



BE PAYMENT READY

Moneris[®] Core Countertop Desk/5000 Setting up Your Hardware



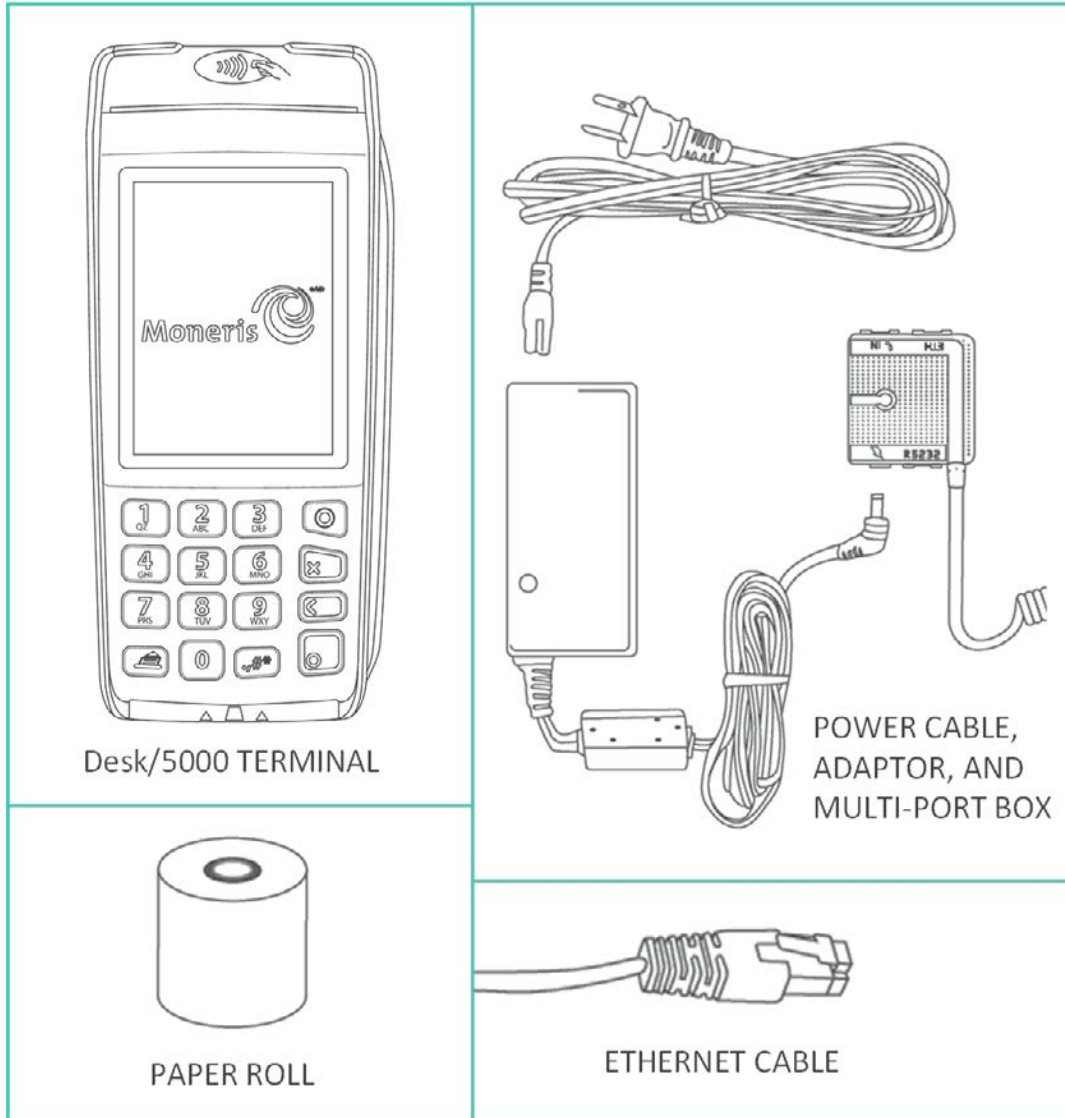
(October 2019)

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Before you get started

1. Confirm you have received the required hardware.

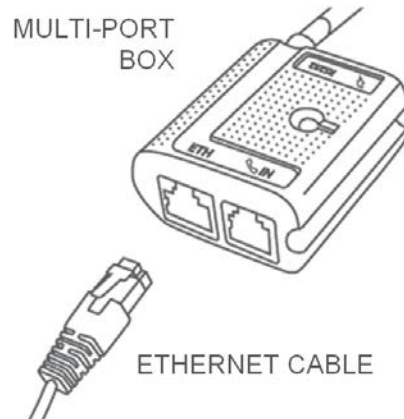


2. Review the **Moneris Ethernet Readiness Checklist** to ensure that your Ethernet service is ready to support your terminal. The checklist is available online at moneris.com/support-desk5000.
3. Go to [Hardware setup](#) on page 3.

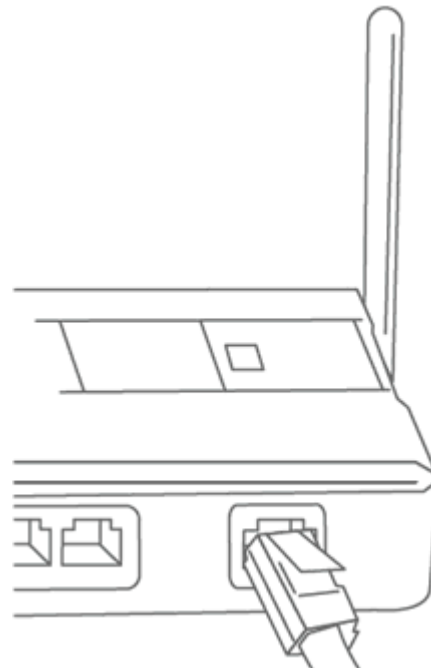
Hardware setup

Connect the Ethernet cable


1. Plug one end of the Ethernet cable into the port labelled ETH on the multi-port box.

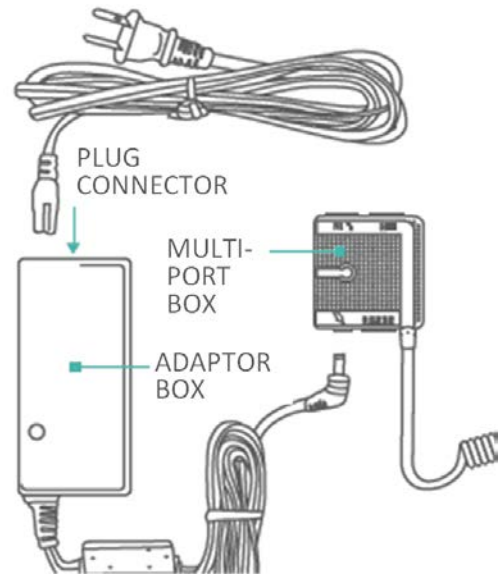


2. Plug the other end of the Ethernet cable into the router/switch/hub/internal wiring — whatever is applicable to the high-speed Internet service at your location. (If necessary, please refer to the **Moneris Ethernet Readiness Checklist**).



Connect the two-part power supply cable

1. Insert the plug connector into the adaptor box to form the complete power cable.
2. Insert the power cable's barrel connector into the circular port labelled with the power symbol  on the multi-port box.



3. Plug the other end of the power cable into a power source. The terminal will power on.

Recommendations: Always plug the power cable into the power source last to avoid power surges. Use a power bar equipped with surge protection if possible. Do not use the power cable from your existing terminal, as it may damage your new terminal.

IMPORTANT! You must use the exact power adaptor and cables provided by Moneris to work with your terminal. Failure to do so may affect the operability of, or cause damage to, the equipment.

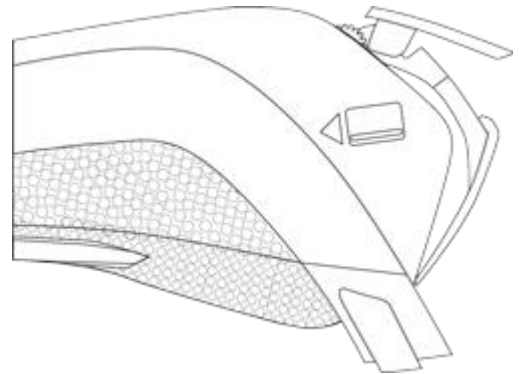
Remove the protective film (if applicable)

If your terminal has a protective film covering the display screen, peel the film off.

Hint: Peel from the top right to the bottom left corner.

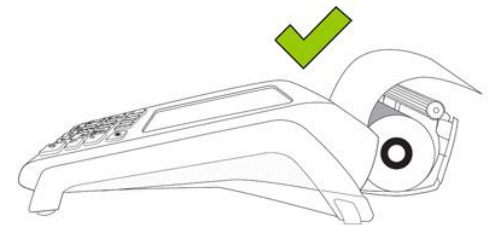
Install the paper roll

1. Lift the printer latch up, and then pull back to open the lid and expose the paper well.

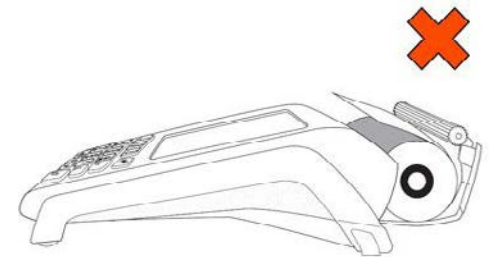


2. Insert the paper roll into the paper well with the loose end unrolling from the top of the roll toward the back of the terminal.

Note: If the paper is installed backward, your printouts will be blank.




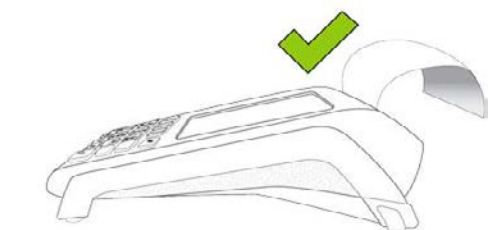
3. Unroll enough paper to extend at least one inch (2.5 cm) over the top of the lid.



4. Close the lid, and press down to snap it back into place so that the extended paper is pressed securely against the closed lid and the faceplate.

Note: The paper should unroll back over the top of the printer, not unroll over the faceplate.

Note: To advance the paper from the printer when the lid is closed, you must press and hold down the paper feed  key when the terminal is powered on. DO NOT attempt to manually advance the paper by pulling it as this will damage the printer.



5. Your hardware setup is complete. To set up your software, refer to the **Moneris Core® Desk/5000 Setting up Your Software** guide available at moneris.com/support-desk5000.

Merchant support

If you need assistance with your payment processing solution, we're here to help, 24/7.

We're only one click away.

- Visit www.moneris.com/support-desk5000 to:
 - download additional copies of this guide and other resources;
 - consult the *Moneris Desk/5000 Online Operating Manual* in WebHelp format to understand all the options on your terminal and how to use them.
- Visit shop.moneris.com to purchase point-of-sale supplies and receipt paper
- Visit insights.moneris.com for business and payment news, trends, customer success stories, and quarterly reports & insights

Need us on-site? We'll be there.

One call and a knowledgeable technician can be on the way. Count on minimal disruptions to your business as our Field Services provide assistance with your payment terminals.

Can't find what you are looking for?

Call Moneris Customer Care (available 24/7) toll-free at **1-866-319-7450**. We'll be happy to help.

You can also send us a secure message 24/7 by logging in to Merchant Direct® at moneris.com/mymerchantdirect.



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