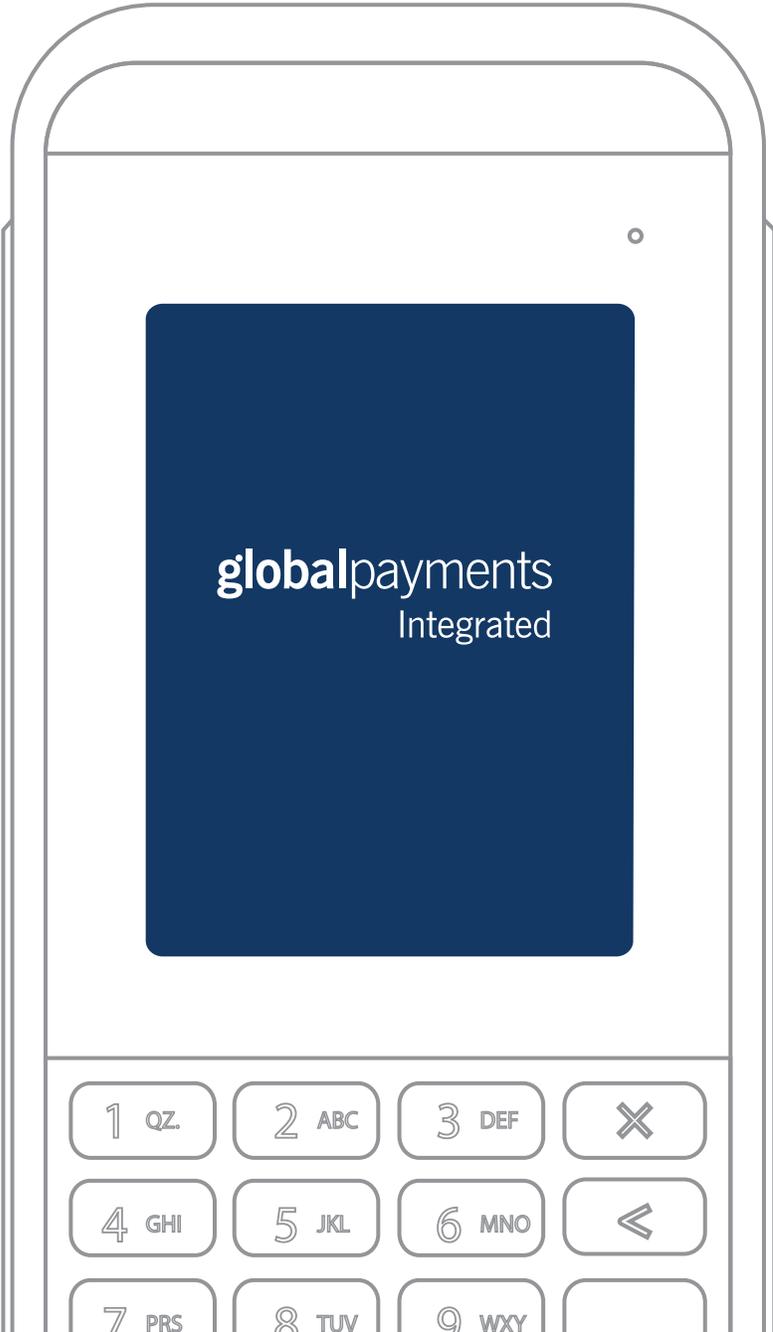
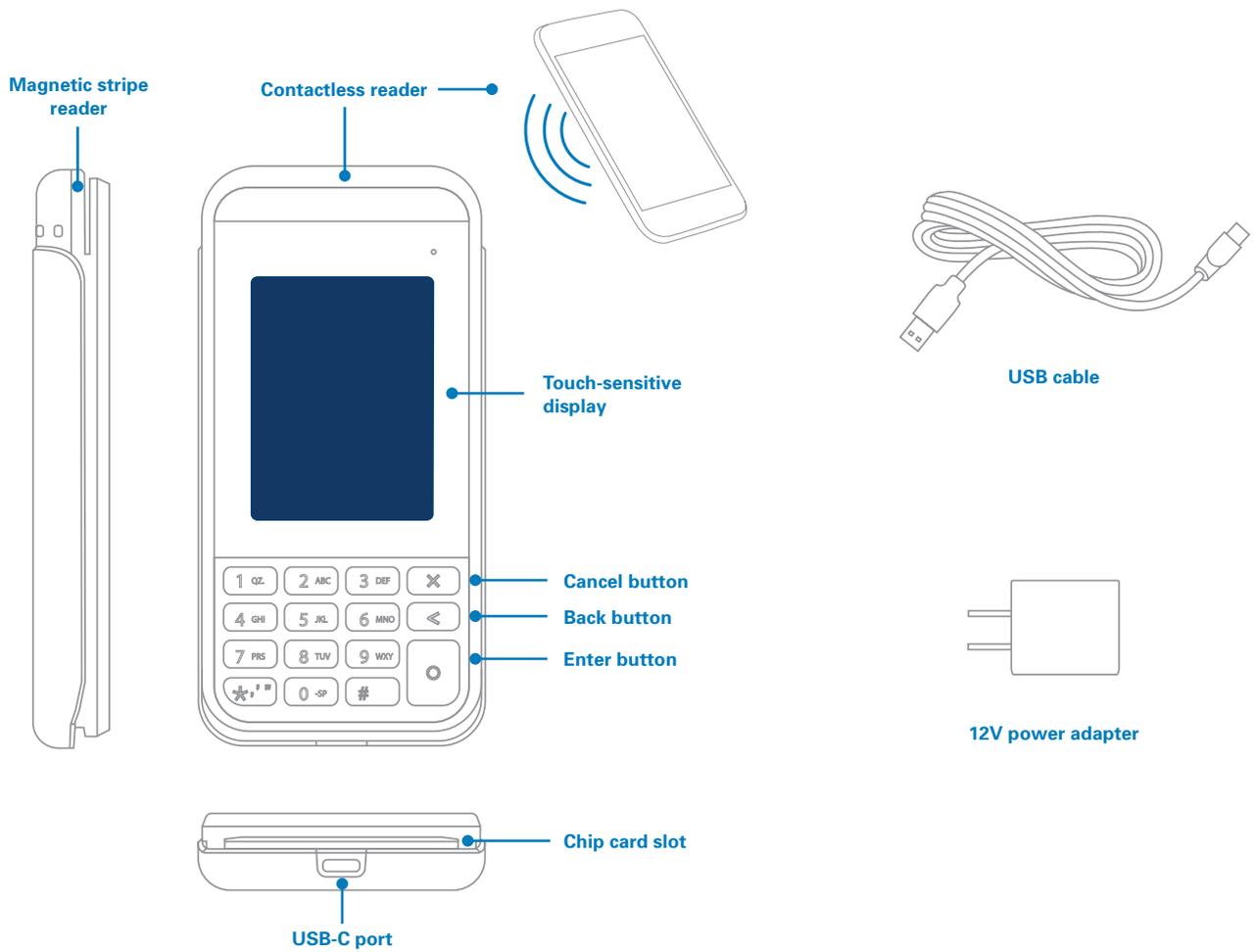


Wireless e285 Quick Start Guide

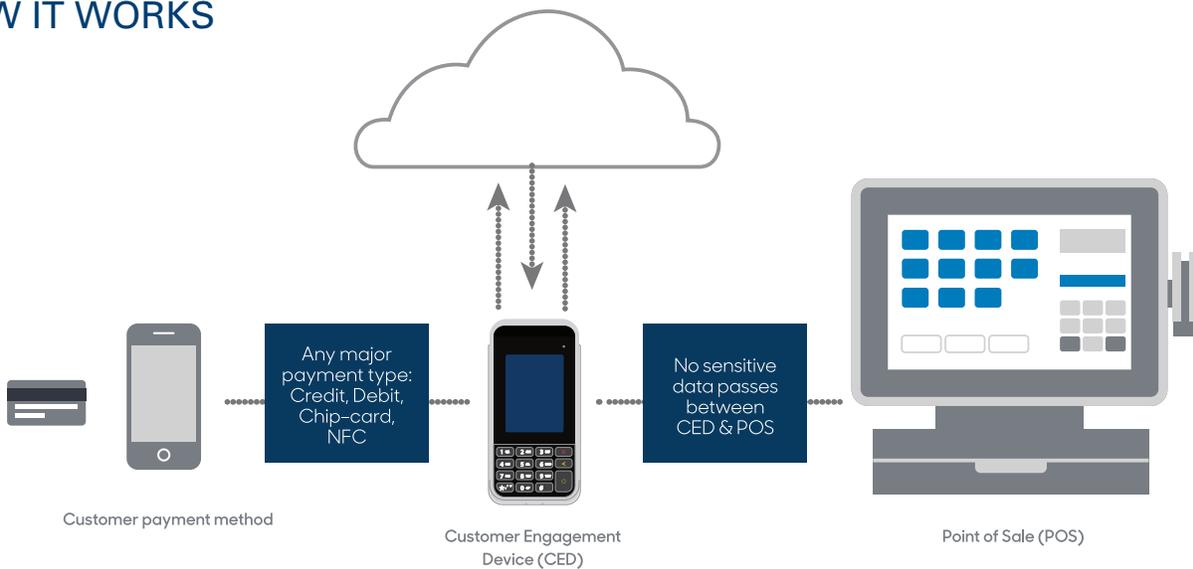
Follow the steps in this guide to set up your device to work with your POS.



THE PLATFORM



HOW IT WORKS



SPECIFICATIONS

Battery	1800mAh rechargeable, replaceable
Operating temperature	32°F to 122°F (0°C to 50°C)
Storage temperature	-4°F to 140°F (-20°C to 60°C)
Operating relative humidity	5% to 90%, non-condensing
Storage relative humidity	5% to 93%, non-condensing

WARNINGS

- Do not use liquids near your device. Spilling liquids onto your device can damage it and make it unsafe to use.
- Do not use thinner, trichloroethylene, or ketone-based cleaning products to clean your device; they can corrode the plastic and rubber parts.
- Do not spray cleaning products directly onto your device.
- Do not plug your power adapter into an outdoor power outlet.
- Do not turn off your device when installing an update.
- Do not unplug your device from a power outlet when installing an update.
- Use only the power adapter and charging cable we provide to charge your device.
- Charge your device when not in use.

BEST PRACTICES WHEN USING YOUR DEVICE

When using your device, we recommend that you do the following:

- Connect only to secure networks.
- Keep within range of the router.
- Charge your device when not in use.

BEFORE YOU BEGIN

Find your Merchantware Credentials. We sent these in an email with "Merchantware Credentials" in the subject line.

Make sure your internet connection is working and that you have your wireless network details.

Make sure your network is secure.

SECURING YOUR NETWORK

Do

- Segregate your guest networks from your business networks.
- Hide the service set identifier (SSID) of the network you connect your device to.
- Use complex and long passwords.

Don't

- Use weak or insecure protocols for connecting to your access point.
- Connect to access points you don't trust or haven't set up yourself.
- Connect to insecure access points.
- Connect to free or public access points.

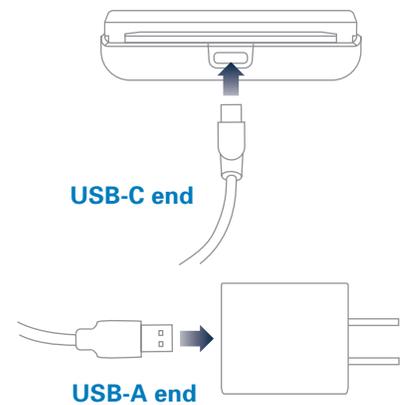
STEP 1: TURN ON YOUR DEVICE

1. Insert the USB-C end of your USB cable into your device.
2. Insert the USB-A end of your USB cable into the power adapter.
3. Plug the power adapter into a power socket. Your device will turn on.

If your device does not turn on, hold the **Enter** button for at least four seconds.

NOTE:

We recommend that you charge your device overnight before you set it up.



STEP 2: CONNECT YOUR DEVICE TO YOUR NETWORK

IMPORTANT: Connect your device to the same network as your POS.

1. From the home screen, use the keypad to press **1**, **5**, and **9** at the same time.
2. Tap **Supervisor** and use the keypad to type the password, then press **Enter**. The default password is **1166832**.
3. Tap **Administration**, then tap **Communications**.
4. Tap **WiFi**, then tap **WiFi Scan**. If your WiFi is turned off, your device prompts you to turn on its WiFi.
5. Tap on the network you want to connect to. If successful, your device notifies you that it has saved the network.
6. Tap **OK**, then press the **Cancel** button.



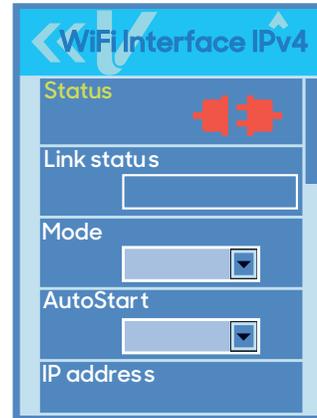
7. Tap **WiFi Configuration**. In the **PSK** field, type the network's password. To switch between lowercase letters, capital letters, and numbers press the **#** button.
8. Press the **Cancel** button to return to the **WiFi** menu.

Configure a static IP address

Your POS will be unable to communicate with your device if its IP address changes. To prevent this from happening, we recommend that you configure your device to use a static IP address. To configure a static IP address, complete the following steps:

1. Tap **WiFi Interface IPv4**.
2. From the **Mode** drop-down menu, select **Static**.
3. From the **AutoStart** drop-down menu, select **On**.
4. Set values for the following fields:

- **IP address**
- **Broadcast**
- **Mask**
- **Gateway**
- **DNS 1**
- **DNS 2**

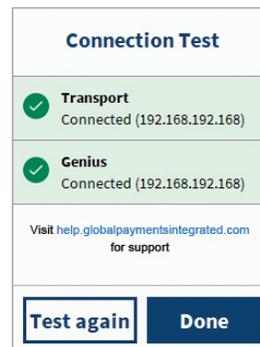


5. In the **Status** field, tap the connection icon to connect to the network. If successful, the **Link status** shows **Connected**.
6. Press the **Cancel** button four times to return to the **Main** menu.
7. On the **Main** menu swipe up, then tap **Run Applications**.

STEP 3: CHECK THAT YOUR DEVICE IS READY TO USE

Run a gateway connection test:

1. From the home screen, use the keypad to press **000**.
2. Use the keypad to type the password, then tap **OK**. The default password is **9416557**.
3. Tap **Options**, then tap **Network**.
4. Tap **Options**, then tap **Connection Test**.
5. Check that all the tests have passed. If the tests do not pass, see the FAQs section.



STEP 4: CONFIGURE YOUR POS

To configure your POS, you need:

- Your Merchantware credentials, including your:
 - Merchantware name
 - SiteID
 - Key
- The IP address of your device

STEP 5: TEST A TRANSACTION

To test you have correctly set up your POS with your device, run a test transaction.

- If the test transaction successfully transfers to your device, cancel the test transaction and start running live sales.
- If the test transaction does not successfully transfer, contact our Support Team. For more information about how to contact our Support Team, see the FAQs.

FAQs

My gateway connection tests failed. What do I do?

1. Check that your router or switch has a working internet connection.
2. Run the gateway connection tests again. If the tests fail, contact our Support Team or visit help.globalpaymentsintegrated.com.

My device isn't receiving transaction requests from my POS. What do I do?

1. Check that your router has a working internet connection.
2. Check that your device is in range of your router.
3. Run the gateway connection tests again. If the tests fail, contact our Support Team or visit help.globalpaymentsintegrated.com.

My device won't read contactless cards. What do I do?

If your device has a low battery level, it cannot accept contactless payments. To help prevent this from happening, charge your device when it is not in use.

If your device still doesn't read contactless cards, contact our Support Team or visit help.globalpaymentsintegrated.com.

How can I find out more information about my device?

For more information about your device, visit our Help Center at help.globalpaymentsintegrated.com and search for "e285."

How do I put my device in sleep mode?

Your device automatically goes into sleep mode when not in use.

How do I turn off my device?

To turn off your device, hold the **Cancel** button for 10 seconds.

How do I wake or turn on my device?

To wake or turn on your device, hold the **Enter** button for four seconds.

How do I contact the Support Team?

Before you contact our Support Team, gather the following information:

- The serial number of your device. To find the serial number:
 1. From the home screen, use the keypad to press **000**.
 2. Use the keypad to type the passcode, then tap **OK**. The default passcode is **9416557**.
 3. Note the number next to the **Serial Number** field.
- Your Merchantware credentials
- Your POS make and version

Contact our Support Team at **888.249.3220**