# Global Payments FLEX POS – Semi-Integrated Lane/3000

## 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

When the terminal is connected to the power supply, it will automatically power up, initiate an application check and then enter the home screen.

Simply disconnect the power supply from the electrical outlet to power off the device.

## Power connection

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

**For an IP connection power setup** – Plug the power cable into the power port located at the edge of the ethernet cable connector.

**For an RS232 connection power setup** – Plug the power cable into the power port on the adaptor/magic box

## Network connection

**For an IP connection power setup** – Plug the end of the ethernet connection cable into the device's ethernet port

**For an RS232 connection power setup** – Plug the one end of the ethernet connection cable into the adaptor/magicbox

## 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

## Connection type setup

1. To get to the **Menu**, click the yellow key then **[0]**

2. Select the **Configuration** menu and enter your assigned password

3. Select **Term Config → POS Comm → Configuration**

4. Depending on your setup, select IP or RS232 as your **POS Comm Type**

## Connection IP setup

1. To get to the **Menu**, click the yellow key then **[0]**

2. Select the **Configuration** menu and enter your assigned password

3. Select **Term Config → Communications → IP Configuration→ DHCP:**

4. Select **YES** and restart your device

5. After rebooting, go back to **Configuration menu → Communications→ IP → Configuration → DHCP:**

6. Select **NO** and take note of the IP address. This IP address is required by your POS/ECR provider to complete the setup on the POS system

7. Go back to **POS Comm → Configuration → IP → activate**

8. To launch, select **Term Config → POS Comm → Registration**

9. Then initiate a transaction or status check to complete the registration

## Firmware download/update

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.

## 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 **1–800–599–6491**.