

User Guide

Global Payments

Countertop

Desk/5000 and

Desk/5000

Multi-merchant

A smart terminal that puts convenience and security at your fingertips



Table of contents

Introduction	2	Void (Credit or Debit)	12
General Tips	2	Pre-Auth and Completion (Optional)	13
Basic Terminal Operations	3	Pre-Auth – Authorize the amount:	14
Before You Begin	3	Return	15
Unpacking the Shipping Carton	4	Performing a Settlement (Closing The Terminal)	15
Terminal ON/OFF	4	Reprint	16
Terminal Physical Keyboard	4	Demo Mode	16
Virtual Keypad	4	Batch Menu	17
Numeric Data Entry	4	Batch Total	17
Alphanumeric Data Entry	5	View Batch History	17
Access Administrator Menu	5	Delete Batch	17
User Access Management	5	Terminal Security	1
Password Hierarchy	6	Reports Menu Password Protection	18
Manager/Supervisor/Clerk ID & Passwords	7	Transaction Password Protection	18
Set Up Your Manager/Supervisor ID and Passwords	7	Terminal Security	19
Clerk ID & Password	7	Reports	19
To set up or change the Clerk Password	7	Key Beep and Backlight	20
Changing the Terminal Language	7	To change backlight setting:	20
Accepting Payment Cards	8	To change brightness setting:	20
To Conduct a Contactless Transaction	8	Installation Procedure	20
To Conduct a Contactless Transaction on the External PIN Pad (EPP)	8	Countertop – Desk/5000 Connection to Power	20
To Conduct an EMV Chip Card Transaction	8	Countertop – Desk/5000 Connection to Ethernet	21
To Conduct an EMV Chip Card Transaction on the External PIN Pad (EPP)	9	Countertop – Desk/5000 Connection to the Desk/1500 External PIN Pad (Optional)	21
To Conduct a Magnetic Stripe Transaction	9	Attaching the Privacy Shield (Optional)	22
To Conduct a Magnetic Stripe Transaction on the External PIN Pad (EPP)	9	Replacing the Paper Roll	22
Sale (Credit or Debit) Transactions	9	Semi-Integrated Configuration with ECR (optional)	23
Auth Only (Credit)	11	Troubleshooting	25
		Receipt Paper is Jammed	25
		Card Reader Does Not Work Properly (Cards are Not Read)	25
		Receipt is Blank	25

Auto-Download (IP Terminal Only)	26
Cleaning	26
Terminal Specifications	26
Service and Support	27
Returning a Terminal for Service	27

Introduction

Global Payments offers merchants 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' Wireless - Move/5000 and Move/5000 Multi-Merchant terminal.

For 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 a reset by unplugging and re-plugging the power supply.
5. If you have a communication problem with your terminal, verify that there are currently no outages reported by your telephone company or your Internet service provider.
6. The Global Payments Canada Customer Service line is open 24 hours a day, 7 days a week, to ensure there is always someone available to assist you.

Basic Terminal Operations

Before You Begin

The terminal ("Desk/5000") is a point-of-sale electronic payment terminal designed to process debit and credit card transactions via an Internet or standard dial connection. For terminal set-up instructions, refer to Section 18.

CAUTION: Due to 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 in flammable environments.

Unpacking the Shipping Carton

Carefully inspect the shipping carton and its contents for shipping damage. If the content is 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, according to what was ordered:

- A Global Payments Countertop -Desk/5000 terminal with paper roll installed
- An external power supply
- Roll of thermal printer paper
- Quick Start Guide
- Ethernet cable and/or telephone cord
- Desk/1500 External PIN Pad (Optional)

NOTE:

If you have ordered the Desk/500 terminal with a Desk/1500 External PIN Pad. The External PIN Pad will be included in the box.

Terminal ON/OFF

When the terminal is connected to the power supply, it will automatically power up, initiate an application check and then enter the home screen. To power off the Desk/5000, simply disconnect the power supply from the electrical outlet.

Terminal Physical Keyboard

The terminal keypad is numeric only and contains 10 numeric keys (0-9), a green **[Enter]** key, a red **[Cancel]** key, a yellow **[Correction]** key.

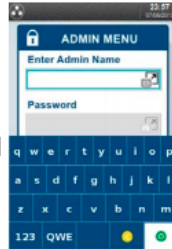
NOTE:

The physical keypad is numeric only.

Button	Characters Accessed
	1
	2
	3
	4
	5
	6
	7
	8
	9
	0
	Red [Cancel] key Will clear all of the data entered
	Yellow [Clear] Key Backspace (i.e. clear one character at a time)
	Green [Enter] key Will submit the data entered.
	Period, comma, number sign, star. Administrator Key.
	Paper Feed Key
	Desktop Key

Virtual Keypad

Global Payments Countertop – Desk/5000 (and Desk/5000 multi-merchant) is equipped with a 3.5-inch touch screen. The sample virtual alpha keypad shown below will display when the field tapped on the touch screen requires an alphanumeric entry. 123 can be tapped to display the virtual numeric keypad and QWE can be tapped to display the virtual uppercase alpha keypad.



NOTE: Keypress on the virtual keyboard briefly changes the key colour.

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:

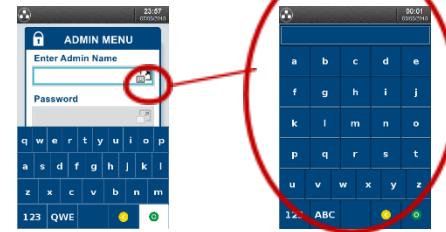
Card number is a numeric data item. To enter the value "544619999," press [5], [4], [4], [6], [1], [9], [9], [9] and [9] on the keypad. Then press [Enter] to confirm the data entered. The terminal then starts validation.

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 press [Enter] to confirm the data entered. The terminal then starts validation.

Alphanumeric Data Entry

When a field allows for alphanumeric entry, a virtual keypad is displayed.

To get an expanded alpha keypad, click icon  located on the right end of the data entry field.



Access Administrator Menu

The Administrator Menu is the place where all terminal configuration settings are stored. It can only be accessed by pressing the Administrator key. The administrator menu will be displayed on the terminal screen.

NOTE: Some menu options in Admin require a password to access.

User Access Management

The terminal offers multi-level user access. There are 4 level user accesses – from the highest level to the lowest level – which are administrator, manager, supervisor, and clerk. Each level can create multiple users. You can set up a maximum of 9 administrator user IDs, maximum of 10 manager IDs, and 10 supervisor IDs. The terminal supports up to 200 clerk IDs.

Each user can set up a customized password.

Password Hierarchy

The password hierarchy is as follows:

- Administrator password
- Manager password
- Supervisor password
- Clerk password

A higher-level password is accepted in the place of a lower-level password.

Example: If the application prompts for the clerk password, then the supervisor, manager, and administrator passwords will also be accepted.

Administrator ID & Password

Your terminal is pre-programmed with a default administrator ID name of "1", please call Global Payments Customer Care at 1.800.599.6491 to set up your personalized admin password.

Your administrator password is an important security feature of your terminal. It is used to access the sensitive administrator menu. The administrator password is between 7 and 12 alpha and numeric characters (min=7, max=12). At least 1 alpha and 1 numeric character must be used.

If the wrong administrator password is entered more than four (4) consecutive times while trying to access the administrator menu, the user will be locked out. At this point, please call Global Payments Customer Care for help at 1.800.599.6491.

Password Restrictions:

- The Administrator Password cannot contain more than four (4) of the same character (e.g. 2222, BBBB, etc...)

- The Administrator Password cannot have more than four sequential characters in both ascending and descending orders. (e.g. ABCD, StuvW 90123, 1234 etc...)
- The Administrator Password cannot have the same string as the Administrator ID.

NOTE: If the Administrator ID is greater than four characters.

You should change your password periodically for maximum protection against fraud.

You can set up up to nine (9) available Administrator User Names ("ID") and Passwords. Each Admin User Name ("Admin ID") has an associated password. There cannot be duplicate Administrator User Names.

NOTE: Your default **administrator user name ("ID")** is 1. To set up your administrator password, please call Global Payments Customer Care at 1.800.599.6491.

Manager/Supervisor/Clerk ID & Passwords

The manager and supervisor IDs and passwords are set up in the Security menu within the Admin menu. A higher-level user must access the security menu with his credential to create a lower-level user ID. For example, an admin user is required to access the security menu to create a manager user ID. A supervisor user ID can be created by either the Admin user or the manager user.

There are up to 10 managers and 10 supervisors. The Manager/Supervisor ID is between one to seven numeric digits. Each ID must be unique and cannot be duplicated.

The manager, supervisor, and clerk password length is seven alpha and numeric characters. The password can consist of any number of alpha or

numeric characters.

If the manager or supervisor forgets their password, the higher-level user, for example, the admin user must delete the existing manager/supervisor ID and add a new one.

Set Up Your Manager/Supervisor ID and Passwords

1. At the home screen, press the administrator [.,#*] key or tap **ADMIN** on the home screen for the administrator menu
2. Tap **Security**
3. Enter the administrator name and password, press **[Enter]**
4. Tap **Supervisor/Manager**
5. Enter the administrator name and password, press **[Enter]**
6. Press **[1] Add User**
7. Press **[1] Supervisor, [2] Manager**
8. Enter **Supervisor** or **Manager ID**
9. Enter **Supervisor** or **Manager Name**
10. Enter **Password**, re-enter **Password**
11. Terminal prompts: **Add Another? [1] Yes [2] No**
12. Press **[Cancel]** to return to the home screen.

Clerk ID & Password

Clerk ID and password can be set up in the Clerk menu within the Admin menu. There is a maximum of 200 available Clerk IDs and Passwords. Each Clerk ID has an associated name and password.

There cannot be duplicate Clerk IDs. The Clerk ID is between one to six numeric digits.

The Clerk Name is between one to twenty alpha & numeric characters.

The Clerk's password is between four and seven alphanumeric digits. This password does not expire. If the Clerk forgets their password, the Administrator, Manager, or Supervisor can set a new one.

To set up or change the Clerk Password

1. At the home screen, press the administrator [.,#*] key or tap **ADMIN** on Home Screen for the administrator menu
2. Tap **Clerk Menu**
3. Enter the administrator name and password, and press **[Enter]**
4. Press **[1] Add ID**
5. Enter **Clerk ID**
6. Enter **Clerk Name**
7. Enter **Password**, re-Enter **Password**
8. Terminal prompts: **Add Another? [1] Yes [2] No**
9. Press **[Cancel]** to return to the home screen.

If you forget your password, please call Global Payments' Customer Care at 1.800.599.6491.

For instructions on how to use each password level to protect sensitive information, please refer to **Section 15**.

Changing the Terminal Language

1. At the home screen, tap **LANGUAGE**, bottom right-hand corner.
2. Press **[1]-English**, press **[2]-Francais**, and press **[Enter]**.
3. The home screen will be displayed in the alternate language (English or French).

Accepting Payment Cards

NOTE:

For External PIN Pad, please refer to the Desk/5000 EPP Addendum.

To Conduct a Contactless Transaction

1. Tap the transaction icon on the home screen, or press the **[Enter]** key to enter the main transaction menu and then select transaction type.
2. Follow the prompts displayed on the screen accordingly.
3. Bring the card firmly up to the active zone above the display (hold approx. one (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 lights that are visible on the display. When a contactless transaction is started the first (left hand) status light will be lit steadily; 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 lights will be lit in turn. The card reader is successful when all four status lights are lit and the audible confirmation tone is heard.



To Conduct a Contactless Transaction on the External PIN Pad (EPP)

1. Tap the transaction icon on the home screen, or press the **[Enter]** key to enter the main transaction menu and then select transaction type.
2. After processing a transaction on the terminal, ask the customer to confirm the amount on the PIN Pad.
3. Cardholder follows the prompts displayed on the EPP screen by pressing the keys on the PIN Pad.
4. Cardholder waves or taps their card close to the EPP screen so that the maximum surface area is parallel to the antenna as shown in the below diagram.
5. A series of beeps and LED flashes will indicate that the card has been validated.
6. A receipt is printed on the terminal with the purchase amount.



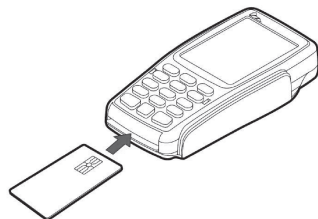
To Conduct an EMV Chip Card Transaction

1. Tap the transaction icon on the home screen, or press the **[Enter]** key to enter the main transaction menu and then select transaction type.
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 sits firmly.
5. Remove the card only when the screen indicates the transaction is complete.



To Conduct an EMV Chip Card Transaction on the External PIN Pad (EPP)

1. Tap the transaction icon on the home screen, or press the **[Enter]** key to enter the main transaction menu and then select transaction type.
2. Position a chip card with the chip contacts facing upward as shown in below the diagram.
3. Insert it into the chip card reader slot in a smooth, continuous motion until it sits firmly.
4. If more than one card application is available on the chip card, the EPP will display the first application. If you want to accept the application displayed, Press the Enter key to proceed, otherwise scroll up/down to highlight the application that you want to process.
5. Follow the prompt on the EPP to complete the transaction.
6. Remove the card when the display prompts you to do so.



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 home screen, or press the **[Enter]** key to enter the main transaction menu and then select transaction type.
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.
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 below.
5. Swipe the card through the magnetic card reader.
6. The screen indicates the transaction is complete.



To Conduct a Magnetic Stripe Transaction on the External PIN Pad (EPP)

1. Tap the transaction icon on the home screen, or press the **[Enter]** key to enter the main transaction menu and then select transaction type
2. Position a magnetic stripe card with the stripe outward, facing away from the keypad.
3. Swipe it through the magnetic card reader as shown in the below diagram.



Sale (Credit or Debit) Transactions

1. The sale transaction is the most common.
2. Tap the **Sale** transaction icon on the home screen, or press **[Enter]** to enter the main menu, and then tap **Sale**.
3. Select **Merchant** and enter merchant password (**multi-merchant only**)
4. Enter the clerk ID and password (if enabled) and press **[Enter]**.
5. Enter the invoice # (if enabled) and press **[Enter]**.
6. Key in the transaction amount and press **[Enter]**.
7. Terminal displays **"Pass Terminal to Customer,"** the cardholder presses **[1]-Yes/Oui** to confirm the transaction amount. Press **[2]-No/Non** to cancel the transaction.
8. If the tip is enabled, the customer can select either **[1]-Tip percentage**, **[2]-Tip amount**, or **[3]-No Tip**. If tip percentage is selected, the cardholder then can select one of three pre-set tip percentage options, or select **Other** to key in a specific tip percentage and press **[Enter]** to confirm. If a tip amount is selected, the cardholder can enter a dollar amount for the tip and press **[Enter]** to confirm.
9. The cardholder presses **[1]-Accept** to confirm the total amount, presses **[2]-No/Non** to change.
10. Terminal displays **"\$ Amount" "Tap/Insert/Swipe" "Taper/Inserer/Glisser"**.
11. The cardholder taps their card/inserts the chip card/swipes their card.
12. If the card is inserted, the cardholder follows the EMV prompts displayed on the terminal screen and then enters the PIN.
13. If the card is swiped, follow the prompts on the screen to enter the last 4 digits of the card number and CVV/CVC (if enabled)
14. If the credit card is issued outside Canada and your terminal is enabled with HomeCurrencyPay (HCP) dynamic currency conversion, the cardholder should follow the HCP prompts display

to select whether they want to pay in their home currency amount or Canadian dollars.

15. The terminal communicates with Global Payments and the terminal screen displays **"Pass Terminal to Merchant."**
16. Once the transaction is completed, the merchant copy of the receipt is printed.
17. Press **[Enter]** to print the customer copy of the receipt.

NOTE:

If you are presented with a card with a chip on it, insert the card in the chip reader on the terminal with the chip facing up and in. Leave the card in the reader until the transaction is completed.

If the terminal cannot read the credit card, you must enter the card number manually and then use your imprinter to take an imprint of the card and retain a signed copy for your records. If a debit card cannot be swiped, you must ask for another form of payment. Debit cards cannot be entered manually.

The following steps are for users that have a Desk/1500 external PIN Pad

1. Tap the **Sale** transaction icon on the home screen, or press **[Enter]** to enter the main menu, and then tap **Sale**.
2. Select **Merchant** and enter merchant password (**multi-merchant only**)
3. Enter the clerk ID and password (if enabled) and press **[Enter]**.
4. Enter the invoice # (if enabled) and press **[Enter]**.
5. Key in the transaction amount and press **[Enter]**.
6. On the PIN Pad displays **"Confirm Amount/Confirmer Montant"**, the cardholder presses – **[the corresponding key] for Yes/Oui** to confirm the transaction amount and presses – **[the corresponding key] for No/Non** to cancel the transaction.
7. If the tip is enabled, on the PIN Pad customer can select by navigating **[▲] and [▼] for -Tip %/% Porb**, **[2]-Tip Amt/Mont Pourb**, or **[3]-No Tip/Sans Pourb**, If tip percentage is selected, the cardholder then can select by navigating **[▲] and [▼]** one of three pre-set tip percentage options, or select **Other** to key in a specific tip percentage and press

[Enter] to confirm. If the tip amount is selected, the cardholder can enter the dollar amount for the tip and press **[Enter]** to confirm.

8. The PIN Pad displays “\$ Amount” “Tap/Insert/Swipe” “Taper/Inserer/Glisser”.
9. The cardholder taps their card/inserts the chip card/swipes their card on the PIN Pad.
10. If the card is inserted, the cardholder follows the EMV prompts displayed on the PIN Pad screen and then enters the PIN.
11. If the card is swiped, follow the prompts on the screen to enter the last 4 digits of the card number and CVV/CVC (if enabled) on the terminal.
12. If the credit card is issued outside Canada and your terminal is enabled with HomeCurrencyPay (HCP) dynamic currency conversion, The cardholder should follow the HCP prompts display to select whether they want to pay in their home currency amount or Canadian dollars.
13. The terminal communicates with Global Payments.
14. Once the transaction is completed, the merchant copy of the receipt is printed.

NOTE:

If you are presented with a card with a chip on it, insert the card in the chip reader on the PIN Pad with the chip facing up and in. Leave the card in the reader until the transaction is completed

If the PIN Pad cannot read the debit card, you must ask for another form of payment. Debit cards cannot be entered manually.

Auth Only (Credit)

An **Auth Only** transaction is used to reserve an amount against a credit card holder's available credit limit for a certain period. Note that auth only is a non-draft capture transaction and will not settle transactions.

1. Tap **Auth Only** transaction icon on the home screen, or press **[Enter]** to enter the main menu, and then tap **Auth Only**.
2. Enter the total **Auth Only** amount and press **[Enter]**.
3. Enter the clerk ID and password (if enabled) and press **[Enter]**.
4. Enter the invoice # (if enabled) and press **[Enter]**.
5. Terminal displays “**Pass Terminal to Customer,**” the cardholder presses **[1] – Yes/Oui** to confirm the transaction amount. Presses **[2]-No/Non** to cancel the transaction.
6. Terminal displays “\$ Amount” “Tap/Insert/Swipe” “Taper/Inserer/Glisser”.
7. The cardholder taps their card/inserts the chip card/swipes their card.
8. Customer presses **[Enter]** and the terminal displays “**Pass Terminal to Merchant**”.
9. The terminal communicates with Global Payments. Once the transaction is completed, the merchant copy of the receipt is printed.
10. Press **[Enter]** to print the customer copy of the receipt.

The following steps are for users that have a Desk/1500 external PIN Pad

1. Tap **Auth Only** transaction icon on the home screen, or press **[Enter]** to enter the main menu, and then tap **Auth Only**.
2. Enter the total **Auth Only** amount and press **[Enter]**.
3. Enter the clerk ID and password (if enabled) and press **[Enter]**.
4. Enter the invoice # (if enabled) and press **[Enter]**.
5. On the PIN Pad, “**Confirm Amount/Confirmer Montant**” is displayed and the cardholder presses – **the corresponding key on the Pin Pad for Yes/Oui on the PIN Pad** to confirm the transaction amount. Press – **the corresponding key on the PIN Pad for No/Non** to cancel the transaction.
6. The PIN Pad displays “\$ Amount” “Tap/Insert/Swipe”

“Taper/Inserer/Glisser”.

7. The cardholder taps their card/inserts the chip card/swipes their card on the PIN Pad.
8. The terminal communicates with Global Payments.
9. Once the transaction is completed, the merchant copy of the receipt is printed.

Void (Credit or Debit)

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**.

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 cardholder statements.

Customers must be present for a void transaction on a debit card.

NOTE: Transactions can only be voided before they are settled.

1. Tap the **Void** transaction icon on the home screen, or press **[Enter]** to enter the main menu, and then tap **Void**.
2. Enter manager ID and password, press **[Enter]**
3. Terminal prompts **Void Pre-Auth**; press **[1]-Yes** and proceed to step 4, or **[2]-No** and proceed to Step 8.
4. If **[1]-Yes** Pre-Auth Void is selected in step 3, the merchant then selects **[1]-All** or **[2]-One**.

5. If **[1]-All** is chosen, a report will print for all open **Pre-Auth** in the batch. Terminal displays **“Confirm Void All Pre-Auth”** select **[1]-All** or **[2]-One**
6. If **[2]-One** is chosen, press the key that corresponds to the desired search option.
7. When the transaction to void is found, press **[Enter]**, **“Confirm Void”** press **[1]-Yes** or **[2]-No**
8. If **[2]-No** Pre-Auth Void is selected in step 3, press the key that corresponds to the desired search option.

NOTE: A credit card or non-chip debit card can also be swiped instead of choosing a search option.

9. For credit cards, the terminal displays **“Confirm Void Sale”**. The cardholder presses **[1]-Yes** or **[2]-No**.
10. Proceed to step 15.
11. For debit cards, pass the terminal to the cardholder. The cardholder swipes/inserts/tap is his/her debit card.

NOTE: Debit cards cannot be manually entered but can be tapped

12. Terminal Displays **“Confirm Void Sale”** The cardholder presses **[1]-Yes** or **[2]-No**
13. The cardholder selects **[CHQ]** or **[SAV]**.
14. The cardholder enters the PIN and presses **[Enter]**.
15. Customer presses **[Enter]** and the terminal displays **“Pass Terminal to Merchant”**.
16. The terminal communicates with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
17. Press **[Enter]** to print the customer copy of the receipt.

The following steps are for users that have a Desk/1500 external PIN Pad

1. Tap the **Void** transaction icon on the home screen, or press **[Enter]** to enter the main menu, and then tap **Void**.
2. Enter manager ID and password, press **[Enter]**
3. Terminal prompts **Void Pre-Auth**; press **[1]-Yes** and proceed to step 4, or **[2]-No** and proceed to Step 8.
4. If **[1]-Yes** Pre-Auth Void is selected in step 3, the merchant then selects **[1]-All** or **[2]-One**.
5. If **[1]-All** is chosen, a report will print for all open **Pre-Auth** in the batch. Terminal displays **"Confirm Void All Pre-Auth"** select **[1]-All** or **[2]-One**
6. If **[2]-One** is chosen, press the key that corresponds to the desired search option.
7. When the transaction to void is found, press **[Enter]**, **"Confirm Void"** press **[1]-Yes** or **[2]-No**
8. If **[2]-No** Pre-Auth Void is selected in step 3, press the key that corresponds to the desired search option.

NOTE: A credit card or non-chip debit card can also be swiped instead of choosing a search option.

9. For a credit card, Terminal Displays **"Confirm Void"**. presses **[1]-Yes** or **[2]-No** Proceed to step 15.
10. For a debit card, Terminal Displays Instruct Customer to Tap or Insert Card. The cardholder tap/inserts his/her debit card on the external PIN Pad.

NOTE: Debit cards cannot be manually entered.

11. External PIN Pad Displays **"Confirm Void"** The cardholder presses **[the corresponding key on the PIN Pad]** for **Yes** or **[the corresponding key on the PIN Pad]** for **No**.
12. The cardholder selects **[CHQ]** or **[SAV]**.

13. The cardholder enters the PIN and presses **[Enter]**.
14. Customer presses **[Enter]**
15. The terminal communicates with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
16. Press **[Enter]** to print the customer copy of the receipt.
The

Pre-Auth and Completion (Optional)

Pre-Auth is used for credit transactions when the terminal is NOT brought to the patron. Using the pre-auth transaction allows you to enter a different amount at the end of the transaction. The original authorization is for the amount before tip (pre-auth) and the final amount (completion) includes the tip.

Pre-Auth – Authorize the amount:

1. Tap the **Pre-Auth** transaction icon on the home screen, or press **[Enter]** to enter the main menu, and then tap **Pre-Auth**.
2. Enter the clerk ID and Password (if enabled) and press **[Enter]**.
3. Enter the invoice # (if enabled) and press **[Enter]**.
4. Enter the transaction amount and press **[Enter]**. Terminal displays **"Pass Terminal to Customer"**.
5. Terminal displays **"\$ Amount"** **"Tap/Insert/Swipe"** **"Taper/Inserer/Glisser"**.
6. The cardholder taps the card/ inserts the chip card/swipes his/her card/manually enters the card number.
7. Enter the **Expiry Date** if the card is manually entered.
8. The cardholder enters the PIN and presses **[Enter]**.
9. If a chip card, the terminal displays **"Confirm Amount"**. The cardholder presses **[1]-Yes** or **[2]-No**.
10. Customer presses **[Enter]** and terminal displays **"Pass Terminal to Merchant,"**
11. The terminal communicates with Global Payments. Once the

- transaction is complete, the merchant copy of the receipt is printed.
12. Press **[Enter]** to print the customer copy of the receipt.

The following steps are for users that have a Desk/1500 external PIN Pad

1. Tap the **Pre-Auth** transaction icon on the home screen, or press **[Enter]** to enter the main menu, and then tap **Pre-Auth**.
2. Enter the clerk ID and Password (if enabled) and press **[Enter]**.
3. Enter the invoice # (if enabled) and press **[Enter]**.
4. Enter the transaction amount and press **[Enter]**. Terminal displays **"Pass Terminal to Customer"**.
5. Terminal displays **"\$Amount Swipe Card/ Glisser" Carte**. PIN Pad displays **"\$ Amount" "Tap/Insert/Swipe" "Taper/Inserer/Glisser"**.
6. The cardholder taps the card/ inserts the chip card/swipes his/her card/manually enters the card number on the PIN Pad.
7. Enter the **Expiry Date** if the card is manually entered.
8. The cardholder enters the PIN and presses **[Enter]**.
9. If a chip card, PIN Pad displays **"Confirm Amount "**. The cardholder presses **[the corresponding key]-Yes** or **[the key underneath]-No**.
10. Customer presses **[Enter]** and terminal displays **"Pass Terminal to Merchant,"**
11. The terminal communicates with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
12. Press **[Enter]** to print the customer copy of the receipt.

Completion – Complete the transaction for the final amount:

1. Tap **Pre-Auth Completion** transaction icon on the home screen, or press **[Enter]** to enter the main menu, and then tap **Pre-Auth Completion**.
2. Select the key that corresponds to the desired search option
3. When the transaction to complete is found, press **[Enter]**, **"Confirm Sale Amount "** press **[1]-Accept** or **[2]-Change**
4. Confirm the pre-auth amount and press **[1]-Accept**.
5. Press **[2]-Change** to enter the new amount. Enter the new amount and press **[Enter]**.
6. The terminal communicates with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.

7. Press **[Enter]** to print the customer copy of the receipt.

NOTE:

Pre-auth will not settle transactions.
Completion will settle transactions.

The terminal only allows a maximum of 2 incremental auth added on an original pre-auth transaction. Only one completion is required to complete both pre-auth and incremental auths.

Return

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**.

Use the **Return** transaction to credit a cardholder.

1. Tap **Return** transaction icon on home screen, or press **[Enter]** to enter the main menu, and then tap **Return**.
2. Enter manager ID and password and press **[Enter]**.
3. Enter the clerk ID and password (if enabled) and press **[Enter]**.
4. Enter the total return amount (including tip and cashback) and press **[Enter]**.
5. Terminal displays **"Pass Terminal to Customer,"** terminal displays **"\$ Amount" "Tap/Insert/Swipe" "Taper/Inserer/Glisser"**.
6. The cardholder Taps/Inserts or swipes the credit card.
7. For a debit card, the cardholder Taps/Inserts or swipes his/her debit card.

NOTE: Debit cards cannot be manually entered.

8. For insert cards, the terminal displays “**Confirm Amount**” press **[1]-Yes** to confirm **[2]-No** to cancel the transaction.
9. The cardholder selects **[CHQ]** or **[SAV]**.
10. The cardholder enters PIN, presses **[Enter]**. terminal displays “**Pass Terminal to Merchant,**”
11. The terminal communicates with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
12. Press **[Enter]** to print the customer copy of the receipt.

The following steps are for users that have a Desk/1500 external PIN Pad

1. Tap the **Return** transaction icon on the home screen, or press **[Enter]** to enter the main menu, and then tap **Return**.
2. Enter manager ID and password and press **[Enter]**.
3. Enter the clerk ID and password (if enabled) and press **[Enter]**.
4. Enter the total return amount (including tip and cashback) and press **[Enter]**.
5. Terminal displays “**\$Amount Swipe Card/Clisser Carte**”, PIN Pad displays “**Return/Retour \$ Amount**” “**Tap/Insert/Swipe**” “**Taper/Inserer/Glisser**”.
6. The cardholder Taps/Inserts or swipes the credit card on the PIN Pad.
7. For a debit card, the cardholder Taps/Inserts or swipes his/her debit card on the PIN Pad.

NOTE: Debit cards cannot be manually entered.

8. For insert cards, PIN Pad displays “**Confirm Amount**” press **[the corresponding key]-Yes** to confirm **[the corresponding key]-No** to cancel the transaction.
9. The cardholder selects **[CHQ]** or **[SAV]**.
10. The cardholder enters PIN, presses **[Enter]**.
11. The terminal communicates with Global Payments. Once the

- transaction is complete, the merchant copy of the receipt is printed.
12. Press **[Enter]** to print the customer copy of the receipt.

NOTE: Transaction password protection is highly recommended for return transactions. Please refer to **Section 15** for password setup. The cardholder must be present for a debit return.

Performing a Settlement (Closing The Terminal)

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

1. Tap the **Settlement** transaction icon on the home screen, or press **[Enter]** to enter the main menu, and then tap **Settlement**.
2. Enter the manager ID (optional) and password and press **[Enter]**.
3. Select **[1]-Yes** to close the current batch or **[2]-No** to **[Cancel]** if you do not wish to settle at this time.
4. The terminal communicates with Global Payments to close the batch.
5. Once the transaction is complete, a **Close Batch Settlement** report is printed, giving the status of the closed batch operation. Confirm the receipt displays “**Batch ### Closed**” to verify that the settlement is complete.
6. Terminal displays “**Print Settlement Report**”, press **[Enter]**.

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.

CAUTION: If the terminal displays “**Out of Balance**” at the end of the settlement procedure, please contact Global Payments Customer Care:1.800.599.6491.

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.

1. Tap the **Reprint** transaction icon on the home screen, or press **[Enter]** to enter the main menu, and then tap **Reprint**.
2. Press **[1]-Last Transaction** to reprint the last transaction, or press **[2]-Search** to search for the transaction you wish to reprint. If **Search** is selected, press **[1]-Yes** to reprint a pre-auth receipt and **[2]-No** to reprint a non-pre-auth receipt.
3. If **Yes** is selected, the terminal will search a pre-auth batch. Press the key that corresponds to the desired search option: **[1]-All**, **[2]-Reference #**, **[3]-Clerk #**, **[4]-Invoice #**, **[5]-Account #**, **[6]-Customer #** and **[7]-Approval Code**. When the transaction to reprint is found, press **[Enter]**.
4. If **No** is selected, the terminal will search a non-pre-auth batch. Press the key that corresponds to the desired search option: **[1]-All**, **[2]-Reference #**, **[3]-Clerk #**, **[4]-Invoice #**, **[5]-Account #**, **[6]-Customer #** and **[7]-Approval Code**. When the transaction to reprint is found, press **[Enter]**.
5. Select which copy to reprint: **[1]-Merchant Copy**, **[2]-Customer Copy**, and **[3]-Both**.

Demo Mode

The demo mode on the terminal helps you to become familiar with the terminal and to train new staff. All transactions in demo mode are simulated and are not processed. *Remember to exit demo mode before processing real transactions.*

NOTE: You must perform a settlement before you can enter demo mode.

1. At the home screen press the **[,*]** key for the administrator menu.
2. Tap **Setup Menu**.
3. Key in the administrator name and password, and then press **[Enter]**.
4. Press **[6]-Demo**
5. Press **[1] Demo - ON/OFF** to enable/disable demo mode.
6. Press **[Cancel]** 3 times to go to the demo home screen.

NOTE: The terminal must be removed from demo mode before conducting live transactions. To return to “live” mode, repeat the procedure in the steps above.

Batch Menu

Using the Batch menu, you can display the batch totals and history, change the current batch number and delete the current batch.

Batch Total

This feature will allow you to view the current batch grand totals.

1. At the home screen press the **[.#*]** key for the administrator menu.
2. Select **Batch Menu**.
3. Key in the administrator name and administrator password, then press the **[Enter]** key.
4. Select **[1]-Batch Total**.
5. Press **[Enter]** to return to the **Batch Menu**.

View Batch History

This feature will allow you to view the batch number and totals of up to thirty previous batches settled.

NOTE: This feature will not be available when the application is in demo mode; **"Feature Disabled"** will display.

1. Follow the steps above to access the **Batch Menu**.
2. Select **[2]-View Batch History**.
3. Select the batch you would like to view: **[1]-Batch #**, **[2]-All**, and **[3]-Last Batch**.

Delete Batch

This feature will delete all transactions in the current batch.

1. Follow the steps above to access the **Batch Menu**.
2. Select **[3]-Delete Batch**.

3. Enter the administrator name and administrator password press **[Enter]**.
4. Terminal displays **"Confirm Deletion?"** Select **[1]-Yes** or **[2]-No**.
5. **Press [1]-Yes**, terminal displays **"Deletion Complete"**.
6. Terminal prints activity report NO and return to **Batch Menu**.

CAUTION: DO NOT delete the batch before the current batch is settled.

Terminal Security

Use Passwords for Protection

Set up passwords to protect the administrator menu options, transactions, and reports menu options.

Admin Menu Password Protection

Admin menu options can be configured to prompt for an administrator, manager, or supervisor password. The user must enter the required password and any qualified higher-level passwords as shown in the password hierarchy.

The table below shows a list of the admin menu options that can be password-protected and the associated parameters.

Administrator Menu Password Option	Associated Parameter
1. Clerk Menu	PWClerkMenu
2. Batch Menu	PWBatch
3. Setup Menu	PWSetup

4. Maintenance	PWMaintenance
5. Diagnostics	PWDiagnostics
6. Security	PWSecurity
7. Terminal Info	PWTerminfo
8. Miscellaneous	PWMisc

1. At the home screen press the **[,*]** key for the administrator menu.
2. Key in the administrator name and administrator password, and then press **[Enter]**.
3. Press **Security**.
4. Press **[4]-Administrator Menu PWs**.
5. Select which **Admin Menu Password** option. See Table above, press the associated password option.
6. Select which password (**[1]-Off, [2]-Supervisor, [3]-Manager, [4]-Administrator**) you want to use for protection of the admin menu option.

Reports Menu Password Protection

All menu options in the reports menu can be password protected.

Reports menu options will be configured to prompt for an administrator, manager, supervisor, or clerk password.

The table below shows a list of the reports menu options that can be password protected and the associated parameters:

Reports Menu Option	Associated Parameter
1. Detail Report	PWDetail
2. Summary Report	PWSummary
3. Clerk Report	PWClerkRpt

4. Recent Error	PWRecentError
5. Pre-Auth Report	PWPreAuthRpt
6. EMV Report	PWEMVRpt

The password protection screen will be presented to the user upon accessing one of the above Reports Menu options from the Reports Menu.

1. At the home screen press **[,*]** for the administrator menu.
2. Key in the administrator name and administrator password, and then press **[Enter]**.
3. Press **Security**.
4. Press **[5]-Reports Menu PWs**.
5. Select which report from the **Reports Option Menu**. In the table above, press the associated parameter number.
6. Select which password (**[1]-Off, [2]-Supervisor, [3]-Manager, [4]-Administrator, or [5]-Clerk**) you want to use for protection of the selected report menu option.

Transaction Password Protection

All transactions in the main menu, regardless of tender type, can be password protected.

The table below shows a list of the transactions that can be password protected and the associated parameters:

Main Menu Option	Associated Parameter
0. Sale	PWSale
1. Return	PWReturn
2. Void	PWVoid
3. Force	PWForce
4. Pre Auth	PWPreAuth

5. Pre Auth Completion	PWCompletion
6. Auth Only	PWAuthOnly
7. Settlement	PWSettle
8. Reprint	PWReprint
9. Reports	PWReports
10. Manual	PWManual
11. Standalone	PWStandalone
12. PIN Pad	PWPINPad
13. PWComm	PWComm

The password protection screen will be presented to the user upon initiating a transaction.

1. At the home screen press **[,*]** for the administrator menu.
2. Key in the administrator name and administrator password, and then press **[Enter]**.
3. Press **Security**.
4. Press **[3]-Main Menu PWs**.
5. Select which associated parameter password from **Main Menu PWS Option** table above.
6. Press the associated parameter number.
7. Select which password (**[1]-Off**, **[2]-Supervisor**, **[3]-Manager**, **[4]-Administrator**, or **[5]-Clerk**) you want to use for protection of the selected main menu **PWS** option.

Terminal Security

To minimize fraud or theft, ensure that you keep the terminal securely located at your place of business. If there is a point in time when your device isn't secured, please check the serial number on the back of the terminal to confirm it is correct, and please verify that all sales/refunds are authorized.

If your terminal is missing, or if it does not belong to you, please call Global Payments Customer Care at 1.800.599.6491 to deactivate the terminal immediately. As well, please call the police to report the stolen terminal.

CAUTION: NEVER ask cardholders to divulge their PIN codes. Cardholders should be advised to ensure they are not being overlooked when entering their PIN codes.

Reports

To generate reports, follow the steps below:

1. Tap the **Report** transaction icon on the home screen, or press **[Enter]** to enter the main menu, and then tap **Report**.
2. Select the report you want to generate:
 - **1 - [Details]** to print detailed information for each transaction.
 - **2 - [Summary]** to print the terminal totals by card type.
 - **3 - [Clerk]**, select **[All]**, or **[Clerk ID]** to print card type totals for the current batch for all clerks or by the individual clerk. If **[Clerk ID]** is selected, the terminal prompts for the clerk ID to be entered to print the appropriate clerk report.
 - **4- [Open Pre-Auth]**, select **[All]**, or **[Date]** to print incomplete pre-authorizations or just the ones from a specific date (YYYY/MM/DD).

NOTE: The settlement report will print after a successful batch.

Key Beep and Backlight

Through the terminal setting menu, you configure the **Key Beep** setting based on your customized needs:

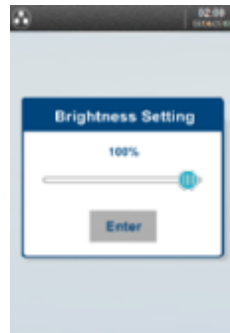
1. At the home screen press [.,#*] for the administrator menu.
2. Press **Setup Menu**.
3. Key in the administrator name and administrator password, and then press **[Enter]**.
4. Press **[5]-Term Settings**.
5. Press **[2]-Term HW** to access the terminal hardware setting options.
6. Press **[1]-Key Beep**.
7. Press **[1]-All Off**, **[2]-All On**, or **[3]-Invalid Only**.
8. Press **[Cancel]** to return to the idle menu.

To change backlight setting:

1. Follow **steps 1-5** above.
2. Press **[2]-Backlight**.
3. Select **[1]-Always Off**, **[2]-Always On**, or **[3]-On/KeyPress**.
4. Press **[Cancel]** to return to the home screen.

To change brightness setting:

1. Follow **steps 1-5** above.
2. Press **[3]-Brightness Setting**.
3. Side **blue ball** right to left to adjust brightness, press enter
4. Press **[Cancel]** to return to the home screen.



Installation Procedure

The terminal should be placed near a power outlet, telephone jack, and Ethernet port (if appropriate). The location should be convenient to the user 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, secure cables, and power cords.

The terminal requires the following environment:

- Operating temperature of +5° C to +40° C (41° F to 113° F)
- Relative humidity, non condensing of 85% RH at +40° C (113° F)
- Storage temperature of -20° C to +55° C (-4° F to 131° F)

Countertop – Desk/5000 Connection to Power

1. Plug the power supply into the power port on the magic box kit.
2. Plug the other end of the power supply into a surge protector attached to an electrical outlet.

NOTE:

Use only the DC power supply shipped with your unit. Using a power supply with the wrong voltage and amps will damage the device and void the warranty.

Countertop – Desk/5000 Connection to Phone Line

The terminal has an internal dial-up modem that allows connection to a remote host computer through a standard telephone cord. For this configuration, you will need an available telephone line, telephone cable, and modular telephone jack. Be sure to use a minimum of 26 AWG line

ords for all telecommunication network wiring.

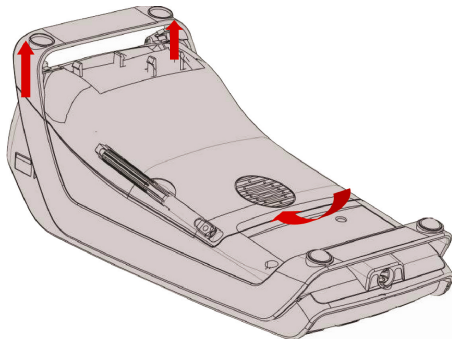
1. Plug one end of the telephone cord into the phone port on the magic box kit.
2. Plug the other end of the telephone cord into a telephone jack.

Countertop – Desk/5000 Connection to Ethernet

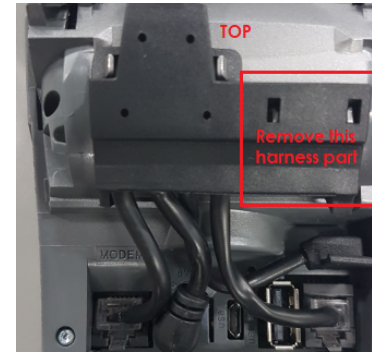
1. Plug one end of the Ethernet cable into the ETH port on the magic box kit.
2. Plug the other end of the Ethernet cable into an Ethernet jack.

Countertop – Desk/5000 Connection to the Desk/1500 External PIN Pad (Optional)

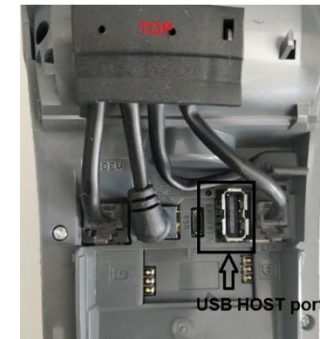
1. Ensure the power supply is removed before proceeding to step
2. Place the terminal face down. Unclip the trapdoor by pushing on the clip with your finger as shown in the figure here below. Then lift the trapdoor rearward to remove it, as shown by arrows.



3. Remove the harness part of the terminal cable by cutting it off.



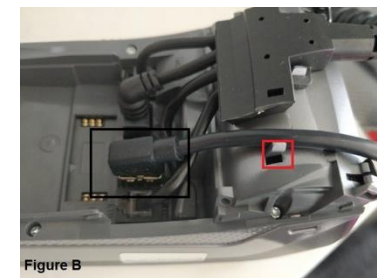
4. Identify the **USB Host port** on the terminal.



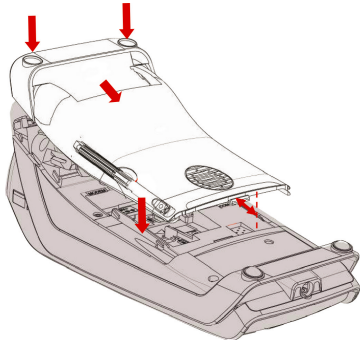
5. Plug the PIN Pad USB connector into the **USB Host** port of the terminal.

NOTE:

Ensure the PIN Pad cable is placed in front of what is outlined in red in Figure B.



- To close the trapdoor, start by landing the trapdoor onto the bottom casing as shown in the figure, manage 5/6mm distance for clip insertion then push and clip it.

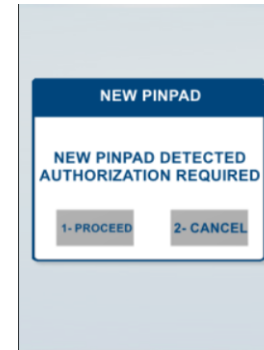


- Reconnect the terminal power.
- During the terminal boot-up, the screen will display the Core App version and the Global Canada version, as shown in the figure below. If it is any version lower than the version in the figure, please contact Global Payments Customer Care at 1.800.599.6491 to perform a download. If it is the same version shown as per the below figure, proceed to step 9.



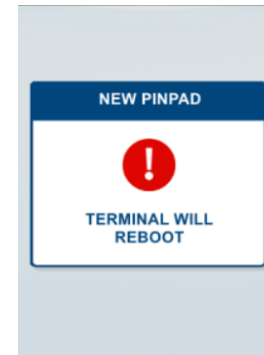
- If this is a new External PIN Pad, it will require a New PIN Pad Authorization procedure before the PIN Pad will work properly, please contact the Helpdesk for assistance. The terminal will initialize the new PIN Pad registration process and verified. It will display "**PINPAD UPDATE SUCCESSFUL**" after the new PIN Pad is successfully registered.

STEP 1



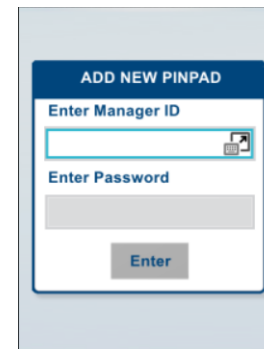
Press **[1]** to Proceed or **[2]** cancel.
If **Cancel** is selected, go to step 2.
If **Proceed** is selected, go to step 3.

STEP 2



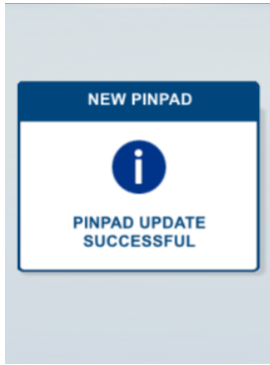
Terminal reboots after displaying the message

STEP 3



Enter **Manager ID** and **Manager Password** and press **[Enter]**.

STEP 4



The **PINPAD UPDATE SUCCESSFUL** displays for 2 seconds before proceeding to the Home Screen.

Attaching the Privacy Shield (Optional)

If the terminal is key injected for EBT and you want more privacy for the customer while he/she enters his/her PIN, attach a privacy shield to the front of the terminal.

To attach the privacy shield to the terminal:

1. Remove the adhesive from the back of the privacy shield.
2. Firmly press the privacy shield into place around the keypad on the terminal.



Replacing the Paper Roll

When coloured stripes appear on a receipt, it is time to change the paper roll.

NOTE:

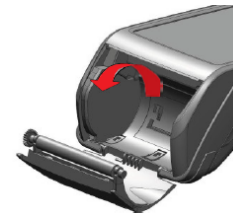
Only use paper approved by the manufacturer (roll diameter max 40 mm/1.57", roll width 58mm/2 ¼", roll length 17m/55'). Using unapproved paper can damage the terminal's printer.

To change the paper roll, follow the steps below:

1. Pull up the flap at the top of the terminal.



2. Pull the flap backward to open the paper compartment.



- Place the paper roll into the paper compartment. Make sure the end of the paper is inserted as shown below. Pull a little bit of paper out towards the top of the terminal. Close the paper compartment by pulling the flap up towards the terminal.



- Close the paper compartment so that a little bit of the paper is coming out.

To maximize the life of the thermal paper rolls, do not store them where they are exposed to fluorescent light, UV light, high humidity (above 65%), or temperature (above 25° C or 77° F) for a long period. Do not place them near vinyl, plastics, adhesives, shrink-wraps, wet-toner copiers, or carbon paper for prolonged periods.

Order thermal paper that meets the following specifications:

Roll Width:	58 mm (2 ¼")
Roll Diameter:	40 mm (1.57")
Roll Length:	17 m (55')

Semi-Integrated Configuration with ECR (optional)

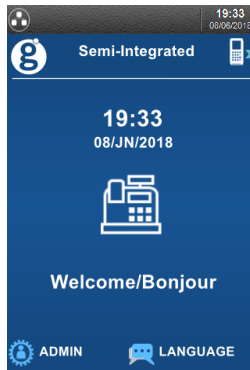
The Countertop – Desk/5000 terminal can be converted to semi-integration mode to be integrated with your Electronic Cash Register (ECR).

NOTE: The ECR system must be certified with Global Payments. Please verify with your ECR system provider to make sure they have completed certification with Global Payments.

Follow the steps below to configure your Countertop – Desk/5000 terminal for integration with your ECR.

- At the home screen, press **[.,#*]** for the administrator menu.
- Scroll down to select **Misc. Option**.
- Key in the admin name and admin password, and then press **[Enter]**.
- Select **1 – Semi-Integrated** to enter the semi-integrated menu.
- Set **Enable Semiinteg** setting to **ON**.
- Click **Communication Type** and then select **[1]-RS232**, **[2]-USB**, or **[3] –Ethernet**.
- If **RS232** is selected, follow the prompt to select **COM Port** and **Baud Rate**; if the **Ethernet** option is selected, enter the **terminal Port #**. Your terminal IP address will display on the screen.
- Return to the **Semi-Integrated** menu, and then select **Receipt Options**.
- Select where you want the receipt to be printed.

- Press [**Cancel**] to return to the Home screen. If your semi-integration configuration is complete, the following image will show on the home screen.



NOTE:

To exit Semi Integration mode, click the icon



located on a top right-hand corner and the terminal will revert to standalone mode.

To convert back to Semi integration mode,

click the icon




Troubleshooting

Receipt Paper is Jammed

To avoid paper jams:

- Tear the receipt by pulling the paper forward.

- Press the paper feed button [] to advance the paper.

To clear a paper jam:

- Remove the paper roll and reinsert it.

Card Reader Does Not Work Properly (Cards are Not Read)

- When sliding the card through the reader, make sure the magnetic stripe on the card is facing the side of the terminal display screen.
- Swipe the card at a faster or slower steady speed.
- Swipe the card in the other direction.
- Perform a test transaction using one or more magnetic stripe cards to ensure the problem is not a defective card
- 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

- Make sure the power cable connector is fully inserted into the back of the terminal.
- To restart the terminal, unplug the power cable and then plug it back in or press the [**Correction**] key and [.,#*] at the same time.
- Plug the terminal into another electrical outlet to see if it is an electrical problem.
- If you have another working terminal, swap the terminals to determine if the problem is with the terminal, cable, or power outlet.

NOTE:

Changes or modifications to this terminal not expressly approved by Global Payments could void the user's authority to operate the equipment.

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.

Auto-Download (IP Terminal Only)

If your terminal uses an Ethernet IP connection, your terminal is enabled with an auto-download function that allows your terminal to automatically fulfill a remote download of the latest payment application from the Global Payments' host when there is an update to the payment application software available.

The default interval between each auto-download scheduled is 60 days. The terminal will automatically start an application check and download following the first successful settlement after every 60 days. The terminal will print a download status report after the auto-download is completed.

NOTE:

If the auto-download failed, the terminal will print a download failure report. The merchant should contact Global Payments to perform a manual download to complete the application update

Cleaning

NOTE:

Before cleaning the terminal, ensure the power is off.

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.

For deeper cleaning, make a solution of soap and water and dampen a soft cloth with the solution and wipe the terminal's covers.

WARNING:

Do not spray or pour cleaning liquid directly on the terminal. If you allow any liquid to enter inside the case, serious damage to the device may result.

Do not use abrasive cleaners; they can destroy the plastic and cause serious damage to the terminal.

Do not clean the electrical connectors.

3. Cleaning liquid that is applied to the terminal must dry within one minute. If it does not, dry the terminal with a soft cloth.

Terminal Specifications

This section discusses power requirements, dimensions, and other specifications of the Countertop – Desk/5000 terminal.

NAME		Desk/5000
Processor	Application & Crypto processor	Cortex A5
Memory	Internal External	512 MB Flash, 512 MB RAM MicroSD up to 32GB
OS		Telium Tetra OS
SAM		2 SAM
Card readers	Magstripe Smart card Contactless	ISO 1/2/3, 500K lifespan EMV Level 1, 500K lifespan EMV Level 1 compliant
Display	Color	3.5" backlit, HVGA (480x320 pixels)
Touchscreen	Resistive	Finger & stylus (300K lifespan signature)
Keypad		16 hardtop keys, raised Marking, backlit
Audio	Audio Jack Speaker	Stereo Mono
Video	Video accelerator	H264 codec
Thermal Printer	Speed in l/s Paper roll cage	20 l/s 2 1/4" (58 mm) width x Ø 40 mm
Terminal connectivity	Wired	Dial-up MODEM Ethernet 10/100 base T
Terminal connections	USB Power Supply Serial	1 USB Host 1 USB Slave Dedicated power Jack 1 RS232 2nd RS232

Power supply		32W
Terminal size		7.3" x 3.2" x 2.6" (187 x 82 x 68 mm)
Weight		12 oz (340 g)
Environment	Operating Temperature Storage Temperature Operating Humidity	32°F to 104°F (0°C to +40°C) -4°F to 131°F (-20°C to +55°C) 85% non-condensing at 104°F (+40°C)
Accessory	Magic Box Privacy shield	1xRS+1xPower+1xEth.+1xLine In Field upgradable
Security		PCI PTS 4.x Online & Offline

Service and Support

For Global Payments Countertop – Desk/5000 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 promptly; failure to do so may result in charges applied to your account.

The Global Payments Customer Care Centre is available 24 hours a day, seven days a week 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.