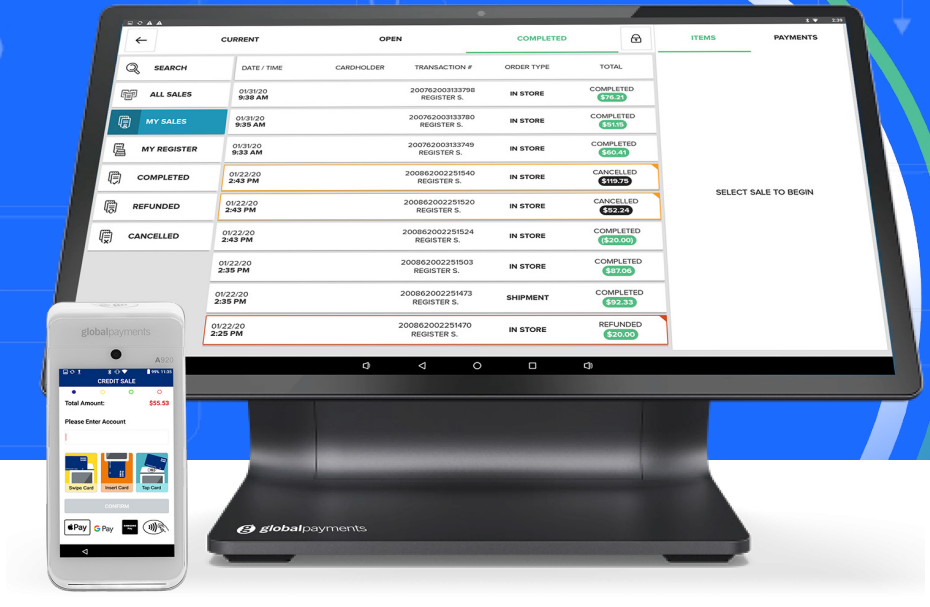
Global Payments Register

Setup Guide



globalpayments | Desjardins

Global Payments Register

Optional Accessories

Receipt Printer

Scanner

Cash Drawer

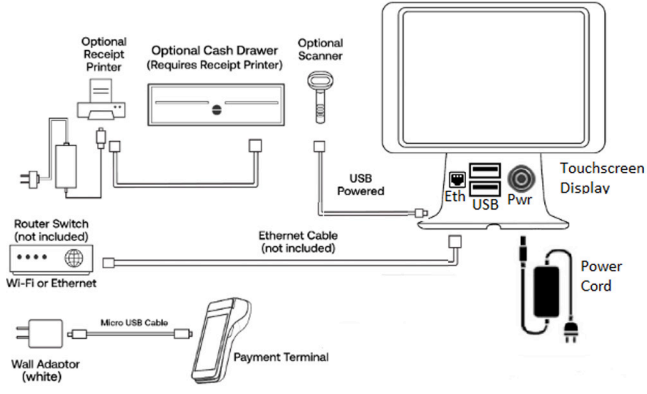
Getting started with **Register Setup**

You will need:

- Touchscreen display (included)
- Payment Terminal (included)
- USB HUB (included)
- USB Power Cable (included)
- Wall Power Adapter (included)
- Ethernet cable (optional)
- Register welcome email

Installing Your Register

1. Connect the two ends of the power cord together.
2. Remove the cover on the merchant facing side of the stand.
3. Plug the round end of the power cord to the USB hub.
4. Plug the power adapter into a power outlet.
5. Register should turn on automatically. If not, tap the power button located on the bottom of the Register screen.



Connect Register to Wi-Fi *(recommended)*

1. Tap the Settings icon on the home screen (you can return to the home screen by tapping the circle icon at the bottom middle of the screen).
2. Select Wi-Fi from the list.
3. Toggle **'Wi-Fi On.'**
4. Select a secure network from the list, enter the password and connect. Only local Wi-Fi networks with network names will populate.
5. Tap the Back arrow at the top left screen or tap the circle at the bottom middle to return to the home screen.

OR

Connect Register to Ethernet

1. Connect the Ethernet cable to the Ethernet port on the USB hub.
2. Connect the other end of the Ethernet cable to your network device.

Log In to Your Account

1. On the Global Payments home screen, tap the **'^'** icon near the bottom of the screen.
2. Tap on the Point of Sale app (Global Payments icon) from the list.
3. Select your default language, select "Allow Permissions", then select "Allow".
4. You will be brought to the login page. Enter your credentials found in the Global Payments Register Welcome Email.
5. If prompted, enter a new password and/or create a PIN. Once the system completes the syncing process, Register will take you to the **'System Setup'** page.

Connect the Payment Terminal to Wi-Fi

1. Power on the terminal by pressing the power button the right side of the terminal.
2. To get started, swipe down from the top of the A920 home screen. When you see the status bar, swipe down again.
3. Toggle Wi-Fi on by tapping the Wi-Fi icon.
4. Tap the Wi-Fi name and down arrow below the Wi-Fi icon. Select a secure network, enter the credentials and connect. Only local Wi-Fi networks with network names will populate.
5. Tap the circle at the bottom middle to return to the home screen.
6. Tap the Portico Canada app (the white icon has the words PAX BroadPOS) to open the payment application.

Note: To charge the device, connect the A920 to the white power cable, and the white power adapter.
The Micro USB port of the cable connects to the charging port on left side of the A920.
The Payment Terminal is a Wi-Fi only device.

Connect the Payment Terminal To Register During Initial Setup

1. Select the Set up Hardware button
2. In the terminals section, under Device, select “Global Payments Canada Register A920”
3. Tap the search button.
4. Select the matching IP address for the A920 device you will connect to Register*
5. If you do not see the device listed, uncheck the green filter checkbox to show all available network devices.
6. You may also manually enter the IP address by tapping in the ‘Address’ field.
7. Select “Set up”. Once Set up completes, select “Done”
8. Select “Save” in the upper right corner.

*See next page to find the IP address of your terminal.

Finding the Terminal IP Address

1. Load the Portico Canada payment application.
2. The Terminal should briefly display the IP address in the upper left corner of the screen, under the word BroadPOS.
3. IF the IP address is not shown on screen, continue to follow the steps below to find the IP address.
4. Swipe down from the top edge of the screen to bring up the status bar (displaying time/date and notifications).
5. Swipe down from the top edge of the screen again.
6. Select the name of your network under the Wi-Fi icon.
7. You will see a list of wifi networks in the area, click “more settings” at the bottom of the screen.
8. Find and click on your network name.
9. A new window will pop up, displaying your Wi-Fi details. The IP address is located directly under your network name.
10. Select done and return back to the Portico Canada payment application.

Connect the Payment Terminal To Register After Initial Register Setup

1. From the main menu on Global Payments Register, scroll down and select **'More'** then tap the Register Settings icon.
2. From the list located on the left side of the screen, select **'Terminals.'**
3. Toggle on **'Global Payments Register A920.'**
4. Under Connection Type tap **'TCP/IP.'**
5. Tap the search button.
6. Select the matching IP address for the A920 device you will connect to Register* (the IP address is visible on the A920 at the top left of the BroadPOS Portico payment application).
7. The Port 10009 will automatically populate after you select the device.
8. You may also manually enter the IP address by tapping in the **'Address'** field.
9. Tap **'Setup'** and wait for Register to complete the setup.
10. Tap **'Test'** and wait for a successful system test.
11. To complete the setup, press the green **'Save'** button in the right corner of the screen.
12. You are ready to accept payments.

*If you're using multiple A920 payment terminals, select one that has not already been connected to a Register device.

Register Setup

If you did not receive a welcome email to activate your account or have any issues with set up, please contact Register support at **1.888.682.3309.** You can also visit our help site: **POShelp.globalpayments.com**

Back Office

Track sales, view revenue reports and manage inventory in real-time on any web browser at **POSportal.globalpaymentsinc.com**

Protection

If something goes wrong with your Register, we've got you covered. Call our Register support team:
Monday through Friday 8 a.m. - 10 p.m. ET
Weekends and Holidays 9 a.m. - 5 p.m. ET
at **1.888.682.3309 - option 1**

Processing

For detailed information about credit card transactions, access the Global Payments My Account for payment reporting at **reporting.globalpay.com.** You can also contact customer support at **1.888.682.3309.**

CURRENT
OPEN
COMPLETED
ITEMS
PAYMENTS
SEARCH
ALL SALES
MY SALES
MY REGISTER
COMPLETED
REFUNDED
CANCELLED
DATE / TIME
CARDHOLDER
TRANSACTION #
ORDER TYPE
TOTAL
SELECT SALE TO BEGIN
globalpayments
CREDIT SALE
Total Amount:
$55.53
Please Enter Account

globalpayments.com

globalpayments

Innovation that delivers.

©2025 Global Payments Inc. All rights