

## Adding a Base

[ADMIN MENU]

- 1 - Add Base
- 2 - Select Base
- 3 - Remove Base
- 4 - Upgrade Base
- 5 - Print Base

Put on cradle  
Association Failure

Association in progress

## Select Base

From [ADMIN MENU]

[Select Base]

- 3311493 (example only)

## Remove Base

[REMOVE BASE]

- 3311493 (example only)

[REMOVE BASE]  
Removal completed

## Adding a Base

Select 1 to ADD base

This will start the process of pairing the  
card reader and base togetherIf this error message displays, return the  
Move/5000 to the corresponding base  
(cradle) to complete the pairing process

Association successful. No further action.

## Select Base

Select 2 to SELECT Base

This value matches the last 7 digits of the  
S/N value located on the bottom of the  
corresponding baseIf there is more than one base, the card  
reader will display the values for the  
additional corresponding basesTouch the number of the base you want to  
remove

## Remove Base

Press the [■] key to complete the removal

No further action

**IMPORTANT:** The router you are pairing with a reader for payment transactions should NOT be shared with your customers. Use a separate router to provide Wi-Fi to your customers.

**Troubleshooting**
For additional troubleshooting and best practices for optimum performance, please visit [chase.com/POShelp](https://chase.com/POShelp) and select Move/5000.

# Move/5000 Setup Guide

Follow these steps to set up and use your  
Move/5000 card reader.

**Charge the Reader**

- Unpack the reader, charger and base or accessories.
- Make sure the reader is powered OFF.
- Connect wall/power charger to the card reader directly [A] or to a base [B], [C].
- Charge for 16 hours.

**Set up the Reader**

- If using Wi-Fi to process payments, a base isn't required, but you may have purchased a charging base (images A and B). Follow instructions on page 2.
- If using Bluetooth to process payments, you need a communications-enabled base to connect the base via Ethernet. Follow instructions on page 3.



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Specs:  
Total width: 13"  
Total height: 9.5"  
Fold: 6.5"

Colors:  
CMYK

## Move/5000 Wi-Fi Setup

Prepare to connect the Move/5000 to a Wi-Fi router or network name:

- Make sure the reader is charged, plugged in and powered ON. If you purchased a charging base, plug the charging cord into the port on the base and place the card reader on the base to charge.
- Have your Router/Network Name (SSID) and password ready (PSK).



Then follow these instructions:

| Your card reader will display   | What you need to do  |
|---|--|
| Idle Menu / Screen Saver  | Press the <b>Home Menu</b> [ ■ ] key to access the Admin Menu  |
| [ADMIN MODE]  | Select [ADMIN MODE]  |
| ADMIN MENU<br>Enter Admin Username/Password   | Key in the Admin Username/Password and press <b>Enter</b><br>If you don't know your Admin Password, call 1-888-886-8869. For your security, we don't send passwords with processing equipment.   |
| [ADMIN MENU]  | Select [TETRA ADMIN]   |
| [ADMIN MENU]<br>1 – Download Application<br>2 – Set Date and Time<br>3 – Configure Wi-Fi<br>4 – Configure Mobile<br>5 – Configure Bluetooth | Select <b>3</b> for Configure Wi-Fi  |
| Wi-Fi [ADMIN MENU]<br>1 – Scan Networks<br>2 – My Networks<br>3 – IP Configuration  | Select <b>1</b> to scan for available Wi-Fi Networks   |
| Scan Networks<br>SCANNING...  | Card reader is searching for available networks. No further action.  |
| [Available Networks]<br>YourBusinessName<br>PrivateStore<br>Other   | The card reader will display the available networks. Press the corresponding network to connect to.<br><b>Note:</b> This should be your company Wi-Fi Network. If sharing with customers, set up a separate Wi-Fi.   |
| [Wi-Fi Password]<br>Enter Wi-Fi Password:   | Using the touch screen, enter the Wi-Fi Password for the router being connected to the card reader. Press the [ ■ ] key to save changes.<br><b>Note:</b> This is the password designated for your local Wi-Fi router. Consult your Internet Services Provider if you do not have this information. |
| [Available Networks]<br>Connected...  | Press the [ ■ ] key to exit setup  |

## Move/5000 Bluetooth Base Pairing

If you purchased the base with the Move/5000, it will already be paired. No further setup is required. Otherwise, continue with the setup instructions.



Prepare to connect the Move/5000 to a Bluetooth base:

- Ethernet-Bluetooth support requires that the reader is paired with the base.  
**Note:** Only Ethernet connections are supported.
- Your Ethernet cable from the router must be connected to the base.
- Fully charge the card reader before pairing. Remove the cover on the bottom of the base to access the charging port.
- The reader must be resting on the corresponding base in order to complete the pairing process.
- If multiple readers and bases were purchased, each base can support up to five readers.

Follow these instructions

(only if you purchased a communications base separately from your Move/5000).

| Your card reader will display   | What you need to do  |
|---|--|
| Idle Menu / Screen Saver  | Press the <b>Home Menu</b> [ ■ ] key to access the Admin Menu  |
| [ADMIN MODE]  | Select [ADMIN MODE]  |
| ADMIN MENU<br>Enter Admin Password  | Key in the Admin Username/Password and press <b>Enter</b><br>If you don't know your Admin Password, call 1-888-886-8869. For your security, we don't send passwords with processing equipment. |
| [ADMIN MENU]  | Select [TETRA ADMIN]   |
| [ADMIN MENU]<br>1 – Download Application<br>2 – Set Date and Time<br>3 – Configure Wi-Fi<br>4 – Configure Mobile<br>5 – Configure Bluetooth | Select <b>5</b> for Configure Bluetooth  |
| [ADMIN MENU]<br>1 – Base  | Select <b>1</b> for Base   |

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