Unboxing Your Link/2500

The Link/2500 includes:

- Wall charger
- Spare USB-C cable

Expert Tip: Please ensure your Link/2500 device is fully charged before you attempt to configure and use it for the first time. Failure to fully charge the device prior to its first use can result in the loss of data stored in the device memory. The initial charging time is approximately 4 hours.

Support

The CardPointe Support team is your go-to resource for product-specific questions and troubleshooting inquiries. The team is available Monday - Friday from 8:30am - 9:00pm ET and provides emergency support as needed.

- **Phone:** 877.828.0720
- **Email:** cardpointesupport@cardconnect.com

Expert Tip: Whenever you contact CardPointe Support, please have your merchant ID and device hardware serial number (HSN) handy. You can find the HSN at the top of the device display.

Entering Text Using the Multi-Tap Method

Certain configuration steps will require you to input characters using the keypad. Each number key represents a set of letters that can be entered with that key, if pressed more than once. For example:

- Press **2** once to enter the number **2**
- Press **2** twice to enter a lowercase **a**
- Press **2** three times to enter a lowercase **b**

Entering Text Using the On-Screen Keyboard

Some text inputs may provide an on-screen keyboard or number pad. Simply use the **navigation buttons** (F1, F2, F3, F4) to highlight the character you wish to enter, then press **O** (green button) to enter it into the text box.

Accessing and Navigating the Admin Menu

The Admin Menu provides access to the **settings, configuration, change menu password**, and **restart terminal** options.

To access the menu:

1. Press **F** and enter the default password of **CCMerchant** using the multi-tap method
2. Press **O** (green button) to confirm the password and access the admin menu

To navigate the menu:

- Press **F1** to navigate left
- Press **F2** to navigate down
- Press **F3** to navigate up
- Press **F4** to navigate right
- Press **O** (green button) to select
- Press **<** (yellow button) to clear
- Press **X** (red button) to cancel or return to the main menu

Changing the Admin Menu Password

To change the password for the admin menu, simply:

1. Access the admin menu
2. Press **F2** to scroll down and press **O** (green button) to select **Change Menu Password**
3. Enter the new password using the multi-tap method and press **O** (green button) when finished
4. The device will display **Menu Password Changed** when complete

Expert Tip: Please exercise caution when changing your password. If you do change the password, be sure to note the new password and keep it in a safe location. *Passwords cannot be reset remotely* — if you forget or lose your password, you will no longer be able to access the Admin menu, and your terminal will need to be replaced.

Configuring the Link/2500 WiFi Settings

When the Link/2500 powers on for the first time, the device will display a **Disconnected** status. This indicates the device is not connected to the internet, and therefore is not able to connect to your software.

Connecting to a WiFi Network

To scan for and connect to your WiFi network:

1. Access the admin menu
2. Press **F2** to scroll down and highlight **WiFi Properties**
3. Press **O** (green button) to select **WiFi Properties**
4. Press **O** (green button) to select **Scan for Networks**
   - A progress bar will display during the scan and once complete, a list of available WiFi networks will appear
5. Press **F2** to scroll down and press **O** (green button) to select the correct WiFi network
6. Enter the WiFi password using the multi-tap method or the on-screen keyboard and press **O** (green button) when finished
7. The device will display the message, '**Profile for <Network Name> created**'
8. Press **O** (green button) to acknowledge the message
9. The device will display a message that a restart is required; it will then automatically restart
10. The device will restart, connect to the WiFi, and display a **Connected** status at the bottom of the screen when ready for use

Expert Tip: If the device does **not** automatically restart , press and hold the **.,#*** and **<** (Yellow) keys to manually reboot the device

Manually Adding a WiFi Profile

If the Link/2500 cannot detect or successfully connect to a network — or if you want to manually configure a connection — simply:

1. Access the Admin menu
2. Press **F2** to scroll down and highlight **WiFi Properties**
3. Press **O** (green button) to select **WiFi Properties**
4. Press **F2** to scroll down and press **O** (green button) to select **Add WiFi Profile**
5. Enter the WiFi network name using the multi-tap method and press **O** (green button)
6. The device will display the network name — press **O** (green button) to accept the name, or press **X** (red button) to return to the previous menu
7. Enter the WiFi password using the multi-tap method or the on-screen keyboard and press **O** (green button) when finished
8. The device will display the message, '**Profile for <Network Name> created**'
9. Press **O** (green button) to acknowledge the message
10. The device will display a message that a restart is required; it will then automatically restart
11. The device will restart, connect to the WiFi, and display a **Connected** status at the bottom of the screen when ready for use

Expert Tip: If the device still displays a **Disconnected** status, check the WiFi connection status. If additional troubleshooting is required, please contact the CardPointe Support team.

Deleting a WiFi Profile

If you entered the network name incorrectly or need to connect to a new network, you can easily delete a stored WiFi connection:

1. Access the admin menu
2. Press **F2** to scroll down and highlight **WiFi Properties**
3. Press **O** (green button) to select **WiFi Properties**
4. Press **F2** to scroll down and highlight **Delete WiFi Properties**
5. Press **O** (green button) to select **Delete WiFi Properties**
6. Press **O** (green button) to select the WiFi protfile to delete
7. The device will display the message, '**Profile for <Network Name> created**'
8. Press **O** (green button) to acknowledge the message

Setting a Static IP Address

Setting a static IP address for your device is optional. Typically, the device is automatically assigned an IP address when connecting to a network. To manually set the network settings for the device, simply:

1. Access the admin menu
2. Press **F2** to scroll down and press **O** (green button) to select **Configuration**
3. Press **F2** to scroll down and press **O** (green button) to select **IP Settings**
4. Press **F2** to scroll down and press **O** (green button) to select **Configure IP**
5. Press **F2** to scroll down and press **O** (green button) to select **Static IP**
6. Enter the static **IP address** using the number pad and press **O** (green button)
7. Enter the static **network mask** using the number pad and press **O** (green button)
8. Enter the static **gateway address** using the number pad and press **O** (green button)
9. Enter the static **DNS address 1** using the number pad and press **O** (green button)
10. Enter the static **DNS address 2** using the number pad and press **O** (green button)
11. The device will display the message, '**Updateing IP configuration and restarting terminal**', and will then restart to connect to the new static configuration
12. The device will display a **Connected** status at the bottom of the screen when ready for use

Expert Tip: To restore the default IP address configuration, perform the steps above and select **DHCP** from the **Select IP Protocol** screen in step 5.

Configuring Device Beep Settings

The **Beep** menu allows you to temporarily adjust the volume, pitch, and duration of the beep heard when using your device:

1. Access the admin menu
2. Press **O** (green button) to select **Settings**
3. Press **down arrow** to scroll down and press **O** (green button) to select **Beep**
4. Use the number pad to enter a value for **Frequency (Hz)** and press the **down arrow** to scroll down and enter values for **Volume**, **Time On (ms)**, and **Time Off (ms)**
5. Press **O** (green button) when finished
6. The terminal will display the message, '**Beep Parameters Have Been Updated**' and will beep several times to confirm the new settings

This feature is for **testing purposes** only. To permanently change your device's beep settings, contact CardPointe Support.

Expert Tip: Reference the below table for the default values and acceptance ranges:

Parameter Name	Default	Range	Description
Frequency (Hz)	100	20-20,000	Controls the pitch of the beep
Volume	100	1-100	Controls the volume of the beep, as a percentage
Time On (ms)	250	10-5,000	Controls the length of each single beep
Time Off (ms)	250	10-5,000	Controls the length of time between each beep

Troubleshooting

Checking the WiFi Connection Status

1. Access the Admin menu
2. Press **F2** to scroll down and highlight **WiFi Properties**
3. Press **O** (green button) to select **WiFi Properties**
4. Press **F2** to scroll down and press **O** (green button) to select **Connection Status**
5. The connection status will display

Restarting the Link/2500

Press and hold the **.,#*** key and **<** (yellow key) simultaneously to force the device to restart.

Checking Your Device's Firmware Version

1. Access the admin menu
2. Press **O** (green button) to select **Settings** in the menu list
3. Press **O** (green button) to select **Version** in the settings menu
4. The current firmware version will display on the screen; press **X** (red button) to return to the previous menu