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global payments Move 5000 Smart Terminal That Puts Convenience

global payments Move 5000 Smart Terminal That Puts Convenience User Guide

Contents

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Product Information

Specifications

- **Product:** Payment Terminal
- **Model:** Global Payments Move/5000 and Move/5000 Multi-Merchant
- **Communication:** Wi-Fi, Bluetooth, 4G/3G wireless
- **Manufacturer Support:** Global Payments Customer Care at 1-800-263-2970

Product Usage Instructions

Terminal ON/OFF
When the terminal is connected to the power supply, it will automatically power up. 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.

Administrator ID & Password
Your terminal comes with a default administrator ID of 1. Contact Global Payments Customer Care to set up your personalized admin password. Ensure your password meets the specified restrictions.

Network Communication Setup

For Wi-Fi Set-up:

1. Tap the Coms icon on the home screen.
2. Tap the WiFi icon and enable/disable Wi-Fi mode.

For Bluetooth Set-Up:

1. Tap the Coms icon on the home screen.
2. Enable/disable Bluetooth mode and follow the prompts for the base association.

For 4G/3G Set-Up:
Contact your service provider for detailed setup instructions.

Sale Transaction

1. Tap the Sale transaction icon on the home screen or press [Enter] to access the main menu.
2. Select Merchant, enter the password (for multi-merchant), and input the transaction amount.
3. Follow the on-screen prompts to complete the transaction.

Frequently Asked Questions (FAQ)

- **Q: How do I reset my administrator password?**
  A: Contact Global Payments Customer Care at 1-800-263-2970 for assistance in resetting your administrator password.
- **Q: Can I connect the terminal to multiple bases for Bluetooth communication?**
  A: Yes, you can connect the terminal to multiple bases for Bluetooth communication. Follow the on-screen instructions for the base association.

Terminal ON/OFF

When the terminal is connected to the power supply it will automatically power up, or press and hold the green [Enter] key, the terminal will initiate an application check and then enter the 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.

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.

Administrator Password Restrictions:

- The Administrator Password cannot contain more than four (4) of the same character(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.

Network Communication

The Wireless – Move/5000 terminal supports Wi-Fi, Bluetooth, or 4G/3G wireless. Choose from the following guidelines based on the communication mode configuration you ordered, to set up the device.

For a Wi-Fi Set-up

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, the terminal displays "Wi-Fi Enabled, Press Enter", and then press [Enter].
5. Two (2) options will appear on the screen. Press [2] – Wi-Fi Easy Conn and then proceed to Step 6, or [3] - Advanced Setup and proceed to Step 9.
6. Tap the SSID name of the Wi-Fi network that you want to connect from the list.
7. Enter the WiFi password, and then press [Enter].
8. Press [Cancel] three (3) times to return to the home screen.
9. If Advanced Setup is selected, select [1] – Networks.
10. Repeat steps 6 to 8.

For a Bluetooth Set-Up

(NOTE: A Bluetooth Communication Base is required)

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 to enable/disable Bluetooth mode.
4. If enabled, the terminal displays "Bluetooth Enabled, Press Enter", and then press [Enter].
5. The following options will appear on the screen: [2] – New Base, [3] – Select Base, [4] – Remove Base, [5] – Remove All Bases or [6] – Print Bases.
6. Select [2] – New Base, the terminal needs to be docked on the base otherwise the terminal on the base will be displayed on the screen.
7. The terminal will synchronize with the base and display "Base Association OK" if the base registration is successful

For a 4G/3G Set-Up

Your terminal supports both 4G and 3G wireless, and will automatically choose the best available network. If you have ordered a 4G/3G configuration for your Move/5000, Global Payments has installed and programmed the network SIM Card for your terminal before shipping. 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 the terminal is connected to a mobile data network before performing transactions.
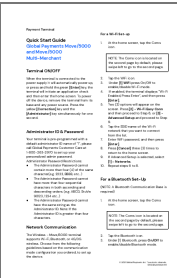
Performing a Sale Transaction

1. Tap the Sale transaction icon on the home screen, or press [Enter] to enter the main menu, and then press Sale.

2. Select Merchant and enter the merchant password (multi-merchant only)

3. Key in the transaction amount and press [Enter].

4. Terminal displays "Pass Terminal to Customer"

5. Terminal displays "$ Amount" "Tap/Insert/Swipe" "Taper/Inserer/Glisser"

6. The cardholder taps the card on the reader. Go to step 8.

7. If the card is inserted, the cardholder presses [1]-Yes/Oui to confirm the transaction amount. Press [2]- No/Non to cancel the transaction. The cardholder follows the EMV prompts displayed on the terminal screen and then enters the PIN. Go to step 8.

8. If the card is swiped, then displays "Pass Terminal to Merchant." follow the prompts on the screen to enter the last 4 digits of the card number and CVV/CVC (if enabled). Terminal communicates with Global Payments. Go to step 9.

9. Terminal communicates with Global Payments, then displays "Pass Terminal to Merchant."

10. Once the transaction is complete, the merchant copy of the receipt is printed.

11. Press [Enter] to print the customer copy of the receipt.

If you have any questions, please contact the Global Payments Customer Care Centre at 1-800-263-2970. Full instructions can be found at: **https://www.globalpaymentsinc.com/en-ca/customer-center/customer-support**.

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References

- **User Manual**