User Guide

Global Payments Terminal – P630

A smart PIN Pad 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

To help ensure a smooth processing experience with Global Payments Canada, please consider the following tips:

1. **User guide**: Make sure to keep this user guide in an easily accessible location. It contains valuable information about your terminal's features, functions, and basic troubleshooting techniques.
2. **Daily settlement**: It is recommended to perform a daily settlement. This practice ensures that your funds are deposited into your bank account on a regular basis, providing you with timely access to your funds.
3. **Password security**: To protect yourself from unauthorized use of your terminal, it is essential to change your passwords frequently. Regularly updating your passwords enhances the security of your terminal and helps safeguard your account information.
4. **Troubleshooting**: If you encounter any issues with your terminal, start by checking the cabling connections and attempt to reboot the device. Oftentimes, this simple troubleshooting step can resolve common problems and restore normal functionality.
5. **Communication problems**: In case of communication issues with your terminal, first verify that there are no reported outages from your Internet or wireless service provider. This step helps rule out external factors that may be causing the problem.
6. **Customer service support**: Remember that Global Payments Canada offers a dedicated Customer Service line. Whenever you need assistance or encounter difficulties, reach out to their support team. They are available to provide prompt assistance and ensure that you receive the help you need.

Hardware

Global Payments offers a variety of terminal options to cater to different needs. This guide is tailored specifically for the **Verifone P630 PIN pad** device. Please refer to the image below:



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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 and ethernet

CAUTION:
For safety purposes, it is important to avoid using the terminal in proximity to water sources such as wet basements, bathtubs, washbowls, kitchen sinks, laundry tubs, or swimming pools. This precaution helps minimize the risk of electrical shock or terminal damage. Additionally, the terminal should not be utilized in environments with flammable substances or conditions to prevent any potential hazards.

Unpacking the Box

Upon receiving the shipment, carefully inspect the shipping carton and its contents for any signs of damage that may have occurred during transit. If you discover any damage, it is crucial to take immediate action. File a claim with the shipping company and promptly notify Global Payments about the situation. Under no circumstances should you attempt to use any equipment that appears to be damaged.

Next, proceed to unpack the items from the carton. Based on your order, you should find the following items included:

- The Verifone **P630** PIN Pad device
- A dongle cable attached to your P630 PIN Pad
- The external Power supply cord
- A quick start guide

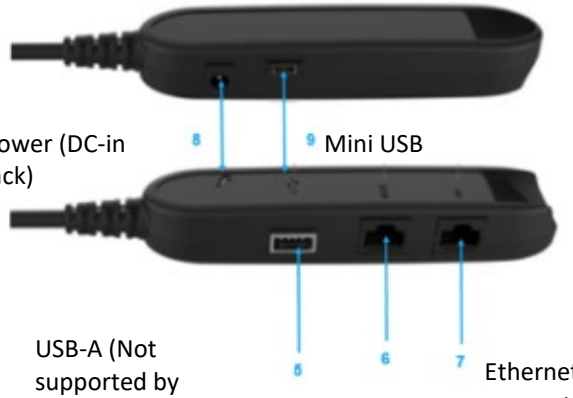
By carefully inspecting and unpacking the items as instructed, you can ensure that you have received the correct equipment and are ready to proceed with setting up your Global Payments Terminal.

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Hardware descriptions

P630 PIN Pad (1-4), Dongle (5-9)





Power (DC-in jack)

Mini USB

USB-A (Not supported by Global Payments)

RS232 (Not supported by Global Payments)

Ethernet connection

NOTE:

This is the dongle connector and it is connected with the PIN Pad.

P630 Standard dongle

The P630 dongle cable measures **1.0 meter in length**, from the **28-pin connector** (which attaches to the P630 terminal) to the junction box.

The **junction box** itself adds approximately 10 cm to the length.

Beside is an image of the curled dongle cable. The part circled in blue highlights the **28-pin connector**, which connects the dongle cable to the P630 terminal.



NOTE:

The P630 PIN Pad and its dongle will be pre-connected by Global Payment before shipping.

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P630 POE Dongle

The P630 dongle cable measures above **1.5 meter in length** and it is attached to the P630 terminal.

The POE Dongle supports a POE Port that Supplies both power and data to the Pin Pad using a single Ethernet cable connected to a POE switch/router



NOTE:
Global Payments does not provide POE Switch/Router. It is the merchants' responsibility to ensure they have a compatible POE Switch/Router.

NOTE:
Only the POE port is supported on this dongle, no other port on the POE dongle is supported by Global Payments.

Terminal placement

To optimize the performance and longevity of your terminal, we recommend carefully selecting its placement. Ideally, position the terminal near a power outlet and, if applicable, an ethernet port. The location should be easily accessible to the user(s) and provide sufficient ventilation and protection.

However, it is important to avoid placing the terminal in areas with specific conditions that may adversely affect its operation. Avoid high-temperature environments, excessive vibrations, dusty surroundings, damp areas, and proximity to sources of electromagnetic radiation such as computer screens, microwave ovens, or anti-theft barriers.

To prevent accidental damage, ensure that all cables and power cords are securely fastened.

The terminal is designed to function within the following environmental specifications:

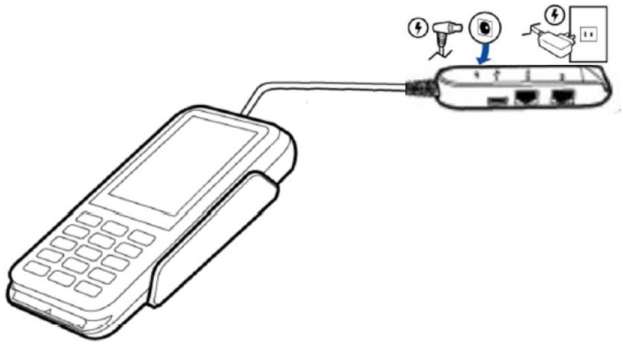
- Operating temperature range: 0°C to 50°C
- Operating relative humidity range: 5% to 90% RH (non-condensing)
- Non-operating temperature range: -20°C to +60°C
- Non-operating relative humidity range: 5% to 95% RH (non-condensing)

By adhering to these guidelines, you can maintain the optimal operating conditions for your terminal, ensuring its reliability and performance.

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Connecting to power (Standard dongle)

Place the terminal on a flat surface, plug the power supply into a surge protector attached to an electrical outlet.



CAUTION:

Use only the DC power supply that was shipped with your unit. Using a power supply with incorrect voltage and amps can result in device damage and will void your device's warranty.



Here are the power supply specifications for the P630.

P630	Input power rating: 110V - 240V AC, 1A
	The P630 dongle cable has a dedicated DC power connector. Before powering the device, ensure to insert the power supply cable to the dongle and plug the other end to the power supply.

Terminal ON/OFF/REBOOT

The dongle must be connected with power before powering on your P630.

Power ON your device

Press and hold the **power button on the left side for about 3 seconds** until the device displays the startup screen or connect device with power then the startup screen displays.

Power OFF your device

Press and hold the **power button** for 5 to 8 seconds until the Power off/ Restart/ Screenshot displays. Tap **Power off** on the screen

RESTART/Reboot your device

Press and hold the **power button** for 5 to 8 seconds until the Power off/ Restart/ Screenshot displays. Tap **Restart** on the screen

Changing the terminal language

The terminal language configuration is initially set up based on your preferences with Global Payments. If you need to change the terminal language settings, please reach out to Global Payments' Customer Care at **1.888.682.3309** for assistance.

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Main interfaces

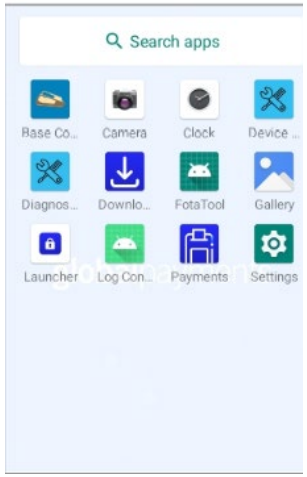
There are three(3) main interfaces within your Global Payments Terminal.



Home screen

Welcome to the home screen of your device. To access additional features and settings, simply tap or swipe up from the **[ ]** symbol located on the home screen. This action will open the **Android all apps page**, where you can find various options such as the Payment app, Wi-Fi connectivity settings, sound settings, brightness adjustments, battery management, and more.

Android all apps page



This page showcases all the pre-installed applications on your device. The available apps may vary depending on your device setup.

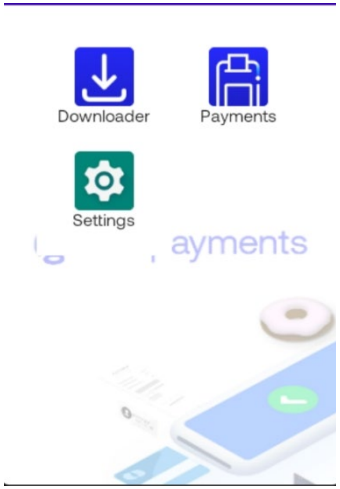
To access this page, simply tap the [ ] Android home button located at the bottom of the terminal. From the home screen, tap the [ ] symbol to open this page, where you can find and access the various pre-installed applications.

Launcher Application

Our terminals shipped with the launcher app enabled, the launcher home screen will automatically open when the device powers on.

In this mode:

- The Home, Recent Apps, and navigation buttons are disabled
- Only approved applications (such as Payments) are accessible
- Exiting the Payments app is restricted



This configuration is intentional and designed to improve security and operational consistency.

If you require assistance or additional access, please contact Global Payments Customer Care.

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Unified Payments Application (Payments app) Semi-Integrated page

The **Unified Payments Application**, also known as the "**Payments app**" in this user guide, serves as your central hub for managing your daily payment requirements which include sale and settlement.

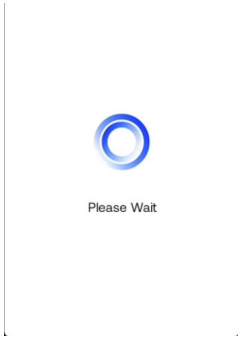
The **Payments app in semi-integrated mode** should launch automatically when you power up your terminal.

Alternatively, you can manually open the **Payments app** by locating and tapping the blue Payments app icon on the "**Android all apps page**".

Payments app main interface for External Integration:



Payments app main menu interface for Internal Integration:



Payment-app-icon



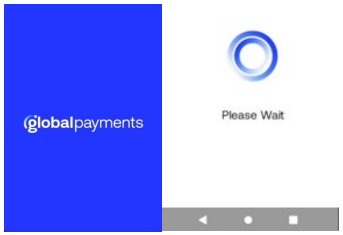
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Buttons and keypads

Android buttons on the device

Note: When the Launcher app is enabled, the Android navigation buttons shown below are disabled and unavailable.

Soft buttons	Function	Action
	Recent button	This button allows you to view/scroll all running apps. This is used to relaunch or to close apps. To close apps press the x on top right, swipe app to the left or right, or scroll to the top and press CLEAR ALL.
	Home button	This minimizes all apps or returns to the home screen. Press the small white up arrow or just swipe up on screen to view Apps.
	Back button	This is used to navigate Android settings, Payments and UDS do not use this button since there is back arrow buttons built into apps



To launch the android soft buttons, please slide up from the **Payments** app main page applicable when there is no Laucher application

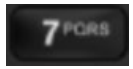
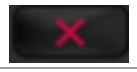
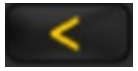


Home screen

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All of the soft buttons are located on the bottom of your screen. See examples:

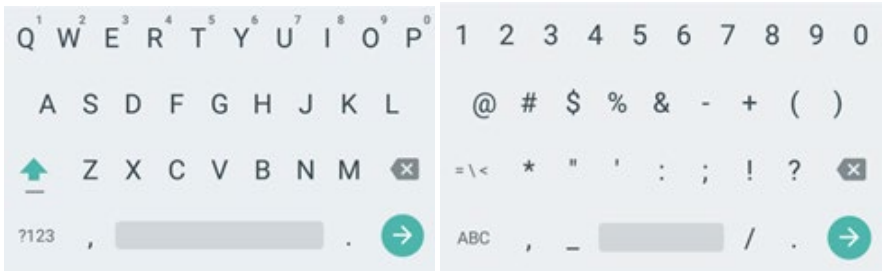
Physical Keypad on the P630

Buttons	Functions
	1
	2
	3
	4
	5
	6
	7
	8
	9
	*
	#
	Green Enter key. Pressing this will submit the data entered
	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

Virtual keypad in Android

Global Payments Terminal has a virtual Android keyboard keypad on a 3.5” portrait mode transmissive TFT with Capacitive touch LCD 320 (RGB) x 480 TFT (HVGA) 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.

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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.

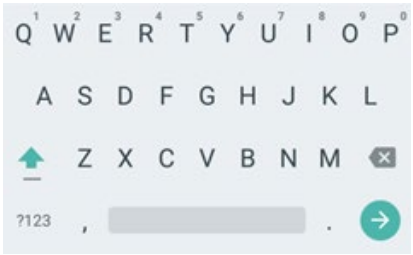
Alphanumeric data entry

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

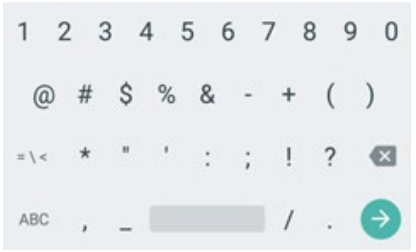
Lower case entry keyboard is displayed on the right



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



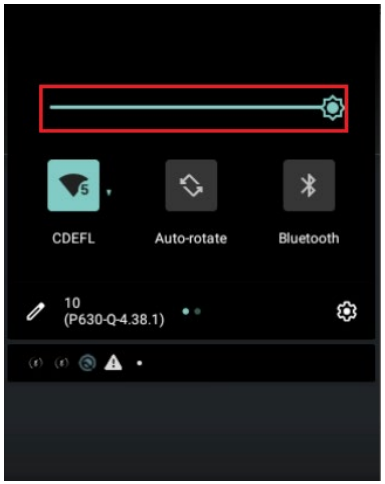
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Display

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

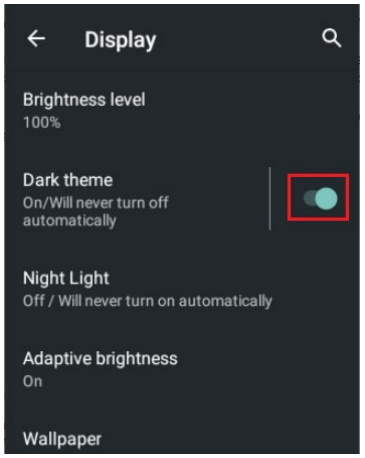
Brightness level

1. Swipe down from the top of the screen..
2. Slide the **wrench** right to left to adjust the brightness.



Dark Theme

1. Access Settings.
2. Tap Display.
3. To enable Dark theme, toggled to On. To disable Dark theme, toggle to Off.



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Exit the Payment application

To exit the Payment application:

1. Follow the gesture by touching the screen - **Up, Right, Down, Left, Left, Down, Right, Up.**

2. The Launcher app displays



Access Android Settings from the Launcher App

To access the Android Settings from the Launcher App:

1. Tap **Settings** from the Launcher App to access the Android Settings.

Network communication

The Global Payments Terminal Verifone P630 offers 2 kinds of communication options - Wi-Fi and Ethernet connectivity. **Note that Cellular 4G is not supported on P630.**

You have the flexibility to choose your preferred communication mode based on your specific requirements. The following instructions will guide you through the setup process for your device, allowing you to configure your preferred communication method easily.

Set up Wi-Fi connectivity

To set up Wi-Fi connectivity on your device, follow these steps:

1. Access the Settings menu
2. Tap Network & Internet
3. Tap the Wi-Fi icon and ensure the Wi-Fi toggle button at the top right is turned ON to display available networks
4. Tap the SSID (network name) you want to connect to from the list
5. Enter the Wi-Fi password, and then tap [CONNECT]

NOTE:
Wi-Fi signal range typically covers an area of approximately 100 feet in diameter in an open area. Ensure that you are within the range of the Wi-Fi network for a stable and reliable connection.

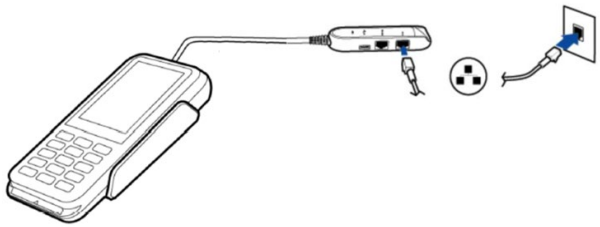
Set up Ethernet connectivity

To set up ethernet connectivity for your P630 device, follow these steps

1. Insert the Ethernet cable to the P630 Dongle cable and connect it to the power source.

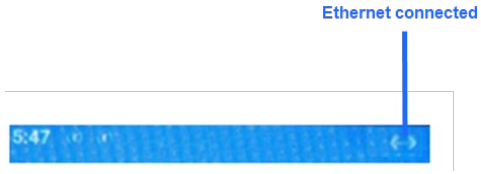
    a. If using the POE Dongle, you will connect a POE Ethernet cable to the POE port on the dongle.

    Note: The port on the Dongle Cable says ETH for Ethernet. The RS232 port looks the same but should not be used.



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2. Once connected, the Ethernet icon will appear at the top right corner of the screen, indicating a successful ethernet connection.



Accepting Payments Cards

Contactless

To perform a contactless transaction using your terminal, follow these steps:

1. Initiate a transaction from the POS system.
2. Follow the on-screen prompts provided by the app.
3. Firmly bring your card up to the active zone located above the display. Hold it approximately 1 cm above the contactless logo on the paper trapdoor.
4. During the transaction, keep the card in close proximity to the display.
5. Your contactless terminal features a row of four status indicators visible on the screen. When you initiate a contactless transaction, the first (left-hand) status light will turn green, indicating that the contactless display is active but no card is being read yet.



6. When you present a contactless card to the active zone during the transaction, the second, third, and fourth status indicators will turn green. A successful card read is indicated when all four status indicators are displayed in green, accompanied by an audible confirmation tone.

EMV chip card

To perform an EMV chip card transaction using your terminal, follow these steps:



1. Initiate a transaction from the POS system
2. Follow the prompts displayed on the screen as instructed.
3. Ensure the chip side of the card is facing upward.
4. Position the chip card in the smart card reader slot, following the indicated orientation.
5. Insert the chip card smoothly and continuously into the slot until it securely seats.
6. Wait for the transaction to complete, as indicated on the screen.
7. Only remove the card from the terminal once the screen confirms that the transaction is complete.

CAUTION:

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

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Magnetic stripe

To perform a magnetic stripe transaction using your terminal, follow these steps:



1. Initiate a transaction from the POS system.
2. Follow the prompts displayed on the screen as instructed.
3. Position the magnetic stripe card with the stripe facing inward, toward the keypad. Insert the card from the top of the unit to ensure a proper read of the magnetic swipe card.
4. Swipe the card smoothly and steadily through the magnetic card reader.
5. Wait for the screen to indicate that the transaction is complete.
6. Once the transaction is confirmed, proceed as instructed for any further actions.

Sale transactions

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

1. Initiate a transaction from the POS system
    a. If applicable, the POS will transmit a tippable amount field to allow proper tip calculations based on the tippable amount.
2. If the tip function is enabled and tip is not sent from the POS system, 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. **[No Tip]**, for no tip.
    d. **[**✕**]**, located at the top right corner, the application will go back to the Payments app home screen.
3. Terminal displays **"the Normal Card Entry Screen - insert, tap, swipe**, or **for manual entry, press the [Other Payment Options]** then select **[Manual Entry]**".

> **NOTE:**
> Manual entry of a card number is disabled by default, please go to the Phone Order section in this guide for manual entry transaction instructions.

4. The cardholder may choose to tap, insert, or swipe their card to make a payment.
5. For debit card:
    a. If the debit card is inserted and debit cashback is enabled, the cardholder can select one of the **[three pre-selected debit cashback amount options]** or enter **[Other]**, the cardholder enters their own cashback amount.

> **NOTE:**
> Debit cashback is not supported for contactless transactions.

    b. If the debit card is inserted or tapped and debit surcharge is enabled, the terminal displays the debit surcharge amount. The cardholder taps **[** Continue To Process **]** to confirm the total amount then go to step 11 , or taps **[**✕**]** to return to the **Payments** app home screen.
6. If credit surcharge is enabled for credit card transactions, the terminal displays the surcharge amount. The cardholder taps **[** Continue To Process **]** to return **[**✕**]** to the Payment apps home screen.
7. The cardholder will then follow the prompt to complete the transaction.

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8. If a full payment was paid, go to step 11. If a partial payment was paid, go to step 9.

9. **PAYMENT PARTIALLY APPROVED**" displays, with the following choices:

   a. If **[**  **]** is selected, the transaction is voided and the terminal will return to the main menu.

   b. If **[**  **]** is selected, the transaction partially authorized and the terminal will return to the main menu.

CAUTION:
If the transaction is partially authorized and Yes is selected, ensure to have the POS send another Sale request to process the remaining balance.

10. Transaction completed and the terminal returns to the main menu.

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

Refund

Use the refund 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 **1.888.682.3309**. The password must be a combination of 7-12 alphanumeric characters or digits.

1. Initiate a refund from the POS system
2. Enter manager password and tap **[**  **]**.

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

NOTE:
Debit cashback is not included during refunds, if the cardholder is not returning the cash they received from the original Sale transaction, please DO NOT include the cashback amount in the refund.

3. Terminal displays **"the Normal Card Entry Screen - insert, tap**, **swipe**, or **for manual entry, press the [Other Payment Options]** then select **[Manual Entry]**".

NOTE:
Manual entry of a card number is disabled by default, please go to the **Phone Order** section in this guide for manual entry transaction instructions.

4. For credit card refunds, the cardholder Taps/Inserts or swipes their card, then

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proceeds to step 10.

5. 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.
6. The cardholder enters PIN, tap **[O]**. The terminal displays **"PIN OK"**.
7. Transaction completed and the terminal returns to the main menu.

TIPS:
Transaction password protection is highly recommended for return transactions.

Void

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 **1.888.682.3309**.

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

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.

1. Initiate a VOID from the POS system
2. Enter manager password and tap **[ ]**.

NOTE:
If credit surcharge, debit surcharge and/or debit cashback is accepted in the original transaction, the credit surcharge, debit surcharge and/or debit cashback amount will also be voided.

3. For credit cards, proceed directly to step 5.
4. For debit cards, the card holder must be present. The cardholder taps/inserts their card. If the debit card was tapped, go to step 5.
   If the debit card was inserted, the cardholder enters PIN, tap **[O]**. The terminal displays **"PIN OK"**. Go to step 5.
5. Transaction completed and the terminal returns to the main menu.

NOTE:
Debit cards cannot be manually entered.

Pre-Auth, Incremental Auth, Completion and Delete Pre-Auth

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. Initiate a Pre-auth from the POS system
2. Terminal displays **"the Normal Card Entry Screen - insert, tap**, **swipe**, or **for manual entry, press the [Other Payment Options]** then select **[Manual Entry]**".

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NOTE:
Manual entry of a card number is disabled by default, please go to the **Phone Order** section in this guide for manual entry transaction instructions.

3. The cardholder may choose to tap, insert, or swipe their card to make a payment.
4. The terminal communicates with Global Payments and starts the processing.
5. Transaction completed and the terminal will return to the main menu.

NOTE:
The POS system needs to be responsible for printing the Pre-Auth receipts.

Incremental Pre-Auth (Optional)

The Incremental Pre-Auth feature allows the addition of new charges to a pre-existing pre-auth.

1. Initiate a **Pre-Auth** with the original Pre-Auth reference number from the **POS system**
2. The terminal communicates with Global Payments and starts the processing.
3. Transaction completed and the terminal will return to the main menu.

NOTE:
The POS system needs to be responsible for printing the Incremental Pre-Auth receipts.

Completion – Complete the transaction for the final amount

1. Initiate an Auth **Completion** on the POS system.
    a. If applicable, the POS will transmit a tippable amount field to allow proper tip calculations based on the tippable amount.
2. If the tip function is enabled and tip is not sent from the POS system, 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 proceeds to the next step.
    c. **[No Tip]**, for no tip.
    d. [X], located at the top right corner, the application will go back to the Payment app home screen.
3. The terminal communicates with Global Payments and starts the processing.
4. Transaction completed and the terminal returns to the main menu.

Delete Pre-Auth

The Delete Pre-Auth function deletes the current Pre-Auths in the terminal by voiding them.

1. Initiate **Delete Pre Auth** with the original pre-auth reference number on the POS system.
2. Transaction completed and the terminal will return to the main menu.

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Phone Order

Phone Order is NOT enabled on your Global Payments Terminal by default. Please contact Global Payments' Customer Care at **1.888.682.3309** to enable this feature.

Use the optional **phone 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 tips for card-not-present transactions, please process it under the Sale function.

1. Initiate **Phone Order** on the POS system
2. Enter manager password and tap **[ ]**
3. Enter account number and tap **[O]**
4. Enter expiration date and tap **[O]**
5. Enter the cardholder's street address and tap **[O]**
6. Enter the cardholder's postal Code and tap **[O]**. Note that there is no space when entering the postal code
7. Enter the CVV and tap **[O]**

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

8. Transaction completed and the terminal returns to the main menu.

Card Verify

Card Verify 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. Initiate **Card Verify** on the POS system
2. Terminal displays **"the Normal Card Entry Screen - insert, tap**, **swipe**, or **for manual entry, press the [Other Payment Options]** then select **[Manual Entry]**".

NOTE:
Manual entry of a card number is disabled by default, please go to the **Phone Order** section in this guide for manual entry transaction instructions.

3. The cardholder Taps/Inserts or swipes the credit card.
4. Transaction completed and the terminal returns to the main menu.

NOTE:
The POS system needs to be responsible for printing the Card Verify receipt.

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Balance inquiry – prepaid cards

Balance inquiry is a convenient function to help you and 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. Initiate a **Balance Enquiry** on the POS system
2. Terminal displays **"the Normal Card Entry Screen - swipe**, or **for manual entry, press the [Other Payment Options]** then select **[Manual Entry]**".

NOTE:
Manual entry of a card number is disabled by default, please go to the Phone Order section in this guide for manual entry transaction instructions.

3. The cardholder swipes the prepaid credit card.
4. Transaction completed and the terminal returns to the main menu

NOTE:
The POS system needs to be responsible for printing the Card Verify receipt.

Performing an End-of-Day (settlement)

It is strongly recommended to perform a terminal settlement at least **once per day**. This ensures prompt payment and reduces the chance of chargebacks.

1. Initiate **EOD Processing** on the POS system
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 sent back to the POS system, giving the status of the closed batch operation.

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 **1.888.682.3309**.

Reprint (available Jan 13, 2027)

This option allows you to reprint either the last transaction entered or search for the appropriate transaction.

Last Receipt

1. Initiate a **ReprintRecipt request** on the POS system.
2. Do not include tranNo referenceNumb fields.

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3. The most recent transaction will be retrieved from the local batch and sent back to the POS system.
4. It will automatically return back to the Global Payments screen.

Reprint selected receipt

1. Initiate a **ReprintRecipt request** with tranNo and referenceNumb o the POS system.
2. The selected transaction and reprinted option response will be sent to the POS system for it to reprint.
3. It will automatically return back to the Global Payments screen.

Download

This option allows you to Downloader application to perform download.

1. Initiate a **Download request** on the POS system.
2. Once the download process is complete, it will send the **Success** result back to the POS.

Semi-Integration configuration with ECR or internal POS

Global Payments Terminal – P630 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 to develop a separate app to integrate with the Global Payments Unified Payments Application (Payments app)

WiFi 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. Swipe down from the top of the screen. When you see the status bar, **tap [⚙]** to access Settings.
4. Gesture down to **System**.
5. Tap **About device**.
6. Tap **Status**.
7. Scroll down the screen until you see the section where the IP address is shown. See sample image on the right.
    - IP Port
        - The default IP Port of the terminal in Semi-Integrated mode is 8080 and 8081.

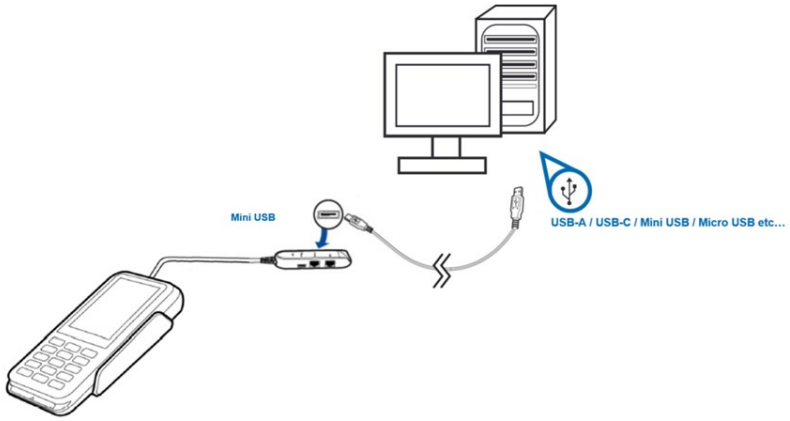
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USB Serial Connection settings

The POS/ECR connects to the Payments app in Semi-Integrated mode via UPA Serial. Please follow the steps below to enable semi-integration settings.

NOTE:
Global Payments does not provide the actual USB Serial cable.

1. Insert the mini USB cable to the P630 Dongle cable and plug the other end to the USB port of the POS/ECR (it can be USB-A, USB-C, Mini USB, and Micro USB etc…) as shown in the below diagram.



To enable semi-integration mode, once you have obtained the above information, please contact Global Payments' Customer Care at **1.888.682.3309**.

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 an 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.**

Troubleshooting

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

To troubleshoot issues with card reading, please follow the steps below:

1. Ensure that when sliding the card through the reader, the magnetic stripe on the card faces the side of the terminal display screen. This ensures proper alignment for reading.
2. Adjust the speed of swiping the card. Try swiping it faster or slower at a steady pace to find the optimal speed that allows for successful card reading.
3. If swiping the card in one direction doesn't work, try swiping it in the opposite direction. This can sometimes resolve reading errors caused by misalignment.
4. Perform a test transaction using one or more different magnetic stripe cards.

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This helps determine if the problem lies with the card being used. If the issue persists with multiple cards, it indicates a potential problem with the terminal or reader.

Inspect the magnetic stripe on the card for any signs of damage, such as scratches or excessive wear. A damaged stripe can hinder proper card reading. To verify if the card is the cause of the problem, request another card from the customer or try swiping the card on a different terminal.

Terminal does not work properly

1. Make sure the power cable connector is fully inserted into the dongle
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.

Cleaning

CAUTION:
Before cleaning the terminal, ensure it is powered off.

To clean the terminal safely and effectively, please follow these instructions:

1. Unplug the power supply to prevent damage and electric shock.
2. Wipe the terminal with a damp cloth to remove dust.
3. Avoid excessive moisture and abrasive materials.
4. Pay attention to frequently touched areas.
5. Allow the terminal to air dry completely before powering it back on.

Service and Support

For Global Payments Terminal service and repair information, contact Global Payments' Customer Care at **1.888.682.3309**.

Returning a terminal for service

When you receive a replacement terminal, it is important to promptly return the defective devices. Failure to do so may result in additional charges being applied to your account. If you have any questions regarding terminal returns, the Global Payments' Customer Care Centre is available to assist you.

NOTE:
Under no circumstances should you attempt to service, adjust, or repair the product yourself. Unauthorized service conducted by parties other than authorized Global Payments representatives is strictly prohibited. To ensure proper service, please contact Global Payments' Customer Care at **1.888.682.3309** for assistance.

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