



Windcave Move5000 Payment Terminal User Guide

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Windcave

Quick-Start Guide

Contactless/
NFC Reader
(Tap Here)

Magstripe Reader
(Swipe Here)

EMV Reader
(Insert Here)



Menu

Cancel

Clear

Enter

Function

Move5000

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Included in the Box

<ul style="list-style-type: none">• 1x Move5000 Payment Terminal• 1x Move5000 Base Station• 1x Ethernet Cable• 1x Thermal Receipt Paper Roll	<ul style="list-style-type: none">• 1x Windcave• 1x Ingenico I• 1x Power Sup
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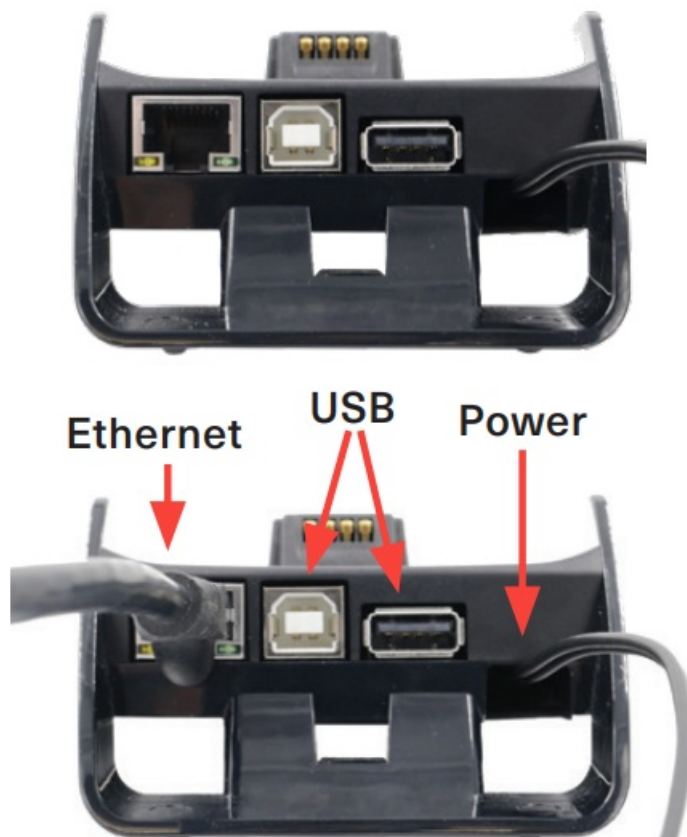
Get Connected

Connecting to Power

1. On the rear of the base station is a small black panel that conceals the power connection, carefully remove this.
2. Feed the power cable through the gap at the top right of the base station.
3. Connect the power cable to the power port of the base station as shown in the image.
4. Replace the black panel.
5. Connect the other end of the power cable to a wall socket.
6. Flip the base station over and place the Move5000 on top, a beep will be heard if the Move5000 is charging.



Connecting to Ethernet



1. On the rear of the base station, you will see an Ethernet port.
2. Connect one end of an Ethernet patch cable to the base station Ethernet port.
3. Connect the other end of the patch cable to your Modem/Router.

Connecting to Wi-Fi

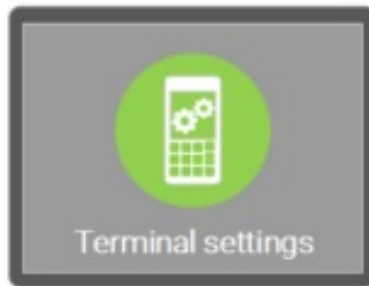
ENTER MENU NAME



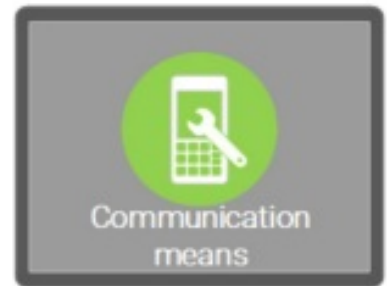
1. Reboot the terminal by holding the **Clear + Func** keys while the terminal is on its base station.\
2. As soon as the Wind cave logo appears on the screen press the **Clear** key, please note this only appears on screen for a brief moment.
3. When prompted Enter Menu Name '**5210**'.
4. From the available menu options select **HW CONFIG**, then press the **Menu** key on the terminal.
5. Navigate to **Control Panel -> Terminal Settings -> Communication Means -> Wifi**.
6. If not enabled select the **Enable** option, if this option is not showing proceed to the next step.
7. Select the **Scan Networks** option, when prompted select your Wi-Fi network name from the available networks.
8. When prompted enter your Wi-Fi password then press Enter.
9. Reboot the terminal by holding **Clear + Func**.
Your terminal will reboot and attempt to connect to the Wi-Fi network, a Logon can be performed to test network connectivity.



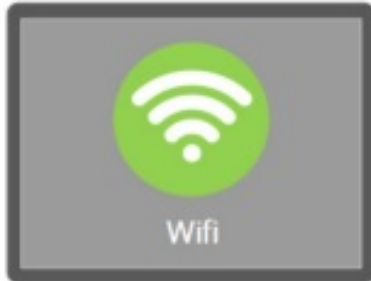
Control panel



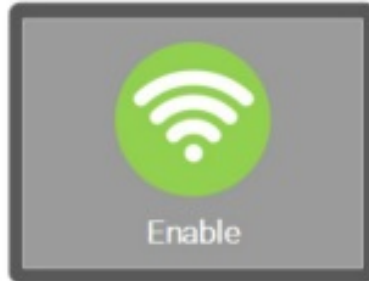
Terminal settings



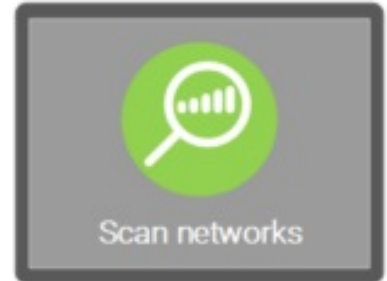
Communication
means



Wifi



Enable

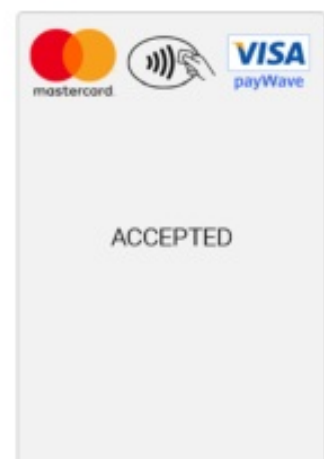
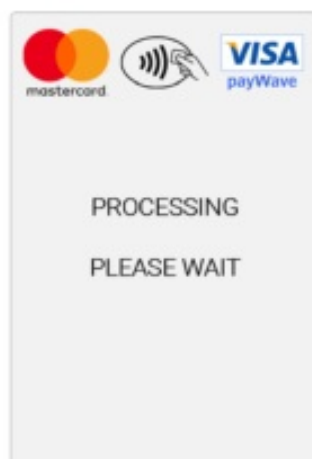
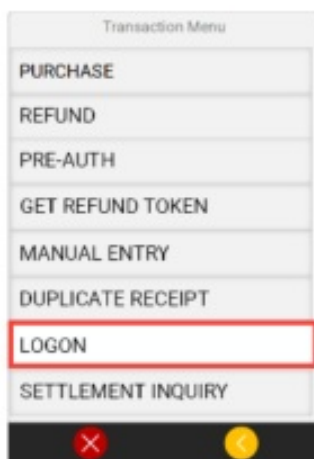


Scan networks

Start Transacting

Logon

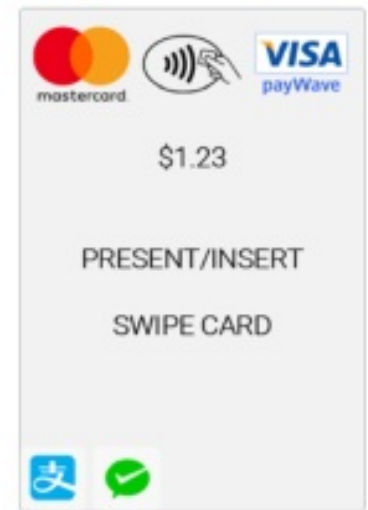
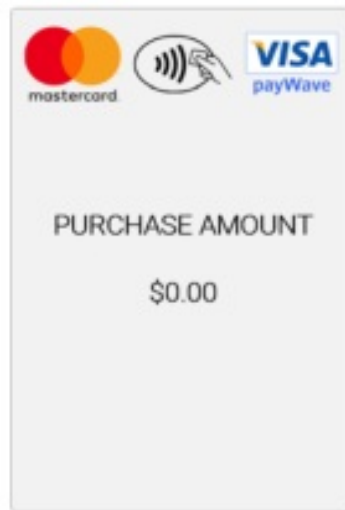
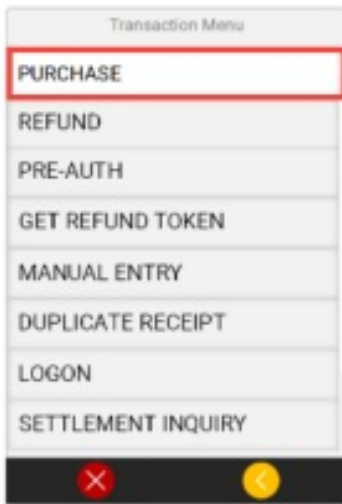
1. Press **Menu** to open the Transaction Menu.
2. Choose the **LOGON**
3. "Processing Please Wait" will be displayed while awaiting a response from the Windcave host.
4. The logon result will be displayed on-screen and on a small receipt



Please ensure the correct trading name and address are printed at the top of the receipt, if there are any issues contact the Windcave Support team immediately.

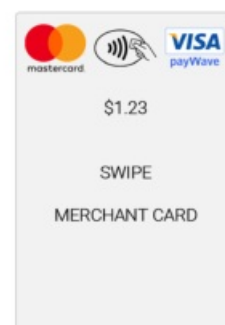
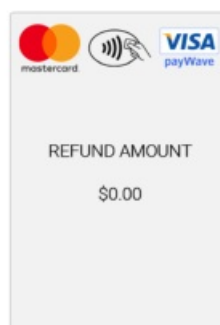
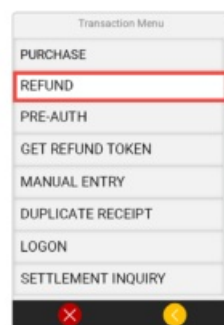
Purchase

1. Press **Menu** to open the Transaction Menu.
2. Choose the **PURCHASE** option and enter desired purchase amount.
3. Follow the on-screen prompts to complete the payment.



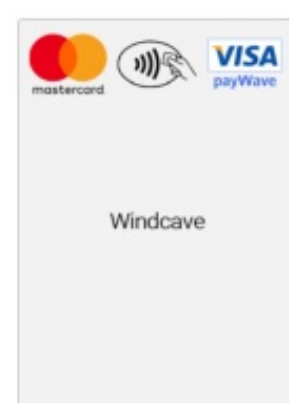
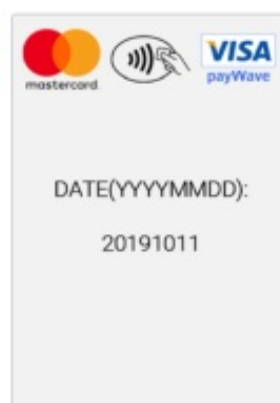
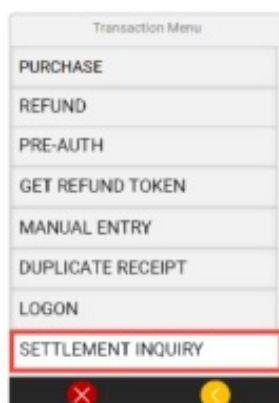
Refund

1. Press **Menu** to open the Transaction Menu.
2. Choose the **REFUND** option and when prompted enter the refund
3. Swipe your Merchant Refund card and enter your merchant PIN.
4. Follow the on-screen prompts to complete the refund.



Settlement Inquiry

1. Press **Menu** to open the Transaction Menu.
2. Choose the **SETTLEMENT INQUIRY** option and when prompted enter the settlement inquiry date, by default this will be set to the current date.
3. The settlement summary for the date requested will be printed.
4. The Move5000 will return to its idle screen.



Get Printing

Replacing the Thermal Receipt Paper The thermal receipt paper size is 58mm x 40mm.



1. Open the receipt paper tray by gently lifting the tab as shown in the images, the tray will pop open allowing you to insert the thermal receipt paper.



2. Take the new thermal receipt paper roll and locate the end of the roll, this will be stuck down to prevent the roll from unraveling.



3. Insert the new paper roll and feed the paper out the top of the tray, when holding the unit with the keypad towards you the paper should feed out away from the Move5000 terminal as shown in the images to the right.



4. Close the lid of the receipt tray and perform a test print by performing a logon through the payment menu.



5. A small logon receipt should print with the current date and time, if so you are ready to start processing transactions.

Please ensure that the correct trading name and address are printed at the top of the receipt. If installed incorrectly no text will be printed on the receipt, this is because the thermal receipt paper will only print on one side. Open the printer tray and flip the paper roll over then perform another logon test.

Troubleshooting

Restarting the Move5000

To restart the Move5000 for troubleshooting, please hold down the **Clear + Func** keys at the same time. Release once the terminal displays "Reboot in Progress" or "Shutting Down."

Timeout

If the Move5000 displays a timeout error, this indicates that the unit is having difficulties connecting to the Windcave Host to process transactions.

1. Ensure the Move5000 is connected to the internet.
2. For Cellular (3G or 4G) and Wi-Fi connections, the signal strength will be displayed in the top left of the screen.
3. Check you can browse to the Windcave home page ([windcave.com](https://www.windcave.com)) using another device connected to the same Wi-Fi network i.e. a phone or a laptop.
4. For Ethernet connections ensure the Ethernet cable is securely connected to the base station of the Move5000 and securely connected to your switch/router.
5. Perform a Logon to test connectivity to the Windcave Host (see Start Transacting section).

Charging the Move5000

The Move5000 will emit a distinctive beep when charging begins and a separate distinctive beep will be emitted when charging ends, as such when charging the Move5000 ensure the charging beep is emitted when placed on charge.

A proprietary car charger can be provided if required, please contact your Account Manager or one of our Sales team for further information.

Maintenance

The external face of the EFTPOS terminal should be carefully cleaned on a regular basis. This is to ensure that the front plate is free of dirt and solvents which could damage the device or prevent users from using the device as intended. Wind cave recommends cleaning the device with a damp cloth or mild soap solution. Do not use any solvents as this may damage the device's surface.

Do not attempt to open or modify the unit, this will cause the unit to be TAMPERED and render it inoperable. If repairs are required, or the device is no longer needed; the device must be returned to Wind cave.

Contact Information

Please see <https://www.windcave.com/contact> for a full list of contact details or use one of the below contact methods:

Email: support@windcave.com

New Zealand: 0800-729-6368

Australia: 1-800-006-254

United States: 1-213-378-1190

United Kingdom: 0800-088-6040

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.




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Documents / Resources

 The image shows the cover of the "Windcave Quick-Start Guide - Move5000". It features the Windcave logo at the top left, a central image of the Move5000 payment terminal, and various labels pointing to different parts of the device. At the bottom, there is a section titled "Included in the Box" with a list of items.	<p>Windcave Move5000 Payment Terminal [pdf] User Guide Move5000, Payment Terminal, Move5000 Payment Terminal</p>
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References

- [Windcave | Home | EFTPOS | Payment Gateway | Online Credit & Debit Card Processing](#)
- [Windcave | Contact | EFTPOS | Payment Gateway | Online Credit & Debit Card Processing](#)