

# Desk/5000 & Desk/1500 PIN Pad

## Setup Guide

Setting up and connecting your card reader requires just a few steps



### 1. Unpack your card reader and accessories

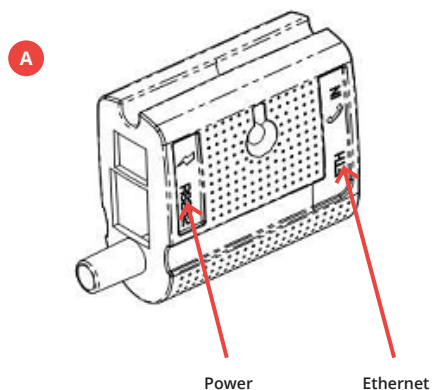
**Important:** Your card reader must be powered off during setup to avoid issues.

### 2. Connect PIN Pad (if applicable)

Note: Your card reader arrives with the power and internet cables already connected. Reference these instructions if you need to disconnect/reconnect the cables (image A).

**Power** — Connect the power cord from power adapter to the power port on the Magic Box (lightning bolt symbol).

**Ethernet** — Connect the Ethernet cable from the switch or other internet access point to the ETH port on the magic box.



### 3. If using a PIN Pad accessory

Open the cable cover. On the bottom of the reader, unclip the cover by pushing on the clip with your finger. Then lift the cover up and to the rear of the terminal.

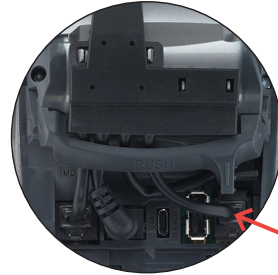
Connect the USB PIN Pad (image B) cable to the USB Host Port on the card reader (image C).

With the power disconnected, make space for the additional PIN Pad cable by using scissors to remove one of the rubber caps from the Desk/5000 (image D).

Reattach the cable cover. When both readers are set up, reconnect the power to the device.



B



C

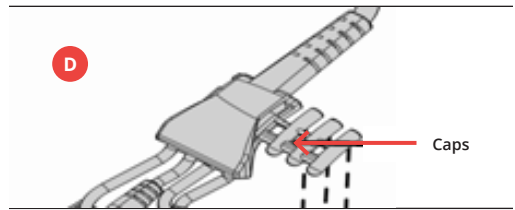
Port for connecting a PIN Pad

### 4. Secure the Magic Box

The Magic Box cable management system arrives connected to your terminal.

Secure the Magic Box to reduce stress on the device and cable, prevent disconnection and organize the work area.

Image E shows some examples of how to secure the Magic Box.



D

Caps

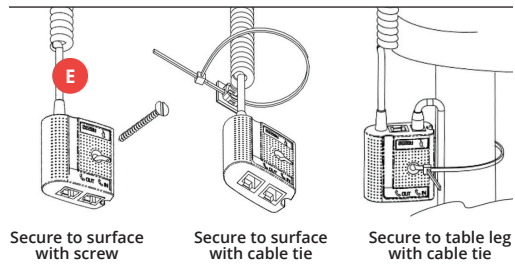
### 5. Connect the power adapter to nearby outlet

The PIN Pad should be powered up and displaying the idle screen.



### Troubleshooting

For troubleshooting help, best practices and frequently asked questions about accepting payments, visit [chase.com/POShelp](https://chase.com/POShelp), then select your card reader.



Secure to surface with screw

Secure to surface with cable tie

Secure to table leg with cable tie

