

Quick Start Guide

Global Payments Smart Terminal

— A920



Get started

Welcome to the **Global Payments Smart Terminal Quick Start Guide!** It's your go-to resource for quickly and easily setting up and using your new payments terminal. This guide covers everything from the initial setup to processing payments, ensuring you have all the essential information at your fingertips. We'll also provide you with helpful links to additional resources to maximize the potential of your new payment solution. **Let's get started!**

Terminal ON/OFF

- **Power On:** Ensure the terminal battery is installed and press the power button [] on the right side for about 1 second until the display turns on.
- **Power Off:** Hold down the power button [] on the right side for more than 2 seconds and then tap "**Power off**" on the screen.

Manager password

To set your manager password, please contact Global Payments Customer Care at **1-800-263-2970** to set up a personalized manager password.

Network communication

To set up your device connectivity, follow the steps based on the communication mode configuration that you ordered.

For a Wi-Fi set-up

1. **Swipe down** from the top of the home screen. When you see the status bar, **swipe down** again.
2. Tap the **Wi-Fi connectivity** icon to toggle "**Wi-Fi On**" (if disabled).
3. Tap the **Wi-Fi ▼** at the bottom of the Wi-Fi icon to view available networks.
4. From the list, select the **SSID name** of the Wi-Fi network you want to connect to.
5. Enter the Wi-Fi Network password, and then tap [**CONNECT**].

For a 4G set-up (Wireless)

If you have selected a 4G configuration for your terminal, rest assured that it will arrive with a pre-installed and pre-programmed network SIM card, fully prepared for immediate use.

Performing a sale transaction

1. Tap the Sale transaction icon on the home screen.
2. Key in the sale amount.
3. Enter the invoice number (if enabled), then press [**Confirm**].
4. Enter the Server ID (if enabled), then press [**Confirm**].
5. The terminal will prompt the customer to choose a tip option: [1] they can select one of the three preset amounts, [2] enter their own amount, or [3] select No Tip.
6. The cardholder should proceed to tap, insert, or swipe their card as instructed.
 - a. If the card is inserted, the cardholder follows the prompts, including entering their PIN.
 - b. If the card is swiped, follow the prompts to enter the last 4 digits of the card number and CVV/CVC (if enabled).
7. After the transaction is complete, the merchant copy of the receipt will be printed. Press [**Enter**] to print the customer copy.

Performing a refund transaction

1. Tap the **Return** transaction icon on the home screen.
2. Tap the option **By Card Number**.
3. Enter the total return amount, including tip and cashback, then press [**Confirm**].
4. Enter the invoice number (if enabled), then press [**Confirm**].
5. Enter the Server ID (if enabled), then press [**Confirm**].
6. The cardholder should tap the card on the reader, insert the chip card, or swipe the card.
7. Enter the manager password, then press [**Confirm**].
8. The cardholder follows the prompt to complete the refund.
9. The merchant copy of the receipt will be printed, followed by the customer copy of the receipt.

Additional resources

Visit the **Global Payments Help Centre** at help.globalpay.com or scan the QR code on the side for additional support materials for your device(s).

