

# User Guide

## Global Payments

### Wireless – Move/5000

### and Multi-merchant

A smart approach for portable and secure payments on the move



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# 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 powerful 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 and Move/5000 Multi-merchant terminal.

For questions or support, please contact Global Payments Customer Care Centre.

# 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 of 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 regularly.
3. Change your passwords frequently. Changing passwords frequently ensure 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.

# 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 shipping carton

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 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.

## Terminal physical keyboard

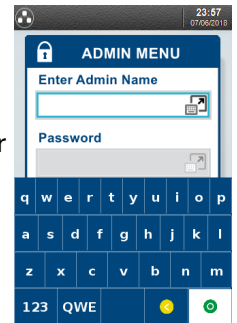


The terminal keypad is numeric only and contains 10 numeric keys (0-9), a green **[Enter]** key, a red **[Cancel]** key, a yellow **[Correction]** key.

| Button  | Characters Accessed  |
|---|--|
|    | 1  |
|    | 2  |
|    | 3  |
|    | 4  |
|    | 5  |
|    | 6  |
|    | 7  |
|    | 8  |
|    | 9  |
|    | 0  |
|   | Red [Cancel] key<br>Will clear all of the data entered               |
|  | Yellow [Clear] Key<br>Backspace (i.e. clear one character at a time) |
|  | Green [Enter] key<br>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 an alphanumeric entry. '123' can be tapped to display the virtual numeric keypad and 'QWE' can be tapped to display the virtual uppercase 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 the status bar of the 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 the 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 the 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 the terminal displays a 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 the Administrator key. The administrator menu will be displayed on the terminal screen.

**NOTE:** Some Admin functions are password protected.

# User access management

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

Each user can set up a 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”**, to set up your personalized admin password, please call:

- Global Payments' Customer Care at 1.800.263.2970

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 for assistance: Customer Care 1.800.263.2970.

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.

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.

**NOTE:** Your default administrator user name ("ID") is 1. To set up your administrator password, please call: Global Payments' Customer Care: 1.800.263.2970.

## Manager/Supervisor/Clerk ID & passwords

The manager and supervisor IDs and passwords are set up in the Security menu, within the Admin menu. A higher-level user must access the security menu with his credential to create the lower-level user ID. For example, an admin user is required to access the security menu to create the manager user ID. A supervisor user ID can be created by either the Admin user or the 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, the admin user) must delete the existing manager/supervisor ID and add a new one.

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

Any higher-level user can set up the users at a lower level. For example, an administrator can set up both manager and supervisor users; a manager can set up supervisor users.

1. At the home screen, press the administrator [**.,#\***] key or tap **ADMIN** on the home screen for the administrator menu
2. Tap **Security**
3. Enter the username 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 set up in the Clerk menu. within Admin menu. There is a maximum of 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.

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

The Clerk's 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 set up or change the password protection configurations, contact Global Payments' Customer Care: 1.800.263.2970.

# 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)

# 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 set up 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, the 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 the list.
8. Enter WiFi password, and then press **[Enter]**.
9. Press **[Cancel]** 3 times to return to the home screen.
10. If Advanced Setup is selected, select **[1] – Networks**.
11. Repeat steps 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, the 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 the list.
11. Enter WiFi password, and then press **[Enter]**.
12. Press **[Cancel]** 3 times and return to the home screen.
13. If Advanced Setup is selected, select **[1] – Networks**.
14. Repeat steps 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 before shipment. There is no setup required by you.

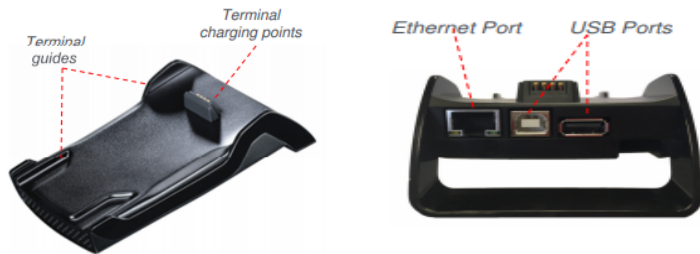
The terminal will automatically connect to the mobile data network after powering up. It may take a few minutes to connect, depending on the network signal in the area. The Mobile Data network, if being used, will display at the top left of the terminal screen. Once connected, the icon color will change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



# Bluetooth communication base

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 the below table for a list of potential obstacles

| Common Radio Communication Obstacles   |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Microwave ovens (minimum distance: 3 m or 9.8 ft.)</li> </ul> | <ul style="list-style-type: none"> <li>• Cash registers</li> <li>• EPOS frontends</li> </ul> |

|  |  |
|--|--|
| <ul style="list-style-type: none"> <li>• Portable phones, mobile/cellular phones, security radios, walkie-talkies</li> <li>• Mirrors</li> <li>• Metallic blinds</li> <li>• Steel cabinets</li> </ul> | <ul style="list-style-type: none"> <li>• Groups of people</li> <li>• Televisions</li> <li>• Blenders and food processors</li> <li>• Computers</li> <li>• Wireless routers</li> </ul> |
|--|--|

2. The Communication Base requires the 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 the 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   |
|--|
| <p>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.</p> |

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.

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.

## For Bluetooth Set-up

### Accessing the terminal 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** to enable/disable Bluetooth mode.
4. If enabled, the 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. The terminal will synchronize with the 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** to enable/disable Bluetooth mode.
7. If enabled, the 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. The terminal will synchronize with the 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

# Accept payment cards

## To Conduct a Contactless Transaction

1. Tap the transaction icon on the home screen, or press the **[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 the 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 reader 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 the **[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 the **[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



## Sale (credit or debit) transactions

The sale transaction is the most common.

1. Tap the **Sale** transaction icon on the home screen, or press **[Enter]** to enter the main menu, and then tap **Sale**
2. Select **Merchant** and enter merchant password (**multi-merchant only**)
3. Enter the clerk ID and password (if enabled) and press **[Enter]**
4. Enter the invoice # (if enabled) and press **[Enter]**
5. Key in the transaction amount and press **[Enter]**
6. 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
7. If the tip is enabled, the cardholder can select either **[1]-Tip percentage**, **[2]-Tip amount**, or **[3]-No Tip**. If tip percentage is selected, the 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, the cardholder can enter the dollar amount for the tip and press **[Enter]** to confirm
8. The cardholder presses **[1]-Accept** to confirm the total amount, presses **[2]-No/Non** to change
9. Terminal displays **"\$ Amount" "Tap/Insert/Swipe" "Taper/Inserer/Glisser"**
10. The cardholder taps their card/inserts the chip card/swipes their card
11. If the card is inserted, the cardholder follows the EMV prompts displayed on the terminal screen and then enters PIN
12. If the card is swiped, follow the prompts on the screen to enter the last 4 digits of the card number and CVV/CVC (if enabled)
13. If a 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

14. The terminal communicates with Global Payments and the terminal screen displays **"Pass Terminal to Merchant."**
15. Once the transaction is complete, the merchant copy of the receipt is printed
16. Press **[Enter]** to print the customer copy of the receipt

**NOTE:** 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.

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.

## 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 the **Pre-Auth** transaction icon on the 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 the card number
7. Enter the **Expiry Date** if the card is manually entered
8. The cardholder enters the PIN and presses **[Enter]**
9. If the terminal displays **"Confirm Amount "**. The cardholder presses **[1]-Yes** or **[2]-No**
10. Customer presses **[Enter]** and terminal displays **"Pass Terminal to Merchant,"**
11. The 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 the **Pre-Auth Completion** transaction icon on the 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 the new amount. Enter the 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



**NOTE:** Pre-Auth will not settle transactions.  
Completion will settle transactions.

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

## Return

**IMPORTANT:**

Upon receiving your terminal, please note that this function is initially deactivated. To activate it, you must establish your unique manager password during the initial setup. To acquire your manager password, kindly reach out to the Global Payments Customer Care Centre at **1.800.263.2970**.

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

1. Tap the **Return** transaction icon on the 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 a debit card, the cardholder Taps/Inserts or swipes his/her debit card

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

7. For insert cards, the terminal displays **"Confirm Amount "** press **[1]-Yes** to confirm **[2]-No** to cancel the transaction
8. The cardholder selects **[CHQ]** or **[SAV]**
9. The cardholder enters PIN, presses **[Enter]**. terminal displays **"Pass Terminal to Merchant,"**
10. The 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.



# Void (credit or debit)

## IMPORTANT:

Upon receiving your terminal, please note that this function is initially deactivated. To activate it, you must establish your unique manager password during the initial setup. To acquire your manager password, kindly reach out to the Global Payments Customer Care Centre at **1.800.263.2970**.

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 the 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, the 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 cards, the terminal displays "**Confirm Void Sale**". The cardholder presses **[1] - Yes** or **[2] - No**
8. Proceed to step 13
9. For debit cards, 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 the terminal displays "**Pass Terminal to Merchant**"
14. The 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

# 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 the **Settlement** transaction icon on the home screen, or press **[Enter]** to enter the main menu, and then tap **Settlement**
2. Enter the manager ID (optional) 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: 1.800.263.2970.

**NOTE:** **Auto Settle** function is available on your terminal. To activate **Auto Settle**, please contact Global Payments' Customer Care 1.800.263.2970.

## Reprint

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

1. Tap the **Reprint** transaction icon on the home screen, or press **[Enter]** to enter the main menu, and then tap **Reprint**
2. Press **[1] - Last Transaction** to reprint the 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 the 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, the terminal will search the 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**

# 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.*

**NOTE:** You must perform a settlement before you can enter demo mode.

1. At the home screen press the **[,##\*]** 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

**NOTE:** The terminal must be removed from demo mode before conducting live transactions. To return to "live" mode, repeat the procedure in the steps above.

# 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 the home screen press the **[,##\*]** 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.

**NOTE:** This feature will not be available when the application is in demo mode; **"Feature Disabled"** will display.

1. Follow the 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 the steps above to access **Batch Menu**
2. Select **[3] - Delete Batch**
3. Enter an 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 return to **Batch Menu**

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

## Reports

To generate reports, follow the steps below:

1. Tap the **Report** transaction icon on the 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 the individual clerk. If **[Clerk ID]** is selected, the terminal prompts for the clerk ID to be entered 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:** The settlement report will print after a successful batch.

## Key beep and display

### Key beep

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

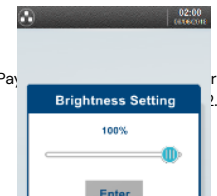
1. At the home screen press **[.,#\*]** for the administrator menu.
2. Press **Setup Menu**
3. Key in the administrator name and administrator password, and then press **[Enter]**
4. Press **[5] - Term Settings**
5. Press **[2] - Term HW** to access the terminal hardware setting options
6. Press **[1] - Key Beep**
7. Press **[1] - All Off**, **[2] - All On** or **[3] - Invalid Only**
8. Press **[Cancel]** to return to the idle menu

### 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

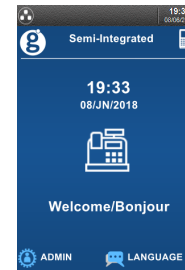
#### To Enable or Disable Motion Wake Up:

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

# 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).

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 the Home screen. If your semi-integration configuration is set up completely, the following image will show on the home screen



**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.

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

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

# Auto-download (IP terminal only)

If your terminal uses an 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 the 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 the auto-download failed, the terminal will print a download failure report. The merchant should contact Global Payments to perform a manual download to complete the application update

## 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 a flat surface, plug the power supply into a surge protector attached to an electrical outlet.

**NOTE:** 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.

## Replacing the paper roll

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

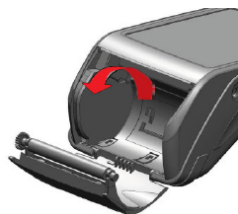
**NOTE:** Only use paper approved by the manufacturer (roll diameter max 40 mm/1.57", roll width 58mm/2 ¼", roll length 17m/55'). Using unapproved paper can damage the terminal's printer.

To change the paper roll, follow the steps below:

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



2. Pull the flap backward 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 an 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. 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')    |

## Troubleshooting

### Receipt Paper is Jammed

To avoid paper jams:

- Tear the receipt by pulling the paper forward
- Press the 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

**NOTE:** Changes or modifications to this terminal not expressly approved by Global Payments could void the user's authority to operate the equipment.

### 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.

# Cleaning

**NOTE:** Before cleaning the terminal, ensure the power is off.

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



# Terminal Specifications

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

| Name                         | Move/5000                              |   |
|------------------------------|--|---|
| <b>Processor</b>             | Application & Crypto processor         | Cortex A5 54 bits   |
| <b>Memory</b>                | Internal<br>External                   | 512 MB Flash, 512 MB RAM<br>MicroSD up to 32GB                                  |
| <b>OS</b>                    |  | Telium Tetra OS   |
| <b>SAM</b>                   |  | 2 SAM   |
| <b>Card readers</b>          | Magstripe<br>Smart card<br>Contactless | ISO 1/2/3, 500K lifespan<br>EMV Level 1, 500K lifespan<br>EMV Level 1 compliant |
| <b>Display</b>               | Color                                  | 3.5" backlit, HVGA (480x320 pixels)   |
| <b>Touchscreen</b>           | Resistive                              | Finger & stylus (300K lifespan signature)                                       |
| <b>Keypad</b>                |  | 16 hardtop keys, raised Marking, backlit  |
| <b>Audio</b>                 | Audio Jack<br>Speaker                  | Stereo<br>Mono  |
| <b>Video</b>                 | Video accelerator                      | H264 codec  |
| <b>Thermal Printer</b>       | Speed in l/s<br>Paper roll cage        | 30 l/s<br>2 1/4" (58 mm) width x Ø 40 mm  |
| <b>Terminal connectivity</b> | Wireless                               | Bluetooth<br>Wi-Fi  |
| <b>Terminal connections</b>  | USB                                    | 1 USB Host<br>1 USB Slave<br>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<br>Storage Temperature<br>Operating Humidity | 32°F to 104°F (0°C to +40°C)<br>-4°F to 131°F (-20°C to +55°C)<br>85% non-condensing at 104°F (+40°C) |
| <b>Accessory</b>     | Privacy shield   | Field upgradable<br>Field upgradable  |
| <b>Security</b>      |  | PCI PTS 5.x certified   |

## Service and Support

**For Global Payments' Wireless - Move/5000 terminal service and repair information, contact Global Payments' Customer Care: 1.800.263.2970.**

### Returning a Terminal for Service

When you receive a replacement terminal, always return the defective devices 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.

