

# User Guide

## Global Payments

### Terminal Semi-Integrated with Epic POS System – T650C/T650P

A smart terminal that puts convenience and security  
at your fingertips



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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.
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.

## Hardware

Global Payments Terminal Semi-Integrated with Epic POS system uses the Verifone T650C countertop and T650P wireless (Wi-Fi only).



**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 (specifically for the T650C model)
- A sim card installed (only applicable for 4G mobile data terminals)
- An optional wireless charging base (exclusive to the T650P model)
- A roll of thermal printer paper

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:

<b>T650C power</b>	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.	

<b>T650P power supply</b>	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.	

### 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 <b>T650C</b> 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 <b>T650P</b> comes pre-charged, 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 (T650P only).
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**].

### RESTART 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**].


## 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

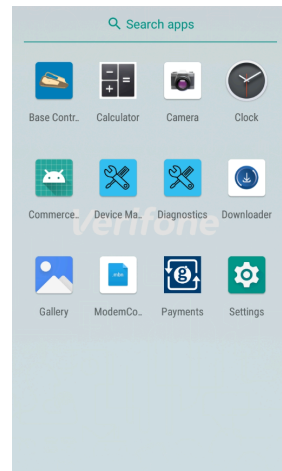
Welcome to the home screen of your device. To access additional features and settings, simply tap or swipe up from the [] symbol located on the home screen. This action will open the [Android all apps page](#), where you can find various options such as the Payment app, Wi-Fi connectivity settings, sound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



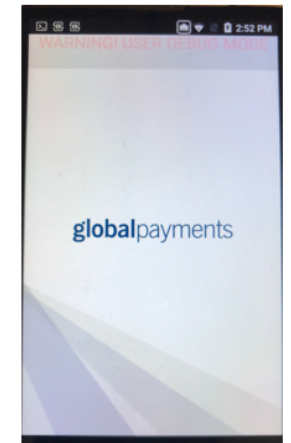
## Unified Payments Application (Payments app) Semi-Integrated page

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 which include sale and settlement.

The **Payments app in semi-integrated mode** should launch automatically when you power up your terminal.

Alternatively, you can manually open the **Payments app** by locating and tapping the blue Payments app icon on the "[Android all apps page](#)".

Payments app main interface:



Payments-app-icon

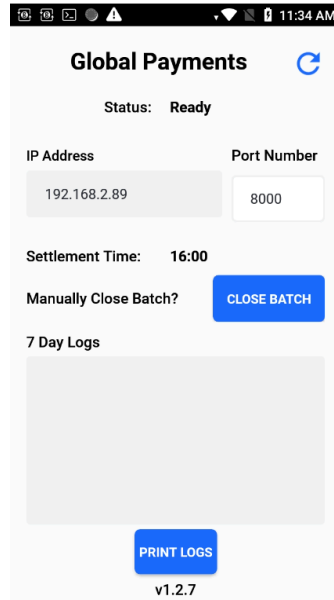


# Android Adaptor Application (Info app)

The Android Adaptor, also known as the 'Info app,' is designed to facilitate payment communication with the [Windows Adaptor](#), which is installed alongside the Epic POS System.

The **Info app** needs to register itself with the [Payments app](#) to ensure automatic launch whenever the Payments app is started

Alternatively, you can manually open the Info app by tapping the light blue **Info app icon** on the "[Android all apps page](#)"







Info app icon:



# Buttons and keypads

## Android buttons on the device

Soft buttons	Function	Action
	<b>Android back button</b>	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.
	<b>Android home button</b>	Once tapped, it will automatically bring you to your launcher's "Home page" (Android home page).
	<b>Android search button</b>	Once tapped, it will display all of the previous apps that you have opened will be listed on a little window view.
	<b>Home screen button</b>	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



Home screen















# Windows Adaptor

The **Windows Adaptor** is to be installed alongside the pre-installed Epic POS system on your PC. It does not have a user interface for direct access. Please refer to the section 'Windows Adaptor for Merchant's PC' for detailed instructions for installation and setup.

Download the Windows Adaptor [here](#) or visit this link: <https://go.globalpayments.com/EPICWindowsAdaptor>

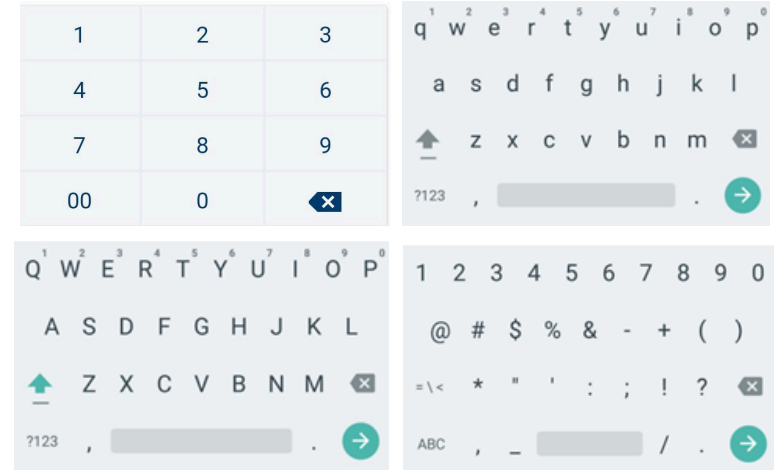
- Terminal IP: Your Static IP address
- Port number: 8000

## Virtual keypad in the Payments app

Buttons	Functions
	1
	2
	3
	4
	5
	6
	7
	8
	9
	00 allow entering 0 two times with a single keystroke
	0
	Red Cancel key. Pressing this will clear all of the data entered
	Yellow Clear Key. Pressing this equals backspace, clearing one character at a time
	Green Enter key. Pressing this will submit the data entered

## Virtual keypad in Android

Global Payments Terminal has a virtual Android 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 Android 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.

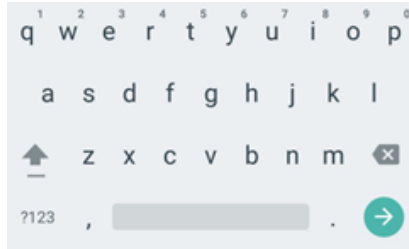
For amount entries, the terminal initially displays \$0.00. For example, to enter the value "\$5.30," press **[5]**, **[3]** and **[0]**. No decimal point is entered.

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

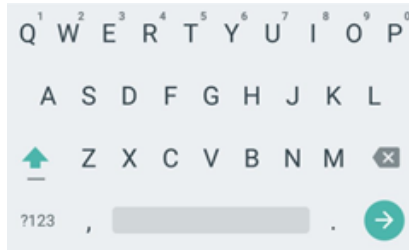
## Alphanumeric data entry

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

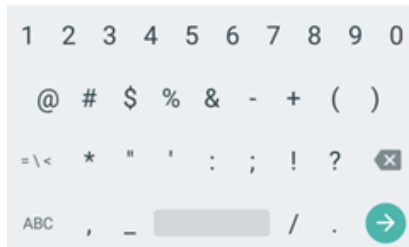
Lower case entry keyboard is displayed on the right



Press  $\uparrow$  on the lower case keyboard, the uppercase entry keyboard is displayed



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

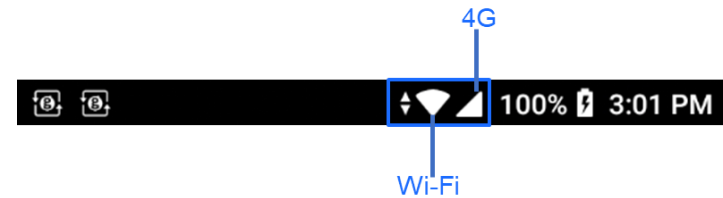


## Header and condition icons

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:

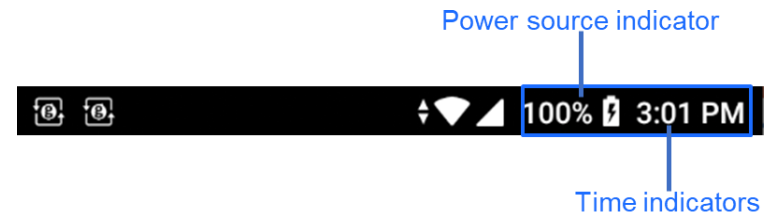
### Wi-Fi and 4G



### Ethernet

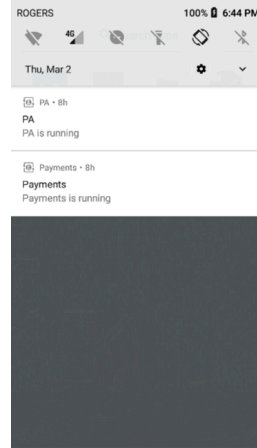


Power/Battery and Time icons are aligned to the furthest right:



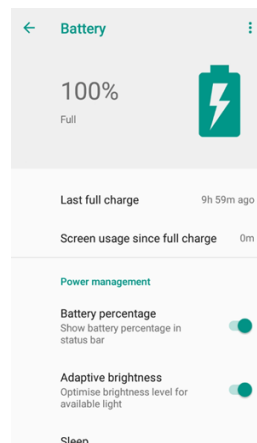
# Battery management

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.

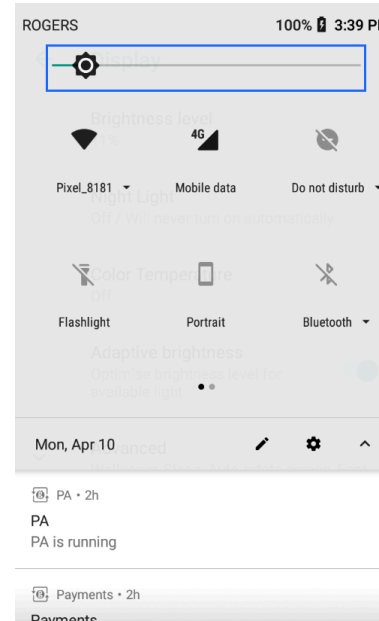


# Display

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

# Network communication

The Global Payments Terminal Semi-Integrated with EPIC POS offers different communication options based on the model. The T650C supports Wi-Fi and Ethernet connectivity, while the T650P supports Wi-Fi wireless connectivity. **Note that Cellular 4G is not supported with EPIC POS.**

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. Swipe down from the top of the home screen. Once the status bar appears, swipe down again.
2. Tap the Wi-Fi icon to enable Wi-Fi.
3. To view available networks, tap the arrow located at the bottom of the Wi-Fi icon.
4. From the list of available networks, select the SSID name of the Wi-Fi network you wish to connect to.
5. Enter the Wi-Fi password for the selected network.
6. Finally, tap **[CONNECT]** to establish the Wi-Fi connection.

### NOTE:

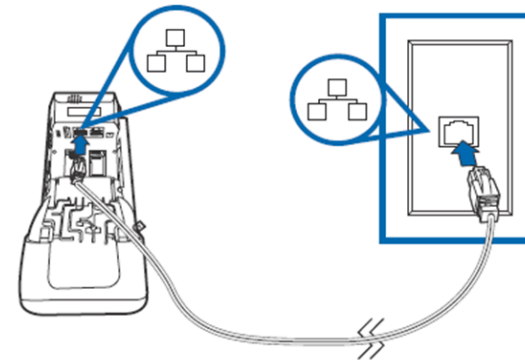
Wi-Fi signal range typically covers an area of approximately 100 feet in diameter in an open area. Ensure that you are within the range of the Wi-Fi network for a stable and reliable connection.

## Set up 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.





# Accepting payment cards

## Contactless

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

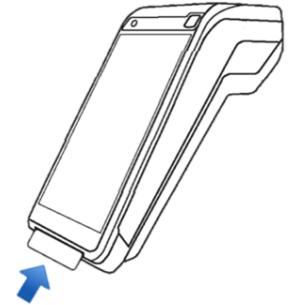
1. Initiate a transaction from the Epic POS system.
2. Follow the on-screen prompts provided by the app.
3. Firmly bring your card up to the active zone located above the display. Hold it approximately 1 cm above the contactless logo on the paper trapdoor.
4. During the transaction, keep the card in 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. Initiate a transaction from the Epic POS system
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.



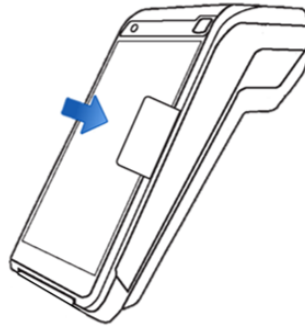
### CAUTION:

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

# Magnetic stripe

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

1. Initiate a transaction from the Epic POS system.
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.



# Sale transactions

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

1. Initiate a transaction from the Epic POS system.
2. Terminal displays **“the Normal Card Entry Screen – insert, tap, swipe, or by pressing the [#] for manual entry of card number”**.
3. The cardholder may choose to tap, insert, or swipe their card to make a payment.
4. If credit surcharge is enabled for credit card transaction, the terminal displays the surcharge amount. The cardholder taps [] to confirm or taps [] to decline and return to main menu
5. The cardholder will then follow the prompt to complete the transaction.
6. If a full payment was paid, go to step 8. If a partial payment was paid, go to step 7
7. **“PAYMENT PARTIALLY APPROVED”** displays, with the following choices:
  - a. If [] is selected, the transaction is voided, a void receipt is printed or emailed. The terminal will then return to the main menu.  
  
If [] is selected, the partially approved receipt is printed or emailed then proceed to **step b** below.
  - b. The screen displays **“CONTINUE NEXT TRANSACTION TO PROCESS BALANCE?”**
    - If the [] is selected, proceed to step c.

- If the [ ✖ ] is selected, the application goes back to the **Main Menu**
- If [ 📦 ]CASH is selected, the **PAY BALANCE AMOUNT IN CASH?** is displayed, tap [ ✔ ] then the application goes back to the Main Menu. Tap [ ✖ ], the **“CONTINUE NEXT TRANSACTION TO PROCESS BALANCE?”** continue to display.

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

8. Transaction complete, the merchant copy of the receipt is printed first, then followed by the customer receipt.

**TIPS:**

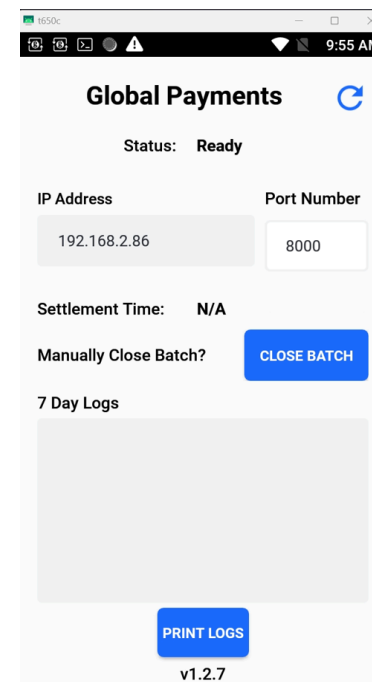
- If the terminal fails to read the credit card using the contactless, chip, and magnetic stripe methods, ask for another form of payment.
- If a debit card cannot be read, you must ask for another form of payment. Debit cards cannot be entered manually or swiped.

# Performing an end of day processing (settlement)

Remember to perform a terminal settlement at least **once per day**. This ensures prompt payment and reduces the chance of chargebacks. The Payments app supports auto settlement. If auto settlement is configured, then the user is not required to perform the settlement manually.

## Auto Settlement

Tab the Info app, confirm there is a **settlement time** displayed in the field. The time reflected on the screen is the "Automatic Settlement Time " configured on the Payments app terminal management system. If the Auto Settlement time is blank then the **settlement time** field will display N/A.



## Manual Settlement

To manually close the batch if auto settlement fails or doesn't activate, please follow these steps:

1. Tap the **[Close Batch]** on the Info app main screen. A confirmation dialog will appear
2. Select **[YES]**. The Info app will communicate with the Payments app to complete the settlement.
3. The terminal will then communicate with Global Payments to close the batch.
4. Once the End of Day settlement is completed, a Close Batch Settlement report will be printed, providing the status of the closed batch operation. Verify that the report displays "**BATCH # ##### ACCEPTED**" to confirm that the settlement is complete.
5. A report will be printed, and the terminal will display "**BATCH # ##### ACCEPTED**".

### NOTE:

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

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

# Semi-Integration configuration with ECR or internal POS

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 to develop a separate app to integrate with the Global Payments Unified Payments Application (Payments app)

## Connection settings

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.
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 the terminal in Semi-Integrated mode is 8080 and 8081.

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.

## 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')

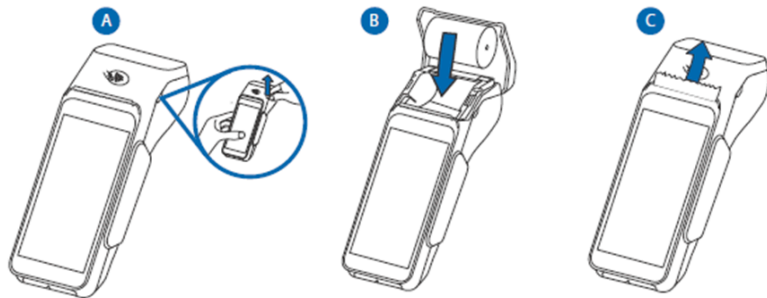
**Using unapproved paper can damage the terminal's printer.**

To maximize the life of the thermal paper rolls, do not let it exposed 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.

## T650P

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

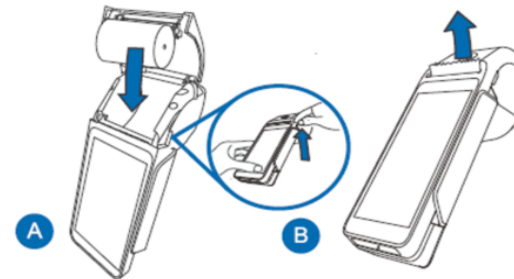
1. Hold both sides of the paper door located on the upper corner of the device and gently pull it outward to open the paper door
2. Check the tray for any partial roll of paper and remove it if present
3. If the new paper roll has a glued leading edge or a protective strip, loosen the glue or remove 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.



# 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.

# Windows Adaptor for Merchant's PC

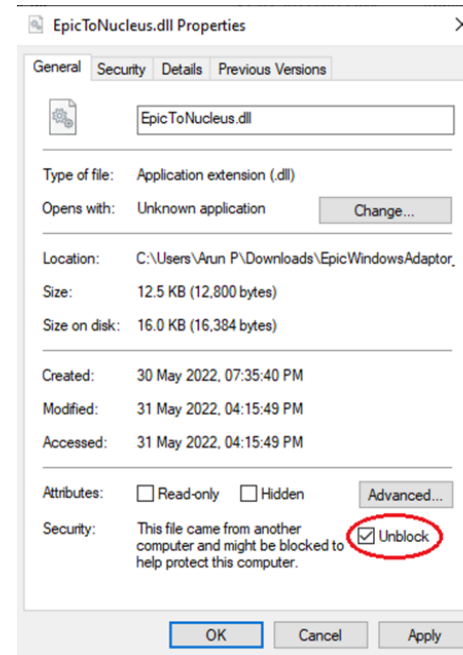
## Software Installation

The Windows Adaptor has no Graphical User Interface (GUI), therefore, users will not be interacting with the Windows Adaptor when processing transactions. It is pre-installed under the merchant Citrix server by the user.

Follow the steps below to install the Windows Adaptor

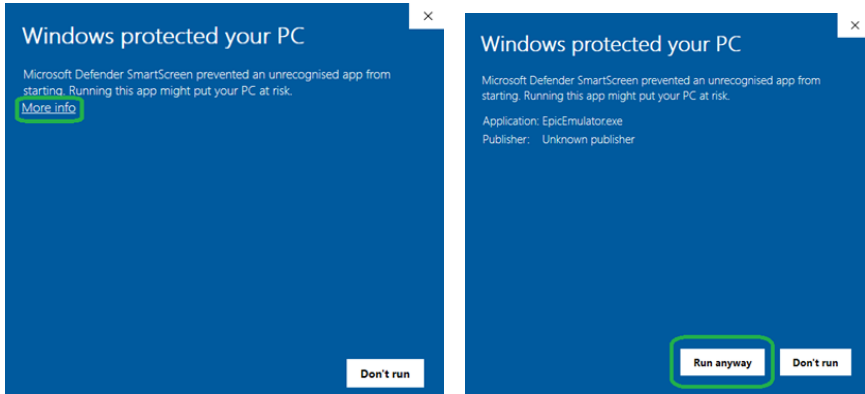
1. Visit the Windows Adaptor download link:  
<https://go.globalpayments.com/EPICWindowsAdaptor> to download the latest version..
2. Extract the zip file and copy the file "EpicToNucleus.dll" to a location where the EPIC executable/Epic POS is installed or extracted.
3. Unblock "EpicToNucleus.dll" from file properties, if required. This is important after a fresh installation. Please don't miss this step.

*Note: The blocked dll may throw an exception in the Epic POS when it is invoked.*

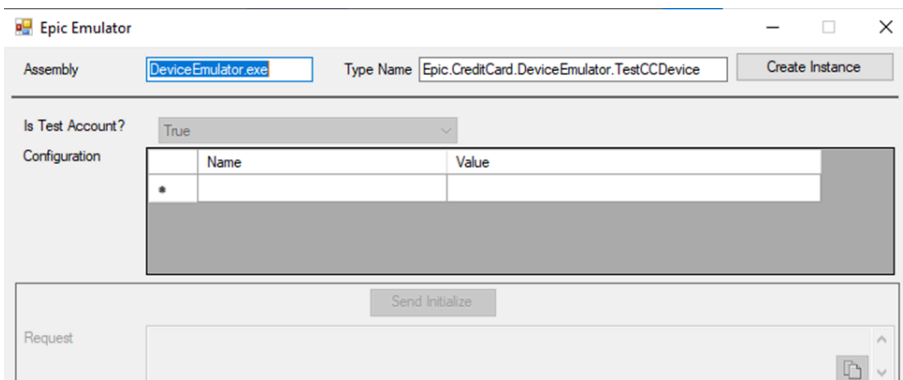


4. Double click "Epic POS" to run the executable file.
5. For the first time after fresh installation or copy, the Windows Defender system may block this executable from running.
6. Click "More info" to activate other options.
7. Select "Run anyway" to run the executable.





8. The following window (Epic Emulator image) will display when users successfully run the executable.



## Configuration Required for EPIC POS Application – Hyperspace

Use the below information to configure the Windows adaptor in your EPIC POS Application – Hyperspace under the merchant Citrix server:●  
 Assembly Name : EpicToNucleus.dll

- Typename : EpicToNucleus.EpicEMVInterface
- Specify the destination terminal IP address (the merchant’s static IP address that is to be provided by the merchant) & port in EPIC configuration field
  - terminal\_ip = **192.168.0.100:8000** (the merchant’s static IP address that is to be provided by the merchant for their Epic POS System and not the Terminal IP address)
    - Where **8000** is the port number

## 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.

# 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.