

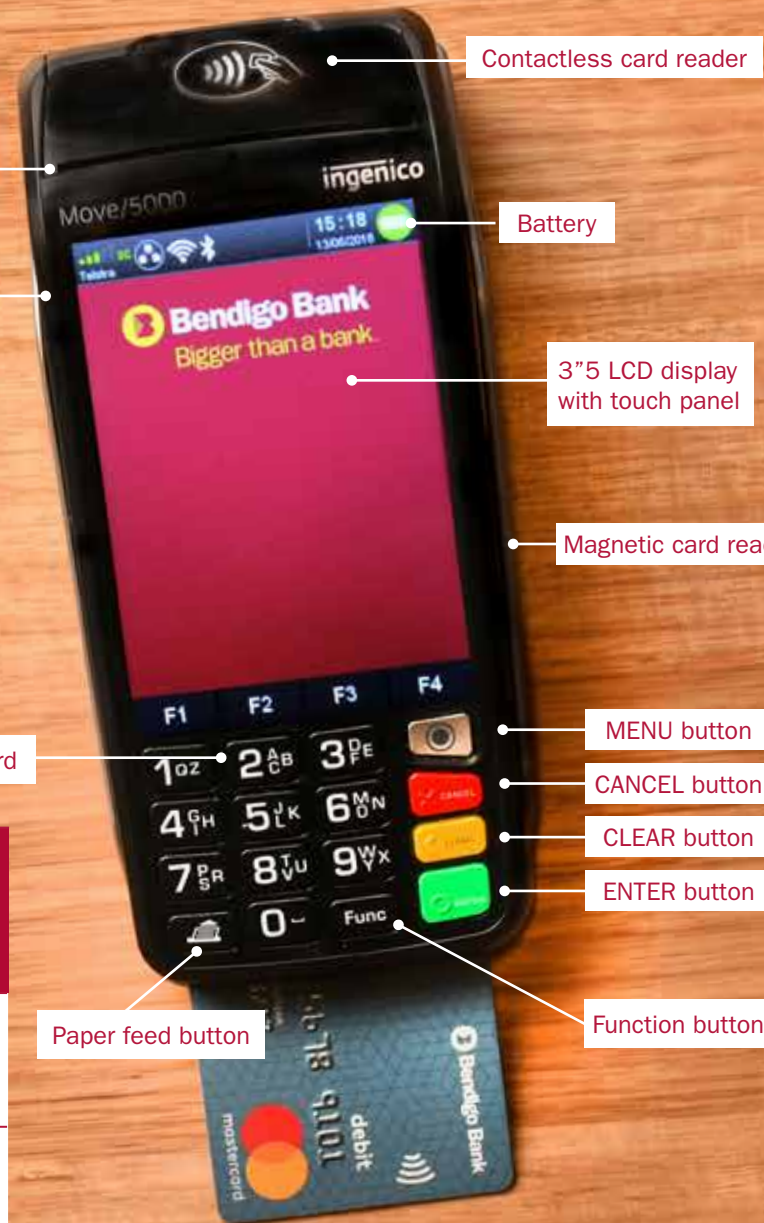
# MOVE 5000 EFTPOS quick guide... at your fingertips

Record your merchant ID here:

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Record your terminal ID here:

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Easy loading printer

Power adapter

Contactless card reader

Battery

3"5 LCD display with touch panel

Magnetic card reader

Backlit keyboard

MENU button

CANCEL button

CLEAR button

ENTER button

Paper feed button

Function button

## Basic Functions

- POWER ON: Hold green ENTER button for 2 seconds
- POWER OFF: Remove terminal from powered base or direct power and hold down the FUNC and CLEAR buttons together for 2 seconds
- To wake the terminal out of sleep mode, press ENTER

## Navigating the Terminal

1. MENU: To enter the application menus press the MENU key
2. F2: Enables you to scroll down
3. F3: Enables you to scroll up
4. CLEAR: When entering numbers or letters, pressing CLEAR deletes one character at a time
5. CANCEL: When entering numbers or letters, pressing CANCEL deletes the entire line. This key also cancels transactions
6. ENTER: Pressing ENTER is used to confirm anything that has been typed into the terminal

## Need help?

For detailed instructions refer to the User Manual at [www.bendigobank.com.au/merchantsupport](http://www.bendigobank.com.au/merchantsupport) or get in touch:

Merchant Help Desk (For terminal troubleshooting)	1800 334 702 24 hours a day 7 days a week
Merchant Services (For transaction enquiries)	1300 132 741 8:30am – 5pm AEST weekdays

# Common functions...

## Sales

- Touch the screen or press ENTER if the terminal is in 'sleep mode' - ie off the powered base.
- Enter the amount then press ENTER
- For **cash out** (not available for 'Contactless' or 'Credit'):
  - Enter the amount then ENTER or just press ENTER to skip
- For **tipping**:
  - Add tip amount then press ENTER or just press ENTER to skip
  - Confirm new transaction value, then press ENTER
- For **Contactless**:
  - Hold card over card reader at top of terminal until four green lights show
- For **Chip or magnetic stripe cards**:
  - Insert or swipe card and select account
  - Follow prompts on screen

## Refunds

- Press MENU button
- Select TRANSACTION
- Select REFUND
- Enter REFUND amount and press ENTER
- Enter REFUND password and press ENTER
- Present card and follow the prompts

## Reprinting receipts

- Press MENU button
- Select PRINT
- Select TRANSACTIONS
- Select LAST (will print last transaction) or INVOICE and enter the invoice number you wish to re-print  
Once transaction found, press ENTER and print

## Pre-settlement

- Press MENU button
- Select BATCH
- Select BATCH TOTALS
- Press NO to return to the Home Screen or press YES to print a list of all individual transactions for the day

## Manual settlement

- Press MENU button
- Select BATCH
- Select SETTLE
- Enter SETTLEMENT password and press ENTER
- Press NO to return to the Home Screen or press YES to print a list of all individual transactions for the day

## Insert or replace receipt roll

- Open the paper compartment by lifting the catch located at the top of the terminal and pull the catch backwards to open.
- Insert the receipt roll in the compartment.
- Pull the paper to the top of the terminal.
- Hold the paper and close the lid.
- Press both corners of the paper flap simultaneously until it clicks into position.
- To test the paper is loaded correctly press the paper feed button on the bottom left corner of the keypad.

## To test printing

- Press the MENU button.
- Press 4 TERMINAL.
- Press 2 LOGON.
- If the paper does not feed or print correctly, remove the paper roll, turn the paper roll over to reload and try again.