

Global Payments FLEX POS – Semi-Integrated Link/2500

Quick start guide



Welcome to your Global Payments FLEX POS – Semi-Integrated solution. This quick start guide is designed to help you quickly get started with your semi-integrated payment solution. If this is your first setup, please contact your Point-of-Sale (POS) or Electronic-Cash-Register (ECR) system provider to start.

Terminal ON/OFF

To power on the device, press the green **[Enter]** key.

To power off the device, hold the yellow **[Correction]** key and the **[.,#*]** key simultaneously for one second.

Power connection

Ensure your power supply comes from a surge protector connected to your electrical outlet.

Plug the power supply into the power port to charge your device. Disconnect when charging is completed or connect power to continue to get power to the device.

Network connection

Uses Bluetooth to connect to your POS system (may be available on iOS, Android or PC Windows)

Administrator password

Contact the Global Payments Customer Care Centre at **1-800-263-2970** to set up your personalized admin password.

You will **need** to change your password once the terminal has been installed.

Change password

1. To get to the **Menu**, click the yellow key then **[0]**
2. Select the **Configuration** menu. When prompted, enter the password.
3. Select **Modify pwd** in the **Security Menu**
4. Enter your new password containing 5-7 numeric digits. Do not reuse the previous password
5. Re-enter your new password to complete the password change

Pair the Link/2500 with a phone or tablet (Android and iOS)

Android:

- Go to Bluetooth settings
- Activate Bluetooth communication
- Make sure you click the option to make your tablet or phone visible to other devices (on Android is not always set to default)

iOS (iPhone or iPad):

- Activate Bluetooth communication from the iOS settings

On the Link/2500:

- Open the Ingenico menu by pressing the **[F]** key
- Browse with the arrows (**[F2]** or **[F3]**) to the **Control Panel**
- Go to **Terminal Settings**
- Go to **Comm Means**
- Select **Bluetooth**
- Select **Add Peripherals**
- Once you click **Add Peripherals**, the scan of mobile devices will be presented on the screen
- Select the name of your device from the list
- Select it again when presented on the available devices list
- On the next screen select option **[2-Others]**

- On the Android device, a prompt with a code to confirm the pairing should be visible. Click **OK**.
- Click **OK** on the Link/2500 to confirm the pairing
- If successful, the Link/2500 with the serial number will be on the list of paired devices under Bluetooth settings
- On iOS, the Bluetooth symbol should turn green on the Link/2500 indicating the connection is on

Pair the Link/2500 to Windows devices (Desktop, phone, or Tablet)

Windows:

- Go to the Bluetooth Settings and use the option to add a Bluetooth device (this may differ slightly depending on your Windows version; please refer to your Windows documentation).

Link/2500:

1. To get to the **Menu**, click the yellow key then **[0]**
2. Go to **Association**
3. Select the **Companion other** option
4. If you see the prompt "New pairing?", select **[Yes]**
5. On your Windows device, locate the name of the Link/2500 with its serial number and a message prompt to confirm the pairing, confirm it on your Windows device

6. The Link/2500 should automatically reboot
7. If the pairing is successful, the Link/2500 should now appear on the list of Bluetooth devices in Windows

Switch the pairing to another device

When you want to use your Link/2500 with a different device, make sure you dissociate or terminate the current pairing before you proceed and follow the steps below.

1. Go to the Bluetooth settings of your POS device (Android, iOS, or Windows) to disassociate or delete the Link/2500 from the list of associated devices
2. On the Link/2500, you can delete previous associations by going into the Menu by selecting **[F]** → **Control Panel** → **Terminal Settings** → **Comm Means** → **Bluetooth**
3. Select the **[Paired devices]** option
4. Select the pairing you wish to terminate

It's recommended to have only one paired Link/2500 at the time on POS device

Firmware download/update

1. Confirm your **Terminal ID** (TID) before performing the download
2. To get to the **Menu**, click the yellow key then **[O]**
3. Select the **Configuration** menu. When prompted for the password please enter your current password

4. Select **Initialize** followed by **Download** to update your device's firmware

Performing a transaction

Once the connection between your POS system and your device has been set up, you will be able to perform any transactions initiated by the POS system on your FLEX device.

Closing a batch

Please remember to close the batch on your terminal daily. To close a batch, head to **Administration** → **Close batch** on your device.

Additional support

Should you require any assistance with your FLEX POS solution, please contact the Global Payments Customer Care Centre at **1-800-263-2970**