

# Global Payments Countertop – Desk/5000

## Quick Start Guide

### Power

To connect the Global Payments Countertop - Desk/5000 to power:

1. Plug the power supply into the power port on the magic box kit.
2. Plug the other end of the power supply into a surge protector attached to an electrical outlet.

To connect the Global Payments Countertop - Desk/5000 to a telephone line:

1. Plug one end of the telephone cord into the phone port on the magic box kit.
2. Plug the other end of the telephone cord into a telephone jack.

To connect the Global Payments Countertop - Desk/5000 to Ethernet:

1. Plug one end of the Ethernet cable into the ETH port on the magic box kit.
2. Plug 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 home screen. To power off the Countertop - Desk/5000, 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.

### Performing a Sale Transaction

1. Tap **Sale** transaction icon on home screen, or press **[Enter]** to enter the main menu, and then press **Sale**.
2. Enter the clerk ID and password (if enabled) and press **[Enter]**.
3. Enter the invoice # (if enabled) and press **[Enter]**.
4. Key in the transaction amount and press **[Enter]**.
5. Terminal displays “**Pass Terminal to Customer,**” the cardholder presses **[1]-Yes/Oui** to confirm the transaction amount. Press **[2]- No/Non** to cancel transaction.
6. If tip is enabled, customer can select either **[1]-Tip percentage**, **[2]-Tip amount**, or **[3]-No Tip**. If tip percentage is selected, cardholder then can select one of three pre-set tip percentage options, or select **Other** to key in a specific tip percentage and press **[Enter]** to confirm. If tip amount is selected, cardholder can enter dollar amount for tip and press **[Enter]** to confirm.
7. The cardholder presses **[1]-Accept** to confirm the total amount, presses **[2]-No/Non** to change.
8. Terminal displays “**\$ Amount**” “**Tap/Insert/Swipe**” “**Taper/Inserer/Glisser**”
9. The cardholder taps the card on the reader/inserts the chip card/swipes the card.
10. If the card is inserted, cardholder follows the EMV prompts displayed on the terminal screen and then enter PIN.

11. If the card is swiped, follow the prompts on screen to enter last 4 digit of the card number and CVV/CVC (if enabled).
12. If credit card is issued outside Canada and the terminal is enabled with HomeCurrencyPay (HCP) dynamic currency conversion, cardholder should follow the HCP prompts displayed to select whether they want to pay in their home currency amount or Canadian dollar.
13. Terminal communicates with Global Payments, then displays **"Pass Terminal to Merchant."**
14. Once the transaction is complete, the merchant copy of the receipt is printed.  
Press **[Enter]** to print the customer copy of the receipt.

## Performing a Return Transaction

1. Tap **Return** transaction icon on home screen, or press **[Enter]** to enter the main menu, and then tap **Return**.
2. Enter manager ID and password and press **[Enter]**.
3. Enter total return amount (including tip and cashback) and press **[Enter]**.
4. Terminal displays **"Pass Terminal to Customer"** terminal displays **"\$ Amount"**  
**"Tap/Insert/Swipe"** **"Taper/Inserer/Glisser"**
5. The cardholder taps the card on the reader/inserts the chip card/swipes the card.

<b>NOTE:</b> Debit cards cannot be manually entered.
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6. If the card is inserted, terminal displays **"Confirm Amount"** press **[1]-Yes** to confirm **[2]-No** to cancel transaction.
7. The cardholder selects **[CHQ]** or **[SAV]**.
8. The cardholder enters PIN, presses **[Enter]**. terminal displays **"Pass Terminal to Merchant"**
9. Terminal communicates with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed.
10. Press **[Enter]** to print the customer copy of the receipt.

### For additional instructions, follow these steps:

Step 1. Visit <https://www.globalpaymentsinc.ca>

Step 2. Select **About Us** from the menu at the top of the webpage; then select **Customer Support**

Step 3. Select **Support Resources**

Step 4. Search in the **Technology Guide** column for your terminal

If you have any questions, please contact the Global Payments Customer Care Centre at 1-800-263-2970.