



# Windcave

## Quick-Start Guide - Move5000

Contactless/  
NFC Reader  
(Tap Here)

Magstripe Reader  
(Swipe Here)



EMV Reader  
(Insert Here)

Menu

Cancel

Clear

Enter

Function

### Included in the Box

- 1x Move5000 Payment Terminal
- 1x Move5000 Base Station
- 1x Thermal Receipt Paper Roll
- 1x Power Supply Cable
- 1x Ethernet Cable
- 1x Windcave Quick Start Guide
- 1x Ingenico Move5000 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 Move5000 on top, a beep will be heard if the Move5000 is charging.



## Connecting to Ethernet

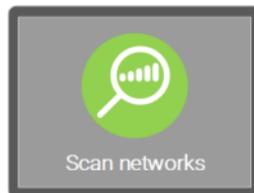
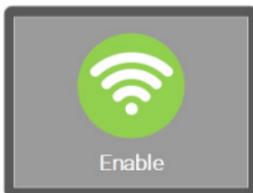
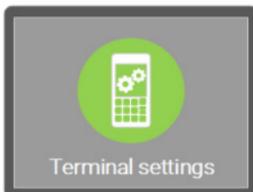
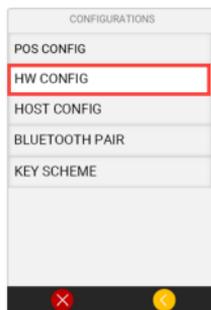
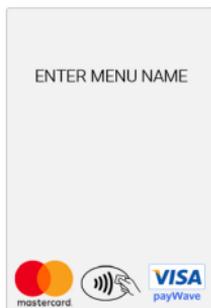
1. On the rear of the base station you will see an Ethernet port.
2. Connect one end of an Ethernet patch cable to the base station Ethernet port.
3. Connect the other end of the patch cable to your Modem/Router.



## Connecting to Wi-Fi

1. Reboot the terminal by holding the **Clear + Func** keys while the terminal is on its base station.
2. As soon as the Windcave logo appears on screen press the **Clear** key, please note this only appears on screen for a brief moment.
3. When prompted Enter Menu Name '**5210**'.
4. From the available menu options select **HW CONFIG**, then press the **Menu** key on the terminal.
5. Navigate to **Control Panel** -> **Terminal Settings** -> **Communication Means** -> **Wifi**.
6. If not enabled select the **Enable** option, if this option is not showing proceed to the next step.
7. Select the **Scan Networks** option, when prompted select your Wi-Fi network name from the available networks.
8. When prompted enter your Wi-Fi password then press Enter.
9. Reboot the terminal by holding **Clear + Func**.

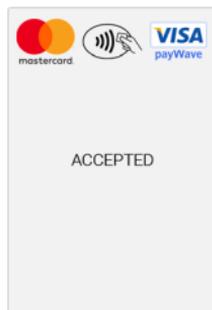
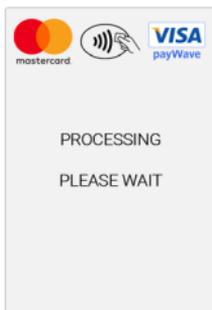
Your terminal will reboot and attempt to connect to the Wi-Fi network, a Logon can be performed to test network connectivity.



# Start Transacting

## Logon

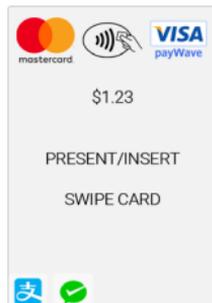
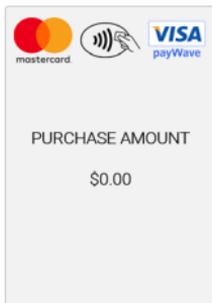
1. Press **Menu** to open the Transaction Menu.
2. Choose the **LOGON** option.
3. “Processing Please Wait” will be displayed while awaiting response from the Windcave host.
4. The logon result will be displayed on screen and on a small receipt printed.



Please ensure the correct trading name and address is printed at the top of the receipt, if there are any issues contact the Windcave Support team immediately.

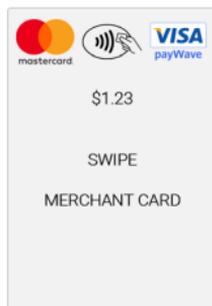
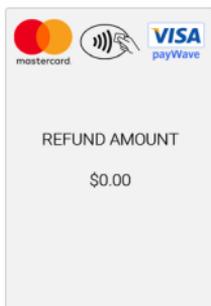
## Purchase

1. Press **Menu** to open the Transaction Menu.
2. Choose the **PURCHASE** option and enter desired purchase amount.
3. Follow the on screen prompts to complete payment.



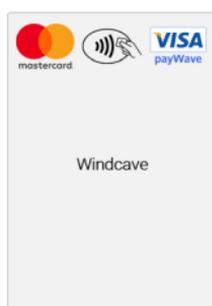
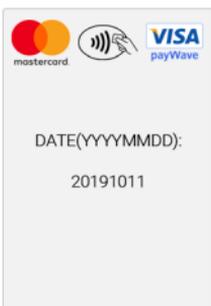
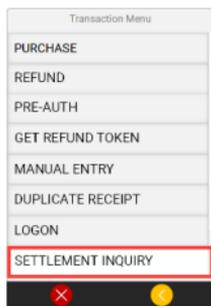
# Refund

1. Press **Menu** to open the Transaction Menu.
2. Choose the **REFUND** option and when prompted enter the refund amount.
3. Swipe your Merchant Refund card and enter you merchant PIN.
4. Follow the on screen prompts to complete refund.



# Settlement Inquiry

1. Press **Menu** to open the Transaction Menu.
2. Choose the **SETTLEMENT INQUIRY** option and when prompted enter the settlement inquiry date, by default this will be set to the current date.
3. The settlement summary for the date requested will be printed.
4. The Move5000 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 Move5000 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.*



# Troubleshooting

## Restarting the Move5000

To restart the Move5000 for troubleshooting, please hold down the **Clear + Func** keys at the same time. Release once the terminal displays “Reboot in Progress” or “Shutting Down.”

## Timeout

If the Move5000 displays a timeout error, this indicates that the unit is having difficulties connecting to the Windcave Host to process transactions.

1. Ensure the Move5000 is connected to the internet.
  - a. For Cellular (3G or 4G) and Wi-Fi 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 Wi-Fi 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 Move5000 and securely connected to your switch/router.
2. Perform a Logon to test connectivity to the Windcave Host (see Start Transacting section).

## Charging the Move5000

The Move5000 will emit a distinctive beep when charging begins and a separate distinctive beep will be emitted when charging ends, as such when charging the Move5000 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.

# Maintenance

The external face of the EFTPOS terminal should be carefully cleaned on a regular basis. This is to ensure that the front plate is free of dirt and solvents which could damage the device or prevent users from using the device as intended. Windcave recommend cleaning the device with a damp cloth or mild soap solution. Do not use any solvents as this may damage the device surface.

Do not attempt to open or modify the unit, this will cause the unit to be TAMPERED and render it inoperable. If repairs are required, or the device is no longer needed; the device must be returned to Windcave.

## Contact Information

Please see <https://www.windcave.com/contact> for a full list of contact details or use one of the below contact methods:

**Email:** [support@windcave.com](mailto:support@windcave.com)

**New Zealand:** 0800-729-6368

**Australia:** 1-800-006-254

**United States:** 1-213-378-1190

**United Kingdom:** 0800-088-6040

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.

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