

Quick Start Guide

Global Payments Countertop — Desk/5000



Connect your device

Connect to Power	Connect to Telephone Line	Connect to Ethernet
Plug the power supply into the power port on the Magic Box kit. Connect the other end of the power supply to a surge protector that's plugged into an electrical outlet.	Plug one end of the telephone cord into the phone port on the Magic Box kit. Plug the other end of the telephone cord into a telephone jack.	Plug one end of the Ethernet cable into the ETH port on the Magic Box kit. Connect the other end of the Ethernet cable into an Ethernet jack.

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 device, simply disconnect the power supply from the electrical outlet.

Administrator ID & Password

Your terminal is pre-programmed with a default administrator ID name of "1", please call Global Payments Customer Care at 1-800-263-2970. to set up your personalized admin password.

Sale Transaction

- Tap the Sale icon on the home screen, or press [Enter] to access the main menu, then select Sale
 - Select Merchant and enter the merchant password (multi-merchant only)
- Enter Clerk ID and password (if enabled), then press [Enter]
- Enter Invoice Number (if enabled) and press [Enter]
- Enter Transaction Amount and press [Enter]
- Pass Terminal to customer. The cardholder confirms or cancels the amount:
 - Press [1]-Yes/Oui to confirm | Press [2]-No/Non to cancel
- Tip Selection (if enabled): The customer chooses a tip option:
 - Press [1] for percentage, [2] for amount, or [3] for no tip
 - If selecting a percentage, they may choose a pre-set amount or enter a custom percentage
 - If selecting a tip amount, they enter the dollar amount
- The cardholder confirms the total amount.
- The terminal displays "\$ Amount" along with options to Tap/Insert/Swipe.
 - If inserting, they follow EMV prompts and enter the PIN
 - If swiping, they may enter the last 4 digits of the card number and CVV/CVC (if enabled)
- HomeCurrencyPay (HCP): If the card was issued outside Canada, the customer can choose to pay in their home currency or in CAD
- Transaction Complete: The merchant copy of the receipt is printed. Press [Enter] to print the customer copy

Return Transaction

- Tap the Return icon on the home screen, or press [Enter] to access the main menu, then select Return
- Enter Manager ID and password, then press [Enter]
- Enter Total Return Amount (including tip and cashback) and press [Enter]
- Pass Terminal to Customer and the customer taps/inserts/swipes the card
- Confirm Amount: For card insertions, press [1]-Yes to confirm or [2]-No to cancel
- (Debit only) Account Selection: The cardholder selects [CHQ] or [SAV] and enters the PIN
- Transaction Complete: The merchant copy of the receipt is printed. Press [Enter] to print the customer copy

Note:
Debit cards cannot be manually entered.

Performing a Settlement (Closing the Terminal)

- Start Settlement: Tap the Settlement icon on the home screen, or press [Enter] to access the main menu, then select Settlement
- Enter Manager ID and password, then press [Enter]
- Close Current Batch: Press [1]-Yes to close, or [2]-No to cancel
- Close Batch Report: The terminal prints a report displaying "Batch ### Closed" to confirm settlement completion
- Print Settlement Report: Press [Enter] to print the report

NOTE: Auto Settle function is available on your terminal. To activate Auto Settle, please contact Global Payments Customer Care: **1-800-263-2970**

CAUTION: If the terminal displays "Out of Balance" at the end of the settlement procedure, please contact Global Payments Customer Care: **1-800-263-2970**

Additional resources

Visit the **Global Payments Help Centre** at <https://help.globalpay.com/en-ca> or scan the QR code on the side for additional support materials for your device(s).

