

Poynt 5 Help Guide

Poynt 5 smart terminal is a legacy product and is no longer sold. This guide contains archived Help content for Poynt 5 to help answer questions. However, it's no longer being updated as of January 2025.

To find answers in this guide:

- Select any title in the Contents to go directly to a specific Help article.
- Use the **Find** function (**Ctrl + F** for Windows OR **Command + F** for Mac) in your browser to search the PDF for specific keywords.

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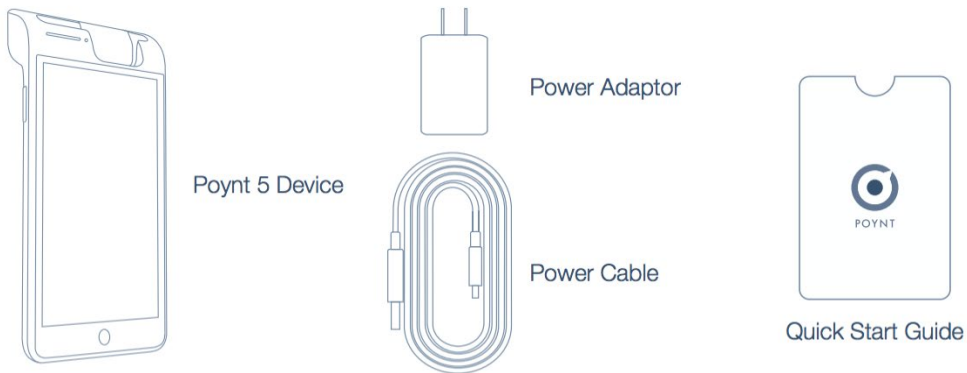
Poynt 5 setup guide

The Poynt 5 is ideal for merchants who want to accept payments on the move. The Poynt 5 device has a single screen - specially optimized to support both the merchant and customer. Here's how to get set up.

Unboxing the Poynt 5

Your Poynt 5 box should contain the items below.

Poynt 5 Box Contents



Charging the Poynt 5



Using the included power adapter and USB cable, plug in your Poynt 5 to charge. The smaller end of the cable should be inserted at the bottom of the device just underneath the Home button. This is reversible so it doesn't matter how you spin it.

Powering on your Poynt 5



To power on your Poynt 5, slide down the springed button on the right-hand side of the device toward the bottom of the device.

Placing your Poynt 5



The Poynt 5 device fits in the palm of your hand so you have the freedom to transact wherever your customers are.

Connecting your Poynt 5



Your device will walk you through connecting to the internet via WiFi the first time you turn it on. After connecting, it may begin to update its software as required. This can take a few minutes. Allow the device to download, install, and reboot before getting started.

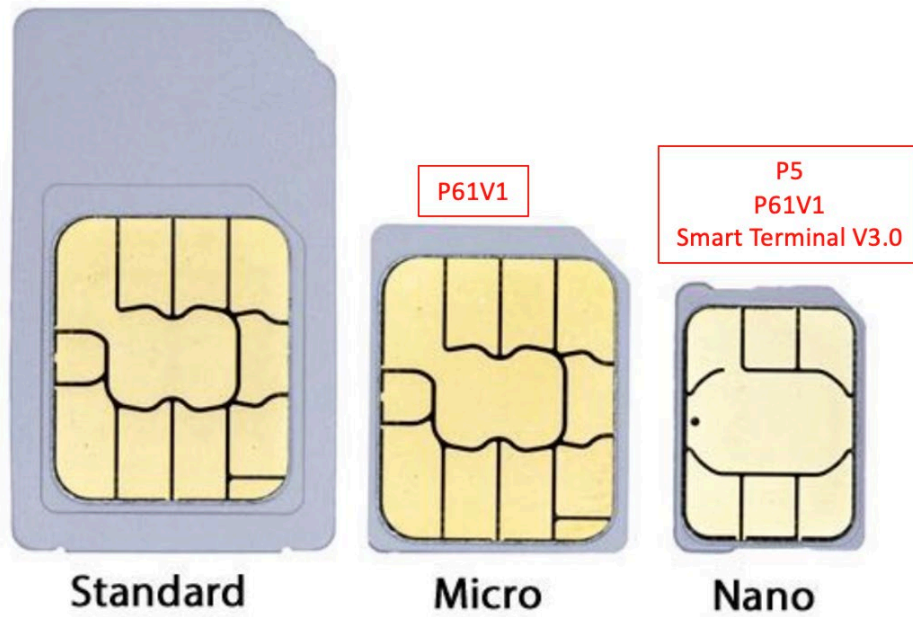
Accessing your Notifications and Settings

To access Notifications on your device, as well as adjust any settings, simply swipe down from the top from anywhere on the device. With one swipe, you'll see a notifications tray. With a secondary swipe you'll be able to quickly adjust brightness and volume and make additional adjustments within Settings.

What SIM cards are compatible?

Poynt devices can be either WI-FI or 3G enabled. For a WI-FI enabled device, simply power it up and connect to a secure wireless network to use it.

For a 3G enabled device, the type of SIM card needed is dependent on the model of the Poynt device. P5, P61 V2, and Smart Terminal 3.0 devices require a Nano SIM card and P61 V1 devices require Micro SIM card.



Set up a mobile connection

You'll need to insert a compatible SIM card and set up a cellular connection on your device.

Insert a SIM card

SIM card slot locations vary by device type. On the P5 (Nano), the SIM card slot is on the right hand side, by the power button. You will need a sharp, pointed object (ie pin/tack).

Step 1: Insert the pin in the hole and pull out gently.



Step 2: Insert the SIM card gently with the gold contacts facing up and the carrier info on the bottom. You should hear a click once the card has been pushed in all the way.

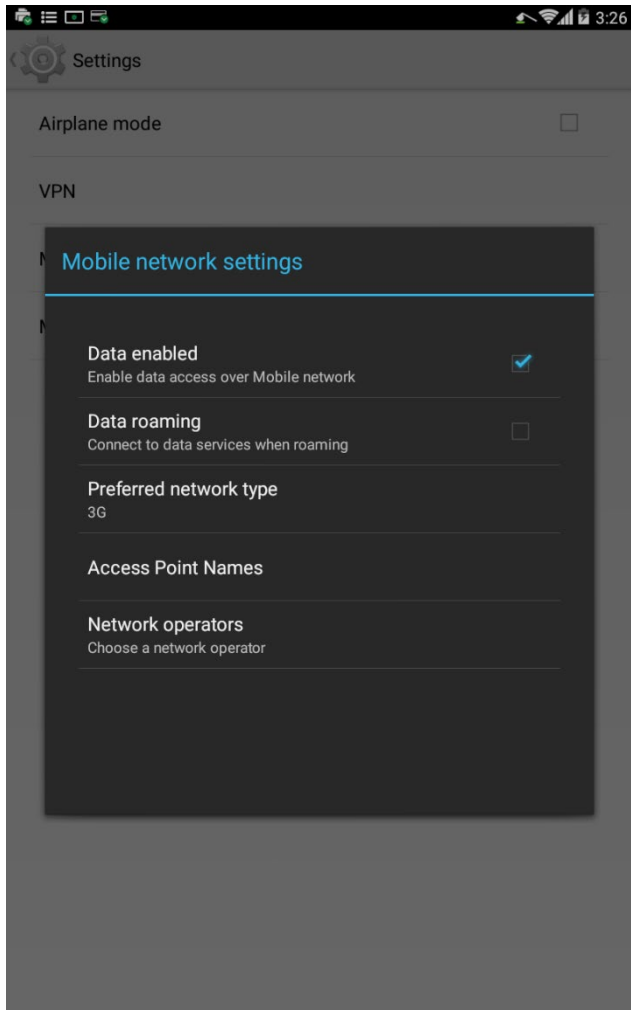


Set up the cellular network connection

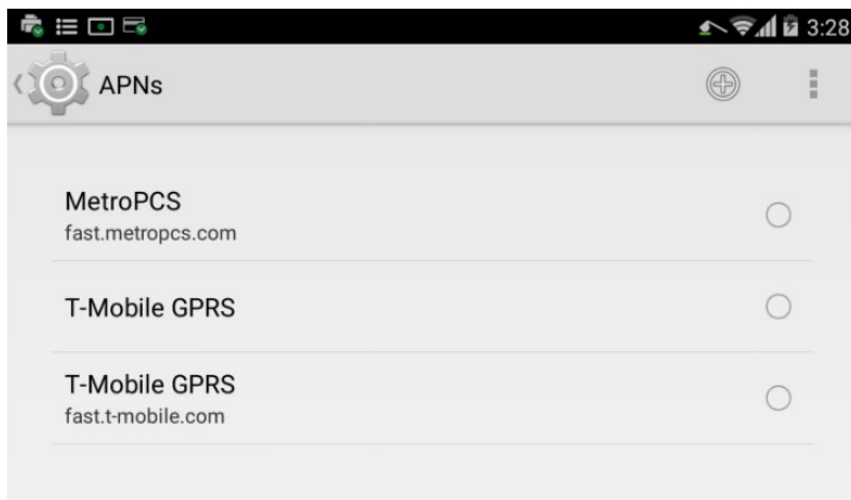
Your mobile network can be configured during activation or following activation from the 3G section of the slide-down menu. After inserting your SIM, some 3G connections will establish automatically. You'll also want to configure your WiFi connection as a fallback in the case that your 3G connection drops.

Step 1: Swipe-down on your Smart Terminal's screen (from any open application) to access the Settings and Notification menu. Swipe across and tap on the Mobile Network icon.

Step 2: Once you have the Mobile Network screen open, select Mobile Networks to modify any necessary settings. Then, select Access Point Names.



Step 3: Tap Access Point Names and select your APN from the list. If your APN does not appear, continue to Step 4.



Common APNs

Reseller Organization	Known APN
Elavon	EQUINOXPAYMENTS.COM.ATTZ
FreedomPop	freedompop.foggmobil.com

Step 4: If your APN does not appear in this list, you can enter it manually. Please reach out to your cellular provider or the organization from which you purchased the SIM to determine the APN. To enter the APN manually, select the plus sign and then "APN".

Troubleshoot Wi-Fi connectivity

Reset your wireless connection and run a diagnostics test to help resolve issues if your device isn't connecting to your wireless network, the connection keeps dropping, or you're experiencing any of the symptoms below.

Note: Your WiFi connection must be secure to process payments. You'll need to connect to a password-protected WPA, WPA2, or WPA2 PSK network. (Some devices aren't compatible with WPA3.)


- Red or yellow triangle icon has appeared in the top bar of the smart terminal.



- PC5: Network Error pop-up appears.
- Your smart terminal is unable to process transactions.
- During a transaction, after tapping **Charge** the smart terminal displays **Authorizing** with a spinning circle for an extended period.

Step 1: Reset your wireless network connection

Reset your smart terminal Wi-Fi connection, to make sure it's connected to the correct wireless network.



1. Tap **Settings** on the second page of the smart terminal home screen.
2. Tap **Network Settings**, then tap **Wi-Fi** (under **Preferences**).
3. Verify that the Wi-Fi toggle is set to  **On** and that your wireless network appears in the list.

Note: If the Wi-Fi toggle doesn't turn on or if no (or minimal) wireless networks display, please contact your device reseller for assistance.

4. Tap the name of your wireless network, then tap **Forget** to disconnect the network from your smart terminal.
5. Tap your wireless network, enter your password and tap **Connect** to reset your wireless connection.
6. Verify your network connection status:
 - If your network displays "Connected," your smart terminal and wireless network are connected properly.
 - If your network displays "Authenticating Network," re-start your router and try connecting again.

Step 2: Run a diagnostic test

If resetting your network connection doesn't resolve the issue, try running a diagnostic test.

1. On the smart terminal home screen, tap the **Search Bar**, then tap **Help**, and then **Diagnostics**.
2. Tap **Wi-Fi Connection** to run a diagnostic test.
 - If the test results in a green , you should be all set. Run a test transaction to verify.
 - If the test still shows a red , please contact your device reseller for assistance.

Troubleshoot power issues

If your smart terminal will not power on or charge even after leaving it docked for a significant amount of time, please perform a hard power reset test:

Step 1: If the device still doesn't power on, check that all power sources are plugged in securely: power block is plugged into the wall socket and the block itself, and the cable from the power block to the device.

Step 2: Hold the power button for roughly 30 seconds and release. This ensures that all power has been cut from the device. Try to power on the device again.

Step 3: If the device still isn't charging, wait for about 30 minutes (it might be completely dead).

Step 4: If the device still doesn't turn on, it might have to be replaced entirely. Contact your device reseller to initiate the return process.

Here are a few questions to ask yourself when troubleshooting:

- Check Wall Plug and Socket! Is the cable plugged into the socket correctly?
- Check cable coming from the wall to the power brick?
- Is the Power brick lit green?
- Is the cable going from the Power Brick to the Dock plugged into the dock securely?
- Is the terminal docked correctly?
- Is the Dock Pins undamaged?
- Is the Terminal light on the upper right of the Poynt Terminal lit? What Color? Purple = device is booting, Red = critical low battery, yellow = low battery and green = significant battery.

How do I change my processor?

Poynt terminals are purchased through certified resellers or ISOs (Independent Service Organization). As such, each reseller has a unique on-boarding process and specific partners they work with, either credit card processors, apps, etc.

If you would like to change your processor, you will need to contact the reseller that sold you the device to initiate this process. The reseller might be able to do the switch then and there, or will have to swap your device depending on the complexity of the change.

Poynt 5 Safety & Regulatory info

WARNING: Failure to follow these safety instructions could result in fire, electric shock, or other injuries, or damage to your Poynt 5 or other property. Read all safety information below before using your Poynt 5.

Handling. Handle your Poynt 5 with care. Set up your Poynt 5 on a stable work surface that allows for adequate air circulation under and around the terminal. Poynt 5 can be damaged if dropped, punctured, or crushed, or if it comes in contact with liquid. Don't use a damaged Poynt 5 as it may cause injury.

Wet Environmental Condition. Keep your Poynt 5 away from sources of liquid, such as drinks, sinks, and so on. Protect your Poynt 5 from dampness or wet weather, such as rain, snow, and fog.

Repairing. Your Poynt 5 doesn't have any user-serviceable parts. Do not open or disassemble or attempt to repair it or replace any components. If your Poynt 5 needs service, is damaged, malfunctions, or comes in contact with liquid, contact Poynt. If you attempt to open it, you risk damaging your Poynt 5.

Failure to follow instructions and properly set up, use, and care for this product can increase the risk of serious injury or death, or damage to the device or devices.

Operating Environment:

Voltage: AC input 100 – 240 VAC, 50/60 Hz; DC output 5V 2A

Operation: 0° to 40°C, 90% Maximum non-condensing up to 45°C

USB-C Power Adapter. To operate the USB-C Power Adapter safely and reduce the possibility of heat-related injury or damage, do one of the following: Plug the USB-C Power Adapter directly into a power outlet. If you're using the Power Adapter Extension Cable, place the power adapter on a desk, table, or location that is well-ventilated.

Don't use a power adapter in wet locations or handle the power adapter with wet hands. Disconnect the power adapter and any cables if any of the following conditions exists: The power cord or plug becomes frayed or otherwise damaged. Your Poynt or USB-C Power Adapter is exposed to rain, excessive moisture, or liquid spilled into the case. Your Poynt or USB-C Power Adapter has been dropped, the case has been damaged, or you suspect that service or repair is required.

If debris gets onto the power port, remove it gently with a dry cotton swab.

USB-C Power Adapter specifications:

- Frequency: 50 to 60Hz.
- Input Voltage: 100 to 240 Vac.
- Output Voltage: 5.0V, 2A

PCI Compliance: P5 is fully PCI compliant. Details are on the PCI site:

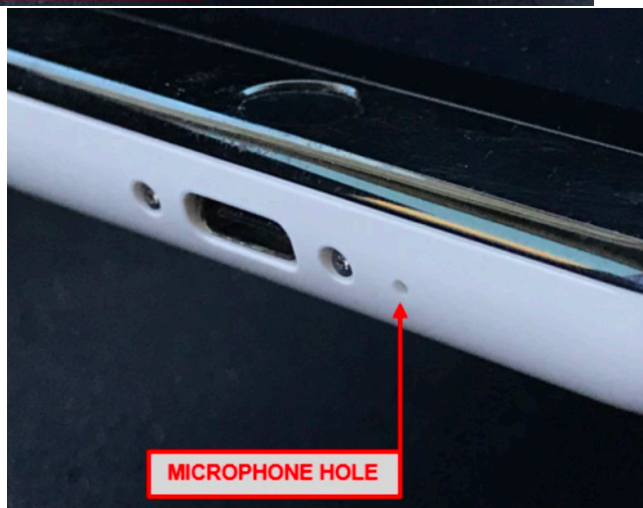
https://www.pcisecuritystandards.org/popups/pts_device.php?appnum=4-10229

PRODUCT ADVISORY

NOTE: THIS DEVICE IS NO LONGER BEING MANUFACTURED, PLEASE REACH OUT YOUR RESELLER TO GET OTHER OPTIONS IN CASE OF A REPLACEMENT

Poynt has been notified that the Poynt 5 microphone hole might be mistaken for a reset button, and when a foreign object is pushed into the microphone hole it can cause damage to the device battery and an increased risk of battery failure.

The battery in the Poynt 5 is located in an area behind the microphone. If the microphone hole is mistaken for a reset button and a sharp object is inserted and pushed into the microphone hole, the sharp object can protrude into the battery possibly causing damage and internal shorting. This can lead to battery failure, battery short circuiting, and in rare cases battery ignition.



Products containing lithium-ion rechargeable batteries require routine maintenance and care in their use and handling. Lithium-ion batteries may become a source of ignition if overcharged, mishandled, short circuited, or heated to high temperatures. Poynt is advising customers to use proper care and handling practices when storing and using a Poynt 5 terminal. Read and follow the guidelines to safely use the Poynt 5 terminal and achieve the maximum battery life span:

- DO NOT insert foreign objects into the Poynt 5 microphone hole as it can result in damage to the battery and an increased risk of battery failure.
- Always follow the charging instructions provided with your product. Only use the charger provided with the Poynt 5 device to charge the device. Using a charger other than the one provided may result in overcharging or overheating the battery.
- The normal operating temperature range for the Poynt 5 is 0°C to 45°C (32°F to 113°F). Do not expose a Poynt 5 to temperatures above 60°C (140°F). Do not place, store or operate a Poynt 5

in high heat environments (i.e. in direct sunlight, in a parked car, etc.) for prolonged periods of time.

- Allow for adequate ventilation when charging Poynt 5 devices - do not stack or enclose devices when charging. Do not charge Poynt 5 battery when device operating temperature is greater than 35°C (95°F).
- Store Poynt 5 devices in a dry and cool place and avoid freezing. The recommended storage temperature is 15°C (59°F). The temperature and humidity of storage environments should be controlled to maintain between 5°C and 20°C (41°F and 68°F), 20% - 75% RH (non-condensing). [NOTE. The battery self-discharges during storage. Higher temperatures (above 20°C or 68°F) reduce the battery storage life.]
- Charge or discharge the battery to approximately 50% of capacity before storage. Charge the battery to approximately 50% of capacity at least once every six months.
- Dropping the Poynt 5 device may cause damage to the battery.
- When shipping a Poynt 5 terminal, always check all applicable local, national, and international regulations for safely transporting products containing a lithium-ion battery. Ship Poynt 5 terminals in the original packaging to prevent possible battery damage during transportation.
- Do not open Poynt 5 case or change/modify internal components as doing so will void the product warranty and could cause product failure.
- Only operate the Poynt 5 terminal in accordance with the product operating instructions.

If you have questions about the proper use, handling and care of Poynt products, please contact Poynt Customer Service at support@poynt.com.