PAYMENT TERMINAL

Quick Start Guide
Global Payments Wireless — Move/5000

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.
2. Tap the Wi-Fi 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 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.

> **NOTE:**
> The Coms icon is located on the second page by default, please swipe left to go to the second page.

For a Bluetooth Set-Up

1. Tap the Bluetooth icon.
2. Under [1] Bluetooth, press On/Off to enable/disable Bluetooth mode.
3. If enabled, the terminal displays "Bluetooth Enabled, Press Enter", and then press [Enter].
4. 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.
5. 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.
6. The terminal will synchronize with the base and display "Base Association OK" if the base registration is successful

> **NOTE:**
> A Bluetooth Communication Base is required

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 prior to 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 with a mobile data network before performing transactions.

Sale Transaction

1. Tap Sale transaction icon on 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 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.

Additional resources

Visit the **Global Payments Help Centre** at https://help.globalpay.com/en-ca or scan the QR code on the side for additional support materials for your device(s). If you have any questions, please contact the Global Payments Customer Care Centre at **1-800-263-2970**.