e285p and e285 user manual

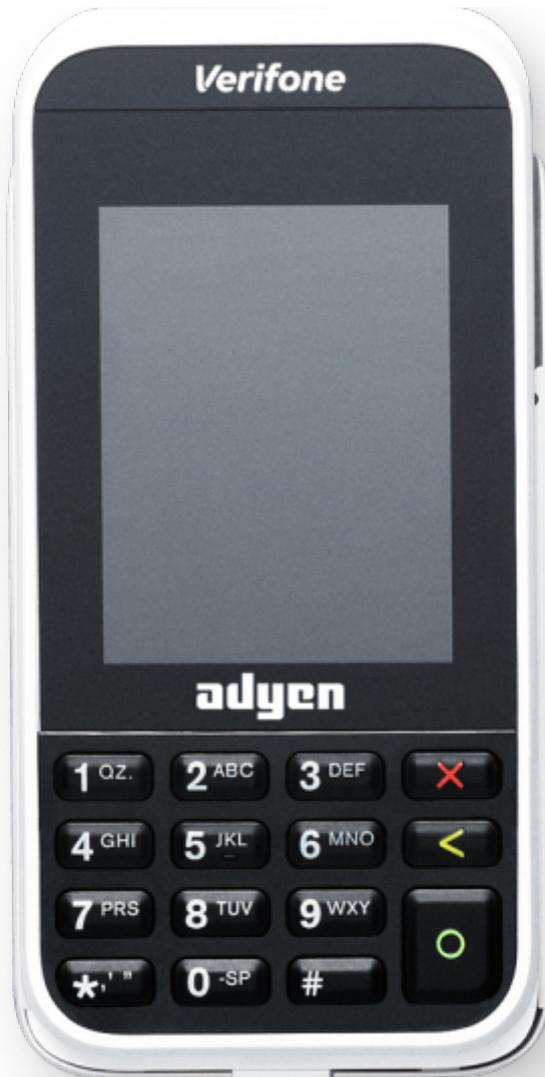Get started with the e285p or e285 payment terminal.

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> ⚠️ This terminal does not support 4G and later technologies. Mobile operators are ending coverage for 3G. If you rely on cellular connectivity, choose a terminal that supports 4G.

Keypad keys

Key	Name
✖	Cancel
‹	Clear
○	Confirm

Supplied components

- e285p or e285 payment terminal
- USB cable
- SIM card

> 🔔   A charger is not included.
> Use a 5V DC, 1A charger to recharge the battery.

Get started

These are the steps to get your new e285p or e285 payment terminal up and running. Some steps include a link to more detailed instructions.

1. Inspect the terminal.
2. Turn on the terminal by connecting it to a power source. During startup the display turns on and off a few times. Let the battery charge for at least four hours while you continue with the next steps.
3. Select **Configure network**. Then connect the terminal to your network.
4. Select **Board the terminal**, select your store, and select **Confirm**. Boarding can take up to 30 minutes.

   > ⊙   If **Board the terminal** doesn't show, wait until the next synchronization with the Adyen platform (on average three hours) and try again.

5. Test the connection with the Adyen platform.
6. Test the connection with the cash register.

When you have completed these steps, you are ready to process payments!

Inspect the terminal

Because payment terminals process sensitive card data, you must verify that the terminal you received is the correct one, supplied by Adyen, and hasn't been tampered with.

1. Verify that the box containing the terminal hasn't been opened and that the security seal is intact.
   The security seal is a red label with a bar code and a number, stuck across the lid of the box.
2. If you have access to the Adyen Customer Area, log in and under **Point of sale** > **Orders and returns** find the order for your terminal. Then:
   - Verify that the **serial number** (S/N) on the box is the same as in the Customer Area.
   - Verify that the **security seal number** on the box is the same as in the Customer Area.
   - Using the **track & trace** link, track the order with the carrier to verify that they confirm having delivered the payment terminal.
3. Break the security seal, take the terminal out of the box, and verify that the **serial number** (S/N) on the terminal is the same as the serial number on the box.
4. Inspect the terminal for tampering. Check for missing seals or screws, additional wires or labels, holes in the device, and anything inserted in or attached to any part of the terminal.

> ⚠️   If any of the above checks fails, contact our POS Support Team immediately.

Connect to your network

Connect your terminal to the internet so that it can communicate with the Adyen payments platform.

Connect to Wi-Fi

1. On the terminal display, select **Configure network**.
2. Select **Wi-Fi**.
3. Turn on the **Wi-Fi** toggle switch.
4. Select the **+** icon to add a network. The terminal scans for Wi-Fi networks.
5. Choose the desired network from the list and enter the Wi-Fi password, or select **Add manually** and enter the name (SSID) of the Wi-Fi network and the Wi-Fi password.
6. Select the check mark to confirm.
   The terminal sets the network as default automatically, and connects to it.
   You'll now see a Wi-Fi icon at the top of the display.

After the terminal is boarded

If you need to change Wi-Fi usage after the terminal is boarded:

1. Go to the Admin menu.
2. Select **Network** > **Wi-Fi**. You can now:
   - Turn Wi-Fi on or off using the **Wi-Fi** toggle switch.
   - Change IP settings.
   - Add another network as described above.

Cellular failover

Your e285p or e285 terminal can automatically switch to processing payments using a cellular connection when the internet connection fails. For this you need to have a SIM card subscription with us for the terminal. When in doubt, contact our POS Support Team.

Test the payments platform connection

Payments are processed on the Adyen payments platform. To test the connection with that platform:

1. Go to the Admin menu.
2. Select **Network** > **Diagnostics** > **PSP connection**.

<div align="center">✓</div>

3. Check whether all items have a green check mark   and the overall result is **Success**.

<div align="center">✗</div>

   Don't worry if **Receiving data** has a red cross   and the result is **No Error**; the terminal successfully connected with our platform.

Test the cash register connection

To test the connection with your cash register:

1. Go to the Admin menu.
2. Select **Network** > **Diagnostics** > **Terminal API**.

<div align="center">✓</div>

3. Check whether all items have a green check mark   and the overall result is **Success**.
4. Select the **Cancel** button to go back to **Diagnostics**, and select **Endpoints**.
   The terminal runs tests on four URLs and then shows a final screen.

<div align="center">✓</div>

5. Check whether all four URLs in the final screen have a green check mark   .

Turn on/off

If you turn on the payment terminal for the first time or after it was off for a long time, it may make a maintenance call to synchronize the configuration and update the software. This can take 10 to 20 minutes.

When connected to a power supply, the battery charges. An icon at the top of the display indicates the battery charge level.

Turn on the terminal:

- Connect the terminal to a power supply.
  or
- Press and hold the **Confirm** key until the display turns on. The battery charge level needs to be high enough for the terminal to turn on.

During startup the display turns on and off a few times.
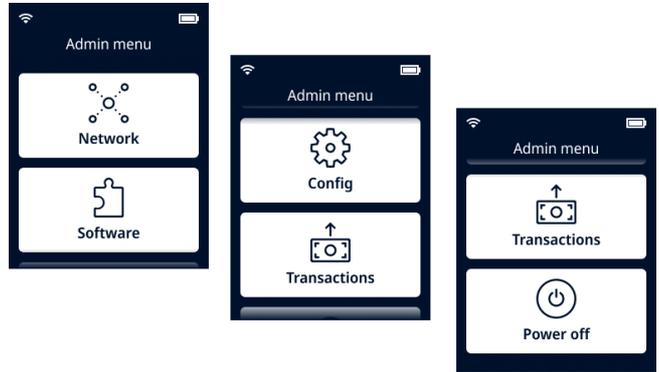
Turn off the terminal:

- Go to the Admin menu and select **Power off**.
  or
- Press and hold the **Cancel** key until (after 5 - 20 seconds) the display turns off.

Admin menu

You'll need the Admin menu on the terminal for various tasks. To open the Admin menu:

1. Select **9** and then the **Confirm** key.
2. Enter the Admin passcode and select the **Confirm** key. Where do I find the Admin passcode?

Option	Description
Network	Configure network settings. Run diagnostic connection tests.
Software	Update the terminal software.
Config	Update, view, or remove the configuration. You can view the configuration version, the installed software release, and hardware details such as the unique terminal ID.
Transactions	Get an overview of transactions stored on the terminal.
Power off	Turn off the terminal.

Scroll to see the options

Device info

To view information about the terminal:

- Select **5** and then the **Confirm** key.

A screen similar to the one shown here appears, with:

- Model, serial number, and IP address of the terminal.

- Software version and configuration version that the terminal currently uses.
- Merchant account and store that the terminal belongs to.
- A button to show a QR code with device info. When you contact our POS Support Team, they may ask you to scan this QR code.
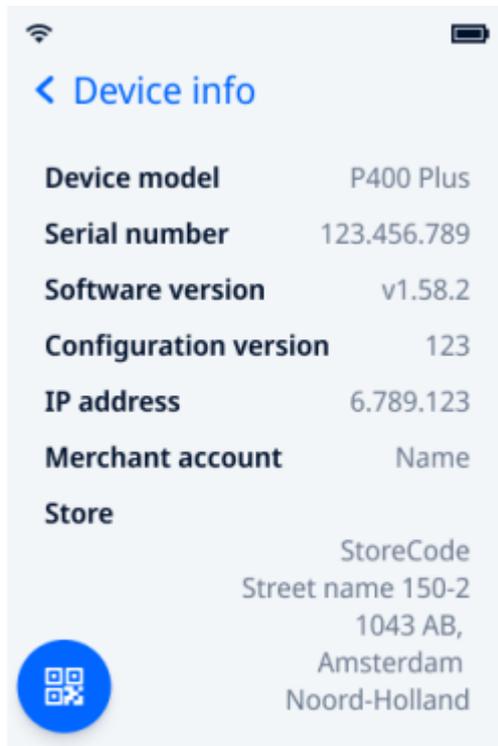
Troubleshooting

Self-service

If there is an issue with your payment terminal, first try to diagnose and solve the issue yourself, using our Troubleshooting documentation. In many cases, this is the quickest solution.

Ask for assistance

If you can't resolve the issue using the Troubleshooting documentation, send an email to our POS Support Team.
Provide the following information:

- Merchant account.
- PSP reference of the transaction, if applicable.
- Terminal serial number. This number is available in the Device info and also printed on the back of the terminal (for example, S/N:123-456-789).

See also

- Configuring the terminal IP address
- Connection tests
- Cellular connectivity