

Global Payments Point-of-Sale

App update guide

This document applies to both Global Payments Terminal Plus and Global Payments Register. Please follow the instructions to update your device's POS app.

Terminal Plus

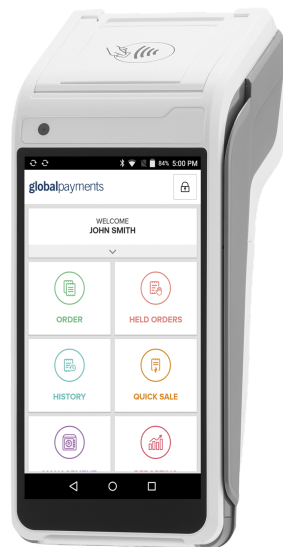
If you're using the Global Payments Terminal Plus, there is **no action required** to initiate the update of the POS app. The Global Payments Support team will remotely roll out updates, when available.

Rest assured there will be no interruption when you're actively using the terminal. Our app is designed to only perform the automatic remote update until the app is not active.

If you close out of the app then reopen it or turn on a terminal that has been turned off, an auto-update will be triggered.

Once the update is completed, you will be prompted to reboot the app.

NOTE: The rest of the guide only applies to Global Payments Register.



Register

If you're using the Global Payments Register, when an app update is available, a pop-up message will show up on your login screen, letting you know that the app needs to be updated.

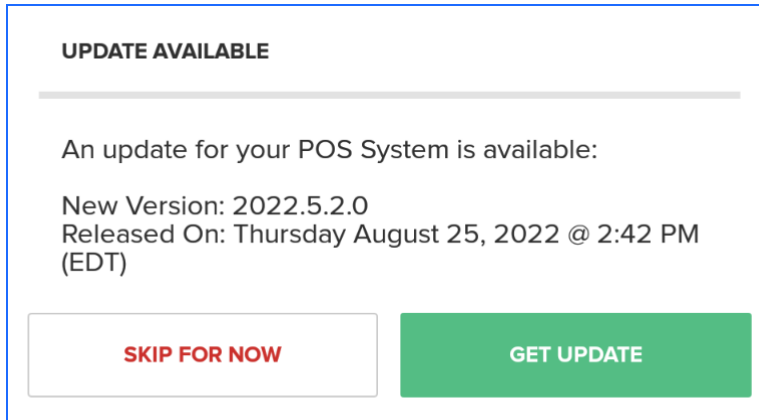
- If the update is **optional**, you may select "skip for now" if you wish to perform the update at another time.
- If the update is **mandatory**, the "skip for now" button will be disabled and you must complete the app update before proceeding.

Follow the [steps](#) below to complete the app update.



Step 1 – Start the update

On the login screen, once the following prompt appears, select **GET UPDATE** to start the app update process.



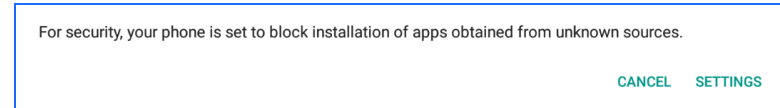
The following status bars will appear on the screen.



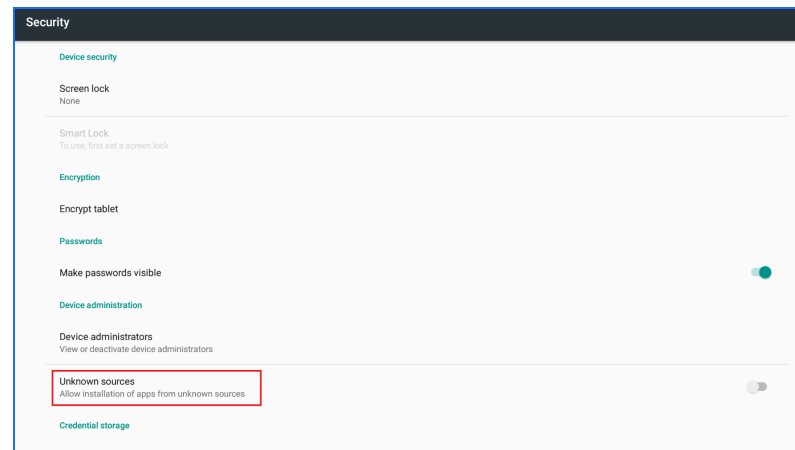
Step 2 – Enable system permissions

NOTE: This step applies to **first-time app update only**. If you have previously completed the first-time app update, proceed to [step 3](#).

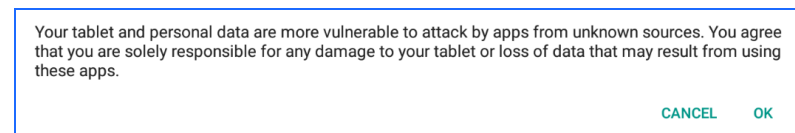
The following prompt will appear, select **SETTINGS** to proceed.



You will be directed to the security settings on the tablet. Locate and toggle to enable **unknown sources**.



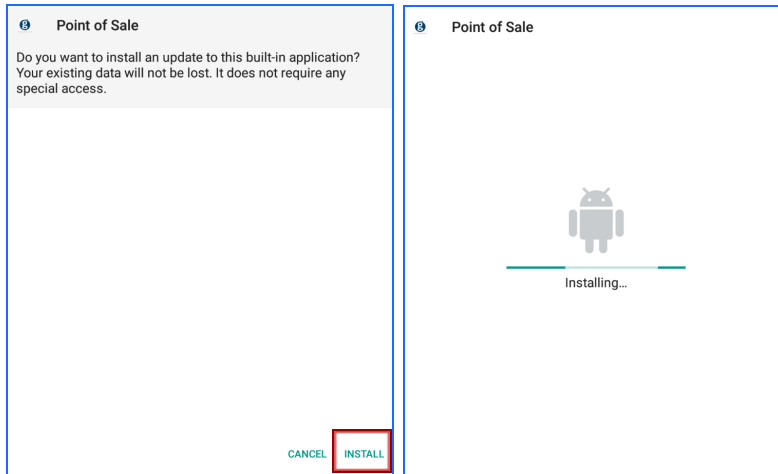
Select **OK** when the following prompt appears.



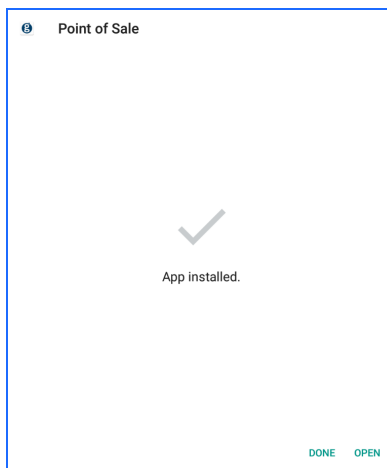
Reboot your tablet, launch the POS app, and follow [step 1](#) again.

Step 3 – Install and complete the update

Select **INSTALL** to initiate the update.



Once the installation is completed, select **OPEN** to launch the app or select **DONE** to close the pop-up window.



Additional Q&As

Will the update disrupt my day-to-day usage?

The update will not disrupt your normal activities in the app such as running transactions, batch settlement, and more.

When will I see the update notification on the Register?

The update notification will only be triggered if you close out and reopen the app, or log out and in using your PIN/username and password.

What happens if I close the app during the update process?

If the app was closed while downloading or installing the update, you will be prompted to update the app again the next time you log in to the app.