

# Global Payments Point-of-Sale

## Application update guide

This document applies to both Global Payments Terminal Plus and Global Payments Register. Please follow the instructions to update your device's POS application (app).

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### Global Payments Terminal Plus on PAX A920

If you're using the Global Payments Terminal Plus on PAX A920, there is **no action required** to initiate the update of the POS app. The Global Payments Support team will remotely roll out updates, when available.

Rest assured there will be no interruption when you're actively using the terminal. Our app is designed to only perform the automatic remote update until the app is not active. If you close out of the app then reopen it or turn on a terminal that has been turned off, an auto-update will be triggered. Once the update is completed, you will be prompted to reboot the app.



### Global Payments Terminal Plus on Castles S1000F

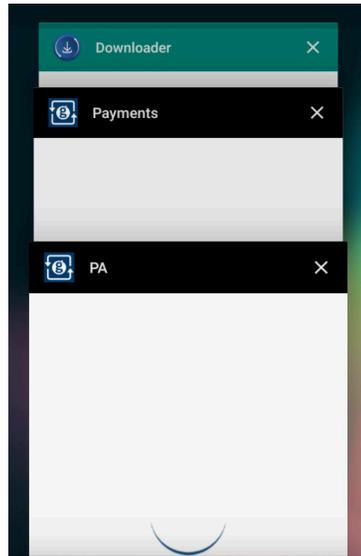
If you're using the Global Payments Terminal Plus on Castles S1000F, you will need to initiate a download on the device to install the newest version of the POS app. Follow the instructions below to complete the update.



## Update steps for Terminal Plus—S1000F model

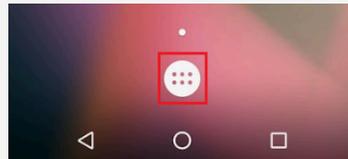
Step 1

Press the  icon, the below screen displays, then press [X] to close all the apps.



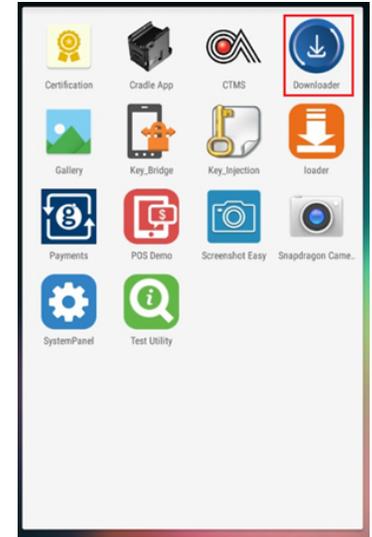
Step 2

Access the **Application** screen by tapping the icon on the **home screen**.



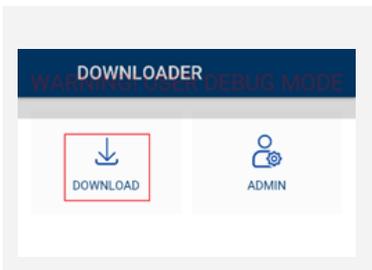
Step 3

Open the **Downloader** app by tapping its icon.



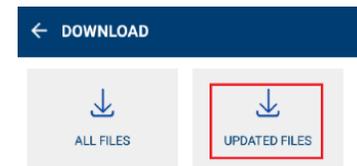
Step 4

In the **Downloader** application home screen, tap **DOWNLOAD**.



Step 5

Select **Updated Files**



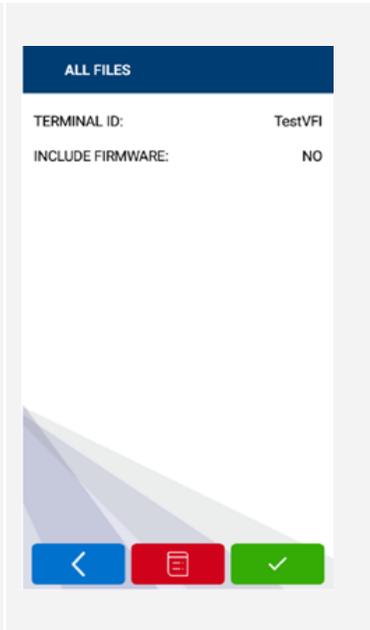
## Step 6

Review the confirmation screen. Ensure the **TERMINAL ID** is correct and the **INCLUDE FIRMWARE** option is shown as **"NO"**.

If the above information is correct, press the green checkmark icon and proceed to step 8.

If it's incorrect, tap the red file button and go to step 7.

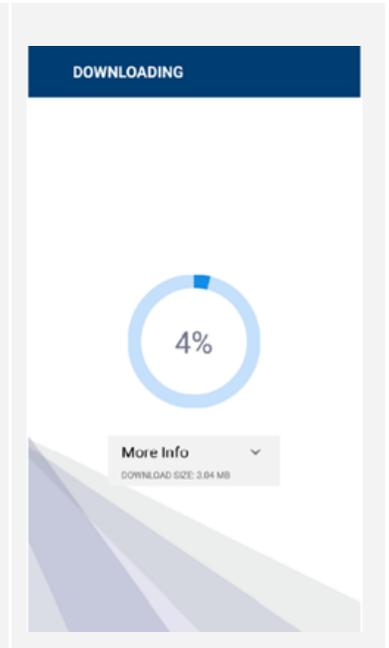
**NOTE:** If you need assistance for your Terminal ID, contact Global Payments Customer Care Centre at 1-888-682-3309



## Step 8

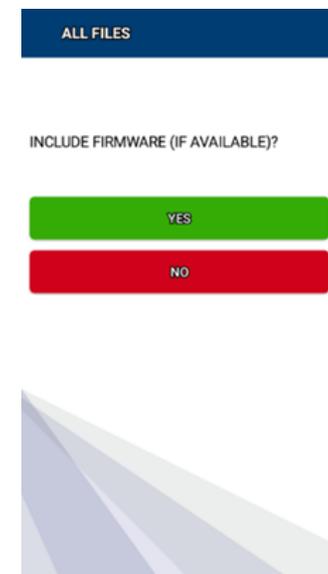
The download progress will be displayed. Click the **"More Info"** button to show or hide details. Please note that if the package size is too small, the download size information may not display immediately

**NOTE:** Wait for roughly 40 seconds after reaching 100% before proceeding to the next step.



## Step 7

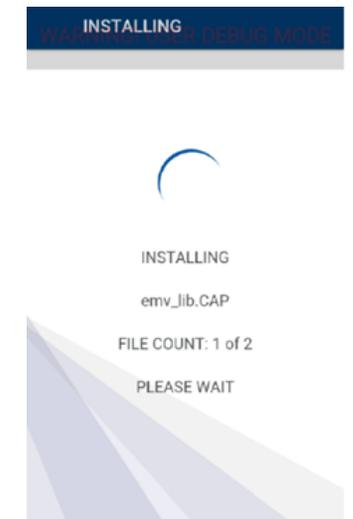
Modify the information if needed, enter the correct Terminal ID, tap the green checkmark, and select "NO" for the question "Include Firmware (If Available)?"



## Step 9

Press the green checkmark when the notice **"UPDATE MAY REQUIRE APPLICATION TO BE RESTARTED"** appears.

The INSTALLING page will be shown. **Please refrain from operating the terminal at this point.**



## Step 10

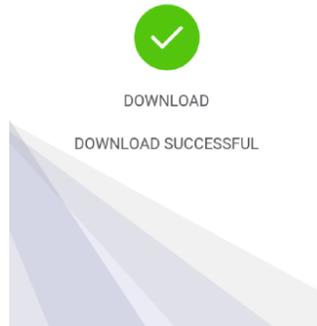
The Downloader (version 3.1) will automatically minimize and reappear within 30 seconds to complete the remaining installation.

**CAUTIONS:** Ensure no one touches anything while waiting for the Downloader to reappear.



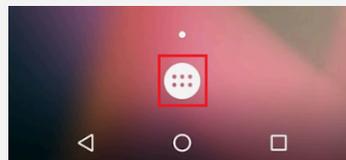
## Step 11

If the steps are performed correctly, a download success screen will be displayed, and a download report will be automatically printed.



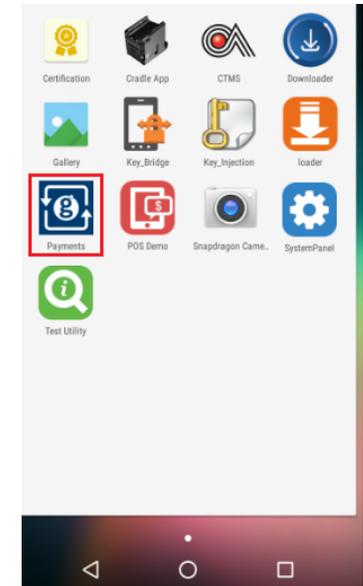
## Step 12

Tap the icon on the **home screen** to access the **Application** screen



## Step 13

Open the **Payments** app by tapping its icon on the **Application** screen to launch your payment application.



## Step 14

Congratulations! Your Terminal Plus payment application has been successfully updated.

## Global Payments Register

If you're using the Global Payments Register, you will receive a pop-up message on your login screen when an app update is available, indicating that the app needs to be updated.

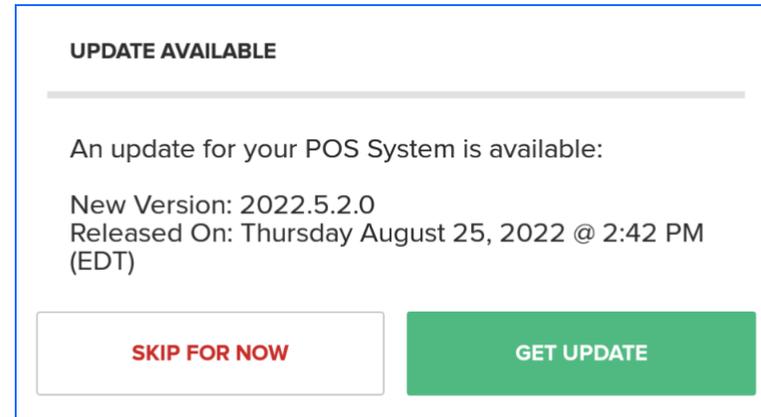


- If the update is **optional**, you have the choice to select "skip for now" if you prefer to update the app at a later time.
- However, if the update is **mandatory**, the "skip for now" button will be disabled, and you must complete the app update before you can proceed.

To complete the app update, follow the [steps](#) below.

### Step 1 – Start the update

On the login screen, once the following prompt appears, select **GET UPDATE** to start the app update process.



The following status bars will appear on the screen.



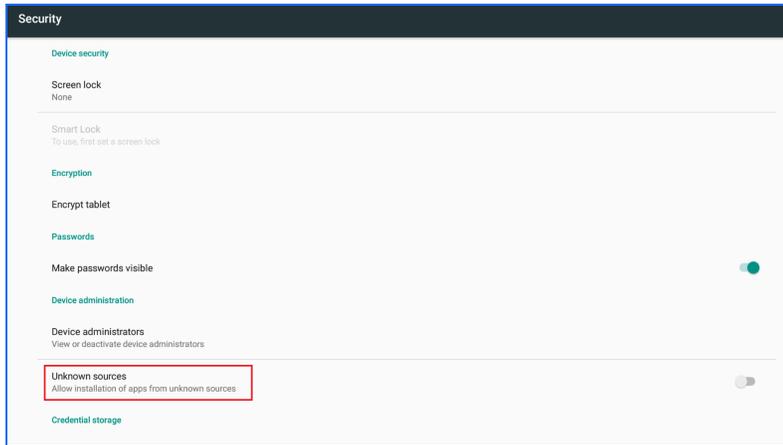
### Step 2 – Enable system permissions

**NOTE:** This step applies to **first-time app update only**. If you have previously completed the first-time app update, proceed to [step 3](#).

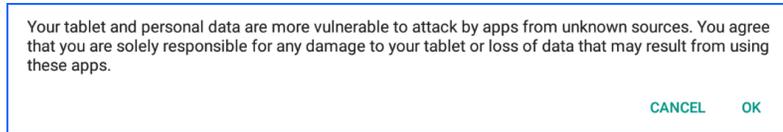
The following prompt will appear, select **SETTINGS** to proceed.



You will be directed to the security settings on the tablet. Locate and toggle to enable **unknown sources**.



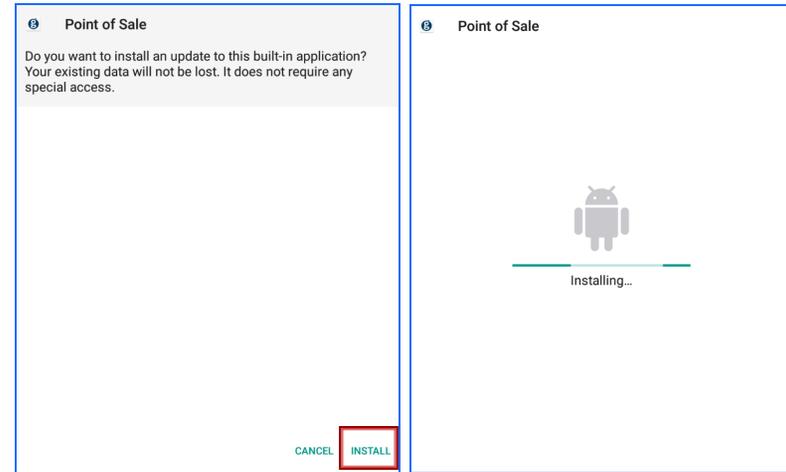
Select **OK** when the following prompt appears.



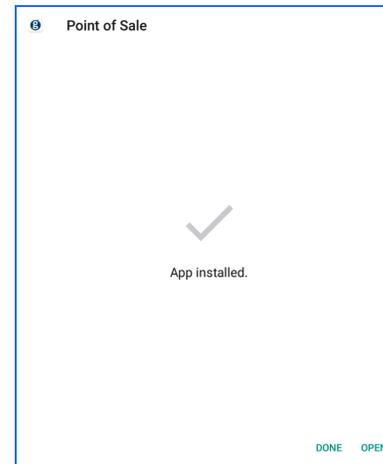
Reboot your tablet, launch the POS app, and follow [step 1](#) again.

### Step 3 – Install and complete the update

Select **INSTALL** to initiate the update.



Once the installation is completed, select **OPEN** to launch the app or select **DONE** to close the pop-up window.



## Additional Q&As

### Will the update disrupt my day-to-day usage?

The update will not disrupt your normal activities in the app such as running transactions, batch settlement, and more.

### When will I see the update notification on the Register?

The update notification will only be triggered if you close out and reopen the app, or log out and in using your PIN/username and password.

### What happens if I close the app during the update process?

If the app was closed while downloading or installing the update, you will be prompted to update the app again the next time you log in to the app.