

# Quick Start Guide

Move5000  
Wifi + GPRS



**chess**  
payment Technology



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# Keys and functionality



\*Other icon? 'F'

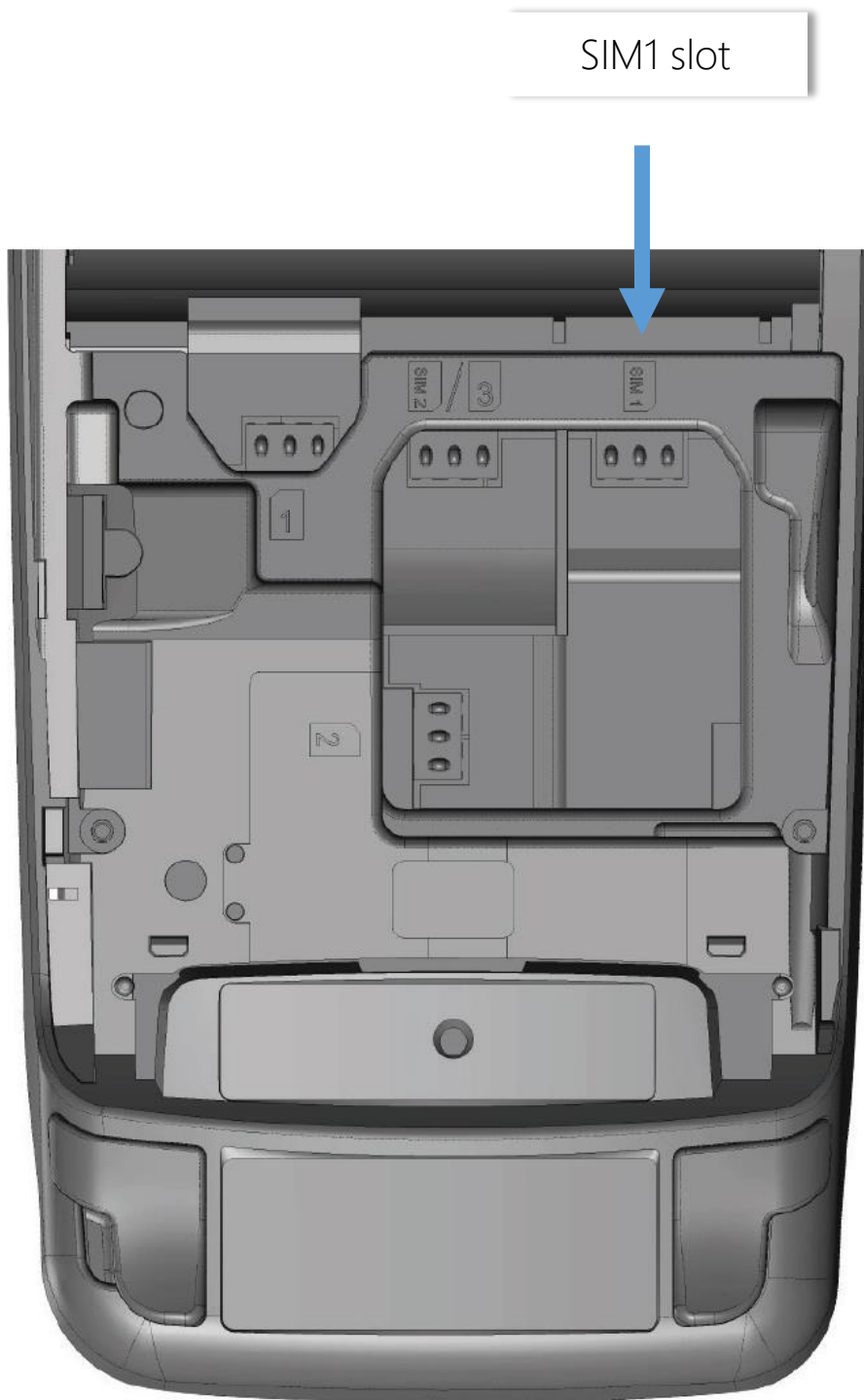
Contactless reader  
 Paper roll compartment  
 Touch screen color display  
 Shortcut Keys F1, F2, F3, F4

Paper feed  
 Function key  
 Stop key  
 Clear/Cancel key  
 OK key

Cover of paper compartment is also the landing zone. Open to place a roll of paper.  
 Touch screen color display, usable for data entry.  
 F1: Payment/Refund Menu;  
 F2/F3: -  
 F4: Function Menu.  
 Feeds the paper a bit, long press feeds more paper.  
 Opens the menu structure.  
 Cancels current action. Returns to idle screen.  
 Clears the current entered data or cancels an action.  
 Confirms current entry or choice. Also switch on key.

## Installing the (optional) SIM card

In case the GPRS connection will be used, place the SIM card in the 'SIM 1' slot shown below. Other slots are not used and will not work.



## Installing the battery

- The power adapter must not be used during the installation of the battery
- Turn your terminal and unclip the battery trapdoor by pushing on the button as shown on the picture
- Disengage the trapdoor
- Take the battery pack included in the box
- Locate the battery pack connector beside the battery compartment
- Plug the battery pack connector according to the connector locating system (as shown on picture)
- Verify that it locks
- Place the battery pack in its compartment
- Close the battery compartment trapdoor



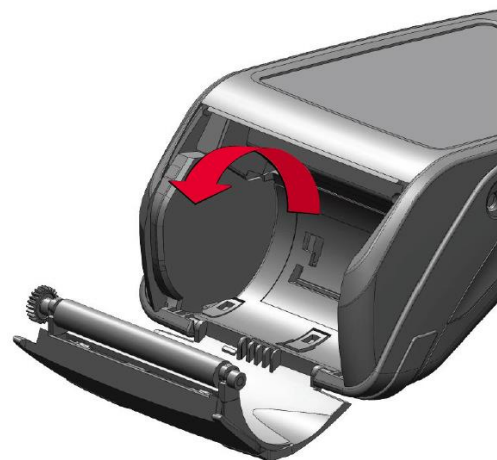
# Installing the paper roll



- Switch off the terminal prior to installing a paper roll
- For best product performance, only use heat sensitized paper approved by Ingenico and supplied by your dealer
- The use of non-approved paper is likely to damage the printer of your terminal

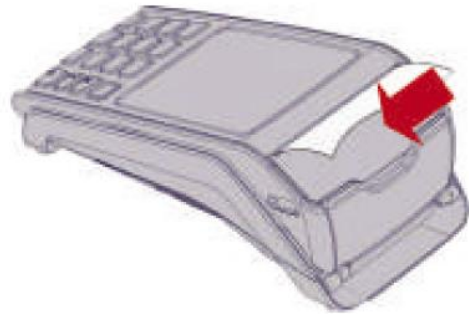
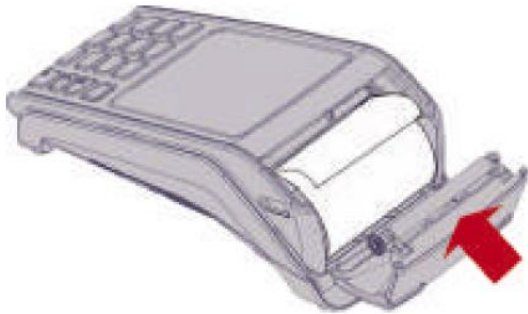
Specification paper roll characteristics	Details
Color	White
Width	58 mm
Diameter	40 mm
Length	About 18 meters

- Open the paper compartment by lifting the catch located at the rear of the terminal and pull the cover to the rear of the terminal





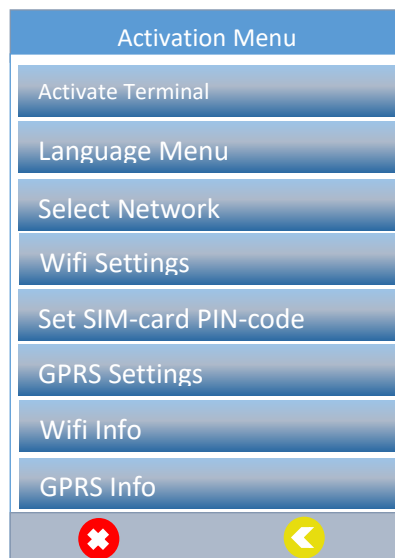
- Insert the paper roll in the compartment following the directions shown on the below picture
- Pull the paper up to the top of the terminal
- Maintain the paper and close the lid
- Press the top of the lid in the center as shown by the arrow, until it clips into position
- Turn on the terminal
- Check with the 'Paper Feed' button to ensure that the paper feeds correctly



## First things with the Move5000

If your payment terminal comes pre-activated, you can skip this activation procedure.

If your payment terminal is not activated yet, please make sure you have the activation code from your dealer. After powering on the terminal shows the Activation screen below when it's not activated yet.



## Setup the connection method

First thing to do after powering on the terminal is the configuration of the network.

### WiFi Setup

Select 'WiFi Settings', press the green 'OK' button on the keypad and follow the on-screen instructions. Select 'Scan network' and press 'OK' button. Follow the on-screen instructions. If the SSID of the network is not found the first time, try again.

### GPRS Setup

Select 'Set SIM-card PIN-code' if the used SIM card has a PIN-code and follow the on-screen instructions. If there is no PIN-code or the PIN-code is just entered choose the 'GPRS Settings' option from the 'Activation Menu' to change the connection parameters for GPRS. Generally an APN (Access Point Name), username and password are needed.

# Activating the Move5000

## User Interaction

## Move5000 screen

Press the 'Activate Terminal' option in the 'Activation Menu'. Enter the Activation code and confirm with 'OK'.

Activation code:

Enter the activation code again and confirm with 'OK'.

Confirm code:

Confirm with 'OK' to enter the TMS parameters required to connect with the Terminal Management System.

Enter TMS parameters?

Enter the IP address received from your dealer with the keypad. Use the dot '.' key to enter the mandatory dots in the IP address. Confirm with 'OK'.

Enter IP-address:

Enter the port number received from your dealer with the keypad and confirm with 'OK'.

Enter port number:

Select the correct communication protocol received from your dealer by pressing on the correct selection on the touch screen.

Select protocol  
HTTP  
HTTPS

A notification is shown indicating that the parameters are changed.

TMS URL changed

## User Interaction

## Move5000 screen

The terminal will now activate over the chosen connection.

Activating terminal  
Please Wait...

When the Move5000 is successfully activated three beeps will be given with a notification on the display.

Terminal activated

Press the 'OK' button to perform the software update. Place terminal in cradle to continue the update. Depending on the WiFi/GPRS speed this can take from 5 to 25 minutes.

Perform Software Update?

After the software update, the Move5000 will restart itself and is ready for use.

Terminal will reboot

# Terminal Language

The terminal can be set in English, Dutch, German or French. Press the 'Function' button on the keypad, then choose the following options:

- Tech Menu
- Settings Menu (Enter 'Settings password' and confirm with 'OK' button).
- Language Menu

Choose the desired language from the list and confirm with the 'OK' button.

## Switching on and off

### **When running on battery**

Press the green 'OK' button on the keypad to switch on the terminal.

Press the 'dot' key and the yellow 'Clear' key simultaneously to switch off the terminal.

### **When charging**

During charging the terminal can't be switched off.

Press the 'dot' key and the yellow 'Clear' key simultaneously to restart the terminal.

# Performing Transactions

By default, the terminal will perform Sale transactions.

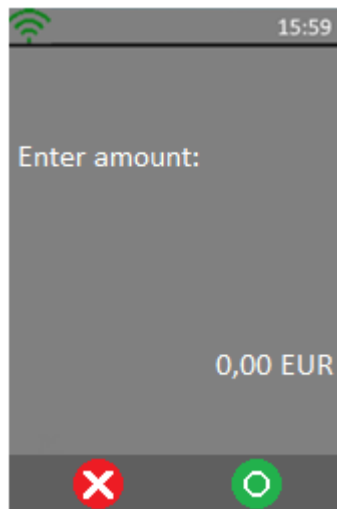
Start a transaction by pressing any numeric key or the 'OK' button when the terminal is in the idle screen. When the 'Enter amount' screen is shown, enter the transaction amount and press the 'OK' button on the keypad or the touch screen.

Corrections can be made with the yellow 'Clear' key.

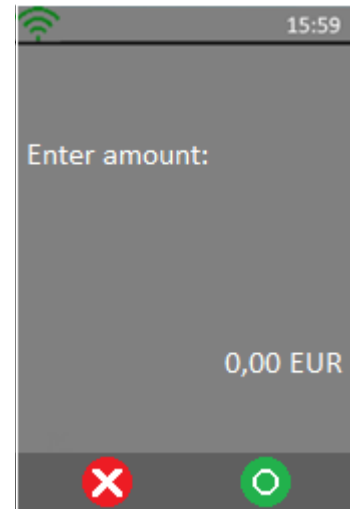
The transaction can be stopped with the red 'Stop' key.



Idle screen



'Enter amount screen' after pressing 'OK' or any number on the keypad

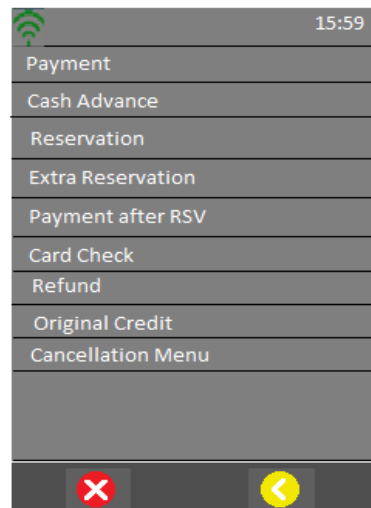


Enter the transaction amount and press 'OK' to start the transaction

If another transaction type is required, press the transaction menu button F1 on the touch screen and select the required transaction type.



Press the F1 key on the screen



Choose the preferred transaction

## Reading the Card

After a transaction is started, the cardholder presents his card. Depending on card capabilities and what is allowed this can be done via magstripe, chipcard or contactless.



### Magstripe

The card can be read either from bottom to top or from top to bottom, with the stripe facing the terminal. Use a regular movement in order to ensure a reliable card reading.

### Chipcard

Insert the card horizontally with the chip facing upwards and leave in position throughout the transaction.

### Contactless

Bring the card firmly up to the active zone. Keep the card close to the reader during the transaction. The 4 virtual LEDs are displayed during the transaction.

In any case the cardholder follows the instructions on the terminal. The terminal may ask for PIN entry and confirmation of the amount. When the transaction is approved, the terminal will sound 3 short beeps and depending on the settings it will print a cardholder receipt.

The cardholder returns the terminal to merchant. Press 'OK' and the terminal will print a merchant receipt and/or journal when needed and depending on the terminal settings.

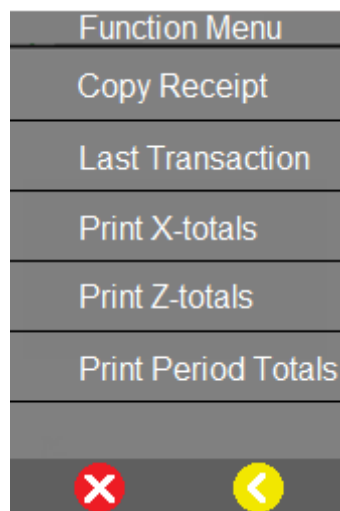
If requested, the merchant receipt must be signed by the cardholder.

# Function Menu

Pressing 'F4' in the idle screen will open the Function Menu which has the regularly used functions bundled under a single menu.



*Press the F4 key on the screen*



*Function Menu*

## Copy Receipt

Select 'Copy Receipt' to print a copy of the last transaction receipt.

## Last Transaction

This function will display the result and date/time of the last performed transaction.

## Print X-totals

Print X-totals will print a report of the transaction totals since the last clearance. After this action the totals will **not** be cleared. Individual transactions will not be shown.

## Print Z-totals

Print Z-totals will print a report of the transaction totals since the last clearance. After this action the totals will be cleared. Individual transactions will not be shown.

## Print Period Totals

When a selection is made the terminal starts downloading the appropriate period counters from each acquirer and then prints the receipt. Individual transactions will not be shown.



# Function Key

Pressing the function key will open the menu structure of the terminal.  
The menu is divided in 4 categories:

- Control Panel
- Tech Menu
- C-TAP
- Kassa Menu (Cash Register Menu)

## Control Panel

The Control panel is not accessible for the end user.

# Tech Menu

## TMS Session

Creates a forced connection with the Terminal Management Server. Only on request of your dealer.

## Software Update

Select to update the software of the terminal.

## Settings Menu

In this menu the user can change the settings of the terminal.

To use this function a password is required to continue. Password should be provided by your dealer.

- Language menu: Select your language here
- Select network: Choose preferable network WiFi or GPRS
- WiFi Settings: the WiFi settings can be changed here
- Set SIM card PIN-code: SIM card settings can be changed here
- Set SIM card PUK-code: SIM card settings can be changed here
- GPRS settings: Edit GPRS settings
- Menu Mode: Change layout menu to: List/Icon List/Icon Mosaic
- Header State: Turn on/off Header (GPRS/WiFi/Date/Time/Battery)
- Footer State: Turn on/off Footer (F1;F2;F3;F4)
- Change Password: Settings Menu Password can be changed here

## Information Menu

- RDM Version (Remote Device Management): Select to check software
- Terminal Info: Select to check serial number and detailed terminal information
- WiFi Info: Select to check WiFi information
- GPRS Info: Select to check GPRS Provider/IMEI/Network Name/IP-address
- Printer Status: Select to check the printer status
- Battery Status: Select to check the battery status

### Upload Log Files

User can upload log files from the terminal. In case a problem occurs the user will be able to upload log files before contacting the dealer. This will help to solve the issue.

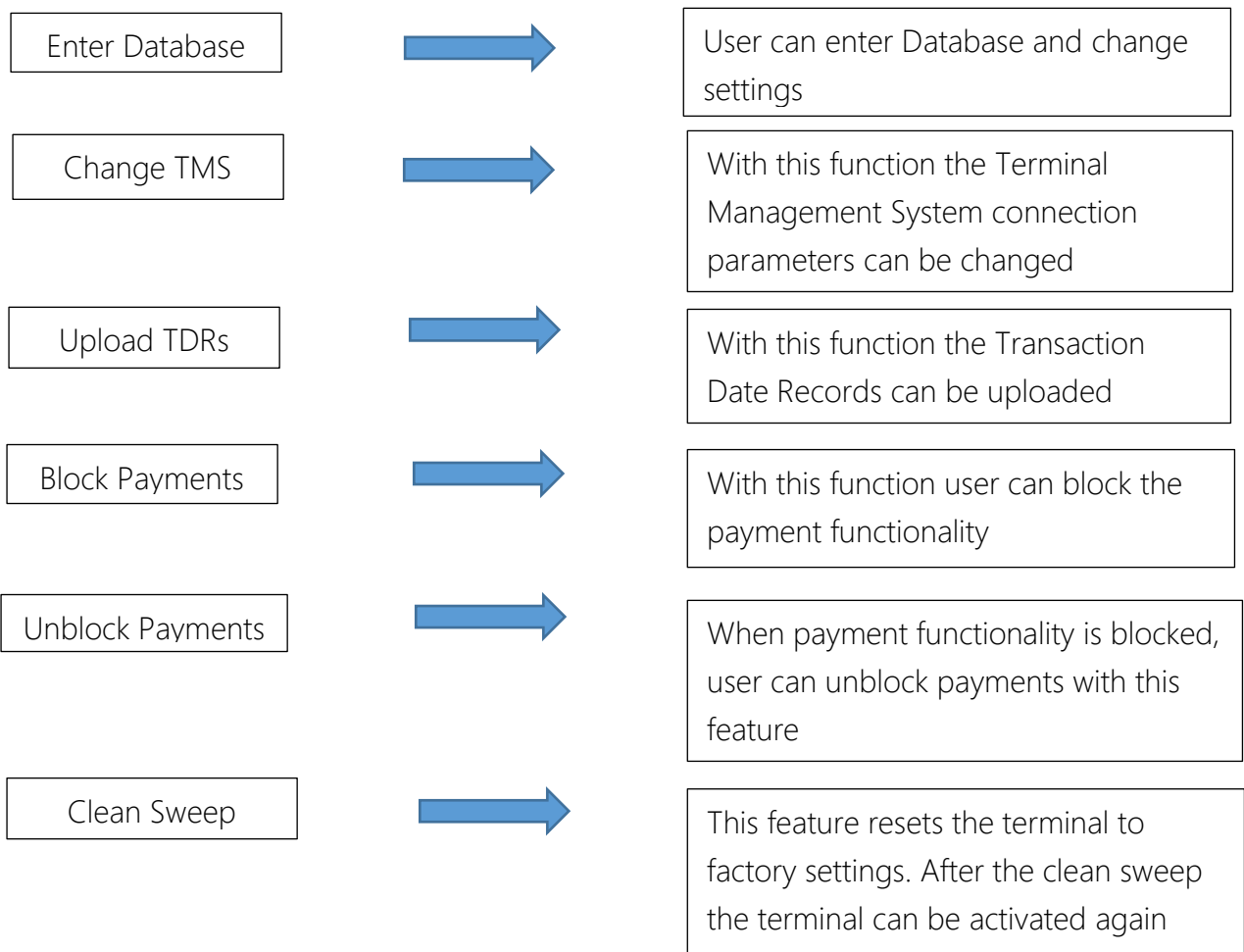
### Manager Menu

In this menu user is able to change the manager password. To use this function a password is required to continue. Only an authorized user has access to Manager Menu.

### Service Menu

Only an authorized dealer is allowed to access the Service Menu. This function is password protected.

Dealer is able to:



# C-TAP

## Transaction Menu

### *Payment*

This service allows cardholder to pay for the purchase of goods from merchant using his card.

Merchant enters amount and presses the green 'OK' button.

Merchant hands over terminal to cardholder.

Read card: choose an option to pay (contactless/magstripe/chip card).

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Cardholder returns terminal to merchant and waits for receipt.

### *Cash Advance*

This service allows cardholder to withdraw cash in an attended environment.

Merchant enters amount and presses the green 'OK' button.

Merchant hands over terminal to cardholder.

Read card: choose an option to pay (contactless/magstripe/chip card).

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Cardholder returns terminal to merchant and waits for receipt.

### *Reservation*

This function allows card acceptor to reserve an amount for a specified period of time. The final amount, final date nor final time of the actual payment are unknown.

Enter amount and press the green 'OK' button.

Read card: choose an option (contactless/magstripe/chip card).

Wait for approval.

Return terminal and wait for receipt.

### *Extra Reservation*

This function allows card acceptor to add an extra reservation to the initial reservation.

Enter amount and press the green 'OK' button.

Enter authorization code and press the green 'OK' button.

Enter token and press the green 'OK' button.

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Wait for approval.

Return terminal and wait for receipt.

### *Payment after RSV (Reservation)*

Payment after reservation allows the merchant to finalize a payment using a previously obtained reservation.

Enter amount and press the green 'OK' button.

Enter authorization code and press the green 'OK' button.

Enter token and press the green 'OK' button.

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Wait for Approval.

Return terminal and wait for receipt.

### *Card Check*

This service allows the card acceptor to check the validity of the cardholder's card.

Read card (contactless/magstripe/chip card).

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Wait for approval.

Return terminal and wait for receipt.

### *Refund*

This will start a refund transaction.

Enter manager password and press the green 'OK' button.

Enter amount and press the green 'OK' button.

Merchant hands over terminal to cardholder.

Read card.

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Wait for approval.

Return terminal and wait for receipt.

### *Original Credit*

This function will start a refund transaction without any related purchases such as lotteries.

Enter amount and press the green 'OK' button.

Read card (contactless/magstripe/chipcard).

Wait for confirmation.

Return terminal

### *Payment & Cash*

This service allows cardholder to pay for the purchase of goods from merchant using his card and pin additional cash money.

Merchant enters amount of goods and presses the green 'OK' button.

Merchant enters amount of cash money requested by the cardholder and presses 'OK'.

Merchant hands over terminal to cardholder.

Read card: choose an option to pay (contactless/magstripe/chip card).

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Cardholder returns terminal to merchant and waits for receipt.

Merchant hands over the requested cash.

### *Cancellation Menu*

This menu allows a previous transaction to be cancelled.

This menu is protected by a manager password.

#### *Cancel*

This will start a refund transaction.

Enter manager password and press the green 'OK' button.

Enter amount and press the green 'OK' button.

Merchant hands over terminal to cardholder.

Read card.

Confirm by pressing the green 'OK' button or decline by pressing the red 'STOP' button.

Wait for approval.

Return terminal.

#### *Payment*

This function allows the merchant to cancel a previous payment.

Enter amount and press the green 'OK' button.

Enter Authorisation code and press the green 'OK' button.

Enter token and press the green 'OK' button.

Confirm cancellation by pressing the green 'OK' button.

Wait for confirmation.

Return terminal.

#### *Reservation*

This function allows the merchant to cancel a previous reservation.

Enter amount and press the green 'OK' button.

Enter Authorisation code and press the green 'OK' button.

Enter token and press the green 'OK' button.

Confirm cancellation by pressing the green 'OK' button.

Wait for confirmation.

Return terminal.

#### [Extra Reservation](#)

This function allows the merchant to cancel an extra reservation.

#### [Function Menu](#)

##### [Copy Receipt](#)

This option will print the last transaction receipt.

##### [Last Transaction](#)

Displays the status and time of the last transaction performed.

#### [Totals Menu](#)

##### [Print X-totals](#)

Prints out the totals from the moment the last z-total was printed.

##### [Print Z-totals](#)

Prints out the totals from the moment the last z-total was printed. Totals will be reset after printing.

##### [Print Period Totals](#)

###### [Current](#)

Retrieves and prints the current period totals from the acquiring/processing hosts.

###### [Previous](#)

Retrieves and prints the previous period totals from the acquiring/processing hosts.

###### [Previous and current](#)

Retrieves and prints both current and previous period totals from the acquiring/processing hosts.

## Acquirer Menu

Acquirer Menu is password protected.

##### [Open Messages](#)

Use only at request of dealer.

##### [Key Load](#)

Via Key load it is possible to manually start a security scheme download for the selected provider.

##### [Parameter Download](#)

Via parameter download it is possible to manually start a parameter download for the selected acquirer/processor.

Service Menu

Information Menu

User can look up information in this menu.

*C-TAP Version*

In this menu user can find certified version of the C-TAP application.

*Print Card Brands*

This function allows user to print an overview of the card brands.

*Print C-TAP Info*

Overview of the common parameter status, blocked reason(s), status', acquirer status and security provider status.

## Kassa Menu (Cash Register Menu)

Settings Menu

In Cash Register Menu the settings can be changed and tested.

Settings Menu is password protected.

Enter settings password and press the green 'OK' button.

Change Connection.

Select Connection (None-Serial-TCP/IP), press the green 'OK' button.

*Change connection.*

Via change connection the ECR (Electronic Cash Register) connection can be enabled/changed.

Test Menu

In this function the terminal can be tested.

Test menu is password protected.

Information Menu

*ECR (Electronic Cash Register) Version*

Displays the version of ECR application.