Global Payments FLEX POS semi-integrated

Terminal menu

Thank you for choosing the Global Payments FLEX POS semi-integrated solution. The following document outlines the terminal flow by different modes for client support.
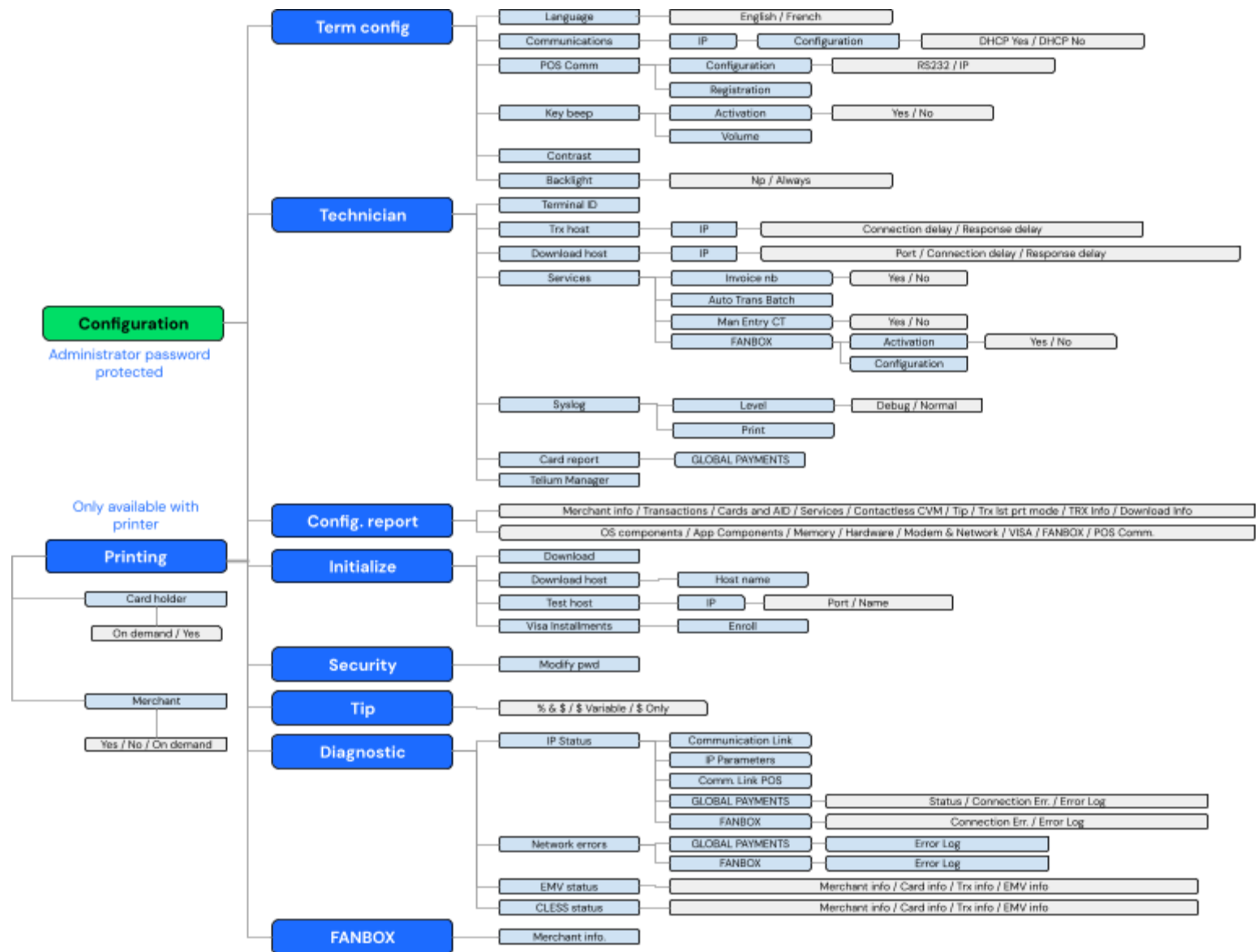
FLEX POS **Countertop** – Desk/5000

FLEX POS **Short-range Wireless** – Move/5000
FLEX POS **Long-range Wireless** – Move/5000

FLEX POS **Countertop** – Lane/3000

Global Payments FLEX POS semi-integrated

FLEX Countertop Mode (Classic)

The following flow chart describes the terminal menu structure:

Configuration (Administrator password protected)

- **Term config**
  - Language → English / French
  - Communications → IP → Configuration → DHCP Yes / DHCP No
  - POS Comm → Configuration → RS232 / IP
  - POS Comm → Registration
  - Key beep → Activation → Yes / No
  - Key beep → Volume
  - Contrast
  - Backlight → No / Always

- **Technician**
  - Terminal ID
  - Trx host → IP → Connection delay / Response delay
  - Download host → IP → Port / Connection delay / Response delay
  - Services → Invoice nb → Yes / No
  - Services → Auto Trans Batch
  - Services → Man Entry CT → Yes / No
  - Services → FANBOX → Activation → Yes / No
  - Services → FANBOX → Configuration
  - Syslog → Level → Debug / Normal
  - Syslog → Print
  - Card report → GLOBAL PAYMENTS
  - Telium Manager

- **Config. report**
  - Merchant info / Transactions / Cards and AID / Services / Contactless CVM / Tip / Trx lst prt mode / TRX Info / Download Info
  - OS components / App Components / Memory / Hardware / Modem & Network / VISA / FANBOX / POS Comm.

- **Initialize**
  - Download
  - Download host → Host name
  - Test host → IP → Port / Name
  - Visa Installments → Enroll

- **Security**
  - Modify pwd

- **Tip**
  - % & $ / $ Variable / $ Only

- **Diagnostic**
  - IP Status → Communication Link
  - IP Status → IP Parameters
  - IP Status → Comm. Link POS
  - IP Status → GLOBAL PAYMENTS → Status / Connection Err. / Error Log
  - IP Status → FANBOX → Connection Err. / Error Log
  - Network errors → GLOBAL PAYMENTS → Error Log
  - Network errors → FANBOX → Error Log
  - EMV status → Merchant info / Card info / Trx info / EMV info
  - CLESS status → Merchant info / Card info / Trx info / EMV info

- **FANBOX**
  - Merchant info.

Printing (Only available with printer)
- Card holder → On demand / Yes
- Merchant → Yes / No / On demand

FLEX Short–range Wireless Mode (Entourage)
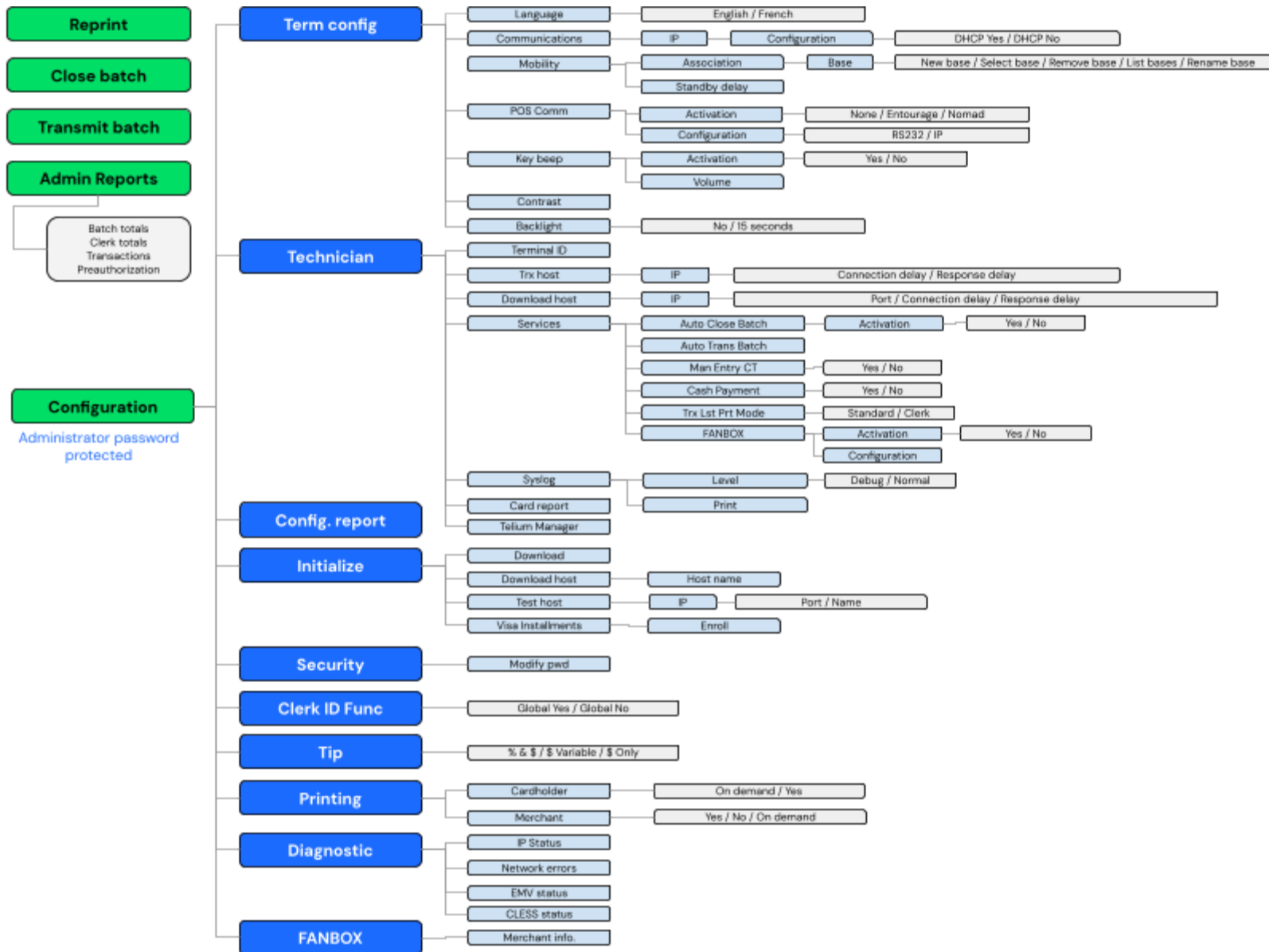
FLEX Long-range Wireless Mode (Nomad)

Retailer

Reprint

Synchronization

Transaction
- Purchase
- Purch. With tip
- Purch/Cashback
- Tel/Mail Purch
- Cancellation — Supervisor
- Refund — Supervisor
- Accum. Reversal — Supervisor
- Card Inquiry

Preauth
- Preauthorization
- Tel/Mail preauth
- TM Preauth w.tip
- Completion
- Reversal

Offline
- Purchase
- Purch. With tip
- Tel/Mail Purch
- Cancellation — Supervisor

Prepaid Card
- Activation — Supervisor
- Credit note — Supervisor
- Reload — Supervisor
- Cash remittance — Supervisor

Administration
- Close batch — Supervisor
- Reprint
- Transmit batch
- Reports
  - Batch totals
  - Clerk totals
  - Transactions
  - Preauthorization

Term config
- Language → English / French
- Communications → IP → Configuration → DHCP Yes / DHCP No
- Mobility → Association → Base → New base / Select base / Remove base / List bases / Rename base
  - Standby delay
- POS Comm → Activation → None / Entourage / Nomad
  - Configuration → RS232 / IP
- Key beep → Activation → Yes / No
  - Volume
- Contrast
- Backlight → No / 15 seconds

Technician
- Terminal ID
- Trx host → IP → Connection delay / Response delay
- Download host → IP → Port / Connection delay / Response delay
- Services → Auto Close Batch → Activation → Yes / No
  - Auto Trans Batch
  - Man Entry CT → Yes / No
  - Cash Payment → Yes / No
  - Trx Lst Prt Mode → Standard / Clerk
  - FANBOX → Activation → Yes / No
    - Configuration
- Syslog → Level → Debug / Normal
- Card report → Print
- Telium Manager

Config. report

Initialize
- Download
- Download host → Host name
- Test host → IP → Port / Name
- Visa Instalments → Enroll

Security
- Modify pwd
- Supervisor → Add / Modify pwd / Delete / Print list

Default trans. → Purchase / Purch. With tip / Tel/Mail Purch / Preauth. Compl.

Clerk ID Func → Global Yes / Global No

Tip → % & $ / $ Variable / $ Only

Printing
- Cardholder → On demand / Yes
- Merchant → Yes / No / On demand

Diagnostic
- IP Status
- Network errors
- EMV status
- CLESS status
- Merchant info.

FANBOX

Configuration

Administrator password protected