

Payments

# Wireless – Move/5000 Quick Reference Guide

June 2020

---

# Table of Contents

1 – Introduction .....	4
2 – General Tips .....	4
3 – Basic Terminal Operations .....	5
<i>Before You Begin</i> .....	5
<i>Unpacking the Box</i> .....	5
<i>Terminal ON/OFF</i> .....	5
<i>Terminal Physical Keyboard</i> .....	6
<i>Virtual Keypad</i> .....	7
<i>Numeric Data Entry</i> .....	8
<i>Alphanumeric Data Entry</i> .....	8
<i>Administrator Menu</i> .....	10
4 – User Access Management .....	11
<i>Password Hierarchy</i> .....	11
<i>Administrator ID &amp; Password</i> .....	11
<i>Manager/Supervisor/Clerk ID &amp; Passwords</i> .....	12
<i>Set Up Your Manager/Supervisor ID and Passwords</i> ....	13
<i>Clerk ID &amp; Password</i> .....	14
<i>To set up or change the Clerk Password</i> .....	14
5 – Changing the Terminal Language .....	14
6 – Network Communication .....	15
<i>For a Wi-Fi Set-Up</i> .....	15
<i>For a 4G Mobile Data Set-Up</i> .....	16
<i>For Bluetooth Set-up</i> .....	17
7 – Accepting Payment Cards .....	20

---

<i>To Conduct a Contactless Transaction</i> .....	20
<i>To Conduct an EMV Chip Card Transaction</i> .....	21
<i>To Conduct a Magnetic Stripe Transaction</i> .....	22
8 – Sale (Credit or Debit) Transactions.....	22
9 – Pre-Auth and Completion (Optional).....	24
10 – Return.....	25
11 – Void (Credit or Debit).....	26
12 – Performing a Settlement (Closing the Terminal).....	27
13 – Reprint.....	28
14 – Demo Mode.....	29
15 – Batch Menu.....	30
<i>View Batch History</i> .....	30
<i>Delete Batch</i> .....	30
16 – Reports.....	31
17 – Key Beep, Backlight and Brightness.....	31
18 - Semi-Integration Configuration with ECR (for Wi-Fi mode only).....	32
19 – Auto Download (IP Terminal Only).....	34
20 – Installation Procedure.....	35
<i>Connection to Power</i> .....	35
21 – Replacing the Paper Roll.....	35
22 – Troubleshooting.....	37
23 – Cleaning.....	38
24 – Terminal Specifications.....	39
25 – Service and Support.....	40

---

# 1 – Introduction

Global Payments offers merchants a wide variety of leading payment technology solutions, all from one reliable source. As one of the world's largest and most trusted payment technology solution providers, Global Payments combines industry-leading expertise with over 50 years of Canadian-specific experience. This power combination allows us to deliver comprehensive solutions that are personalized to your needs.

This guide is your primary source of information for operating, setting up and installing the Global Payments' Wireless - Move/5000 terminal. For terminal-related questions or support, please contact Global Payments' Customer Care.

## 2 – General Tips

The following tips will help ensure you continue to process smoothly with Global Payments Canada:

1. This reference guide contains information on the features and functions capable on your terminal, as well as basic troubleshooting techniques. Keep this guide in an easy-to-find location.
2. Perform a settlement daily. This ensures that your funds are constantly deposited into your bank account on a regular basis.
3. Change your passwords frequently. Changing passwords frequently ensures you protect yourself from unauthorized use of your terminal.
4. If you have a problem with your terminal, check cabling and attempt to reboot the device.
5. If you have a communication problem with your terminal, verify that there are currently no outages reported by your Internet or wireless service provider.
6. The Global Payments Canada Customer Service line is open 24 hours a day, 7 days a week, to ensure there is always someone available to assist you.

---

## 3 – Basic Terminal Operations

### Before You Begin

The terminal (“Wireless - Move/5000”) is a point-of-sale electronic payment terminal designed to process debit and credit card transactions via Wi-Fi wireless network, Bluetooth, and/or cellular 4G or 3G wireless network.

**CAUTION:**

Due to risk of shock or terminal damage, do not use the terminal near water, in a wet basement, bathtub, washbowl, kitchen sink, laundry tub or near a swimming pool. Do not use in flammable environments.

### Unpacking the Box

Carefully inspect the shipping carton and its contents for shipping damage. If the contents are damaged, file a claim immediately with the shipping company and notify Global Payments. Do not try to use damaged equipment.

Remove the items from the carton. You should have the following items, based on what was ordered:

- A Global Payments’ Wireless - Move/5000 terminal with paper roll installed
- An external power supply
- Roll of thermal printer paper
- Quick start guide
- Ethernet cable
- Sim card (for 4G Mobile Data terminals only)
- Wireless - Move/5000 optional base (available in two models: Charging Only Base and Bluetooth Communication Base)

### Terminal ON/OFF

When the terminal is connected to the power supply it will automatically power up, or press and hold green **[Enter]** key, the terminal will initiate an application check and then enter home screen. To power off the device, remove the terminal from its base and any power source. Press the yellow **[Correction]** key and the **[Administrator]** key simultaneously for one second.

---

## Terminal Physical Keyboard



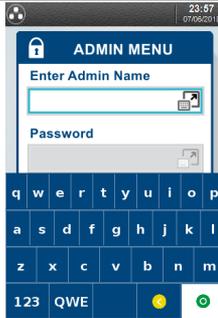
The terminal keypad is **numeric only**, and contains 10 numeric keys (0-9), a green **[Enter]** key, a red **[Cancel]** key, a yellow **[Correction]** key.

Button	Characters Accessed
	1
	2
	3
	4
	5
	6

	7
	8
	9
	0
	Red [Cancel] key Will clear all of the data entered
	Yellow [Clear] Key Backspace (i.e. clear one character at a time)
	Green [Enter] key Will submit the data entered.
	Period, comma, number sign, star. Administrator Key.
	Paper Feed Key
	Desktop Key

## Virtual Keypad

Global Payments' Wireless - Move/5000 is equipped with a 3.5" backlit, HVGA (480x320 pixels) touchscreen which can be used with a finger or a stylus. The sample virtual alpha keypad shown below will display when the field tapped on the touch screen requires alphanumeric entry. '123' can be tapped to display the virtual numeric keypad and 'QWE' can be tapped to display the virtual upper case alpha keypad.



## Numeric Data Entry

The terminal keypad will automatically default to a numeric-only keypad when entering data into numeric-only fields, such as card number and amount prompts. See the following examples:

Card number is a numeric data item. To enter the value “544619999,” press **[5]**, **[4]**, **[4]**, **[6]**, **[1]**, **[9]**, **[9]**, **[9]** and **[9]** on the keypad. Then press **[Enter]** to confirm the data entered. The terminal then starts validation.

For amount entries, the terminal initially displays \$0.00. For example, to enter the value “\$5.30,” press **[5]**, **[3]** and **[0]**. No decimal point is entered. Then press **[Enter]** to confirm the data entered. The terminal then starts validation.

## Alphanumeric Data Entry

When a field allows for alphanumeric entry, a virtual keypad is displayed.

To get an expanded alpha keypad, click icon  located on the right end of the data entry field.



## Header and Condition icons

The system supports graphical icons that will indicate conditions the terminal may be in at various states. The condition icons are displayed in the header of all the screens. They indicate the status of the terminal and application, and warn the merchant about conditions that may prevent normal operation.

Connectivity icons are aligned to the left:



Date and time icons (when available) are aligned to the right:



Power and battery are also displayed to the right:



## Battery Management

---

Designed for both indoor and outdoor uses, the pocket-sized Move/5000 comes with extended battery life and better battery management.

Battery capacity	2900 mAh
Power supply	5V – 1,5A
Charging time to 50%	1h
Charging time to 100%	3h

External power supply present and battery charge level are reported on status bar of mobile terminal with: A thunderbolt icon  when the mobile terminal is connected to a wired power supply. This icon overprints the icon of the battery.

A battery icon will display when terminal is only powered by its internal battery. Depending on the battery charge level, one of the following icons is displayed



Battery charge greater than 80%,



Battery charge greater than 60% and less than 80%,



Battery charge greater than 40% and less than 60%,



Battery charge greater than 20% and less than 40%,



Battery charge less than 20%,



Battery not present and connected to power supply,



Powered by external power supply, battery full charge

**NOTE:**

1. When the battery level drops to 20% or less, the “**battery warning notification bar**” will display on the Home Screen.
2. When the battery level drops to 7% (critical level), **all keyboard and touch events including touch click on Home Screen buttons will lock**, and terminal displays low battery warning (“LOW BATTERY! Plug Device Into Power Source”)

## Administrator Menu

---

The Administrator Menu is the place where all terminal configuration settings are stored. It can only be accessed by pressing Administrator key. The administrator menu will be displayed on terminal screen.

<b>NOTE:</b> Some Admin functions are password protected.
---

## 4 – User Access Management

The terminal offers multi-level user accesses. There are four level user accesses – from the highest level to the lowest level – are: administrator, manager, supervisor and clerk. Each level can create multiple users. You can setup maximum 9 administrator user IDs, maximum 10 manager IDs, and 10 supervisor IDs. Terminal supports up to 200 clerk IDs.

Each user can setup their own customized password.

### Password Hierarchy

The password hierarchy is as follows:

- Administrator password
- Manager password
- Supervisor password
- Clerk password

**A higher level password is accepted in the place of a lower level password.**

Example: If the application prompts for the clerk password, then the supervisor, manager and administrator passwords will also be accepted.

### Administrator ID & Password

Your terminal is pre-programmed with a default administrator ID name of “**1**”, please call Global Payments’ Customer Care at 1-

---

800-263-2970 to set up your personalized admin password.

Your administrator password is an important security feature of your terminal. It is used to access the sensitive administrator menu. The administrator password is between 7 and 12 alpha and numeric characters (min=7, max=12). At least 1 alpha and 1 numeric character must be used.

If the wrong administrator password is entered more than four (4) consecutive times while trying to access the administrator menu, the user will be locked out. At this point, please call Global Payments' Customer Care for help at 1-800-263-2970.

**Password Restrictions:**

- The Administrator Password cannot contain the same character for more than four times (e.g. 2222, BBBB etc...)
- The Administrator Password cannot have more than four sequential characters in both ascending and descending orders. (e.g. ABCD, StuvW 90123, 1234 etc...)
- The Administrator Password cannot have the same string as the Administrator ID. Note: If the Administrator ID is greater than four characters.

You should change your password periodically for maximum protection against fraud.

You can setup up to nine (9) available Administrator User Names ("ID") and Passwords. Each Admin User Name ("Admin ID") has an associated password. There cannot be duplicate Administrator User Names.

<p><b>NOTE:</b> Your default administrator user name ("ID") is 1. To set up your administrator password, please call Global Payments' Customer Care at 1-800-263-2970.</p>
--

**Manager/Supervisor/Clerk ID & Passwords**

The manager and supervisor IDs and passwords are set up in the

---

Security menu within Admin menu. A higher level user must access security menu with his credential to create lower level user ID. For example, an admin user is required to access security menu to create manager user ID. A supervisor user ID can be created by either Admin user or manager user.

There are up to 10 managers and 10 supervisors. The Manager/Supervisor ID is between one to seven numeric digits. Each ID must be unique and cannot be duplicated.

The manager, supervisor and clerk password length is seven alpha and numeric characters. The password can consist of any number of alpha or numeric characters.

If the manager or supervisor forgets their password, the higher level user for example admin user must delete the existing manager/supervisor ID and adding a new one.

### **Set Up Your Manager/Supervisor ID and Passwords**

Any higher-level user can setup the users at lower level. For example, Administrator can setup both manager and supervisor users; manager can setup supervisor users.

1. At home screen, press the administrator **[.,#\*]** key or tap **ADMIN** on the home screen for the administrator menu
2. Tap **Security**
3. Enter the user name and password, press **[Enter]**
4. Tap **Supervisor/Manager**
5. Enter the administrator name and password, press **[Enter]**
6. Press **[1] Add User**
7. Press **[1] Supervisor, [2] Manager**
8. Enter **Supervisor** or **Manager ID**
9. Enter **Supervisor** or **Manager Name**
10. Enter **Password**, re-enter **Password**
11. Terminal prompts: **Add Another? [1] Yes [2] No**
12. Press **[Cancel]** to return to the home screen

---

## Clerk ID & Password

Clerk ID and password can be setup in Clerk menu within Admin menu. There are maximum 200 available Clerk IDs and Passwords. Each Clerk ID has an associated name and password.

There cannot be duplicate Clerk IDs. The Clerk ID is between one to six numeric digits.

Clerk Name is between one to twenty alpha & numeric characters.

The Clerk password is between four and seven alphanumeric digits. This password does not expire. If the Clerk forgets their password, the Administrator, Manager or Supervisor can set a new one.

### To set up or change the Clerk Password

1. At the home screen, press the administrator **[.,#\*]** key or tap **ADMIN** on Home Screen for the administrator menu
2. Tap **Clerk Menu**
3. Enter the administrator name and password, and press **[Enter]**
4. Press **[1] Add ID**
5. Enter **Clerk ID**
6. Enter **Clerk Name**
7. Enter **Password** , **re-Enter Password**
8. Terminal prompts: **Add Another? [1] Yes [2] No**
9. Press **[Cancel]** to return to the home screen

To setup or change the password protection configurations, contact Global Payments' Customer Care at 1-800-263-2970.

## 5 – Changing the Terminal Language

1. At the home screen, tap **LANGUAGE**, bottom right-hand corner
2. Press **[1]-English**, press **[2]-Francais**, and press **[Enter]**

- 
3. The home screen will be displayed in the alternate language (English or French)

## 6 – Network Communication

The Move/5000 terminal can support the following three (3) network communications: Wi-Fi, Bluetooth, and Cellular 4G wireless. You can select any of these communication modes to use as your primary communication method. The following instructions will help you setup your device:

### For a Wi-Fi Set-Up

#### Accessing from the Home Screen

1. At the home screen, tap the **Coms icon**.  
Note: The Coms icon is located on the second page by default, please swipe left to go to the second page.
2. Tap the **WiFi icon**.
3. Under **[1] WiFi** press **On/Off** to enable/disable Wi-Fi mode.
4. If enabled, terminal displays “Wi-Fi Enabled, Press Enter”, and then press **[Enter]**.
5. The “2 - WiFi Easy Conn” and “3 - Advanced Setup” appear on the screen.
6. Press **[2] - Wi-Fi Easy Conn** and then proceed to Step 7, or **[3] - Advanced Setup** and proceed to Step 10.
7. Tap the SSID name of the Wi-Fi network that you want to connect from list.
8. Enter WiFi Password, and then press **[Enter]**.
9. Press **[Cancel]** 3 times return to the home screen.
10. If Advanced Setup is selected, select **[1] – Networks**.
11. Repeat step 7 to 9.

#### Accessing from the Communications Menu via Admin Menu

1. At the home screen, press the administrator **[.,#\*]** key or tap **ADMIN**.
2. Select **[3] - Setup Menu**.
3. Key in the Administrator name and password, and then press **[Enter]**.
4. Press **[2]- Communications**.
5. Press **[3] WiFi**.
6. Under **[1] WiFi**, press **On/Off** to enable/disable Wi-Fi mode.
7. If enabled, terminal displays “Wi-Fi Enabled, Press Enter”, and then

- 
- press **[Enter]**.
8. The “2 - WiFi Easy Conn” and “3 - Advanced Setup” appear on the screen.
  9. Press **[2] - Wi-Fi Easy Conn** and then proceed to Step 10, or **[3] - Advanced Setup** and proceed to Step 13.
  10. Tap the SSID name of the Wi-Fi network that you want to connect from list.
  11. Enter WiFi Password, and then press **[Enter]**.
  12. Press **[Cancel]** 3 times return to the home screen.
  13. If Advanced Setup is selected, select **[1] – Networks**.
  14. Repeat step 10 to 12.

**NOTE:** Wi-Fi signal range covers an area of approx. 100 feet in diameter in an open area

To assist, the following icons are used to indicate the status of the Wi-Fi network.

Description	ICON
No Wi-Fi module present or Wi-Fi OFF (= in config menu it can be enabled)	No icon
Wi-Fi capability present and radio on	
Wi-Fi module is attached to an access point but waiting for an IP address	
Wi-Fi module is attached to network	

## For a 4G Mobile Data Set-Up

Your terminal supports both 4G and 3G wireless, and will automatically choose the best available network. If you have ordered a 4G configuration for your Move/5000, Global Payments inserts and programs the network SIM Card for your terminal prior to shipment. There is no setup required by you.

The terminal will automatically connect to the mobile data network after powering up. It may take a few minutes to connect, depending on the network signal in the area. The Mobile Data network, if being used, will display at the top left of the terminal screen. Once connected, the icon color will change to green. If the icon remains white, the mobile data network is not connected.

Always make sure terminal is connected with mobile data network

---

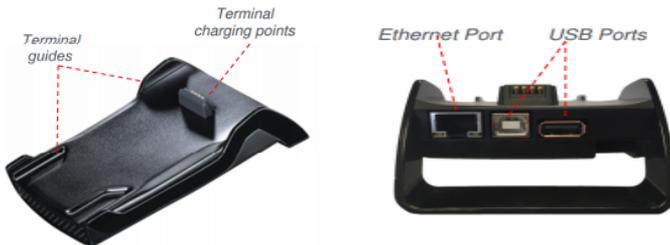
before performing financial transactions.



## For Bluetooth Set-up

To connect via Bluetooth, a **Bluetooth Communication Base** is required.

Global Payments offers two different bases for the Move/5000 – a Bluetooth Communication Base and a Charging Base. The Bluetooth Communication Base works as the Bluetooth access point when an Ethernet cable is plugged into the port. You will require a minimum of one (1) Bluetooth Communication Base to use the Move/5000 in Bluetooth communication mode.



There is no network connectivity function when using the Charging Base. It is used strictly for charging the handset and can be used for all communication modes.

As the Bluetooth wireless signal can be impacted by the terminal's operating environment, here are some guidelines to maximize the range of your Bluetooth set-up:

1. Radio coverage may not be satisfactory if the Communication Base is located close to a radio communication obstacle. See below table for list of potential obstacles:

### Common Radio Communication Obstacles

- Microwave ovens (minimum distance: 3 m or 9.8 ft.)
- Portable phones, mobile/cellular phones, security radios, walkie-talkies
- Mirrors
- Metallic blinds
- Steel cabinets
- Cash registers
- EPOS frontends
- Groups of people
- Televisions
- Blenders and food processors
- Computers
- Wireless routers

2. The Communication Base requires the close proximity of a power outlet.
3. The Communication Base requires that an Ethernet cable be plugged into the proper port.
4. Two (2) Communication Bases cannot be placed within two meters (6.5 feet) of each other. Additional Communication Bases should be placed as far as possible from other installed Communication Bases – on the opposite side of the dining room, for example.
5. Handsets and Communication Bases should stay where they can be monitored by the staff.

### Bluetooth Communication

Move/5000 terminals use Bluetooth to connect to Bluetooth Communication Base and access its ports.

In typical indoor usage, terminals and their Bluetooth bases are up to 10 to 30 meters apart (30 to 90 feet).

### Bluetooth Radio Coverage

Move/5000 terminals and bases are Bluetooth Class 1 devices.

Devices in this power class typically have a communication range of 100m (330 feet) in free sight.

The indoor coverage is greatly reduced due to mechanical and EMI interference, it depends on factors such as: Space topology, building materials, furniture, equipment, electromagnetic interference (EMI), environment conditions (that change in time), etc.

---

<p>Note that there is no standardized/defined test location and condition to use for obtaining Range Number that can be then used for comparison of Move/5000 with other Bluetooth devices.</p>
---

## For Bluetooth Set-up

### Accessing from the Home Screen

1. At the home screen, tap the **Coms icon**.  
Note: The Coms icon is located on the second page by default, please swipe left to go to the second page.
2. Tap the **Bluetooth icon**.
3. Under **[1] Bluetooth**, press **On/Off** for to enable/disable Bluetooth mode.
4. If enabled, terminal displays “Bluetooth Enabled, Press Enter”, and then press **[Enter]**.
5. The “2 – New Base”, “3 – Select Base”, “4 – Remove Base”, “5 – Remove All Bases” and “6 – Print Base” appear on the screen.
6. Press **[2] - New Base**, **[3] - Select Base**, **[4] - Remove Base**, **[5] - Remove All Bases** or **[6] - Print Bases**.
7. Select **[2] - New Base**, the terminal needs to be docked on the base otherwise **Dock the terminal on the base** will be displayed on the screen.
8. Terminal will synchronize with base and display **“Base Association OK”** if the base registration is successful.

### Accessing from the Communications Menu via Admin Menu

1. At the home screen, press the administrator **[.,#\*]** key or tap **ADMIN** on Home Screen for the administrator menu.
2. Select **[3] - Setup Menu**.
3. Key in the administrator name and password, and then press **[Enter]**.
4. Press **[2] – Communications**.
5. Press **[5] – Bluetooth**.
6. Under **[1] Bluetooth**, press **On/Off** for to enable/disable Bluetooth mode.
7. If enabled, terminal displays “Bluetooth Enabled, Press Enter”, and then press **[Enter]**.
8. The “2 – New Base”, “3 – Select Base”, “4 – Remove Base”, “5 – Remove All Bases” and “6 – Print Base” appear on the screen.
9. Press **[2] - New Base**, **[3] - Select Base**, **[4] - Remove Base**, **[5] -**

---

### Remove All Bases or [6] - Print Bases.

10. Select **[2] - New Base**, the terminal needs to be docked on the base otherwise **Dock the terminal on the base** will be displayed on the screen.
11. Terminal will synchronize with base and display **“Base Association OK”** if the base registration is successful.

**NOTE:** Only one (1) Communication Base can be associated with a handset at a time. Therefore removing associated bases needs to be completed before adding a new one.

Bluetooth Connectivity icons are displayed at the top left of the screen:



The Bluetooth connection status is shown as follows:

-  Bluetooth present but not activated
-  Bluetooth connection is in progress
-  Terminal connected to at least one base

## 7 – Accepting Payment Cards

### To Conduct a Contactless Transaction

1. Tap the transaction icon on the home screen, or press **[Enter]** key to enter the main transaction menu and then select transaction type
2. Follow the prompts displayed on the screen accordingly
3. Bring the card firmly up to the active zone above the display (hold approx. 1 cm above the contactless logo located on paper trapdoor). Keep the card close to the display during the transaction
4. Your contactless terminal has a row of four status lights that

---

are visible on the display. When a contactless transaction is started the first (left hand) status light will be lit steadily; this indicates that the contactless display is in use but a card is not being read

5. When a contactless card is presented to the contactless active zone during a transaction, the second, third and fourth status lights will be lit in turn. The card read is successful when all four status lights are lit and the audible confirmation tone is heard



### To Conduct an EMV Chip Card Transaction

1. Tap the transaction icon on the home screen, or press **[Enter]** key to enter the main transaction menu and then select transaction type
2. Follow the prompts displayed on the screen accordingly
3. Position the chip card with the chip side facing upward, as shown below
4. Insert the chip card into the smart card reader slot in a smooth, continuous motion until it seats firmly
5. Remove the card only when the screen indicates the transaction is complete



**CAUTION:**

Leave the chip card in the reader until the transaction is complete. Premature card removal will invalidate the transaction.

**To Conduct a Magnetic Stripe Transaction**

1. Tap the transaction icon on the home screen, or press **[Enter]** key to enter the main transaction menu and then select transaction type
2. Follow the prompts displayed on the screen accordingly
3. Position a magnetic card with the stripe in the side card reader facing inward, toward the keypad
4. To ensure a proper read of the magnetic swipe card, the user should insert the magnetic card from the top of the unit, as shown below
5. Swipe the card through the magnetic card reader
6. The screen indicates the transaction is complete

**8 – Sale (Credit or Debit) Transactions**

The sale transaction is the most common transaction.

1. Tap **Sale** transaction icon on home screen, or press **[Enter]** to enter the main menu, and then tap **Sale**
2. Enter the clerk ID and password (if enabled) and press **[Enter]**
3. Enter the invoice # (if enabled) and press **[Enter]**
4. Key in the transaction amount and press **[Enter]**
5. Terminal displays “**Pass Terminal to Customer,**” the cardholder presses **[1]-Yes/Oui** to confirm the transaction amount. Press **[2]- No/Non** to cancel the transaction

- 
6. If tip is enabled, customer can select either **[1]-Tip percentage**, **[2]-Tip amount**, or **[3]-No Tip**. If tip percentage is selected, cardholder then can select one of three pre-set tip percentage options, or select **Other** to key in a specific tip percentage and press **[Enter]** to confirm. If tip amount is selected, cardholder can enter dollar amount for tip and press **[Enter]** to confirm
  7. The cardholder presses **[1]-Accept** to confirm the total amount, presses **[2]-No/Non** to change
  8. Terminal displays “**\$ Amount**” “**Tap/Insert/Swipe**” “**Taper/Inserer/Glisser**”
  9. The cardholder taps their card/inserts the chip card/swipes their card
  10. If the card is inserted, cardholder follows the EMV prompts displayed on the terminal screen and then enters PIN
  11. If the card is swiped, follow the prompts on screen to enter last 4 digit of the card number and CVV/CVC (if enabled)
  12. If credit card is issued outside Canada and your terminal is enabled with HomeCurrencyPay (HCP) dynamic currency conversion, the cardholder should follow the HCP prompts display to select whether they want to pay in home currency amount or in Canadian dollars
  13. Terminal communicates with Global Payments and terminal screen displays “**Pass Terminal to Merchant.**”
  14. Once the transaction is complete, the merchant copy of the receipt is printed
  15. Press **[Enter]** to print the customer copy of the receipt

<p><b>NOTE:</b> If you are presented with a card with a chip on it, insert the card in the chip reader on the terminal with the chip facing up and in. Leave the card in the reader until the transaction is completed.</p>
---

If the terminal cannot read the credit card, you must enter the card number manually and then use your imprinter to take an imprint of the card and retain a signed copy for your records. If a debit card cannot be swiped, you must ask for another form of payment. Debit cards cannot be entered manually.

---

## 9 – Pre-Auth and Completion (Optional)

Pre-Auth is used for credit transactions when the terminal is NOT brought to the patron. It can be used to reserve an amount against a card holder's available credit limit for a certain period. Using the pre-auth transaction allows you to enter a different amount at the end of the transaction.

### Pre-Auth – Authorize the amount:

1. Tap **Pre-Auth** transaction icon on home screen, or press **[Enter]** to enter the main menu, and then tap **Pre-Auth**
2. Enter the clerk ID and Password (if enabled) and press **[Enter]**
3. Enter the invoice # (if enabled) and press **[Enter]**
4. Enter the transaction amount and press **[Enter]**. Terminal displays “**Pass Terminal to Customer**”
5. Terminal displays “**\$ Amount**” “**Tap/Insert/Swipe**” “**Taper/Inserer/Glisser**”
6. The cardholder taps the card/ inserts the chip card/swipes his/her card/manually enters card number
7. Enter the **Expiry Date** if the card is manually entered
8. The cardholder enters the PIN and presses **[Enter]**
9. If chip card terminal displays “**Confirm Amount**”. The cardholder presses **[1]-Yes** or **[2]-No**
10. Customer presses **[Enter]** and terminal displays “**Pass Terminal to Merchant,**”
11. Terminal communicates with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed
12. Press **[Enter]** to print the customer copy of the receipt

### Completion – Complete the transaction for the final amount:

1. Tap **Pre-Auth Completion** transaction icon on home screen, or press **[Enter]** to enter the main menu, and then tap **Pre-Auth Completion**
2. Select the key that corresponds to the desired search option
3. When the transaction to complete is found, press **[Enter]**, “**Confirm Sale Amount**” press **[1]-Accept** or **[2]-Change**
4. Confirm the pre-auth amount and press **[1]-Accept**
5. Press **[2]-Change** to enter new amount. Enter new amount

---

and press **[Enter]**

6. Terminal communicates with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed
7. Press **[Enter]** to print the customer copy of the receipt

<b>NOTE:</b>	Pre-Auth will not settle transactions. Completion will settle transactions.
--------------	--

<b>NOTE:</b>	The terminal only allows a maximum 2 incremental auths added on original pre-auth transaction. Only one completion is required to complete both pre-auth and incremental auths.
--------------	---

## 10 – Return

Use the **Return** transaction to credit a cardholder.

1. Tap **Return** transaction icon on home screen, or press **[Enter]** to enter the main menu, and then tap **Return**
2. Enter manager ID and password and press **[Enter]**
3. Enter total return amount (including tip and cashback) and press **[Enter]**
4. Terminal displays **“Pass Terminal to Customer,”** terminal displays **“\$ Amount” “Tap/Insert/Swipe” “Taper/Inserer/Glisser”**
5. The cardholder Taps/Inserts or swipes the credit card
6. For debit card, the cardholder Taps/Inserts or swipes his/her debit card

<b>NOTE:</b>	Debit cards cannot be manually entered.
--------------	---

7. For insert cards, terminal displays **“Confirm Amount ”** press

- 
- [1]-Yes** to confirm **[2]-No** to cancel transaction
8. The cardholder selects **[CHQ]** or **[SAV]**
  9. The cardholder enters PIN, presses **[Enter]**. terminal displays “**Pass Terminal to Merchant,**”
  10. Terminal communicates with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed
  11. Press **[Enter]** to print the customer copy of the receipt

**NOTE:** Transaction password protection is highly recommended for return transactions. The cardholder must be present for a debit return.

## 11 – Void (Credit or Debit)

If you have entered the wrong amount or need to cancel a transaction, use the **Void** transaction (instead of **Refund**) wherever possible. Transactions that are voided will not appear on cardholder statements.

**Customers must be present for a void transaction on a debit card.**

**NOTE:** Transactions can only be voided before they are settled.

1. Tap **Void** transaction icon on home screen, or press **[Enter]** to enter the main menu, and then tap **Void**
2. Enter manager ID and password,press **[Enter]**
3. Terminal prompts **Void Pre-Auth**; press **[1]-Yes** and proceed to step 4, or **[2] - No** and proceed to Step 6
4. If **[1] -Yes** Pre-Auth Void is selected in step 3, merchant then presses the key that corresponds to the desired search option
5. When the transaction to void is found, press **[Enter]**, “**Confirm Void**” press **[1] - Yes** or **[2] - No**
6. If **[2] - No** Pre-Auth Void is selected in step 3, press the key

---

that corresponds to the desired search option

**NOTE:** A credit card or non-chip debit card can also be swiped instead of choosing a search option.

7. For credit card, Terminal Displays “**Confirm Void Sale**”. The cardholder presses [1] - **Yes** or [2] - **No**
8. Proceed to step 13
9. For debit card, pass the terminal to the cardholder. The cardholder swipes/inserts his/her debit card.

**NOTE:** Debit cards cannot be manually entered.

10. Terminal Displays “**Confirm Void Sale**”. The cardholder presses [1] - **Yes** or [2] - **No**
11. The cardholder selects [CHQ] or [SAV]
12. The cardholder enters the PIN and presses [Enter]
13. Customer presses [Enter] and terminal displays “**Pass Terminal to Merchant**”
14. Terminal communicates with Global Payments. Once the transaction is complete, the merchant copy of the receipt is printed
15. Press [Enter] to print the customer copy of the receipt

## 12 – Performing a Settlement (Closing the Terminal)

You should perform a terminal settlement at least once per day. This ensures prompt payment and reduces the chance of chargebacks.

1. Tap **Settlement** transaction icon on home screen, or press [Enter] to enter the main menu, and then tap **Settlement**
2. Enter the manager ID and password and press [Enter]
3. Select [1] - **Yes** to close the current batch or [2] - **No** to [Cancel] if you do not wish to settle at this time
4. The terminal communicates with Global Payments to close the

---

batch

5. Once the transaction is complete, a **Close Batch Settlement** report is printed, giving the status of the closed batch operation. Confirm the receipt displays "**Settlement Successful**" to verify that the settlement is complete
6. Terminal displays "**Print Report**", press **[Enter]**

These transactions will be processed and your account(s) will be credited. The funds will be available in your account(s) according to the arrangements you made with Global Payments.

**CAUTION:**

If the terminal displays "**Out of Balance**" at the end of the settlement procedure, please contact Global Payments' Customer Care at 1-800-263-2970.

**NOTE:**

**Auto Settle** function is available on your terminal. To activate **Auto Settle**, please contact Global Payments' Customer Care at 1-800-263-2970.

## 13 – Reprint

This option allows you to reprint either the last transaction entered or search for the appropriate transaction.

1. Tap **Reprint** transaction icon on home screen, or press **[Enter]** to enter the main menu, and then tap **Reprint**
2. Press **[1] - Last Transaction** to reprint last transaction, or press **[2] - Search** to search for the transaction you wish to reprint. If **Search** is selected, press **[1]-Yes** to reprint a pre-auth receipt and **[2] - No** to reprint a non pre-auth receipt
3. If **Yes** is selected, the terminal will search pre-auth batch.

---

Press the key that corresponds to the desired search option:  
**[1] - All, [2] - Reference #, [3] - Clerk #, [4] - Invoice #, [5] - Account #, [6] - Customer # and [7] - Approval Code.** When the transaction to reprint is found, press **[Enter]**

4. If **No** is selected, terminal will search non pre-auth batch. Press the key that corresponds to the desired search option:  
**[1] - All, [2] - Reference #, [3] - Clerk #, [4] - Invoice #, [5] - Account #, [6] - Customer # and [7] - Approval Code.** When the transaction to reprint is found, press **[Enter]**
5. Select which copy to reprint: **[1] - Merchant Copy, [2] - Customer Copy and [3] - Both**

## 14 – Demo Mode

The demo mode on the terminal helps you to become familiar with the terminal and to train new staff. All transactions in demo mode are simulated and are not processed. *Remember to exit demo mode before processing real transactions.*

<p><b>NOTE:</b> You must perform a settlement before you can enter demo mode.</p>
---

1. At home screen press **[,\*]** key for the administrator menu.
2. Tap **Setup Menu**
3. Key in the administrator name and password, and then press **[Enter]**
4. Press **[6] - Demo**
5. Press **[1] Demo - ON/OFF** to enable/disable demo mode
6. Press **[Cancel]** 3 times to go to the demo home screen

<p><b>NOTE:</b> The terminal must be removed from demo mode before conducting live transactions. To return to “live” mode, repeat the procedure in the steps above.</p>
---

---

## 15 – Batch Menu

Using the Batch menu, you can display the batch totals and history, change the current batch number and delete the current batch.

### Batch Total

This feature will allow you to view the current batch grand totals.

1. At home screen press **[.#\*]** key for the administrator menu.
2. Select **Batch Menu**
3. Key in the administrator name and administrator password, then press the **[Enter]** key
4. Select **[1] - Batch Totals**
5. Press **[Enter]** to return to **Batch Menu**

### View Batch History

This feature will allow you to view the batch number and totals of up to thirty previous batches settled.

<p><b>NOTE:</b> This feature will not be available when the application is in demo mode; <b>“Feature Disabled”</b> will display.</p>
--

1. Follow steps above to access **Batch Menu**
2. Select **[2] - View Batch History**
3. Select the batch you would like to view: **[1] - Batch #**, **[2] - All** and **[3] - Last Batch**

### Delete Batch

This feature will delete all transactions in the current batch.

1. Follow steps above to access **Batch Menu**
2. Select **[3] - Delete Batch**
3. Enter administrator name and administrator password press **[Enter]**
4. Terminal displays **“Confirm Deletion?”** Select **[1] - Yes** or **[2] -No**
5. Press **[1] -Yes**, terminal displays **“Deletion Complete”**

- 
6. Terminal prints activity report NO and returns to **Batch Menu**

**CAUTION:** DO NOT delete the batch before the current batch is settled.

## 16 – Reports

To generate reports, follow the steps below:

1. Tap **Report** transaction icon on home screen, or press **[Enter]** to enter the main menu, and then tap **Report**
2. Select the report you want to generate:
  - **1 - [Details]** to print detailed information for each transaction
  - **2 - [Summary]** to print the terminal totals by card type
  - **3 - [Clerk]**, select **[All]**, or **[Clerk ID]** to print card type totals for the current batch for all clerks or by individual clerk. If **[Clerk ID]** is selected, the terminal prompts for the clerk ID to be entered in order to print the appropriate clerk report
  - **4- [Open Pre-Auth]**, select **[All]**, or **[Date]** to print incomplete pre- authorizations or just the ones from a specific date (YYYY/MM/DD)

**NOTE:** Settlement report will print after a successful batch.

## 17 – Key Beep, Backlight, Brightness and Motion Wake Up

Through the terminal setting menu, you configure the **Key Beep** setting based on your customized needs:

1. At home screen press **[.,#\*]** for the administrator menu.
2. Press **Setup Menu**
3. Key in the administrator name and administrator password,

---

and then press **[Enter]**

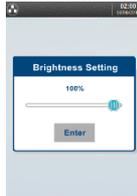
4. Press **[5] - Term Settings**
5. Press **[2] - Term HW** to access the terminal hardware setting options
6. Press **[1] - Key Beep**
7. Press **[1] - All Off, [2] - All On** or **[3] - Invalid Only**
8. Press **[Cancel]** to return to the idle menu

#### **To change backlight setting:**

1. Follow **steps 1-5** above
2. Press **[4] - Backlight**
3. Select **[1] - Always Off, [2] - Always On** or **[3] - On/Key Press**
4. Press **[Cancel]** to return to the home screen

#### **To change brightness setting:**

1. Follow **steps 1-5** above
2. Press **[5] - Brightness Setting**
3. Side **blue ball** right to left to adjust brightness, press enter
4. Press **[Cancel]** to return to the home screen



#### **To Enable or Disable Motion Wake Up:**

1. Follow **steps 1-5** above
2. Under **[6] Motion Wake Up** , press **On/Off** for to enable/disable Motion Wake Up.
3. Press **[Cancel]** to return to the home screen

## **18 – Semi-Integration Configuration with ECR (for Wi-Fi mode only)**

---

The Move/5000 terminal can be converted to semi-integration mode so that you can integrate with your Electronic Cash Register (ECR).

**NOTE:** The ECR system must be certified with Global Payments. Please verify with your ECR system provider to make sure they have completed certification with Global Payments.

The Move/5000 terminal can only support Semi-integration in Wi-Fi mode.

Follow the steps below to configure your Move/5000 terminal to integrate with your ECR.

1. At the home screen, press [.,#\*] for the administrator menu
2. Scroll down to select **Misc.Option**
3. Key in the admin name and admin password, and then press **[Enter]**
4. Select **[1] - Semi-Integrated** to enter the semi-integrated menu
5. Set **Enable Semiinteg** setting to **ON**
6. Click **Communication Type** and then select **[2] – Wi-Fi**
7. Enter the **terminal Port #**. Your terminal IP address will display on the screen
8. Return to **Semi-Integrated** menu, and then select **Receipt Options**
9. Select where you want the receipt to be printed
10. Press **[Cancel]** to return to Home screen. If you semi-integration configuration is setup completely, the following image will show on home screen



**NOTE:** To exit Semi Integration mode, click the  icon located on top right-handed corner. Terminal will switch to standalone mode. To convert back to Semi integration mode, click the icon 

## 19 – Auto Download (IP Terminal Only)

If your terminal uses Ethernet IP connection, your terminal is enabled with an auto download function that allows your terminal to automatically fulfill a remote download of the latest payment application from Global Payments' host when there is an update to the payment application software available.

The default interval between each auto download scheduled is 60 days. The terminal will automatically start an application check and download following the first successful settlement after every 60 days. The terminal will print a download status report after the auto download is completed.

**NOTE:** If auto download failed, terminal will print a download failure report. Merchant should contact Global Payments to perform a manual download to complete application update

---

## 20 – Installation Procedure

The terminal should be placed near a power outlet, Ethernet port (if required). The location should be convenient to the user and should offer adequate ventilation and protection.

Do not place the terminal in an area with high temperatures, vibrations, dust, dampness or electromagnetic radiation (from a computer screen, microwave oven, anti-theft barrier, etc.).

To avoid accidental damage, secure cables and power cords.

The terminal requires the following environment:

- Operating temperature of +5° C to +40° C (41° F to 113° F)
- Relative humidity, non condensing of 85% RH at +40° C (113° F)
- Storage temperature of -20° C to +55° C (-4° F to 131° F)

### Connection to Power

Place the terminal/ optional base on flat surface, plug the power supply into a surge protector attached to an electrical outlet.

<p><b>NOTE:</b> Use only the DC power supply shipped with your unit. Using a power supply with the wrong voltage and amps will damage the device and void the warranty.</p>
---

## 21 – Replacing the Paper Roll

When coloured stripes appear on a receipt, this is the indication to change the paper roll.

<p><b>NOTE:</b> Only use paper approved by the manufacturer (roll diameter max 40 mm/1.57", roll width 58mm/2 ¼", roll length 17m/55'). Using unapproved paper can damage the terminal's printer.</p>
---

---

To change the paper roll, follow the steps below:

1. Pull up the flap at the top of the terminal.



2. Pull the flap backwards to open the paper compartment.



3. Place the paper roll into the paper compartment. Make sure the end of the paper is inserted as shown below. Pull a little bit of paper out towards the top of the terminal. Close the paper compartment by pulling the flap up towards the terminal.



4. Close the paper compartment so that a little bit of the paper is coming out.

**NOTE:**

If you insert a new R40 paper roll, tear off the first length (one complete turn to avoid printing on adhesive tape footprint).

To maximize the life of the thermal paper rolls, do not store them where they are exposed to fluorescent light, UV light, high humidity

---

(above 65%) or temperature (above 25° C or 77° F) for a long period of time. Do not place them near vinyl, plastics, adhesives, shrink-wraps, wet-toner copiers or carbon paper for prolonged periods.

Order thermal paper that meets the following specifications:

<b>Roll Width:</b>	58 mm (2 ¼")
<b>Roll Diameter:</b>	40 mm (1.57")
<b>Roll Length:</b>	17 m (55')

## 22 – Troubleshooting

### Receipt Paper is Jammed

To avoid paper jams:

- Tear the receipt by pulling the paper forward
- Press paper feed button [  ] to advance paper

To clear a paper jam:

- Remove the paper roll and reinsert it

### Card Reader Does Not Work Properly (Cards are Not Read)

1. When sliding the card through the reader, make sure the magnetic stripe on the card is facing the side of the terminal display screen
2. Swipe the card at a faster or slower steady speed
3. Swipe the card in the other direction
4. Perform a test transaction using one or more magnetic stripe cards to ensure the problem is not a defective card
5. Inspect the magnetic stripe on the card to make sure it is not scratched or badly worn. To determine if the problem is with the card, ask the customer for another card or try swiping the card on another terminal

### Terminal Does Not Work Properly

1. Make sure the power cable connector is fully inserted into the

---

terminal or optional base

2. To restart the terminal, unplug the power cable and then plug it back in. To reboot press [**Correction**] key and [.,#\*] at the same time
3. Plug the terminal into another electrical outlet to see if it is an electrical problem
4. If you have another working terminal, swap the terminals to determine if the problem is with the terminal, cable, or power outlet

<p><b>NOTE:</b> Changes or modifications to this terminal not expressly approved by Global Payments could void the user's authority to operate the equipment.</p>
---

### Receipt is Blank

If the receipt is blank, confirm that the roll of paper has been properly inserted into the terminal and the correct paper type is being used.

## 23 – Cleaning

<p><b>NOTE:</b> Before cleaning the terminal ensure the power is off.</p>
---

To clean the terminal, follow these instructions:

1. To prevent damage to the terminal and to avoid electric shock, unplug the power supply before cleaning the terminal
2. To remove dust from the terminal, wipe with a damp cloth

For deeper cleaning, make a solution of soap and water and dampen a soft cloth with the solution and wipe the terminal's covers.

**WARNING:**

Do not spray or pour cleaning liquid directly on the terminal. If you allow any liquid to enter inside the case, serious damage to the device may result.

Do not use abrasive cleaners; they can destroy the plastic and cause serious damage to the terminal.

Do not clean the electrical connectors.

3. Cleaning liquid that is applied to the terminal must dry within one minute. If it does not, dry the terminal with a soft cloth

## 24 – Terminal Specifications

This section discusses power requirements, dimensions and other specifications of the Move/5000 terminal.

Name	Move/5000	
Processor	Application & Crypto processor	Cortex A5 54 bits
Memory	Internal External	512 MB Flash, 512 MB RAM MicroSD up to 32GB
OS		Telium Tetra OS
SAM		2 SAM
Card readers	Magstripe Smart card Contactless	ISO 1/2/3, 500K lifespan EMV Level 1, 500K lifespan EMV Level 1 compliant
Display	Color	3.5" backlit, HVGA (480x320 pixels)
Touchscreen	Resistive	Finger & stylus (300K lifespan signature)
Keypad		16 hard top keys, raised Marking, backlit
Audio	Audio Jack	Stereo

	Speaker	Mono
<b>Video</b>	Video accelerator	H264 codec
<b>Thermal Printer</b>	Speed in l/s Paper roll cage	30 l/s 2 1/4" (58 mm) width x Ø 40 mm
<b>Terminal connectivity</b>	Wireless	3G-4G Bluetooth Wi-Fi
<b>Terminal connections</b>	USB	1 USB Host 1 USB Slave Dedicated power Jack
<b>Power Supply</b>		Dedicated Power jack - 5V – 1.5A
<b>Battery capacity</b>		2900 mAh
<b>Terminal size</b>		5.6' x 3.1" x 2.2" (169 x 878 x 57 mm)
<b>Weight</b>		11 oz (320 g)
<b>Environment</b>	Operating Temperature Storage Temperature Operating Humidity	32°F to 104°F (0°C to +40°C) -4°F to 131°F (-20°C to +55°C) 85% non-condensing at 104°F (+40°C)
<b>Accessory</b>	Privacy shield	Field upgradable Field upgradable
<b>Security</b>		PCI PTS 5.x certified

## 25 – Service and Support

**For Global Payments' Wireless - Move/5000 terminal service and repair information, contact Global Payments' Customer Care at 1-800-263-2970.**

### **Returning a Terminal for Service**

When you receive a replacement terminal, always return the defective devices back promptly; failure to do so may result in charges applied to your account.

---

The Global Payments' Customer Care Centre is available 24 hours a day, seven days a week to assist with questions related to terminal returns.

**NOTE:** Do not, under any circumstances, attempt service, adjustments or repairs to this product. Contact Global Payments' Customer Care at 1-800-263-2970. Service conducted by parties other than authorized Global Payments representatives is not permitted.



---

**global**payments