



Move5000* Quick Reference Guide

Keyboard details & functionality

- The functions key accesses the different application menus
- The red key cancels the procedure in progress
- The yellow key cancels the last character
- The green key validates input selections and information. It is also used to switch on the terminal.
- The feed key will eject the thermal paper a few centimeters over the tear line if pressed for more than 2 seconds

*The Move5000 device is equipped with a touch panel that allows you to capture functions and menus by using your finger or a stylus.

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(Terminal is touch-screen capable. All selections are made by touching the options on screen).









SALE (Retail merchant)

1. Press .
2. Select **SALE** at main menu.
3. Input amount and press .
4. Insert/Swipe/Tap Card/Input Card#.
5. Once transaction is completed, ask customer to sign on the screen or press .
6. Terminal will print out merchant's copy receipt.
7. Terminal will prompt to print customer's copy.
8. Press  to print out the customer's copy or press  to exit.








SALE (Restaurant merchant)

1. Press .
2. Select **SALE** at main menu.
3. Input amount and press .
4. Input Tips or press  to pass.
5. Insert/Swipe/Tap Card/Input Card#.
6. Once transaction is completed, ask customer to sign on the screen or press .
7. Terminal will print out merchant's copy receipt.
8. Terminal will prompt to print customer's copy.
9. Press  to print out the customer's copy or press  to exit.

SALE (TIPS entry)

1. Press .
2. Select **SALE** at main menu.
3. Input amount and press .
4. Input Tips or press .
5. Insert/Swipe/Tap Card/Input Card#.
6. Once transaction is completed, ask customer to sign on the screen or press .
7. Terminal will print out merchant's copy receipt.
8. Terminal will prompt to print customer's copy.
9. Press  to print out the customer's copy or press  to exit.

TIPS ADJUSTMENT






1. Press .
2. Select **TIPS ADJUST** at main menu.
3. Input password and press .
4. Select Search record method: TRACE#/PAN/INVOIC#/TRANSACTION AMOUNT.
5. Press  to confirm selection.
6. Input Tip Amount and press .
7. Press  to confirm amount.
8. Once transaction is completed, terminal will print out the TIP Adjust Sale receipt.
9. Terminal will prompt to print customer's copy.
10. Press  to print out the customer's copy or press  to exit.

VOID

1. Press .
2. Select **VOID** at main menu.
3. Input password and press .
4. Input Invoice#, then press .
5. Press  to confirm amount.
6. Once transaction is completed, terminal will print out the merchant's copy receipt.
7. Terminal will prompt to print customer's copy.
8. Press  to print out the customer's copy or press  to exit.








REFUND

(Please note that Refund function is only available for selected merchants).

1. Press .
2. Select **REFUND** at main menu.
3. Input amount and press .
4. Insert/Swipe/Tap Card/Input Card#.
5. Once transaction is completed, ask customer to sign on the screen or press .
6. Terminal will print out merchant's copy receipt.
7. Terminal will prompt to print customer's copy.
8. Press  to print out the customer's copy or press  to exit.



OFFLINE SALE

(Please note that Offline function is only available for selected merchants).






1. Press .
2. Select **OFFLINE** at main menu.
3. Input password and press .
4. Input amount and press .
5. Insert/Swipe/Tap Card/Input Card#.
6. Input the Auth code.
7. Touch the screen to switch to # & Alphabet keyboard.
8. Press .
9. Once transaction is completed, ask customer to sign on the screen or press .
10. Terminal will print out merchant's copy receipt.
11. Terminal will prompt to print customer's copy.
12. Press  to print out the customer's copy or press  to exit.

SETTLEMENT









(Merchants are advised to choose 'Settle all hosts' for their own convenience.)

1. Press .
2. Scroll & select **SETTLEMENT**.
3. Input password and press .
4. Select SETTLE ALL HOSTS or SETTLE BY HOST.
5. (SETTLE ALL HOSTS selected) – Terminal will print out the settlement receipt for all card types.
6. (SETTLE BY HOST selected) – Select host type.
7. Terminal will only settle and print out the specific host settlement receipt.









PRE-AUTH

1. Press .
2. Select **PRE-AUTH** at main menu.
3. Select **PRE-AUTH**.
4. Input amount and press .
5. Insert/Swipe/Tap/Input Card#.
6. Once transaction is completed, ask customer to sign on the screen or press .
7. Terminal will print out merchant's copy receipt.
8. Terminal will prompt to print customer's copy.
9. Press  to print out the customer's copy or press  to exit.









PRE-AUTH COMPLETION (for VISA®/MASTERCARD®/JCB)

1. Press .
2. Select **PRE-AUTH** at main menu.
3. Select **PRE-AUTHCOMP OFFLINE**.
4. Input Pre-Auth amount and press .
5. Input the new amount and press .
6. Input the Auth code and press .
7. Input Invoice number and press .
8. Insert/Swipe/Tap Card/Input Card#.
9. Once transaction is completed, ask customer to sign on the screen or press .
10. Terminal will print out merchant's copy receipt.
11. Terminal will prompt to print customer's copy.
12. Press  to print out the customer's copy or press  to exit.






PRE-AUTHCOMP (for CUP)

1. Press .
2. Select **PRE-AUTH** at main menu.
3. Select **PRE-AUTHCOMP**.
4. Input Pre-Auth amount and press .
5. Input the new amount and press .
6. Input the Auth code and press .
7. Input Invoice number and press .
8. Insert/Swipe/Tap Card/Input Card#.
9. Once transaction is completed, ask customer to sign on the screen or press .
10. Terminal will print out merchant's copy receipt.
11. Terminal will prompt to print customer's copy.
12. Press  to print out the customer's copy or press  to exit.


VOID PRE-AUTH

1. Press .
2. Select **PRE-AUTH** at main menu.
3. Select **VOID PRE-AUTH**.
4. Input Pre-Auth amount and press .
5. Input Auth code and press .
6. Touch the screen to switch to # & Alphabet keyboard.
7. Press .
8. Input Invoice number and press .
9. Insert/Swipe/Tap Card/Input Card#.
10. Once transaction is completed, ask customer to sign on the screen or press .
11. Terminal will print out merchant's copy receipt.
12. Terminal will prompt to print customer's copy.
13. Press  to print out the customer's copy or press  to exit.

INSTALMENT (IPP)

1. Press .
2. Select **INSTALMENT** at main menu.
3. Select **INSTALMENT SALE**.
4. Select the **SCB PLANS/NON-SCB PLANS**.
5. Select the month plan.
6. Input the amount and press .
7. Insert/Swipe/Tap Card/Input Card#.
8. Once transaction is completed, ask customer to sign on the screen or press .
9. Terminal will print out merchant's copy receipt.
10. Terminal will prompt to print customer's copy.
11. Press  to print out the customer's copy or press  to exit.


REPRINT LAST TRANSACTION

1. Press .
2. Scroll and select **MERCHANT**.
3. Select **REPRINT**.
4. Select the **LAST TRANSACTION**.
5. Terminal reprint last transaction receipt (merchant copy).
6. Terminal will prompt to print customer's copy.
7. Press  to print out the customer's copy or press  to exit.



REPRINT SPECIFIC TRANSACTION

1. Press .
2. Scroll and select **MERCHANT**.
3. Select **REPRINT**.
4. Select the **ANY TRANSACTION**.
5. Input Invoice # and press .
6. Terminal print selected transaction receipt.
7. Terminal will prompt to print customer's copy.
8. Press  to print out the customer's copy or press  to exit.



REPRINT LAST SETTLEMENT RECEIPT

1. Press .
2. Scroll and select **MERCHANT**.
3. Select **REVIEW**.
4. Select the **LAST SETTLEMENT**.
5. Terminal will print out the last settlement.



VIEW ANY TRANSACTION (by Trace #)

1. Press .
2. Scroll and select **REPRINT**.
3. Select **REVIEW**.
4. Select the **TRACE NUMBER**.
5. Input Trace Number (TRC Number) and press .



VIEW ANY TRANSACTION (by Invoice#)

1. Press .
2. Scroll and select **MERCHANT**.
3. Select **REVIEW**.
4. Select the **INVOICE NUMBER**.
5. Input Invoice Number (INV No.) and press .


VIEW ANY TRANSACTION (by Amount)

1. Press .
2. Scroll and select **MERCHANT**.
3. Select **REVIEW**.
4. Select the **TRANSACTION AMOUNT**.
5. Input amount and press .


VIEW ANY TRANSACTION (by Card#)

1. Press .
2. Scroll and select **MERCHANT**.
3. Select **REVIEW**.
4. Select **PAN**.
5. Input card # and press .




PRINT OUT DETAIL REPORT

1. Press .
2. Scroll and select **MERCHANT**.
3. Select **REPORT**.
4. Select **DETAIL**.
5. Select the host at Select Host menu.
6. Terminal will print out detail Report.

PRINT OUT SUMMARY REPORT

1. Press .
2. Scroll and select **MERCHANT**.
3. Select **REPORT**.
4. Select the **SUMMARY**.
5. Select **ALL HOSTS** or **BY HOST** at Select Report Option menu.
6. If select **BY HOST**, select the host at Select Host menu.
7. Terminal will print out summary report for all hosts or a specific host (depending on selection).

PRINT OUT BATCH TOTAL

1. Press .
2. Scroll and select **MERCHANT**.
3. Select **BATCH TOTAL**.
4. Select **HOST/GRAND TOTAL**.
5. Press  to print out or press  to exit.