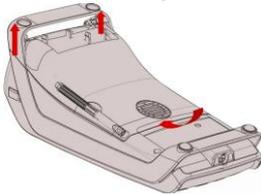


# Global Payments Countertop – Desk/5000 with Desk/1500 External PIN Pad (EPP) Quick Start Guide

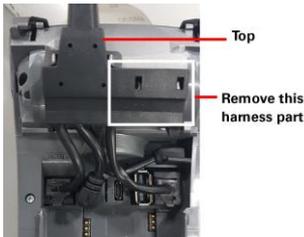
## Installation Steps

**Step 1** Ensure the power supply is removed before proceeding to step 2.

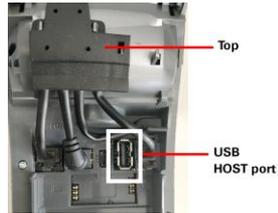
**Step 2** Place the terminal face down. Unclip the trapdoor by pushing on the clip with your finger, as shown in the figure below. Lift the trapdoor rearward to remove it, as shown by the arrows in the diagram below.



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

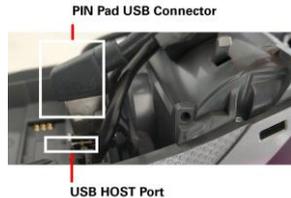


**Step 4** Identify the **USB Host port** on the terminal.



**Step 5** Plug the PIN Pad USB connector into the **USB Host** port of the terminal. **NOTE:** Ensure the PIN Pad cable is placed as outlined in Figure B.

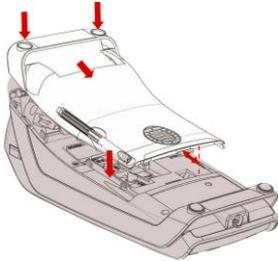
**Figure A:**



**Figure B:**



**Step 6** To close the trapdoor, start by laying the trapdoor onto the bottom casing, as shown in the diagram below, maintain 5/6mm distance for clip insertion then push and clip it.



**Step 7** Reconnect the terminal power.

**Step 8** 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.



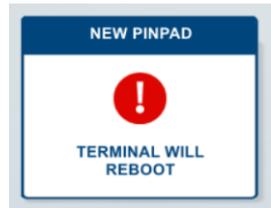
**Step 9** If this a new External PIN Pad being installed to the terminal, an authorization for the new PIN Pad is required. The terminal will initialize the

new PIN Pad registration process and verify. It will display "PINPAD UPDATE SUCCESSFUL" after the new PIN Pad is successfully registered. **Please follow the below steps.**

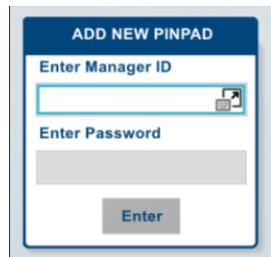
**Step 9-1** Press **[1]** to Proceed or **[2]** to Cancel. If **Cancel** is selected, go to step 9-2. If **Proceed** is selected, go to step 9-3.



**Step 9-2** Terminal reboots after displaying the message



**Step 9-3** Enter the **Manager ID** and **Manager Password** and press **[Enter]**.



**Step 9-4** PIN Pad update successful

**For additional instructions, follow these steps:**

- Step 1. Visit <https://www.globalpaymentsinc.ca/desjardins>
- Step 2. Select the menu at the top right of the webpage; then select **Customer Support**
- Step 3. Select **Support Resources**
- Step 4. Search in the **Technology Guide** column for your terminal

If you have any questions, please contact the Global Payments Customer Care Centre at **1-800-599-6491**.