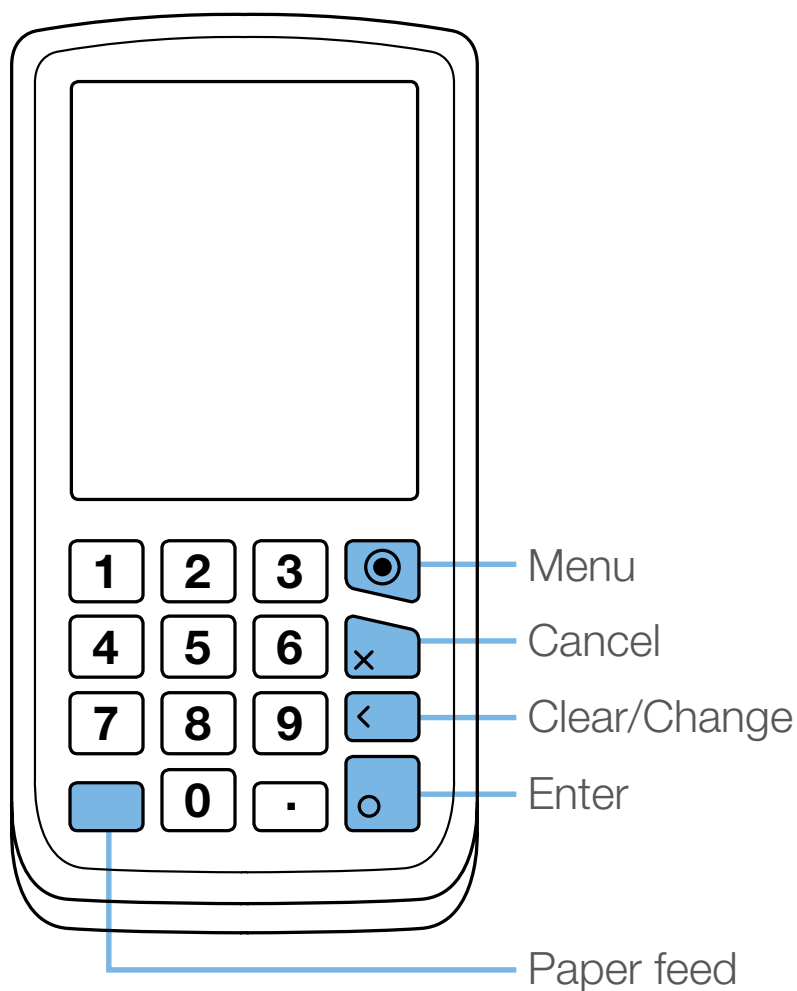


# Ingenico Move5000

## Quick Start Guide (EN)



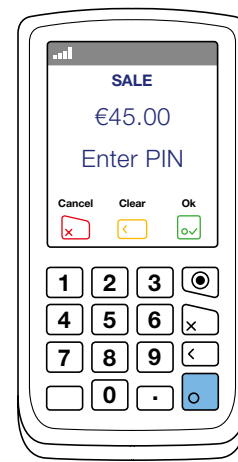
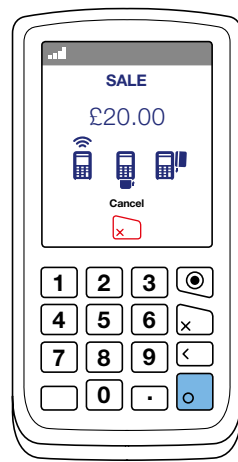
# Carrying out a transaction

## Chip & PIN sale

1 Press the menu key and select **'SALE'** from the main menu.

2 Enter the sale amount and press **'Enter'**.

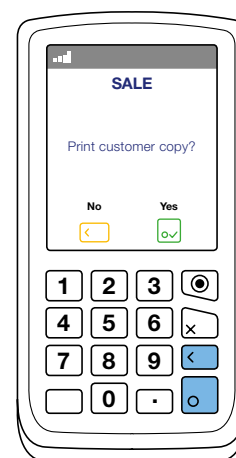
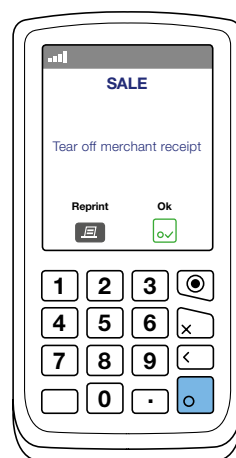
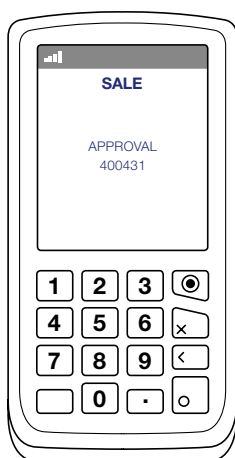
3 Ask the customer to insert their card, enter their PIN and press **'Enter'**.



4 If the transaction is successful the authorisation code will be shown and the terminal will print your copy.

5 Tear off your copy and press **'Enter'**.

6 Ask the customer if they would like a customer copy. Press **'Enter'** to print the customer copy or press **'Clear'** to finish the transaction without printing the customer copy.



## Contactless sale

- 1 Press the menu key and select **'SALE'** from the main menu.
- 2 Enter the sale amount and press **'Enter'**.



- 3 Ask the customer to present their card or mobile device to the screen. There will be a beep to indicate the device has read the card or mobile device.



## Keyed sale

1 Press the menu key and select **'SALE'** from the main menu.

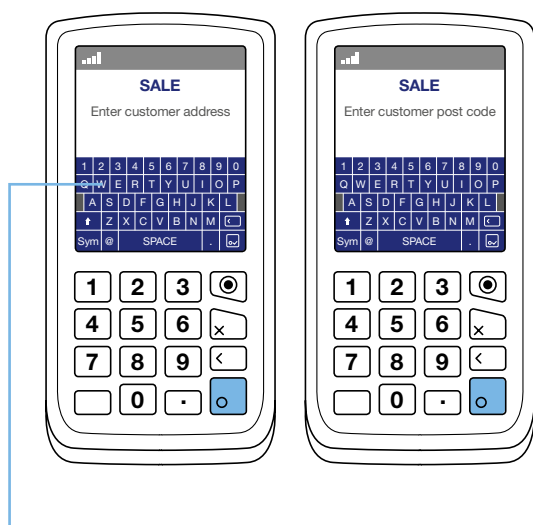
2 Enter the sale amount and press **'Enter'**.



3 Enter the card number, expiry date and security code, pressing **'Enter'** after each entry.



4 If you are in the UK, enter the customer's address and postcode, pressing **'Enter'** after each entry.

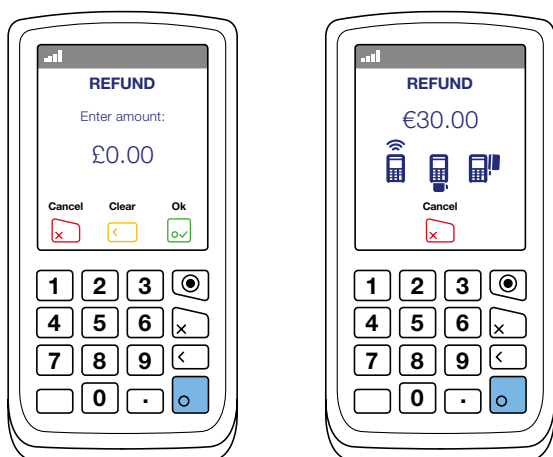


When using the on screen keyboard, you may find it easier to use the stylus provided, which is located on the left hand side on the reverse of the terminal.

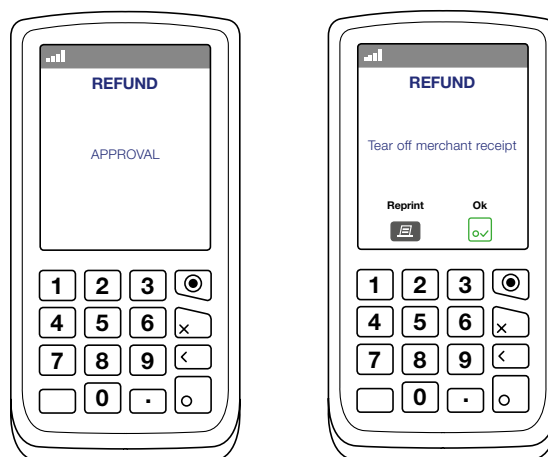
## Chip & PIN refund

1 Press the menu key and select **'REFUND'** from the main menu.

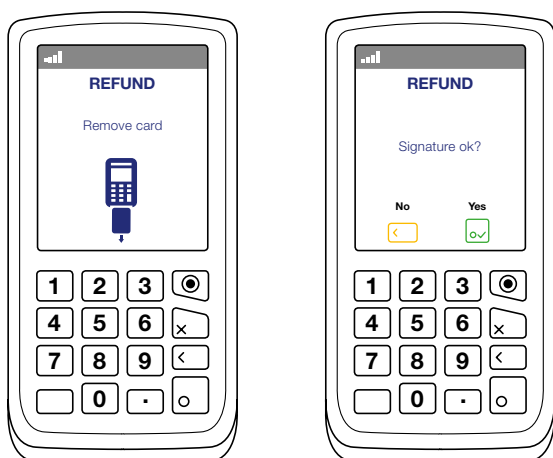
2 Enter the refund amount and press **'Enter'**.



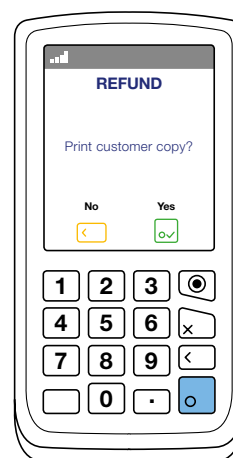
3 Ask the customer to insert their card. Once the transaction is approved, the terminal will print your copy, which the customer must sign.



4 Verify the customer's signature and retain your copy.



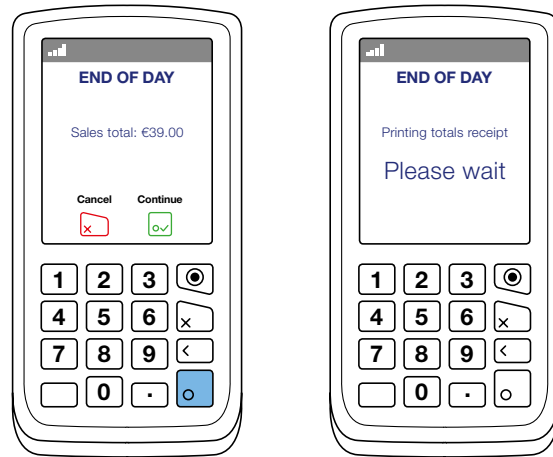
5 Press **'Enter'** to print the customer copy.



## End of day report and batch

1 Press the menu key and select **'BATCH'** from the main menu.

2 Select **'End of day'** and press **'Enter'**. The total sales and refunds for the current batch will be shown and printed.



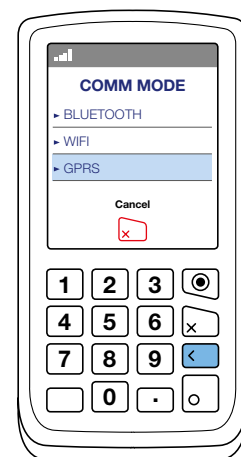
## Changing communication mode

To change the communication mode between Bluetooth, WIFI and GPRS follow the steps below:

1 Press the menu key and select **'TERMINAL'**, then **'TERMINAL CONFIG'** and press **'Change'**.

2 Select the required communication mode from the three types displayed and the terminal will attempt to establish a connection. The icon in the top left corner will change depending on the communication mode selected.

If this is unsuccessful and the terminal cannot establish a connection, then please follow the additional steps below.



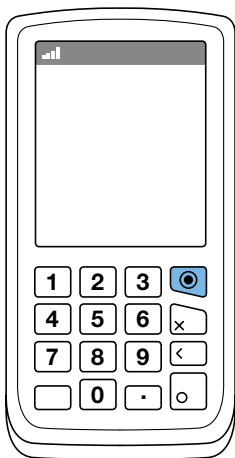
# GPRS

GPRS is available in three different network modes:

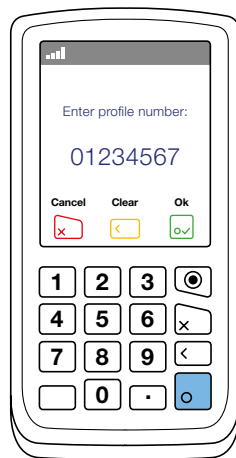
- Smart roaming (Smart) – the terminal will select the most available network
- Automatic – the SIM card will select the network
- Manual – the network can be selected from a list of available networks

To configure the network mode, follow these steps:

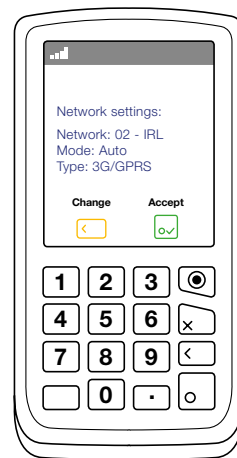
**1** Press the menu key and select **'TERMINAL'**, then **'TERMINAL CONFIG'** and press **'Change'**.



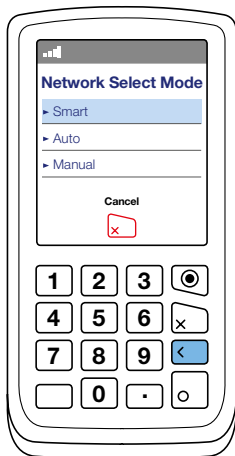
**2** On the **'Enter profile number'** screen press **'Enter'**.



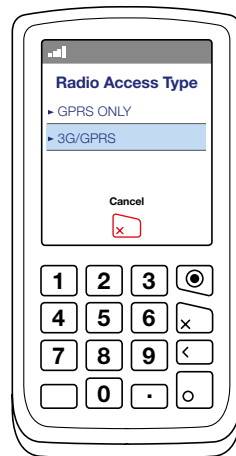
**3** The terminal will show the current network settings.



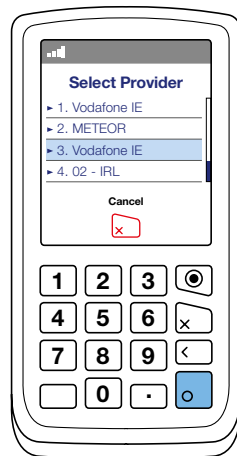
**4** Press **'Change'** to select **'Smart'**, **'Auto'** or **'Manual'** mode.



**5** For all network modes: Smart roaming, Automatic registration and Manual either a GPRS 2G or 3G network can be selected.



**6** If **'Manual'** is selected, a list of available networks is shown. Press **'Enter'** to select the highlighted network or select it on the screen.



# Bluetooth

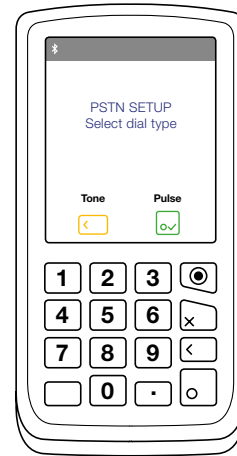
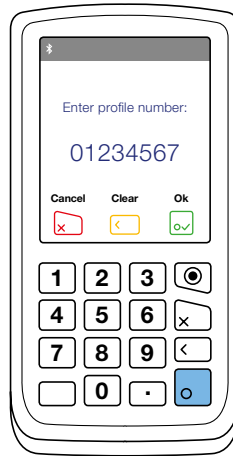
**Please note** for the Bluetooth connection to work, there must be either an Ethernet or PSTN cable or both plugged into the base. Although PSTN might not be relevant, you must go through the following PSTN process to change IP setting and change base settings.

**1** Press the menu key and select **'TERMINAL'**, then **'TERMINAL CONFIG'** and press **'Enter'**.

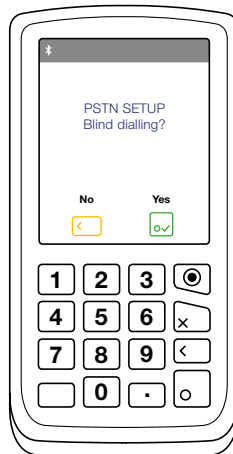
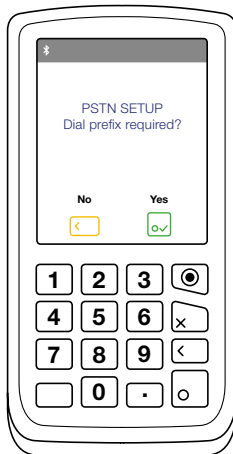
**2** Select **'Bluetooth'** from the list.



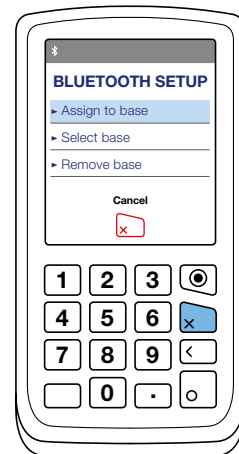
**3** Press **'Enter'** on the **'Enter profile number'** screen and select either **'Tone'** or **'Pulse'** as the dial type.



**4** Check with your phone provider if a prefix is required for the terminal to dial out via PSTN and if blind dialling is needed (standard choice would be no).



**5** Place the terminal on the Bluetooth base and select **'Assign to base'**. Press **'Cancel'** until you get back to the main menu.

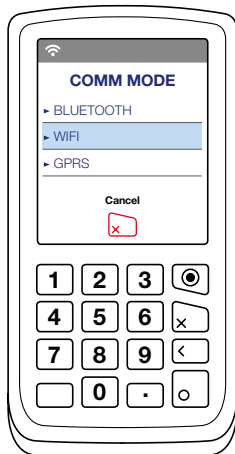




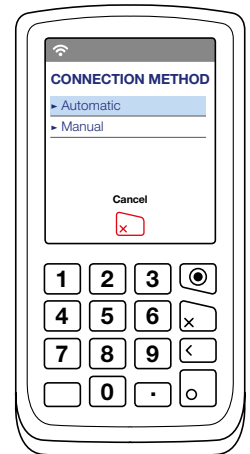
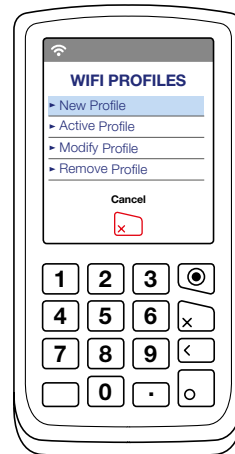
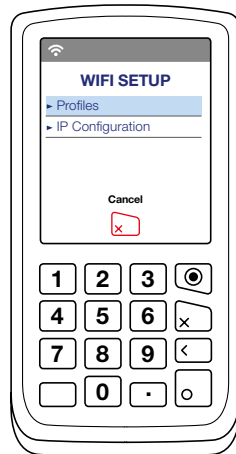
# WiFi

1 Press the menu key and select **'TERMINAL'**, then **'TERMINAL CONFIG'** and press **'Enter'**.

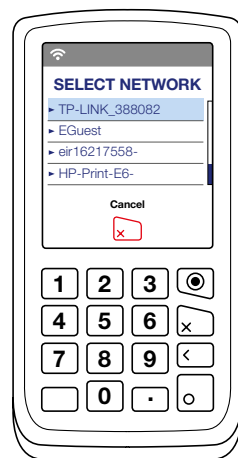
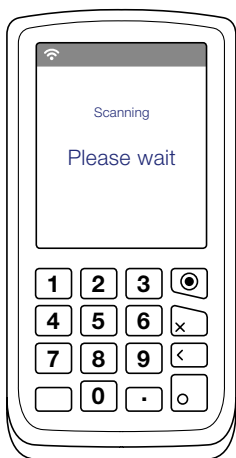
2 Select **'Wifi'** from the list.



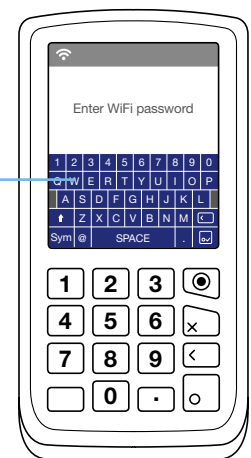
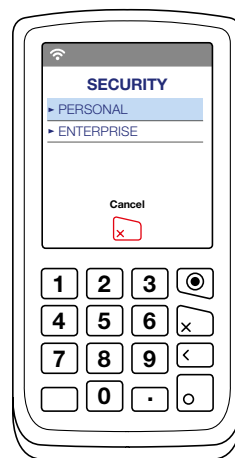
3 Select **'Profiles'**, then **'New profile'** and then **'Automatic'**.



4 The device will search for Wifi networks and display those available.



5 Select the relevant network, select **'Personal'** or **'Enterprise'** network and enter the Wifi password.



When using the on screen keyboard, you may find it easier to use the stylus provided, which is located on the left hand side on the reverse of the terminal.