![Moneris logo] **Moneris**®

BE PAYMENT READY

Moneris Core® Wireless

Move/5000
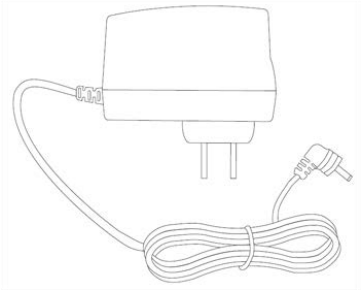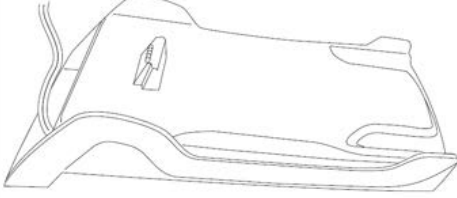
Setting up Your Hardware
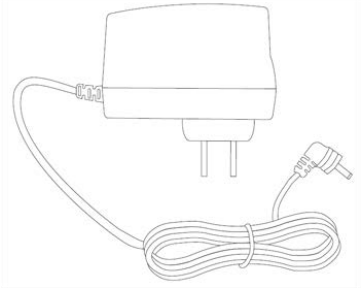
Contents

Before you get started

1. Confirm you have received the required hardware.

Move/5000 terminal	Direct-to-terminal power cable
Paper roll	Optional charge-only base Power cable for charge base

2. Go to <u>Hardware setup</u> on page 3.
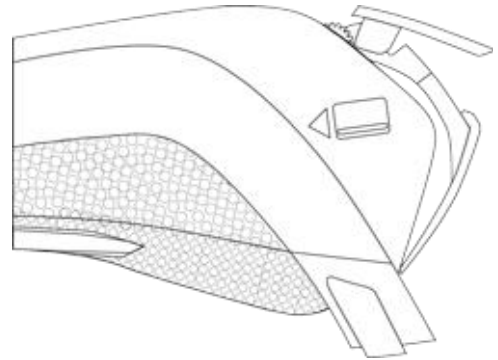
Hardware setup

Remove the protective film (if applicable)

If your Move/5000 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
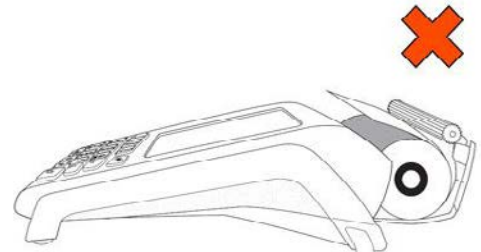
1. Lift the printer latch up, and then pull back to open the lid and expose the paper well.

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.

3. Unroll enough paper to extend at least one inch (2.5 cm) over the top of the lid.
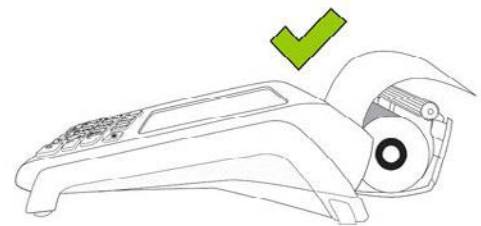
   *Note:* *If the paper is installed backward, your printouts will be blank.*

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: 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.
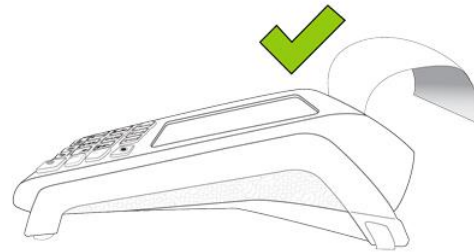
Note: The paper should unroll back over the top of the printer, not unroll over the faceplate.
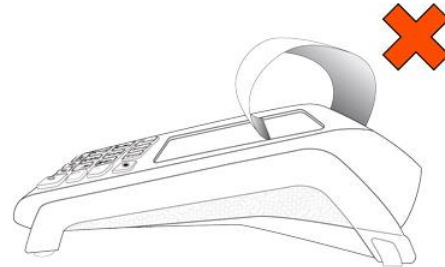
5. Proceed to the Powering on the terminal section below.

Power on the terminal

To power on the terminal, press and hold the green key until the screen illuminates. Once powered on, proceed to Charging the battery on page 5.

Note: You may need to connect the terminal's power cable in order to power it on. Refer to the instructions in *Charging the battery on page 5 for your setup type (direct-to-terminal charge cable or optional charge base).*

Charging the battery

Charge the terminal's internal battery for 4 hours using one of the following methods:

- Optional charge-only base (see below)
- Direct-to-terminal charge cable (see page 6).

Recommendations: *Always plug the power cable into the power source last to avoid power surges. Use a power bar equipped with surge protection where possible.*
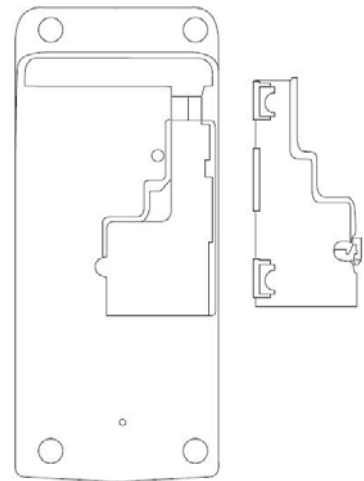
Important: You must use the exact power adaptor and cables provided by Moneris to work with the Moneris Move/5000 terminal and base. Failure to do so may affect the operability of, or cause damage to, the equipment.

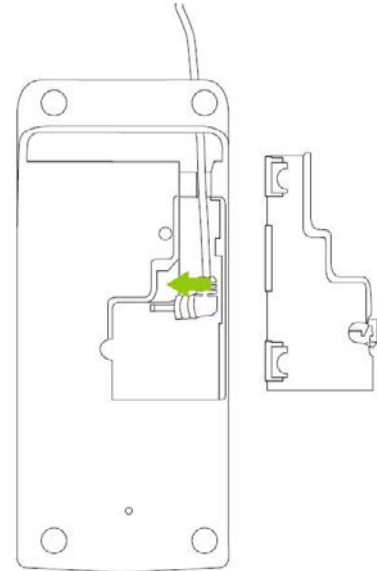## Using the charge-only base

1. Locate the base's power cable.
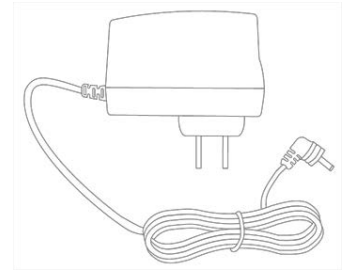
2. Turn the base over and open the panel cover on the underside of the base.
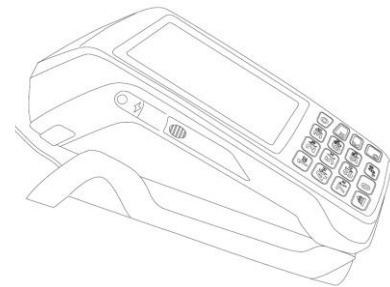
3. Insert the power cable connector into the small circular port (power) in the underside of the base.

4. Replace the panel cover on the bottom of the base, and turn it back over.

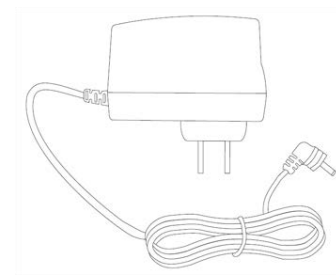Plug the other end of the cable into a working power outlet.

5. Dock the terminal on the base. Ensure that the contacts slot on the underside of the terminal fits securely over the leads prong on the base.

6. When the terminal powers on, proceed to step 6 on page 7.

Using the direct-to-terminal charge cable

1. Locate the direct-to-terminal charge cable.

2. Locate the power port on the left side of the terminal (marked with the power symbol (⚡).

3. Insert the direct-to-terminal cable connector into the port.

4. Plug the other end of the cable into a working power outlet.

5. When the terminal powers on, proceed to step 6 below.

6. Wait for the "Welcome! Let's get you payment ready" prompt to appear. (This should take about 60 seconds.)

7. Locate the **Battery icon** appearing at the top of the terminal screen in the status bar:

8. Wait for the Battery icon to display the "lightning bolt" icon. This indicates that the battery is charging and may take several minutes to appear.

   Note: *The "lightning bolt" portion of the icon displays only if the terminal is connected to an external power source.*

Terminal IS CONNECTED to external power source	Terminal IS NOT CONNECTED to external power source
CHARGE LEVEL: 100%	CHARGE LEVEL: 100%

9. Keep the direct-to-terminal charge cable (or the optional base charge cable) connected while continuing the rest of the setup procedures.

10. Your hardware setup is complete. To set up your software and communications, refer to the ***Moneris Core® Move/5000 Setting up Your Software*** guide available at **moneris.com/support-move5000**.

Battery use

To maintain battery charge, use either of these two methods:

- **Direct-to-terminal charge cable:** Connect this cable to the power port on the side of the terminal (see page 5), and plug the other end into a working power outlet.

- **Charge base:** Dock the terminal on the optional charging base.

Helpful hints

- Before using the terminal, check the battery charge level (see icons below).

- Power off the terminal when not in use or being charged.

Battery status indicators

The battery icon displays in the status bar. The icon reflects the battery charge status/charge level.

Terminal connected to external power source
The "lightning bolt" portion of the battery icon appears when the terminal is connected to an external power source.

Battery charge level				
The coloured bars blink (one level at a time) when the battery is charging.				
100% charge or less	75% charge or less	50% charge or less	25% charge or less[1]	0% charge[2]

25% charge or less: The terminal may power off. Data will not be lost if this happens. Recharge the battery as soon as possible.

At 0% charge: The terminal will power off unless connected to a power source. Data will not be lost if the terminal powers off.

Power on

Press and hold the green key until the screen illuminates.

Power off

Press and hold down the punctuation key, then press the yellow key until the terminal begins to power off.

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 **moneris.com/support-move5000** to:
    - download additional copies of this guide and other resources;
    - consult the **Moneris Move/5000 Online 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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Move/5000 Setting up your hardware EN (10/2019)