

# Global Payments Wireless – Move/5000

## Quick Start Guide

### Terminal ON/OFF

When the terminal is connected to the power supply it will automatically power up, or press and hold green **[Enter]** key, the terminal will initiate an application check and then enter 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 the same character for more than four times (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 setup 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, 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 list.
7. Enter WiFi Password, and then press **[Enter]**.
8. Press **[Cancel]** three (3) times return to the home screen.
9. If Advanced Setup is selected, select **[1] – Networks**.
10. Repeat step 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** for to enable/disable Bluetooth mode.
4. If enabled, 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 **Dock the terminal on the base** will be displayed on the screen.
7. Terminal will synchronize with 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 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 terminal is connected with mobile data network before performing transactions.

## Performing a Sale Transaction

1. Tap **Sale** transaction icon on home screen, or press **[Enter]** to enter the main menu, and then press **Sale**.
2. Key in the transaction amount and press **[Enter]**.
3. Terminal displays **"Pass Terminal to Customer"**
4. Terminal displays **"\$ Amount"** **"Tap/Insert/Swipe"** **"Taper/Inserer/Glisser"**
5. The cardholder taps the card on the reader. Go to step 8.
6. 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 enter PIN. Go to step 8.
7. If the card is swiped, then displays **"Pass Terminal to Merchant."** follow the prompts on screen to enter last 4 digit of the card number and CVV/CVC (if enabled). Terminal communicates with Global Payments. Go to step 9.
8. Terminal communicates with Global Payments, then displays **"Pass Terminal to Merchant."**
9. Once the transaction is complete, the merchant copy of the receipt is printed.
10. Press **[Enter]** to print the customer copy of the receipt.

### For additional instructions, follow these steps:

Step 1. Visit <https://www.globalpaymentsinc.ca>

Step 2. Select the menu at the top right of the webpage; then select **Customer Support**

Step 3. Select **Support Resources**

Step 4. Search in the **Technology Guide** column for your terminal

If you have any questions, please contact the Global Payments Customer Care Centre at 1-800-263-2970.