

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.

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

Idle Menu / Screen Saver

[ADMIN MODE]

ADMIN MENU

Enter Admin Username/Password

[ADMIN MENU]

[ADMIN MENU]

- 1 – Download Application
- 2 – Set Date and Time
- 3 – Configure Wi-Fi
- 4 – Configure Mobile
- 5 – Configure Bluetooth

Wi-Fi [ADMIN MENU]

- 1 – Scan Networks
- 2 – My Networks
- 3 – IP Configuration

Scan Networks
SCANNING...

[Available Networks]
YourBusinessName
PrivateStore
Other

[Wi-Fi Password]
Enter Wi-Fi Password:

[Available Networks]
Connected...

What you need to do

Press the **Home Menu** [■] key to access the Admin Menu

Select [ADMIN MODE]

Key in the Admin Username/Password and press **Enter**

If you don't know your Admin Password, call 1-888-886-8869. For your security, we don't send passwords with processing equipment.

Select [TETRA ADMIN]

Select 3 for Configure Wi-Fi

Select 1 to scan for available Wi-Fi Networks

Card reader is searching for available networks. No further action.

The card reader will display the available networks. Press the corresponding network to connect to.

Note: This should be your company Wi-Fi Network. If sharing with customers, set up a separate Wi-Fi.

Using the touch screen, enter the Wi-Fi Password for the router being connected to the card reader. Press the [■] key to save changes.

Note: This is the password designated for your local Wi-Fi router. Consult your Internet Services Provider if you do not have this information.

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

Idle Menu / Screen Saver

[ADMIN MODE]

ADMIN MENU
Enter Admin Password

[ADMIN MENU]

[ADMIN MENU]
1 – Download Application
2 – Set Date and Time
3 – Configure Wi-Fi
4 – Configure Mobile
5 – Configure Bluetooth

[ADMIN MENU]
1– Base

What you need to do

Press the **Home Menu** [■] key to access the Admin Menu

Select [ADMIN MODE]

Key in the Admin Username/Password and press **Enter**

If you don't know your Admin Password, call 1-888-886-8869. For your security, we don't send passwords with processing equipment.

Select [TETRA ADMIN]

Select 5 for Configure Bluetooth

Select 1 for Base

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 together

If 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 base

If there is more than one base, the card reader will display the values for the additional corresponding bases

Touch 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 and select Move/5000.

