Point of Sale

Quick Start Guide
Global Payments FLEX POS – Semi–Integrated

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(s).

If this is your first setup, please contact your Point-of-Sale (POS) or Electronic-Cash-Register (ECR) system provider to start.

Your POS/ECR provider may require additional information to set up or configure your device(s). Please refer to our available model list below and locate your model(s).

FLEX POS mode	Applicable models
Countertop (Classic)	**Desk/5000 Lane/3000 Link/2500**
Short-range wireless (Entourage)	**Move/5000 (Bluetooth)**
Long-range wireless (Nomad)	**Move/5000 (4G)**

Device operation

To learn how to operate your device(s), including network connection, pairing with your POS/ECR system, and more, visit: https://www.globalpaymentsinc.com/en-ca/campaigns/canada/desjardins/support and locate your device model for the latest support guides.

NOTE: Remember to close the batch daily. For detailed instructions, please refer to your device's support guide.

Administrator password

Contact the Global Payments Customer Care Centre at **1–800–599–6491** 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

Firmware download/update

Download the latest firmware when initializing your device and whenever an update is needed.

1. Confirm your **Terminal ID** (TID) before performing the download
2. To get to the **Menu**, click the yellow key then **[0]**
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.

Additional support

Should you require any assistance with your FLEX POS solution, please contact the Global Payments Customer Care Centre at **1–800–599–6491**

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