

Quick Start Guide

Global Payments FLEX

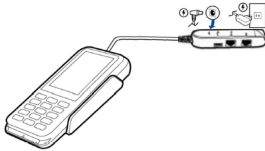
— Semi-integrated Pay At The Counter on P630 (TCPIP)

Get started

Welcome to the Global Payments Flex 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

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



Countertop – P630

The **P630** features a dongle cable to DC power connector for easy and convenient power supply. Inside the box, you'll find the dongle cable and DC power supply. To power on the device, simply insert the power supply cable to the dongle and connect the other end to the power supply.

- **Power On:** Press and hold the power button [⏻] to turn on the device.
- **Power Off:** Press and hold the power button [⏻] to wake the device up. After it is turned on, press and hold the power button [⏻] until the "User Menu" displays on the screen. Tap [⏻ Power off] to turn off the device.

Manager password

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.

Network communication

Network configuration for Pay-At-The-Counter (PATC) on the P630:

Network	ECR/POS – P630	P630 – Host
Available connectivity mode	TCP/IP (Wi-Fi) Ethernet	TCP/IP (Wi-Fi)

To set up your device connectivity, follow the steps below.

For P630 – Host setup

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.

For P630 – ECR/POS setup

1. Obtain the P630 IP address, access Diagnostics icon.
2. Select Network information.
3. Scroll down to view the Device IP to note down the IP address to provide to the POS.
4. To perform 'Registration' to connect the payment terminal to the POS. From the Flex app home screen, Tap **Configuration**.
5. Enter Manager Password.
6. Select **Connection Configuration**.
7. Select **Registration**.
8. On the POS, select the **TPV Status**.
9. On the FLEX application, the screen will display the IP address Accept?, tap **Confirm**.

Accessibility Services on P630

1. Tap on the Payments icon.
2. On the Permission required screen, tap OK.
3. You will now be automatically redirected to the Accessibility screen. If not, go to Settings and search for "Accessibility".
4. On the Accessibility screen, select the following services:
 - a. **PA Accessibility** – toggle on the **Use Service**, read on the permissions and scroll down and tap **ALLOW**.
 - b. **Payment Accessibility** – toggle on the **Use Service**, read on the permissions and scroll down and tap **ALLOW**.
 - c. **FLEX Accessibility** – toggle on the **Use Service**, read on the permissions and scroll down and tap **ALLOW**.

Performing a sale transaction

1. For Pay-At-The-Counter, Sale transaction is entered in the ECR/POS system.
2. On the P630 PIN pad, the entered Sale transaction appears on the screen.
3. If tip is enabled, the customer will select the desired tip amount from tipping options.
4. Terminal displays "the Normal Card Entry Screen – insert, tap, swipe, or for manual entry press the [Other Payment Options] then select [Manual Entry]".
5. The cardholder may choose to tap, insert, or swipe their card to make a payment.

Additional resources

Visit the Global Payments Help Centre at <https://help.globalpay.com/en-ca/products/point-of-sale-solutions/flex-pos> or scan the QR code on the side for additional support materials for your device(s). Should you have any questions or require additional instructions, please contact the Global Payments Customer Care Centre at 1-888-682-3309.

