



# Windcave

## Quick-Start Guide - Move 5000

Contactless/  
NFC Reader  
(Tap Here)

Magstripe Reader  
(Swipe Here)

EMV Reader  
(Insert Here)



Menu

Cancel

Clear

Enter

Function

### Included in the Box

- 1x Move 5000 Payment Terminal
- 1x Move 5000 Base Station
- 1x Thermal Receipt Paper Roll
- 1x Power Supply Cable
- 1x Ethernet Cable
- 1x Windcave Quick Start Guide
- 1x Ingenico Move 5000 user guide

# **Get Connected**

## **Connecting to Power**

1. On the rear of the base station is a small black panel that conceals the power connection, carefully remove this.
2. Feed the power cable through the gap at the top right of the base station.
3. Connect the power cable into the power port of the base station as shown in the image.
4. Replace the black panel.
5. Connect the other end of the power cable to a wall socket.
6. Flip the base station over and place the Move 5000 on top, a beep will be heard if the Move 5000 is charging.



## **Connecting to Ethernet**

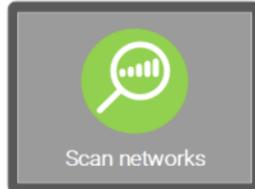
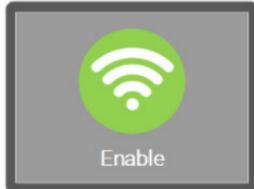
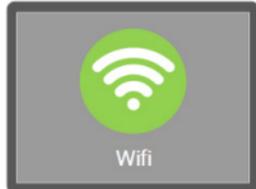
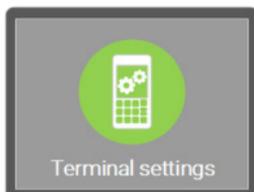
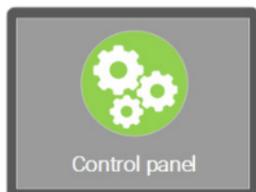
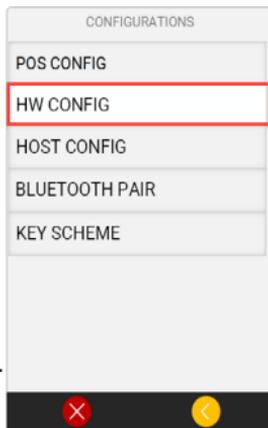
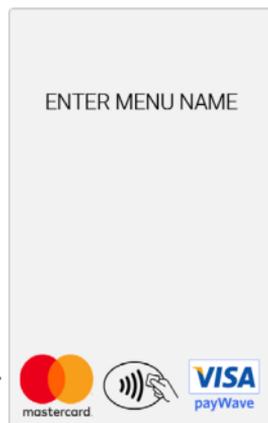
1. On the back of the Move 5000 base station you will see multiple ports including USB and ethernet.
2. Connect one end of an Ethernet cable from the Ethernet port on the Move 5000 base station.
3. Connect the other end to your Modem/ Router.



## Connecting to WiFi

1. Reboot the terminal by holding the **Clear** and **Func** keys while the terminal is on its base. As soon as you see the Windcave logo press the **Clear** key, please note that this only appears for about 3 seconds so you will need to be quick. When prompted with **Enter Menu Name** enter in the code **'5210'**.
2. From the available menu options select **HW CONFIG**, then press the **Menu** key on the terminal.
3. Select the **Control Panel** option.
4. Select the **Terminal Settings** option.
5. Select the **Communication Means** option.
6. Select the **WiFi** option.
7. If not enabled select the **Enable** option, if this option is not showing proceed to the next step.
8. Select the **Scan Networks** option, when prompted select your **WiFi network name** from the available networks.
9. When prompted enter your WiFi password then press **Enter**.
10. Reboot the terminal by holding **Clear** and **Func**.

Your terminal will reboot and attempt to connect to the WiFi network, a **Logon** can be performed to test network connectivity.

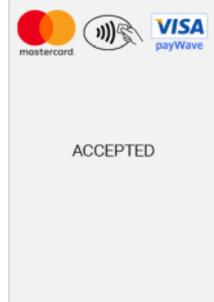
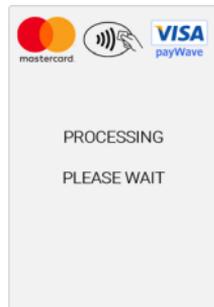


# Start Transacting

## Logon

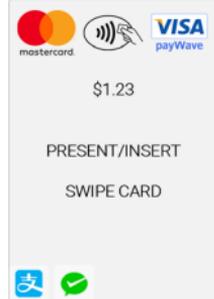
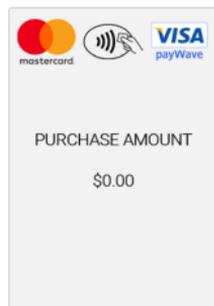
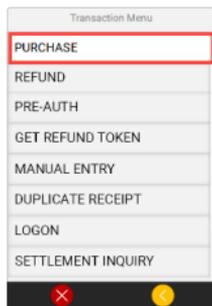
1. Open the Transaction Menu by pressing the **Menu** key on the Move 5000.
2. From the options available select the **Logon** option.
3. **“Processing Please Wait”** will be displayed while awaiting response from the logon message.
4. The result of the logon request will be displayed on the screen, and on a small receipt that is printed by the Move 5000 terminal.

*Please ensure that the correct trading name and address is printed at the top of the receipt.*



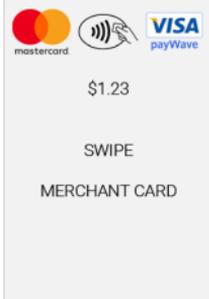
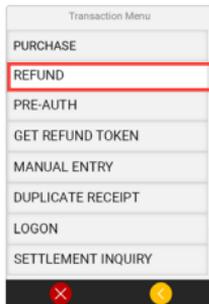
## Purchase

1. Open the Transaction Menu by pressing the **Menu** key on the Move 5000.
2. From the options available select the **Purchase** option.
3. When prompted enter the amount. The amount will be displayed on the screen of the terminal, if correct press the **Enter** key.
4. Pass the terminal to the cardholder to present their card and enter any card verification method i.e. PIN.
5. Once complete the terminal will display the transaction result and a cardholder receipt will be printed also indicating the result of the transaction.
6. When prompted press **Yes** if you would like a merchant copy of the receipt.



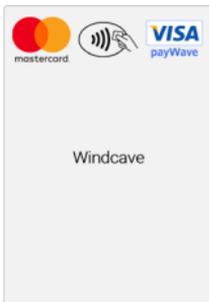
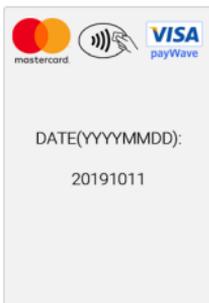
## Refund

1. Open the Transaction Menu by pressing the **Menu** key on the Move 5000.
2. From the options available select the **Refund** option.
3. When prompted enter the amount you would like to refund. The amount will be displayed on the screen of the terminal, if correct press the **Enter** key.
4. When prompted swipe your **Merchant Refund Card** then enter your merchant PIN.
5. Pass the terminal to the cardholder to present their card and enter any card verification method i.e. PIN.
6. Once complete the terminal will display the transaction result and a cardholder receipt will be printed also indicating the result of the transaction.
7. When prompted press **Yes** if you would like a merchant copy of the receipt.



## Settlement Inquiry

1. Open the Transaction Menu by pressing the **Menu** key on the Move 5000.
2. From the options available select the **Settlement Inquiry** option.
3. Enter the date you would like the settlement inquiry for, by default this will be set to the current date.
4. Press the **Enter** key and a settlement summary for the date requested will be printed.
5. The Move 5000 will return to its idle screen.



# Get Printing

## Replacing the Thermal Receipt Paper

The thermal receipt paper size is 58mm x 40mm.

1. Open the receipt paper tray by gently lifting the tab as shown in the images, the tray will pop open allowing you to insert the thermal receipt paper.

2. Take the new thermal receipt paper roll and locate the end of the roll, this will be stuck down to prevent the roll unraveling.

3. Insert the new paper roll and feed the paper out the top of the tray, when holding the unit with the keypad towards you the paper should feed out away from the Move 5000 terminal as shown in the images to the right.

4. Close the lid of the receipt tray and perform a test print by performing a logon through the payment menu.

5. A small logon receipt should print with the current date and time, if so you are ready to start processing transactions.

*Please ensure that the correct trading name and address is printed at the top of the receipt. If installed incorrectly no text will be printed on the receipt, this is because the thermal receipt paper will only print on one side. Open the printer tray and flip the paper roll over then perform another logon test.*

1.



2.



3.



4.



5.



# Troubleshooting

## **Restarting the Move 5000**

To restart the Move 5000 for troubleshooting, please hold down the **Clear** and **Func** keys at the same time. Release once the terminal displays “**Reboot in Progress**” or “**Shutting Down.**”

## Timeout

If the Move 5000 displays a timeout error, this indicates that the unit is having difficulties connecting to the Windcave Host to process transactions.

1. Ensure the Move 5000 is connected to the internet.
  - a. For Cellular (3G) and WiFi connections the signal strength will be displayed in the top left of the screen.
  - b. Check you can browse to the Windcave home page ([www.windcave.com](http://www.windcave.com)) using another device connected to the same WiFi network i.e. a phone or a laptop.
  - c. For Ethernet connections ensure the Ethernet cable is securely connected to the base station of the Move 5000 and securely connected to your switch/router.
2. Perform a **Logon** to test connectivity to the Windcave Host (see page 3).

## Charging the Move 5000

A Move 5000 will emit a distinctive beep when charging begins and a separate distinctive beep will be emitted when charging ends, as such when charging the Move 5000 ensure the charging beep is emitted when placing on charge.

A proprietary car charger can be provided if required, please contact your Account Manager or one of our Sales team for further information.

## **For Full User Guide:**

Please email your **Account Manager** directly or **support@windcave.com**

## **Maintenance**

The device can be cleaned by wiping with a damp cloth. Do not use abrasive or chemical cleaners as they could damage the plastic casing. Do not attempt to open or modify the unit as it will cause the device to be TAMPERED and will render the device inoperable. If repairs are needed, or the device is no longer required, the device must be returned to Windcave.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.