

### Unable to connect to payment terminal.

- 1 - contact Global Payment to activate and update your payment terminal.
- 2 - follow instructions, that was email to you on how to setup your payment terminal.
- 3 - update your iPad software
- 4 - update your Global Payment app. Go to app store > top right press on blue man icon. > press on update all. This will update all the application software.
- 5 - turn off your iPad wait 15sec then turn on your iPad.
- 6 - Go to your GlobalPayment app and login in.
- 7 - top right press on the three lines.
- 8 - Press on Manager > press on Payment Terminals > Press on your payment terminal and it should turn blue and attempt to connect. When connected it will say "connected".

after performing the above you should be able to connect to your payment terminal; If not do the following at the payment terminal #:

- 1- ECR com setting in the portico app  
> http need to be "http get" > save otherwise back button

### Unable to print:

step1

double press the home button and with your finger sweep up all the open windows.

press on the home button > press on settings icon > press on Wi-Fi > on the right make sure your on the wbxw wifi >

if not > press on the i with the blue circle around > press on Forget This network > now connect to the correct wbxw wifi you see under "networks" > after connected go to step 2

if connected go to setup 2

step2

double press the home button and with your finger sweep up all the open windows.

Press home button > press on settings icon > scroll down to "General" > scroll down, on the right, to "shut down" > wait 20 sec to restart the ipad.

### **What Apps do I need to install / have on my iPad?**

You can download the following from your app store. All apps are free.

1. Search for "globalpayment" and look for "Global payment Restaurant" - Install
2. Search for "connectwise control" and look for "connectwise control" - Install
3. Optional - Search for "global payments display" and look for "Global payment display" – Install
4. Search for "ping" and look for "ping – network utility" – Install
5. Search for "epson" and look for "epson TM utility" - Install

### **iPad keeps changing MAC address - Use private Wi-Fi addresses on Apple devices**

If your device can't join a Wi-Fi network, can't access network resources or the internet after joining, or can't use certain software with private addresses, install the latest software updates, then try again before you decide whether to turn this feature off.

Businesses and other organizations might need to update their Wi-Fi network security to work with private addresses. Or they can use an MDM-defined network profile to turn this feature off for enrolled devices that join their Wi-Fi network. Learn more about private addresses and enterprise networks.

iPhone, iPad, iPod touch, Apple Vision Pro

Requires iOS 14, iPadOS 14, visionOS, or later

1. Open the Settings app, then tap Wi-Fi.
2. If you aren't currently connected to the network, tap Edit in the upper-right corner of the screen.
3. Tap the More Info button ⓘ next to the network name.
4. Configure the setting:
  - a. If using iOS 18, iPadOS 18, visionOS 2, or later, tap Private Wi-Fi Address, then tap Off, Fixed, or Rotating.
  - b. If using an earlier OS, turn *Private Wi-Fi Address off or on*.

## **Not On Socket**

### **Step-A**

Please follow these steps:

1. Log out of global payment app.
2. Double press the home button.
3. Remove all the open windows.
4. Go to Settings > Wifi > press on blue circle around the "i" > turn on (green) "private Wi-Fi address" if it's not already on.
5. Go to General > scroll down and press to "Shut Down"
6. Wait 10 sec and turn on iPad
7. Start Global Payment Wait 10 sec before login on.
8. Not on Socket should have been removed now.
9. If issue is not resolved after 5min of you using the Global Payment App send email to [gadri@ascotpc.com](mailto:gadri@ascotpc.com).

If the above does not work go to step B

### **Step-B**

1. Login to GlobalPayment <https://gpr.globalpaymentsinc.ca/>
2. Click on the three lines top left.
3. Click on the "location setup".
4. Scroll down and click on "Authorized Tablets".
5. If you see a red bar, then click on "set dedicated socket server".
6. click on drop down under "Dedicated Socket Server Tablet".
7. Choice the correct iPad and save
8. Top right click on the up arrow "publish changes".
9. Double press the home button, on the ipad.
10. Remove all the open windows.
11. Start the Globalpayment app and wait about 7 seconds.
12. Login to you Gloablpayment app.
13. Not on socket should now have disappeared.

## **Report Dashboard keeps Loading:**

1. On your iPad go to "Settings".
2. Scroll down, on the left, until you see "Restaurant".
3. Press on "Logout on Relaunch"
4. Start your "Restaurant" app – You will need a login code
  - a. Login to your account <https://gpr.globalpaymentsinc.ca/>
  - b. Go to "location setup"
  - c. Go to "Authorized Tablets"
  - d. Click on "login code"
  - e. Click on "Generate code"
  - f. Enter the code on your iPad.
  - g. Press on Point of sale – Permanent

