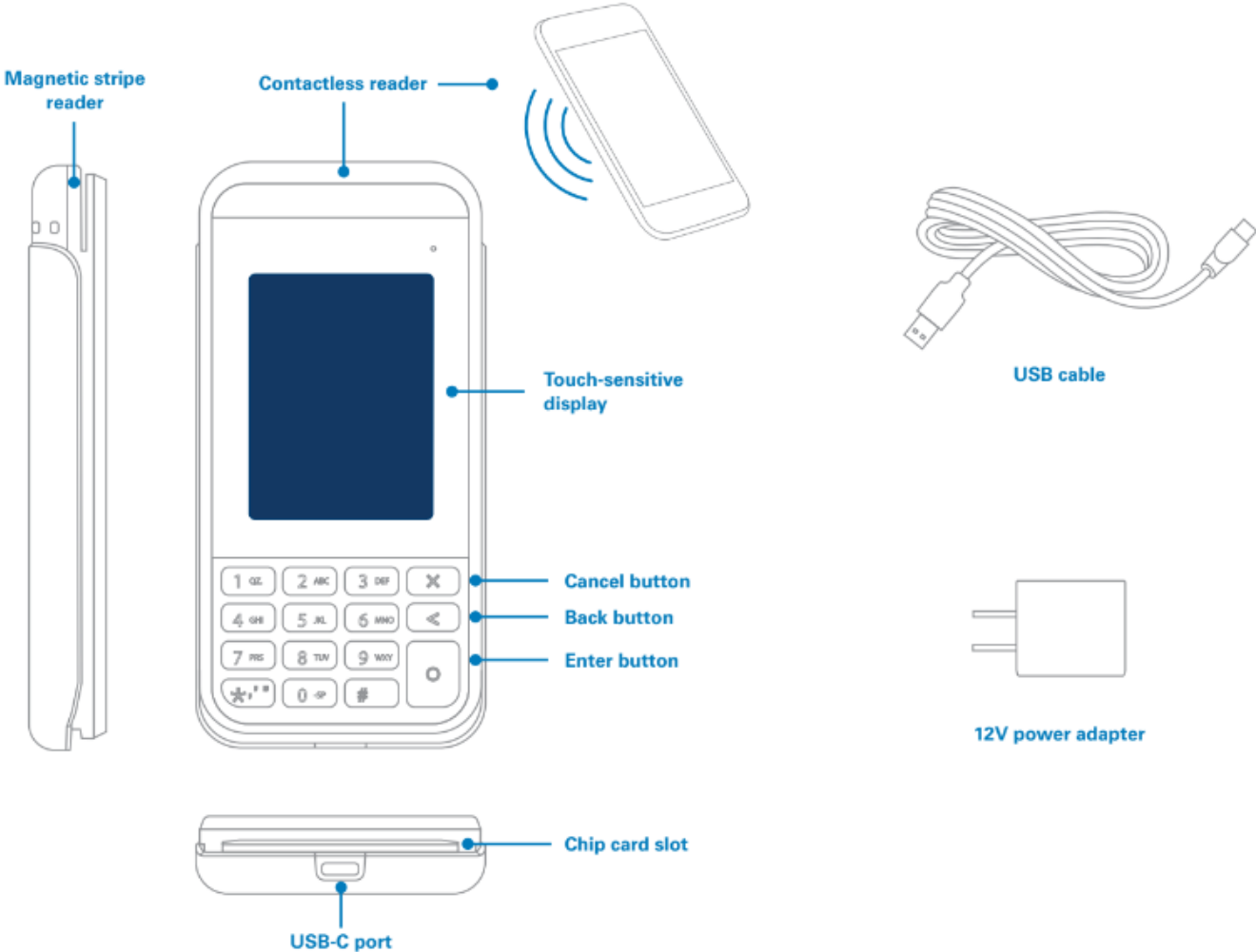


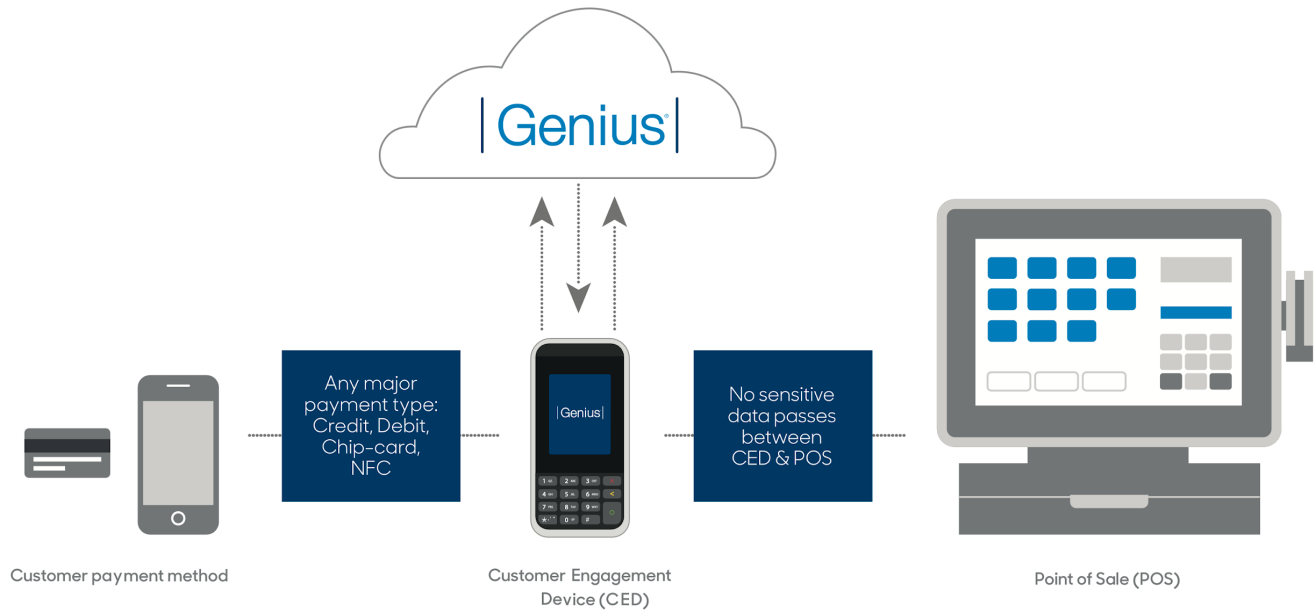
Wireless e285 Quick Start Guide

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.

BEFORE YOU BEGIN

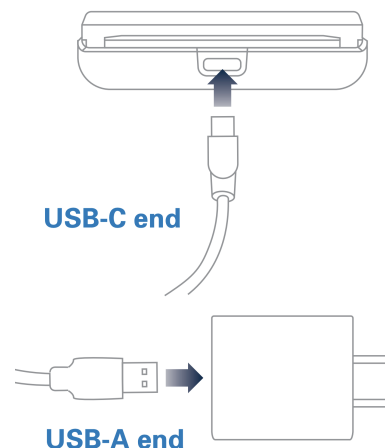
Find your Merchantware Credentials. We sent these in an email with “Merchantware Credentials” in the subject line.

Make sure that your internet connection is working correctly and that your network is secure. Depending on your connection type, you should do the following:

- Wi-Fi – Locate your wireless network details.
- Bluetooth – Check that Bluetooth tethering or hotspot support is activated on your POS. This functionality could be called “Tethering” or “Hotspot” depending on whether your POS runs on Android, Windows, or iOS.

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

You can connect your e285 to your network using the following connection types:

- Wi-Fi
- Bluetooth

Note:

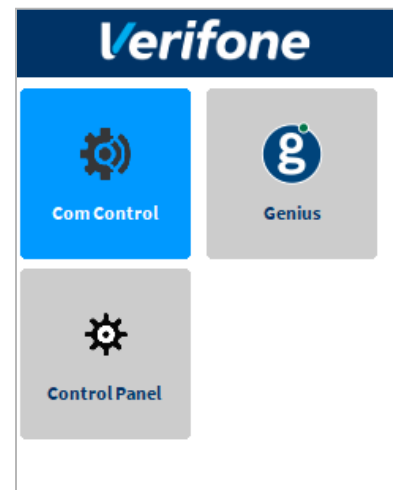
- Your device is configured to receive a dynamic IP address by default. If you need to configure a static IP address, go to the FAQs section.
- If you see “Power Interface?” on-screen, tap **Yes**.

Wi-Fi

Important: If you are not using our Meet in the Cloud solution, connect your e285 to the same network as your POS.

Find your network

1. Use the keypad to press **1, 5** and **9** at the same time.
2. Tap **Com Control**.
3. Tap **WiFi**.
4. Tap **Configuration**, and then use the keypad to enter the password. The default password is **200331**.
5. Tap **OK**.
6. Tap **WiFi Scan**.



Connect to your network


1. From the list of networks, tap the network you want to connect to.
2. Tap **Add**.
3. Select the type of authentication that your network uses. If you don't know the type of authentication your network uses, contact your network administrator.

4. Enter your network details. The details you need to enter depend on whether you chose pre-shared key (PSK) authentication or extensible authentication protocol (EAP) authentication.
 - a. For PSK authentication, in the **Pre-Shared-Key (PSK)** field, enter the authentication password.
 - b. For EAP authentication, enter the following:
 - i. **Identity**
 - ii. **Password**

Note: For information about how to enter a special character, go to the FAQs section.

5. Tap **OK**.
6. Tap **Save**, and then tap **OK**.
7. Tap **Yes**.
8. Tap **OK**.

Apply your settings and return to the home screen

1. Tap .
2. Tap **Exit**, and then tap **Yes**.
3. Tap the Genius icon.

Bluetooth

Pair your e285 with your POS to share your POS' network connection with your e285.

Note: By default, Bluetooth connection isn't enabled on your e285. To enable Bluetooth connection, contact our Support Team at **888.249.3220**.

1. Turn on or restart your e285 to begin the three-minute pairing window.
2. Wait until you see the home screen.
3. On your POS, do a Bluetooth scan.
4. From the list of available Bluetooth devices, select your Verifone e285 device.
5. Confirm any pairing prompts that appear on your e285 or POS.
6. Follow the steps in *Step 3: Check your connection* and *Step 4: Check that your device is ready to use* to make sure that your device is connected to the network.

STEP 3: CHECK YOUR CONNECTION

Wi-Fi

1. Use the keypad to press **1**, **5**, and **9** at the same time.
2. Tap **Com Control**.
3. Tap **WiFi**.
4. Tap **Status**.
5. Confirm that the Status field shows "Up." Make a note of the IP address as you will need it to configure your POS.
 - If the Status field shows "Down," contact our Support Team. For more information about how to contact our Support Team, go to the FAQs section.

Bluetooth

1. Use the keypad to press **1**, **5**, and **9** at the same time.
 2. Tap **Com Control**.
 3. Tap **More**.
 4. Tap **Status**.
 5. Tap **IP Addresses**.
 6. Tap **BT LAN**.
 7. Confirm that the Status field shows "Up."
- If the Status field shows "Down," contact our Support Team. For more information about how to contact our Support Team, go to the FAQs section.

STEP 4: CHECK THAT YOUR DEVICE IS READY TO USE

Check that your device connects to the internet

1. From the home screen, use the keypad to press **000**.
2. Use the keypad to enter the password, and then tap **OK**. The default password is **9416557**.
3. Check that there is an IP address next to the **IP address** field. Make a note of the IP address as you will need it to configure your POS.
4. Verify that the connection type is correct.
5. On the keypad, press the **Cancel** button to return to the home screen.

Run a gateway connection test

1. From the home screen, use the keypad to press **000**.
2. Use the keypad to enter the password and tap **OK**. The default password is **9416557**.
3. Tap **Options**, and then tap **Network**.
4. Tap **Options**, and then tap **Connection Test**.
5. Check that both the **Transport** test and the **Genius** test pass.
 - If the tests do not pass, go to the FAQs section.
6. On the keypad, press the **Cancel** button to return to the home screen.

STEP 5: CONFIGURE YOUR POS

To configure your POS, you need:

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

STEP 6: TEST A TRANSACTION

Run a test transaction on your POS to make sure you have correctly configured it with your device.

- 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, go to the FAQs section.

FAQs

Why can't I connect my e285 to my POS using Bluetooth?

Your e285 may not be Bluetooth-enabled. By default, Bluetooth connection isn't enabled on your e285. To enable Bluetooth connection, contact our Support Team.

If you have already paired your e285 with your POS but it's not connecting, unpair your e285 and then follow the steps in *Step 2: Connect your device to the network* again.

Can my device remember my POS on startup?

When you enabled Bluetooth connection on your e285, you selected one of the following possible connection modes:

- Pair every time: On startup, your e285 forgets all previous POS devices and automatically searches for available POS devices.
- Pair with memory: On startup, your e285 remembers the last POS device it was connected to and automatically reconnects to it.

If you want to change your device's connection mode, contact our Support Team.

How do I connect my Genius device to a different POS?

Step 1: Unpair your e285 from your current POS device

On your e285:

1. Use the keypad to tap **1**, **5**, and **9** at the same time.
2. Tap **Com Control**.
3. Tap **Bluetooth**.
4. Tap **Configuration**, and then use the keypad to enter the password. The default password is **200331**.
5. Tap **Configure devices**.
6. From the list of connected devices, select your POS device.
7. Tap **Remove**, and then tap **OK**.
8. If you see the 'No Paired Devices Available' message, tap **OK**.

On your POS device:

1. Navigate to your POS device's Bluetooth settings.
2. From the list of connected devices, select your Verifone e285 device.
3. Select the option to unpair, forget, or remove your e285.

Step 2: Pair your e285 with a new POS device

On your e285:

1. From the home screen, use the keypad to press **000**.
2. Use the keypad to enter the password, and then tap **OK**. The default password is **9416557**.
3. Tap **Options**, and then tap **Restart Device** to start the three-minute pairing window.
4. Wait until you see the Genius home screen.

On your POS device:

1. Navigate to your POS device's Bluetooth settings.
2. Select the option to search or scan for new Bluetooth devices.
3. From the list of available Bluetooth devices, select your Verifone e285 device.
4. Confirm any pairing prompts that appear on your POS or e285 device.



How do I configure a static IP address?

Wi-Fi

1. Use the keypad to press **1**, **5**, and **9** at the same time.
2. Tap **Com Control**.
3. Tap **WiFi**.
4. Tap **Configuration**, and then use the keypad to enter the password. The default password is **200331**.
5. Tap **OK**.
6. From the list of networks, select the network you want to configure, and then tap **View/Edit**.
7. Tap **IP settings**, and then tap **IPv4**.
8. Tap **DHCP**, and then tap **No**.
9. Set values for the following fields:
 - a. **IP address**
 - b. **Subnet mask**
 - c. **Gateway IP address**
 - d. **DNS 1**
 - e. (Optional) **DNS 2**

Note: If you do not have 12 digits in your IP address, use zeros to complete your IP address. For example, to use the IP address 192.168.2.35, enter 192.168.**002.035**.

Apply your settings and return to the home screen:



1. Tap  twice.
2. Tap **Save**, and then tap **OK**.
3. Tap **Yes**, and then tap **OK**.
4. Tap  twice.
5. Tap **Exit**, and then tap **Yes**.
6. Tap the Genius icon.

Bluetooth

1. Use the keypad to press **1**, **5**, and **9** at the same time.
2. Tap **Com Control**.
3. Tap **More**.
4. Tap **Configuration**, and then use the keypad to enter the password. The default password is **200331**.
5. Tap **OK**.
6. Tap **Network Interface**.
7. Tap **BT_LAN**.
8. Tap **IPv4**.
9. Tap **DHCP**, and then tap **No**.
10. Set values for the following fields:
 - a. **IP address**
 - b. **Subnet mask**
 - c. **Gateway IP address**
 - d. **DNS 1**
 - e. (Optional) **DNS 2**

Note: If you do not have 12 digits in your IP address, use zeros to complete your IP address. For example, to use the IP address 192.168.2.35, enter 192.168.**002.035**.

Apply your settings and return to the home screen:

1. Tap .
2. Tap **Save**, and then tap **OK**.
3. Tap **Yes**, and then tap **OK**.
4. Tap  three times.
5. Tap **Exit**, and then tap **Yes**.
6. Tap the Genius icon.

My gateway connection tests failed. What do I do?

Wi-Fi

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.

Bluetooth

1. Check that your device is paired with the POS.
2. Make sure that Bluetooth tethering is activated on the POS.
3. Run the gateway connection tests again. If the tests fail, contact our Support Team.

How do I enter a special character?

Important: You can't enter < or >.

To enter a special character, on the keypad press the **1** button, the ***** button, the **0** button or the **#** button until you get the character you need.

Button	Special characters
1	.
*	*, ' "
0	+ - and whitespace
#	# ! : ; @ = & / \ % \$ () ^ _

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 can't 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 restart my device?

1. From the home screen, use the keypad to press **000**.
2. Use the keypad to enter the password. The default password is **9416557**.
3. Tap **Options**.
4. Tap **Restart**.

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 enter the password, and then tap **OK**. The default password 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**.

©2023 Global Payments Inc. Global Payments Integrated is a service mark of Global Payments Inc.® C9.3180-D01