

User Guide

Global Payments

Terminal – S1000F / S1000E

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

The following tips will help ensure you continue to process smoothly with Global Payments Canada:

1. This reference guide contains information on the features and functions capable of your terminal, as well as basic troubleshooting techniques. Keep this guide in an easy-to-find location.
2. Perform a settlement daily. This ensures that your funds are constantly deposited into your bank account regularly.
3. Change your passwords frequently. Changing passwords frequently ensure you protect yourself from unauthorized use of your terminal.
4. If you have a problem with your terminal, check cabling, and attempt to reboot the device.
5. If you have a communication problem with your terminal, verify that there are currently no outages reported by your Internet or wireless service provider.

6. The Global Payments Canada Customer Service line is available to ensure there is always someone to assist you.

Available hardware

Global Payments Terminal comes in many flavours. This guide is specifically designed for Castles **S1000F** and **S1000E** devices. Please see the images below to identify which device you are using:



S1000F with built-in printer



S1000E with no built-in printer



S1000F optional bases:

- Charging base
- Wi-Fi communication base



S1000E optional bases:

- Charging base
- Wi-Fi communication base

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, Wi-Fi with ethernet, and/or cellular 4G wireless network.

CAUTION:

Due to the risk of shock or terminal damage, do not use the terminal near water, in a wet basement, bathtub, washbowl, kitchen sink, laundry tub, or near a swimming pool. Do not use it in flammable environments.

Unpacking the Box

Carefully inspect the shipping carton and its contents for shipping damage. If the contents are damaged, file a claim immediately with the shipping company and notify Global Payments. Do not try to use damaged equipment.

Remove the items from the carton. You should have the following items, based on your order:

- One of the following Global Payments Terminal models:
 - S1000F (comes with paper roll pre-installed), or
 - S1000E
- An external power supply
- Quick start guide

- Ethernet cable
- SIM card installed (for 4G Mobile Data terminals only)
- Wireless – optional base (available in two models: Charging Base and/or Wi-Fi Communication Base)
- Roll of thermal printer paper (S1000F model only)

Terminal placement

We recommend placing your terminal near a power outlet, and an ethernet port (if applicable). The ideal location should be convenient to the user(s) and should offer adequate ventilation and protection.

Do not place the terminal in an area with high temperatures, vibrations, dust, dampness or electromagnetic radiation – from a computer screen, microwave oven, anti-theft barrier, etc.

To avoid accidental damage, please secure cables and power cords.

The terminal requires the following environment:

- Operating temperature of 0° C to 50° C
- Operating humidity 5% to 90% non-condensing
- Storage temperature of -20° C to +70° C
- Storage humidity 5% to 90% non-condensing

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:

Only use the DC power supply shipped with your unit. Using a power supply with the wrong voltage and amps will damage the device and will void your device's warranty.

Below are the power supply specifications for S1000F and S1000E:

| | | |
|----------------------------------|---------|--------------------------------------|
| S1000F power supply | DC | 5V/2A |
| | Battery | 20 Watts Li-ion Rechargeable Battery |

| | | |
|----------------------------------|---------|--|
| S1000E power supply | DC | 5V/2A |
| | Battery | 20 Watts Li-ion Rechargeable Battery 4.2V 3000mAh |

External power supply present and battery charge level are reported on the status bar of the mobile terminal with a thunderbolt icon  when the terminal is connected to a wired power supply or placed on a base. This icon overprints the icon of the battery.

The battery will start charging when the battery capacity is lower than the threshold. By default, the Battery charging threshold is set to 90%.

CAUTION:

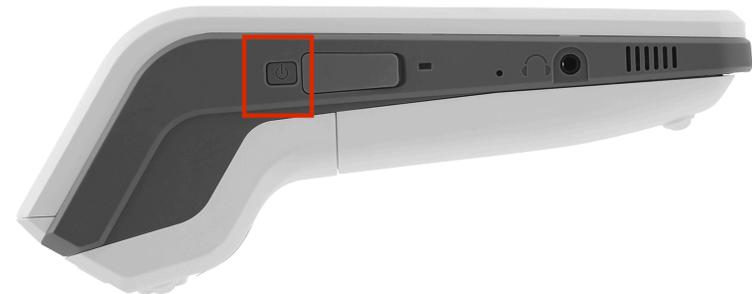
When the battery level drops to 15% or less, the “**battery warning notification icon**” will display on the left of the top bar.



When the battery level drops to 15% (critical level), **all functions will no longer work.**

Terminal ON/OFF/REBOOT

Power button  for the S1000F model:



Power button  for the S1000E model:



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 or a communication base.
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].

REBOOT 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 [Reboot].

Power on the charging base – S1000E only



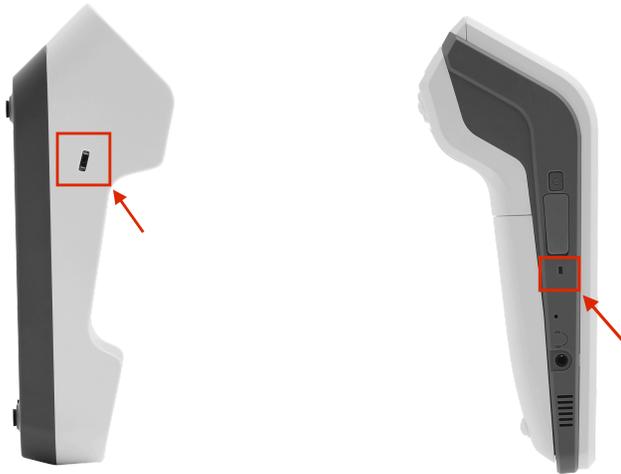
Power On: Switch to [I] on the charging base.

Power Off: Switch to [O] on the charging base.

LED Indicator

The LED indicator shows the current battery stage of the terminal. Please refer to the images below:

S1000F model



S1000F base (charging/Wi-Fi)

S1000F terminal

The LED indicator is present on both the S1000F terminal and its charging base. The following coloured lights indicate the terminal's power status:

Green Light: External power source connecting and the battery is full.

Red Light: Battery charging function activated

S1000E model



The LED indicator is on the side of the S1000E terminal, as shown above. The following coloured lights indicate the terminal's power status:

Green Light: External power source connecting and the battery is full.

Red Light: Battery charging function activated

Changing the terminal language

The terminal language configuration is programmed based on your initial setup with Global Payments.

To change the terminal language configurations, please contact Global Payments' Customer Care at **1.800.599.6491**.

Main interfaces

There are three(3) main interfaces within your Global Payments Terminal.

Android home screen

This is the Android OS main page. You'll be able to adjust system settings, including sound, brightness, Wi-Fi connectivity, battery management, and more.

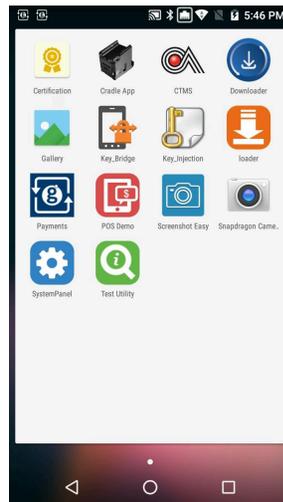
Tapping the [⋮] **Android All Apps** icon on the home page will direct you to the "Android all apps screen"



Android all apps page

This page contains all of the pre-installed applications. The apps available on your device differ based on your set up.

To access this page, tap the [O] **Android home** icon at the bottom of your screen, and tap the [⋮] **Android All Apps** icon to access this page



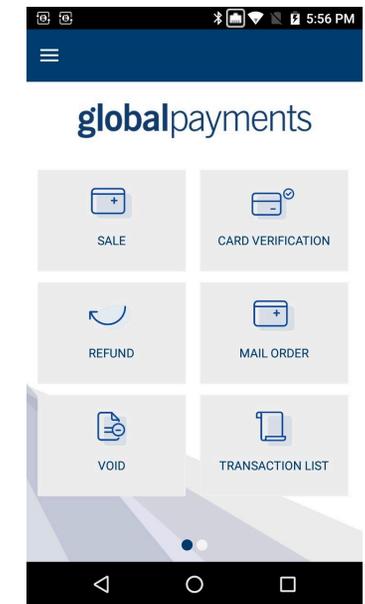
Unified Payments Application (Payments app) main page

The **Unified Payments Application**, or referred to as "**Payments app**" in this user guide, is your centralized location to manage your day-to-day payment needs, which include sale, refund, void, reporting, and more.

The **Payments app** should launch automatically when your terminal is powered up.

You may also manually open the Payments app by tapping the blue **Payments app icon** on the "Android all apps page"

Payments app main interface:



Payments app icon:

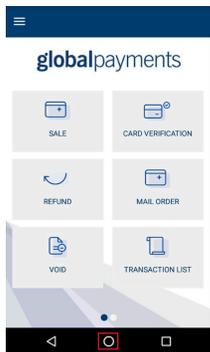


Buttons and keypads

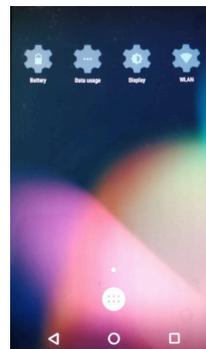
Android soft buttons

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



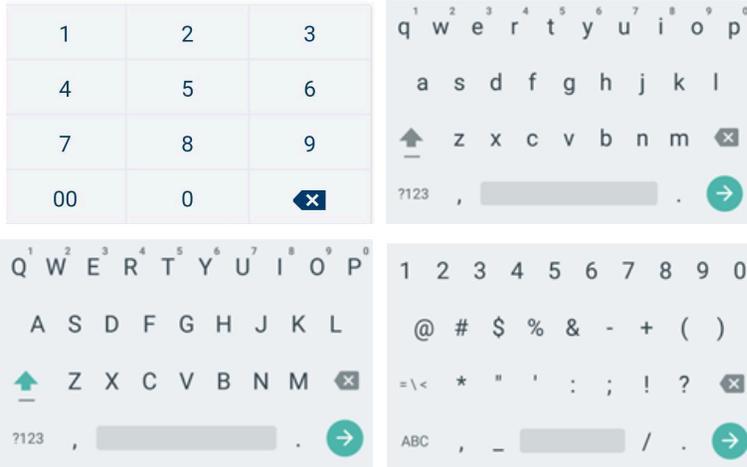
Android home screen

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.

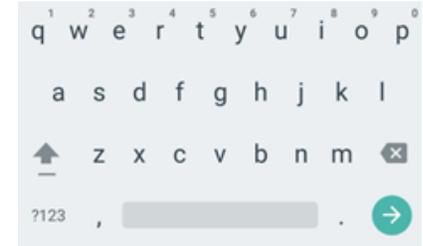
For amount entries, the terminal initially displays \$0.00. For example, to enter the value "\$5.30," press [5], [3] and [0]. No decimal point is entered.

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

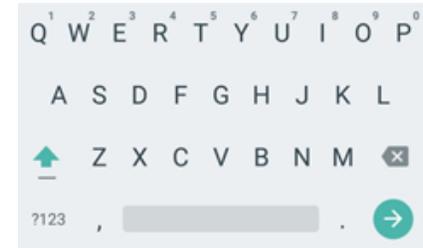
Alphanumeric data entry

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

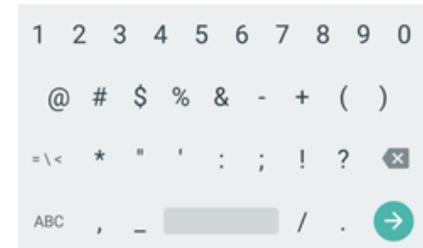
Lower case entry keyboard is displayed on the right



Press ↑ 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:

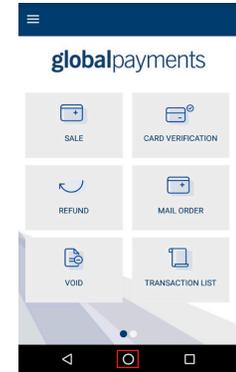


Power/Battery and Time icons are aligned to the furthest right:



Battery management

If you are at the [Payments application home screen](#), tap the [O] **Android home** icon to launch the Android home page.

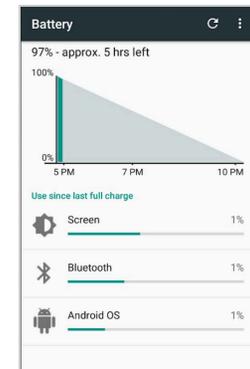


The [Android home page](#) displayed, tap the [⚙️] **Battery** icon.



You will be directed to the battery management page.

You can view and monitor your terminal's battery usage on this page.



Key beep and display

Key beep

Follow the instructions below to configure key beep:

1. Tap  on the [Payments app home screen](#).
2. Tap **MANAGER**.
3. Tap **ADMIN**.
4. Enter the **MANAGER PASSWORD**.
5. Tap [].
6. The **ADMIN MENU** displayed.
7. Tap **EDIT PARAMETERS**.
8. Tap **MISCELLANEOUS**.
9. Tap **BEEP IS SUPPORTED**.
10. Tap **ON/OFF** to enable/disable key beep.
11. Tap [].
12. Terminal prompts: **SAVE THIS PARAMETER?** Tap [] for **Yes** [] for **No**.
13. Terminal prompts: **CHANGES WILL REQUIRE APP TO REBOOT, PROCEED?** Tap [] for **Yes**, or [] for **No**.
14. If [] for yes is selected, the app will perform an auto reboot.
15. After rebooting, you will be directed to the **Payments** app home screen.

Display

Follow the instructions below to configure brightness level and ambient display.

Brightness level

1. Go to the [Android home page](#)
2. Tap the [] **Display** icon.
3. Tap [**Brightness level**].
4. Slide the **wrench** right to left to adjust the brightness.

Ambient display (Wake up motion)

1. Go to the [Android home page](#)
2. Tap the [] **Display** icon.
3. Gesture down to **Ambient display**.
4. Toggle to [**On**].

User access management

Global Payments Terminal offers multi-level user access. There are two-level user accesses – from the highest level to the lowest level – are manager and supervisor. Each user can create their customized password under the manager and supervisor levels.

NOTE:

To set up your personalized manager password for the first time, kindly reach out to Global Payments Customer Care Centre at **1.800.599.6491**. Please note that the password should consist of 7-12 alphanumeric characters or digits.

Password hierarchy

The password hierarchy is as follows:

- Manager password
- Supervisor password

A higher-level password is accepted in the place of a lower-level password. For example, if the application prompts for the supervisor password, then the manager password will also be accepted.

Manager/supervisor passwords

The manager and supervisor passwords are set up in the **Password** menu within the **Admin** menu. A higher-level user must access the password menu with his assigned password to create a lower-level user password.

For example, a manager user is required to access the **Password** menu to create the supervisor password.

NOTE:

Choose a 7-12 alphanumeric character password.

Change your manager passwords

Only the manager level user can change the manager password.

1. Tap  on the [Payments app home screen](#).
2. Tap **MANAGER**.
3. Tap **ADMIN**.
4. Enter the **MANAGER PASSWORD**.
5. Tap [].
6. The **ADMIN MENU** displayed.
7. Tap **EDIT PARAMETERS**.
8. Tap **PASSWORD**.
9. Tap **MANAGER PASSWORD**.

10. Tap [←] to delete the pre-programmed default password that is masked.
11. Enter **Password**.
12. Tap [✓].
13. Terminal prompts: **SAVE THIS PARAMETER?** Tap [✓] for **Yes** [✗] for **No**.
14. Tap [✗] to return to the Password menu screen.
15. Tap [←] until the Payments app home screen is displayed

NOTE:

The Manager password can be used at a screen protected by the manager or supervisor.

Set up your supervisor passwords

Any higher-level user can set up the users at the lower level. For example, the manager can set up a supervisor password.

1. Tap ☰ on the [Payments app home screen](#).
2. Tap **MANAGER**.
3. Tap **ADMIN**.
4. Enter the **MANAGER PASSWORD**.
5. Tap [✓].
6. The ADMIN MENU displayed.
7. Tap **EDIT PARAMETERS**.
8. Tap **PASSWORD**.
9. Tap **SUPERVISOR PASSWORD**.

10. Tap [←] to delete the pre-programmed default password that is masked.
11. Enter **Password**.
12. Tap [✓].
13. Terminal prompts: **SAVE THIS PARAMETER?** Tap [✓] for **Yes** and [✗] for **No**.
14. Tap [✗] to return to the Password menu screen.
15. Tap [←] until the Payments app home screen displayed.

NOTE:

The Supervisor password can only be used at supervisor password-protected screens.

To set up or change the password protection configurations, contact Global Payments' Customer Care at **1.800.599.6491**.

Network communication

Global Payments Terminal supports the following three (3) network communications: Wi-Fi, Wi-Fi with Ethernet, and Cellular 4G wireless.

You can select any of these communication modes to use as your primary communication method based on what was ordered. The following instructions will help you set up your device.

Set up Wi-Fi connectivity

1. Go to the [Android home page](#)

2. Tap the [🔧] **WLAN** icon.
3. Toggle to [On] to display available networks.
4. Tap the SSID name of the Wi-Fi network that you want to connect to the list.
5. Enter the WiFi Password, and then tap [CONNECT].

NOTE:

Wi-Fi signal range covers an area of approx. 100 feet in diameter in an open area

Set up 4G mobile data connectivity

Global Payments Terminal supports 4G wireless, and will automatically choose the best available network. If you have ordered a 4G configuration, Global Payments will insert and program the network SIM Card for your terminal before shipment. **There is no setup required by you.**

The terminal will automatically connect to the mobile data network after powering up. It may take a few minutes to connect, depending on the network signal in the area. The Mobile Data network, if being used, will display at the top right of the terminal screen. Once connected, the icon will be filled up. If the icon remains empty or no SIM card symbol, the mobile data network is not connected.



Always make sure the terminal is connected with the mobile data network before performing any transactions.

Set up Wi-Fi communication base connectivity

There are two different optional bases for the Global Payments Terminal S1000F/S1000E – a **Wi-Fi with ethernet communication base (or referred to as Wi-Fi comm base)** and a **charging base**. This set-up guide is only applicable to the Wi-Fi comm base.

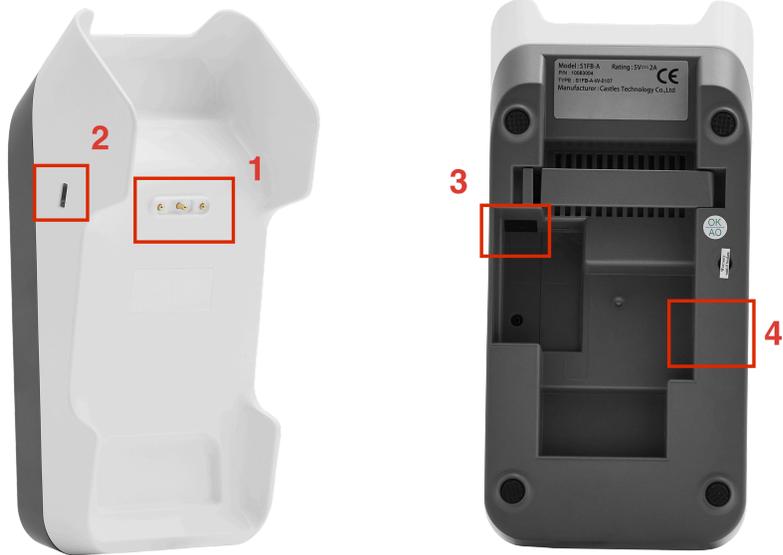
The **Wi-Fi comm base** works as the Wi-Fi access point when an ethernet cable is plugged into the port. Each S1000F/S1000E will require one dedicated comm base to utilize the ethernet connectivity.

In typical indoor usage, the network range for terminals and their Wi-Fi comm bases are up to 100 feet.

NOTE:

There is no ethernet/Wi-Fi network connectivity function when using the **charging base** only. Different from the Wi-Fi comm base, the charging base is only used strictly for charging.

Wi-Fi comm base for S1000F



1. Charger PIN
2. Power and WiFi LED indicator
3. Power connector
4. Ethernet port

Wi-Fi comm base for S1000E



1. Charger PIN
2. Power and WiFi LED indicator
3. Power connector
4. Ethernet port

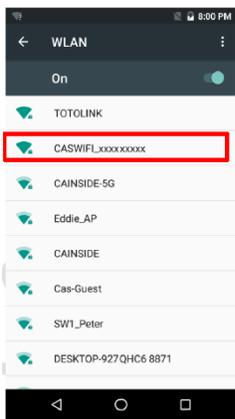
Pairing up with your Wi-Fi comm base – Version 1

NOTE:

If your terminal is received **on or before June 30th, 2021**, your Global Payments Terminal is in **version 1**. Please continue with the following instruction to pair up with your Wi-Fi comm base.

If you received your terminal **after** June 30th, 2021, please proceed to the [Version 2 guide](#) in the next section.

1. Go to the [Android home page](#)
2. Tap the [⚙️] **WLAN** icon.
3. Toggle to **[On]** to display available networks.
4. Check the **Serial Number** (last 9 digits) on the back of your communication base. As shown on the right.
5. Look for the SSID name = CASWIFI_xxxxxxxx (communication base serial number), as shown below, then tap.



6. Enter Wi-Fi communication base password – the default password is **9876543210**, and then tap **[CONNECT]**.
7. Upon connection, the WiFi icon will be displayed on the top of your screen.

NOTE:

Only one (1) Communication Base can be paired with a terminal at a time. Please disconnect the previously associated base before adding a new one.

Setting up ethernet connection with your Wi-Fi comm base – Version 1

NOTE:

If your terminal is received **on or before June 30th, 2021**, your Global Payments Terminal is in version 1. Please continue with the following instruction for Wi-Fi pairing set-up.

if your received your terminal **after** June 30th, 2021, please proceed to the **Wi-Fi pairing set-up and Wi-Fi Communication Base Ethernet Setup- Version 2 section**

1. Go to the [Android all apps page](#)
2. Tap the [⚙️] **SystemPanel** icon.
3. Enter the default password '00000000' to both of first and second password on the random number keypad then press [] to close the keypad.

TIPS:

Remember to change the default password.

4. Tap **[●] Enter**, the **System Panel** screen is displayed.
5. Look for **[Cradle USB connection]**.
6. Toggle **Cradle USB connection** to **[On]**
7. Tap **[Cradle Ethernet setting]**.
8. For DHCP setup, **DHCP** is toggled "On" and the **Proxy** is filled out. For Static setup, DHCP is toggled "Off", the **Proxy** is filled out then manually fills out all the static IP values.
9. Tap **[●]** to complete the setup.
10. During the setup, the screen displays **"Setting Cradle..."**.
11. Once the setup is complete, the screen displays **"Set Cradle IP Succeeded"**.
12. Tap **[CONFIRM]**.

Pairing up with your Wi-Fi comm base – Version 2

NOTE:

If you received your Global Payments Terminal **after June 30th, 2021**, your terminal is in version 2. Please continue with the following procedure to setup network

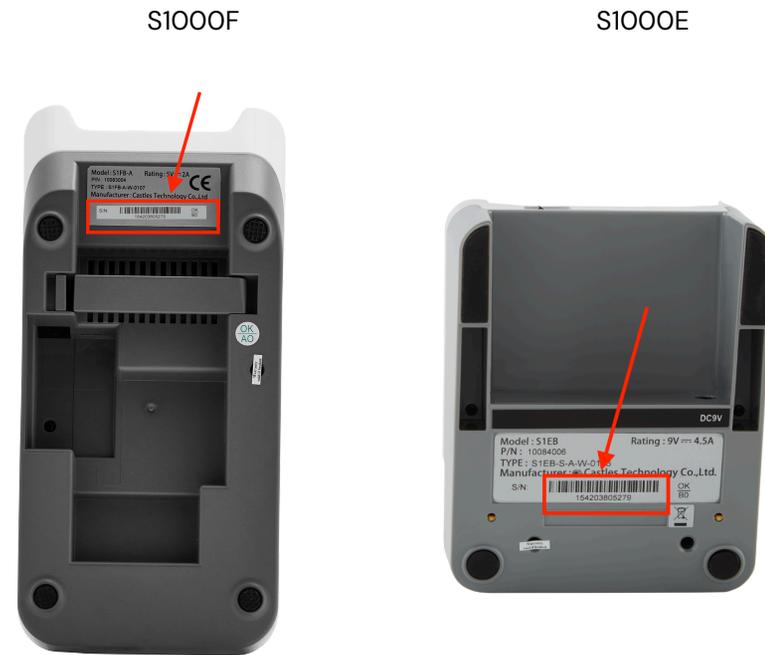
If you received your device on or before June 30th, 2021, please refer to the previous sections that apply to version 1 WiFi setup.

1. Go to the [Android all apps page](#)

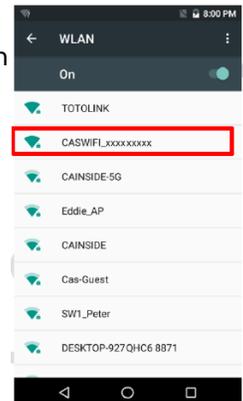


2. Tap the **[Cradle App]** **Cradle App** icon.
3. Tap **USB Setting**.
4. Toggle **Cradle USB** to **[On]**, "DHCP" and "Use Ethernet Dhcp dns" displayed right below it.

5. Tap **WiFi Setting**.
6. Check the **Serial Number** (last 9 digits) on the back of your communication base.



7. Look for the SSID name = CASWIFI_xxxxxxxx (communication base serial number, example shown on the right) then tap.
8. Enter Wi-Fi communication base password – the default password is **9876543210**, and then tap **[CONNECT]**.
9. Tap **Wi-Fi Setting** – for DHCP setup, **DHCP** is toggled **[On]**. For Static setup, DHCP is toggled **[Off]**, manually filling out all the static IP values.



10. Tap [●] to complete the setup and confirm.
11. Once the setup is complete, the screen displays “Connect finish”.
12. Upon connected, tap the [◀] **Android Back** icon once to return to the Android App menu.

Once connected, Wi-Fi Connectivity icon is displayed at the top right of the screen:



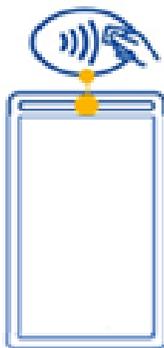
NOTE:

Only one (1) Communication Base can be paired with a terminal at a time. Please disconnect the previously associated base before adding a new one.

Accepting payment cards

To conduct a contactless transaction

1. Tap the transaction icon on the **Payments** app home screen.
2. Follow the prompts displayed on the screen accordingly
3. Bring the card firmly up to the active zone above the display and hold approx.1 cm above the contactless logo located on the paper trapdoor. Keep the card



close to the display during the transaction

4. Your contactless terminal has a row of four status indicators that are visible on the screen. When a contactless transaction is started the first (left hand) status light will turn green; this indicates that the contactless display is in use but a card is not being read
5. When a contactless card is presented to the contactless active zone during a transaction, the second, third and fourth status indicator will turn green. The card-read is successful when all four status indicators are shown in green and you will hear an audible confirmation tone

To conduct an EMV chip card transaction

1. Tap the transaction icon on the **Payments** app home screen.
2. Follow the prompts displayed on the screen accordingly
3. Position the chip card with the chip side facing upward, as shown below
4. Insert the chip card into the smart card reader slot in a smooth, continuous motion until it seats firmly
5. Remove the card only when the screen indicates the transaction is complete

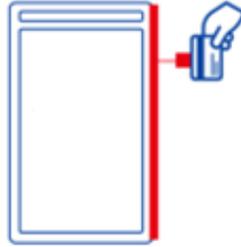


CAUTION:

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

To conduct a magnetic stripe transaction

1. Tap the transaction icon on the **Payments** app home screen.
2. Follow the prompts displayed on the screen accordingly
3. Position a magnetic card with the stripe in the side card reader facing inward, toward the keypad. For model S1000E, the magnetic stripe is located on the bottom of the terminal
4. To ensure a proper read of the magnetic swipe card, the user should insert the magnetic card from the top of the unit, as shown above
5. Swipe the card through the magnetic card reader
6. The screen indicates the transaction is complete



Sale transactions

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

1. Tap the **SALE** transaction icon on the [Payments app home screen](#).
2. Enter the clerk ID (if enabled) and tap [✓]. The clerk or server ID must be 1-4 digits.
3. Enter the invoice # (if enabled) and tap [✓].
4. Enter the transaction amount and tap [✓].

5. If the tip function is enabled, the cardholder can select one of the following options :
 - a. **[Select one of the three pre-set tip percentage options or No Tip displayed on the screen], proceed to the next step.**
 - b. **[Other]**, the cardholder enters the dollar amount for the tip then proceed to the next step.
 - c. [✗], the application will go back to the Payments app home screen.
6. The cardholder taps [✓] to confirm the total amount, or taps [⏮] to go back to step 4 to edit any specific amount.
7. Terminal displays **“the Normal Card Entry Screen – insert, tap, swipe, or by pressing the [#] for manual entry of card number”**.

NOTE:

Manual entry of a card number is disabled by default, please go to the [Mail order](#) section in this guide for manual entry transaction instructions.

8. The cardholder may choose to tap, insert, or swipe their card to make a payment.
9. 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
10. The cardholder will then follow the prompt to complete the transaction.
11. If a full payment was paid, go to step 11. If a partial payment was paid, go to step 10
12. **“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. Proceeding to step 11 upon completion.

13. Transaction complete, the following receipt prompts will occur:

- **If the email receipt feature is set up**, please have the cardholder enter the correct email address to receive the customer receipt copy. The terminal will automatically send the merchant copy email receipt to the merchant’s pre-configured email address. If the terminal has an internal built-in printer, the merchant receipt copy will be printed and the customer copy can be printed.
- **If the email receipt feature is not set up**, the merchant copy of the receipt is printed first, then followed by the customer receipt.

For setting up email receipt, please refer to the [Enable Email Receipt Support section](#) within this user guide.

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 swiped, you must ask for another form of payment. Debit cards cannot be entered manually.

NOTE:

Credit surcharge and debit card acceptance/processing is **NOT** applicable for the US dollar device.

Refund

Use the refund/return transaction to credit your customer.

IMPORTANT:

Upon receiving your terminal, please note that this function is initially deactivated. To activate it, you must establish your unique manager password during the initial setup. To acquire your manager password, kindly reach out to the Global Payments Customer Care Centre at **1.800.599.6491**.

Remember that your password must be a combination of 7-12 alphanumeric characters or digits.

1. Tap the **REFUND** transaction icon on the [Payments app home screen](#).
2. Enter manager password and tap [].

3. Enter the clerk ID (if enabled) and tap [✓]. The clerk or server ID must be 1–4 digits.
4. Enter the invoice # (if enabled) and tap [✓].
5. Enter the total return amount, including tip and cashback, and tap [✓].

NOTE:

Credit surcharge is not included during refunds, please manually calculate the surcharge return amount with the original return amount then enter the total return amount.

6. Terminal displays “**the Normal Card Entry Screen – insert, tap, swipe, or by pressing the [#] for manual entry of card number**”.

NOTE:

Manual entry of a card number is disabled by default, please go to the [Mail order](#) section in this guide for manual entry transaction instructions.

7. For credit card refunds, the cardholder Taps/Inserts or swipes their card, then proceeds to step 10.
8. For debit card refunds, the cardholder must be present. The cardholder taps/inserts or swipes their card. For insert cards, the cardholder selects [CHEQUING] or [SAVINGS]. Please note that debit card transactions cannot be manually entered.
9. The cardholder enters PIN, tap [✓]. The terminal displays “PIN OK”.
10. Transaction complete, the following receipt prompts will occur:
 - **If the email receipt feature is set up**, please have the cardholder enter the correct email address to receive the customer receipt copy. The terminal will automatically send the merchant copy email receipt to the merchant’s pre-configured email address. If the terminal has an internal built-in printer, the

merchant receipt copy will be printed. Unless disabled, you will also be prompted to print the customer receipt.

- **If the email receipt feature is not set up**, the merchant copy of the receipt is printed first, then followed by the customer receipt.

For setting up email receipt, please refer to the [Enable Email Receipt Support section](#) within this user guide.

TIPS:

Transaction password protection is highly recommended for return transactions.

NOTE:

Debit card acceptance and processing is **NOT** applicable for the US dollar device.

Mail order

Mail order is NOT enabled on your Global Payments Terminal by default. Please contact Global Payments’ Customer Care at **1.800.599.6491** to enable this feature.

Use the optional **mail order** transaction to process card-not-present transactions, where the cardholder provides you with their order and payment details by regular mail, fax, or telephone.

NOTE:

To process credit surcharge for card-not-present transactions, please process it under the **Sale** function.

1. Tap the **MAIL ORDER** transaction icon on the [Payments application home screen](#).
2. Enter the clerk ID (if enabled) and tap [✓]. The clerk or server ID must be 1-4 digits.
3. Enter the invoice # (if enabled) and tap [✓].
4. Enter the transaction amount and tap [✓].
5. If the tip function is enabled, the options are :
 - a. **[Select one of the three pre-set tip percentage options displayed on the screen]**, proceed to the next step.
 - b. **[Other]**, the cardholder enters the dollar amount for the tip then proceed to the next step
 - c. **[✗]**, the application will go back to the Payments app home screen.
6. Tap [✓] to confirm the total amount, or tap [☰] to go back to step 4 to edit any specific amount.
7. Enter manager password and tap [✓].
8. Enter account number and tap [✓].
9. Enter expiration date and tap [✓].
10. Enter the cardholder's street address and tap [✓].
11. Enter the cardholder's postal Code and tap [✓].
12. Enter the CVV and tap [✓].

TIPS:

The CVV security code is on the back of the card, next to the signature panel.

13. Transaction complete, the following receipt prompts will occur:
 - **If the email receipt feature is set up**, please have the cardholder enter the correct email address to receive the customer receipt copy. The terminal will automatically send the merchant copy email receipt to the merchant's pre-configured email address. If the terminal has an internal built-in printer, the merchant receipt copy will be printed. Unless disabled, you will also be prompted to print the customer receipt.
 - **If the email receipt feature is not set up**, the merchant copy of the receipt is printed first, then followed by the customer receipt.

For setting up email receipt, please refer to the [Enable Email Receipt Support section](#) within this user guide.

Void

If you have entered the wrong amount or need to cancel a transaction, use the **Void** transaction (instead of **Refund**) wherever possible. Transactions that are voided will not appear on the cardholder statements.

Transactions can only be voided before they are settled.

IMPORTANT:

Upon receiving your terminal, please note that this function is initially deactivated. To activate it, you must establish your unique manager password during the initial setup. To acquire your manager password, kindly reach out to the Global Payments Customer Care Centre at **1.800.599.6491**.

Remember that your password must be a combination of 7-12 alphanumeric characters or digits.

1. Tap the **VOID** transaction icon on the [Payments app home screen](#).
2. Enter manager password and tap [✓].
3. Enter the 1-4 digits clerk ID (if enabled) and tap [✓].
4. Select the search type, tap **BY TRANSACTION #** or **BY LAST 4 Digits**.
 - a. If **BY TRANSACTION #** is selected, enter the TRANSACTION# and tap [✓], go to step 5.

TIPS:

The Transaction # can be found on the receipt or under the **Transaction List** function.
 - b. If **BY LAST 4 Digits** is selected, enter the last 4 digits of the card that needs to be voided, go to step 6.
5. Terminal displays the void confirmation screen then tap [✓]. Go to step 7.
6. Terminal displays the void confirmation screen, tap [<] or [>] for the correct transaction to void. When the transaction to void is found, verify the information on the screen then tap [✓].

NOTE:

If credit surcharge is accepted in the original transaction, the credit surcharge amount will also be voided

7. For credit cards, proceed directly to step 11.
8. For debit cards, the card holder must be present. The cardholder swipes/inserts their card. Note that debit cards **cannot** be manually entered.
9. The cardholder selects [**CHEQUING**] or [**SAVINGS**].
10. The cardholder enters PIN, tap [✓]. The terminal displays **"PIN OK"**.
11. Transaction complete, the following receipt prompts will occur:
 - **If the email receipt feature is set up**, please have the cardholder enter the correct email address to receive the customer receipt copy. The terminal will automatically send the merchant copy email receipt to the merchant's pre-configured email address. If the terminal has an internal built-in printer, the merchant receipt copy will be printed. Unless disabled, you will also be prompted to print the customer receipt.
 - **If the email receipt feature is not set up**, the merchant copy of the receipt is printed first, then followed by the customer receipt.

For setting up email receipt, please refer to the [Enable Email Receipt Support section](#) within this user guide.

NOTE:

For an extra copy of the Void receipt to share with the cardholder, proceed with the reprint function to reprint.

NOTE:

Debit card acceptance and processing is NOT applicable for the US dollar device.

Card verification

Card verification is used to validate if a card is valid for the transaction. Transactions are not stored in the terminal batch. This function is only available for **credit cards**.

1. Tap the **CARD VERIFICATION** transaction icon on the [Payments app home screen](#).
2. Enter the clerk ID (if enabled) and tap [].
NOTE: The clerk or server ID must be 1–4 digits.
3. Enter total return amount (including tip and cashback) and tap [].
4. Terminal displays “**the Normal Card Entry Screen – insert, tap, swipe, or by pressing the [#] for manual entry of card number**”.

NOTE:

Manual entry of a card number is disabled by default, please go to the [Mail order](#) section in this guide for manual entry transaction instructions.

5. The cardholder Taps/Inserts or swipes the credit card.
6. Transaction complete, the following receipt prompts will occur:
 - **If the email receipt feature is set up**, please have the cardholder enter the correct email address to receive the customer receipt copy. The terminal will automatically send the

merchant copy email receipt to the merchant’s pre-configured email address. If the terminal has an internal built-in printer, the merchant receipt copy will be printed.

- **If the email receipt feature is not set up**, the merchant copy of the receipt is printed

For setting up email receipt, please refer to the [Enable Email Receipt Support section](#) within this user guide.

Balance inquiry – prepaid cards

Balance inquiry is a convenient function to help you and/or your customer instantly check the available funds on their prepaid card account. This function is only applicable to **Mastercard** Prepaid credit cards and **VISA** Prepaid credit cards.

1. Tap the **BALANCE INQUIRY** transaction icon on the [Payments app home screen](#).

TIPS:

The **BALANCE INQUIRY** function may be located on the second page of the Payments app. Swipe left to access the next page.

2. Enter the clerk ID (if enabled) and tap []. The clerk or server ID must be 1–4 digits.
3. Enter total return amount (including tip and cashback) and tap [].
4. Terminal displays “**the Normal Card Entry Screen – swipe, or manual entry of card number**”.

NOTE:

Manual entry of a card number is disabled by default, please go to the [Mail order](#) section in this guide for manual entry transaction instructions.

5. The cardholder swipes the prepaid credit card.
6. Transaction complete, the following receipt prompts will occur:
 - **If the email receipt feature is set up**, the terminal will automatically send the merchant copy email receipt to the merchant's pre-configured email address. If the terminal has an internal built-in printer, the customer receipt copy will be printed. The merchant has an option to forward their merchant copy in email format to the customer to view their card balance.
 - **If the email receipt feature is not set up**, only the customer copy of the receipt is printed. The customer will be able to view their card balance on the receipt.

For setting up email receipt, please refer to the [Enable Email Receipt Support section](#) within this user guide.

Performing an end of day processing (settlement)

You should perform a terminal settlement at least **once per day**. This ensures prompt payment and reduces the chance of chargebacks.

1. Tap **END OF DAY PROCESSING** on the [Payments app home screen](#).

NOTE:

The **END OF DAY PROCESSING** function can be located on the second screen, please swipe to the left to access.

2. The terminal communicates with Global Payments to close the batch
3. Once the End of Day is complete, a **Close Batch Settlement** report is printed, giving the status of the closed batch operation. Confirm the report displays "**BATCH # ##### ACCEPTED**" to verify that the settlement is complete.
4. If your device is S1000F, a report will be printed and terminal displays "**BATCH # ##### ACCEPTED**"
5. If your device is S1000E, a report will NOT be printed. Please visit [Merchant Portal](#) for your report that will be available the next day after your settlement.

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

NOTE:

Auto Settle function is available on your terminal. To activate **Auto Settle**, please contact Global Payments' Customer Care at 1.800.599.6491.

Reprint

This option allows you to reprint either the last transaction entered or search for the appropriate transaction. Please note that this function is only available with the **S1000F model**.

Reprint receipt from reprint function

With the Reprint Receipt function, you can reprint the previous receipt immediately. Follow these steps:

1. Tap  on the [Payments app home screen](#).
2. Tap **REPRINT**.
3. Terminal displays the latest and most previous transaction. Selects **[MERCHANT]** or **[CUSTOMER]** copy of receipt to print.

Reprint receipt from transaction list

1. Tap the **TRANSACTION LIST** icon on the [Payments app home screen](#).
2. Tap or select the transaction from the list that needs to be reprinted.
3. Terminal displays the transactions. Select **[MERCHANT]** or **[CUSTOMER]** to print the respective receipt copy.

Please refer to the steps below if you have enabled email receipt:

- When **[MERCHANT]** copy is selected, the terminal will automatically send the merchant copy email receipt to the merchant's pre-configured email address. You will also get a printed merchant copy if you are using the S1000F model. Customer copy may also be printed at this stage.

- When **[CUSTOMER]** copy is selected, the previously cardholder email address displays, tap []. You may also edit the customer email address at this stage and tap [] once updated.

Training mode

Use the training mode to get familiarized with the Global Payments Terminal, or use it to train new staff.

All transactions in training mode are simulated and are not processed. *Remember to exit training mode before processing any real transactions.*

NOTE:

You must perform a **settlement** before entering the training mode.

NOTE:

To set up your personalized manager password for the first time, kindly reach out to Global Payments Customer Care Centre at **1.800.599.6491**. Please note that the password should consist of 7-12 alphanumeric characters or digits.

1. Tap  on the [Payments app home screen](#).
2. Tap **MANAGER**.
3. Tap **ADMIN**.
4. Enter the **MANAGER PASSWORD**.
5. Tap [].
6. The **ADMIN MENU** is displayed.
7. Tap **TRAINING MODE**.
8. Tap **ON/OFF** to enable/disable training mode.

9. Tap [✓].
10. Terminal prompts: **SAVE THIS PARAMETER?** Tap [✓] for **Yes**, or [✗] for **No**.
11. Tap [✓].
12. Tap [←] until the Payments app home screen is displayed.

NOTE:

The terminal must be removed from training mode before conducting live transactions. To return to "live" mode, repeat the procedure in the steps above.

Reports

This real time report function is applicable to the **S1000F** model only. To generate real time reports, follow the steps below:

1. Tap ☰ on the [Payments app home screen](#).
2. Tap **REPORTS**.
3. Terminal displays two batch types, select [**CURRENT**] or [**PREVIOUS**].
4. Terminal displays three types of reports for both CURRENT and PREVIOUS batch types:
 - [**SUMMARY**] prints the terminal totals by card type, proceed to step 7
 - [**DETAIL**] if the terminal does not display the ALL option, proceed to step 7. If the terminal displays the ALL option, proceed to step 5
 - [**BOTH**] if the terminal does not display the ALL option, proceed to step 7. If the terminal displays the **ALL** option, proceed to

step 5

NOTE:

If Clerk prompt is disabled, the **ALL** option under [**DETAIL**] and [**BOTH**] will not be prompted.

5. Tap [**ALL**].
6. Terminal displays three types of reports to select for both DETAIL and BOTH reports:
 - [**BY CLERK**] prints a report for one server. To proceed, enter Clerk # and tap [✓]
 - [**ALL CLERKS**] prints a report including all and sorted by servers
 - [**BY REF#**] prints a report of all transactions sorted by Reference Number
7. The terminal prints the selected report. After printing, the application returns to the previous screen.

NOTE:

The settlement report will print after a successful batch.

Email receipt

NOTE:

Currently, Gmail and Hotmail services are not supported.

NOTE:

To set up your personalized manager password for the first time,, kindly reach out to Global Payments Customer Care Centre at **1.800.599.6491**. Please note that the password should consist of 7-12 alphanumeric characters or digits.

Global Payments Terminal supports email receipt printing.

1. Tap  on the [Payments app home screen](#).
2. Tap **MANAGER**.
3. Tap **ADMIN**.
4. Enter the **MANAGER PASSWORD**.
5. Tap [].
6. The ADMIN MENU displayed.
7. Tap **EDIT PARAMETERS**.
8. Tap **MERCHANT**.
9. Under the **MERCHANT** section, ensure the following Email parameters are edited:

- **Email Subject**, enter the" Email Subject line"
- **Email Support**, tap **ON**
- **Receipt Merchant Email**, enter the "Merchant's email address that needs to receive the merchant copy receipt."
- **Sender Email Address**, enter the "Merchant's email address that will be sending the receipts to the cardholder's email."
- **Sender Email Password**, enter the Merchant's email password, this is the password for the email used for the *Sender Email Password* parameter."
- **SMTP Auth Type**, tap **SSL** or **TLS**, the Auth Type for the email used for the *Sender Email Password* parameter."
- **SMTP Host**, enter the" SMTP Host" for the email used for the *Sender Email Password* parameter."
- **SMTP Port**, enter the" SMTP Port" for the email used for the *Sender Email Password* parameter."

NOTE:

The merchant is responsible to obtain SMTP Auth, SMTP Host and SMTP Port information for the email address

10. For all the above Email parameters, always tap [] to save tap [] to **SAVE THIS PARAMETER?**
11. Tap [] to return to the Payments app home screen.

NOTE:

Should you have any questions or require additional instructions on email receipts please contact Global Payments' Customer Care at **1.800.599.6491**.

Semi-Integration configuration with ECR or internal POS (Optional)

Global Payments Terminal – S1000F and S1000E 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 (or VARs) 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.

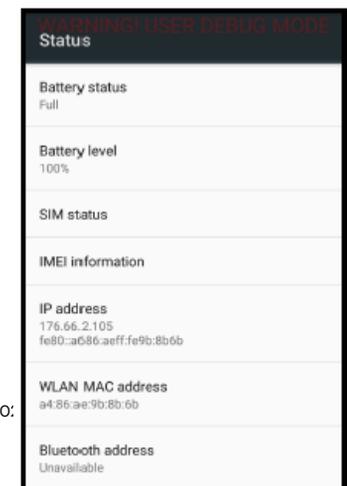
1. Enable Wi-Fi connectivity – Go to the [Wi-Fi Set-up section](#) for the detailed steps.
2. Get the IP address of the terminal (External ECR only)
3. [Go to the Androids all app page](#)
4. Tap the  **SystemPanel** icon.
5. Enter the default password '00000000' to both of first and second password on the random number keypad then press [] to close the keypad.

TIPS:

Remember to change the default password.

6. Tap  **Enter**, the **System Panel** screen is displayed.
7. Tap [**Settings**].
8. Tap [**i**] **About phone**.
9. Tap [**Status**].
10. Scroll down the screen until you see the section where the IP address is shown. See sample image on the right.

- IP Port



© 20:

- The default IP Port of UPA 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 **1.800.599.6491**.

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

This function is applicable to the **S1000F** model only. 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 25° C or 77° 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.

To change the paper roll, follow the steps below:

Step 1:

Pull up the flap at the top of the terminal.



Step 2:

Pull the flap backwards to open the paper compartment.



Step 3:

Place the paper roll into the paper compartment. Make sure the end of the paper is inserted as shown on the right. Pull a little bit of paper out towards the top of the terminal.



Step 4:

Close the paper compartment by pulling the flap up towards the terminal. When closed, a portion of the receipt paper is on the outside.

Troubleshooting

Card reader does not work properly ("Cards are Not Read")

1. When sliding the card through the reader, make sure the magnetic stripe on the card is facing the side of the terminal display screen.
2. Swipe the card at a faster or slower steady speed.
3. Swipe the card in the other direction.
4. Perform a test transaction using one or more magnetic stripe cards to ensure the problem is not a defective card.
5. Inspect the magnetic stripe on the card to make sure it is not scratched or badly worn. To determine if the problem is with the card, ask the customer for another card or try swiping the card on another 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

This applies to mode S1000F only.

- 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

This applies to model S1000F only. 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.

Cleaning

CAUTION:

Ensure the terminal power is off before cleaning the terminal

To clean the terminal, follow these instructions:

1. To prevent damage to the terminal and to avoid electric shock, unplug the power supply before cleaning the terminal
2. To remove dust from the terminal, wipe with a damp cloth

Service and support

For Global Payments Terminal service and repair information, contact Global Payments' Customer Care at **1.800.599.6491**.

Returning a terminal for service

When you receive a replacement terminal, always return the defective devices back promptly; failure to do so may result in extra charges applied to your account.

The Global Payments' Customer Care Centre is available to assist with questions related to terminal returns.

NOTE:

Do not, under any circumstances, attempt service, adjustments or repairs to this product. Contact Global Payments' Customer Care at **1.800.599.6491**. Service conducted by parties other than authorized Global Payments representatives is not permitted.