**, **[Print Customer Copy], or [Both]**.
5. The selected option will be printed and it will be returned to the Global Payments screen.

Reprint selected receipt

1. Initiate a **ReprintReceipt request** with tranNo and referenceNumb o the POS system.
2. The selected transaction and reprinted option response will be sent to the POS system for it to reprint.
3. It will automatically return to the Global Payments screen.

Semi-Integration Download

This option allows you to access the Downloader application to perform download.

1. Initiate a **Download request** on the POS system.
2. Once the download process is complete, it will send the **Success** result back to the POS.

Remote update

Global Payments Terminal comes with auto remote update, so you can ensure that your terminal is always up-to-date with the latest **Global Payments Unified Payments Application** (**Payments** app).

Remote update is automatically fulfilled, **no action is required on your end.**

Replacing the paper roll

Change the paper roll when coloured stripes start to appear on the receipt.

CAUTION:
Only use paper approved by the manufacturer, the specifications to the terminal's paper are:

- **Roll Width:** 57 mm (2 ¼")
- **Roll Diameter:** 40 mm (1.57")
- **Roll Length:** 17 m (55')

Using unapproved paper can damage the terminal's printer.

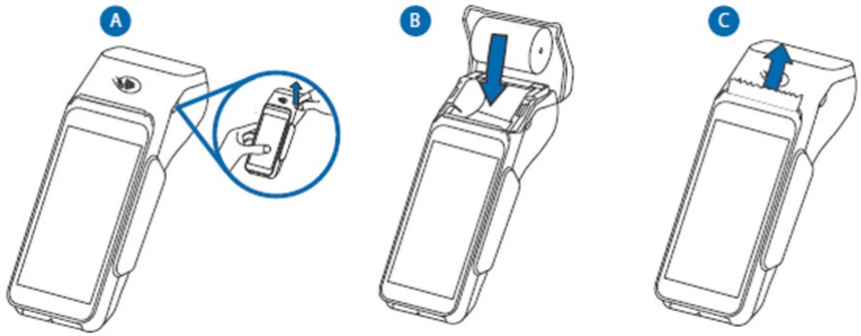
To maximize the life of the thermal paper rolls, do not expose to fluorescent light, UV light, high humidity (above 65%), or temperature (above 4° C or 113° F) for a long period of time. Do not place them near vinyl, plastics, adhesives, shrink wraps, wet-toner copiers, or carbon paper for prolonged periods.

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T650P

To change the paper roll, please follow the step-by-step instructions below:

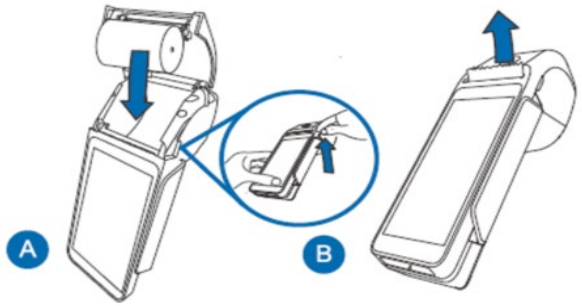
1. Hold both sides of the paper door located on the upper corner of the device and gently pull it outward to open the paper door
2. Check the tray for any partial roll of paper and remove it if present
3. If the new paper roll has a glued leading edge or a protective strip, loosen the glue or remove the strip. Unwind the paper roll, making sure to go past any residue from the glue
4. Hold the paper roll in a way that allows the paper to feed from the top of the roll
5. Pull the paper past the printer door, ensuring it moves smoothly
6. Align the printer paper with the tabs or paper guides, and while holding the paper up, proceed to close the door
7. With the printer paper extending outside the device, close the printer door by swinging it upward until it clicks shut, while still allowing the paper to remain outside the printer door



T650C

To change the paper roll, please follow the step-by-step instructions below:

1. Locate the paper door on the upper corner of the device and firmly grasp both sides of it. Gently pull the paper door outward to open it.
2. Check the tray for any remaining or partial roll of paper. If there is any, remove it from the tray.
3. If the new paper roll has a glued leading edge or a protective strip, take the necessary steps to loosen the glue or remove the strip. Unwind the paper roll, ensuring you go past any glue residue that may be present.
4. Hold the paper roll in a manner that allows the paper to feed from the top of the roll.
5. Pull the paper, guiding it smoothly past the printer door.
6. Align the printer paper with the tabs or paper guides, and as you close the door, hold the paper up to ensure it remains in position.
7. With the printer paper extending outside the device, close the printer door by swinging it upward until you hear a click, securely sealing the door. Make sure the printer paper is still extending outside the printer door.



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Troubleshooting

Card reader does not work properly (“Cards are Not Read”)

To troubleshoot issues with card reading, please follow the steps below:

1. Ensure that when sliding the card through the reader, the magnetic stripe on the card faces the side of the terminal display screen. This ensures proper alignment for reading.
2. Adjust the speed of swiping the card. Try swiping it faster or slower at a steady pace to find the optimal speed that allows for successful card reading.
3. If swiping the card in one direction doesn't work, try swiping it in the opposite direction. This can sometimes resolve reading errors caused by misalignment.
4. Perform a test transaction using one or more different magnetic stripe cards. This helps determine if the problem lies with the card being used. If the issue persists with multiple cards, it indicates a potential problem with the terminal or reader.
5. Inspect the magnetic stripe on the card for any signs of damage, such as scratches or excessive wear. A damaged stripe can hinder proper card reading. To verify if the card is the cause of the problem, request another card from the customer or try swiping the card on a different terminal.

Terminal does not work properly

1. Make sure the power cable connector is fully inserted into the terminal or the base
2. Reboot the terminal:
   a) Press and hold the **power button [⏻]** to wake the device up.
   b) Press and hold the **power button [⏻]** until the user menu is displayed, then press **[Reboot]**.
3. Plug the terminal into another electrical outlet to see if it is an outlet problem.
4. If you have another working terminal, swap the terminals to determine if the problem is with the terminal, cable, or power outlet.

Receipt paper is jammed

- To avoid paper jams, tear the receipt by pulling the paper forward
- To clear a paper jam, remove the paper roll and reinsert it

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.

Cleaning

CAUTION:

Before cleaning the terminal, ensure it is powered off.

To clean the terminal safely and effectively, please follow these instructions:

1. Unplug the power supply to prevent damage and electric shock.
2. Wipe the terminal with a damp cloth to remove dust.
3. Avoid excessive moisture and abrasive materials.
4. Pay attention to frequently touched areas.
5. Allow the terminal to air dry completely before powering it back on.

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Service and support

For Global Payments Terminal service and repair information, contact Global Payments' Customer Care at **1.888.682.3309**.

Returning a terminal for service

When you receive a replacement terminal, it is important to promptly return the defective devices. Failure to do so may result in additional charges being applied to your account. If you have any questions regarding terminal returns, the Global Payments' Customer Care Centre is available to assist you.

NOTE:

Under no circumstances should you attempt to service, adjust, or repair the product yourself. Unauthorized service conducted by parties other than authorized Global Payments representatives is strictly prohibited. To ensure proper service, please contact Global Payments' Customer Care at **1.888.682.3309** for assistance.

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