Troubleshooting Guide: Move 5000

Get to know your terminal

Contactless Reader

Printer

Menu Screen
Press the grey key with◉
symbol Press F2 to scroll down
and F3 to scroll up on the touch
screen, or press the menu item
number on the keypad

Cancel:
Press the red CANCEL key

Clear entry

Enter key and Power on
Press the green ENTER key

Function

Card Insert

Power off
Remove the terminal from any
power source. Press and hold
the Func and yellow CLEAR
keys together

Troubleshooting Terminology

Reboot
· Hold FUNC + Clear keys.
· If the pinpad is connected to power it will turn on automatically.
· If the pinpad is not connected to power, hold Enter key until the screen turns on.

Turn off
· Make sure pinpad is NOT connected to power, then hold FUNC + Clear keys until it turns off.

Turn on
· Hold Green key until pinpad turns back on, or Connect terminal to power

Powercycle
· Ensure pinpad is NOT connected to power
· Hold FUNC + Clear keys until pinpad turns off
· Open the back cover and remove battery
· Wait 30 seconds
· Connect battery and put cover back on
· Hold Enter key until pinpad turns back on / connect pinpad to power

Logon
· Press FUNC key
· Type 110, then press Enter

Start of Day Checks

Make sure your terminal is on
To logon, please press Func 1-1-O Enter. The Till logo should appear on screen.

Logon Troubleshooting
If terminal logon is unsuccessful, please check to make sure the terminal was previously settled. If not settled, perform a settlement

1. If settlement is declined, please perform Func 1-O-2 Enter and follow the above steps.
2. If still unsuccessful, please email support@tillpayments.com.

General Troubleshooting

General Refresh
Perform a Func 1-O-2 Enter (terminal refresh). This should result in the following print out:
Login successful > Terminal initiation success.

General Troubleshooting (continued)

Delayed Response
If terminal appears to be slow or freezing, please ensure battery is charged in the first instance.
- If terminal is frozen on screen, perform a Func Clear when terminal is in power. This should cause the terminal to restart.
- If the above step fails, remove from power and perform Func Clear to shut down terminal. Once terminal is shut down, hold Enter to reboot.
- Perform a terminal refresh (Press Func1O2, then press enter)
- Perform a bank logon (Press Func11O, then press enter)
- Repeat above steps if further troubleshooting is required.

The terminal does not turn on
- Check the battery (is it discharged, is it connected).
- A full discharged battery may require a long charging time to recover.
- Connect terminal to terminal power supply or put it on the powered base.
- Check if the battery symbol is flashing or moving (= battery charging)
- Identify possible quick fixes such as loose or faulty cables, charger connection
- Check power outlet

Cards not removed
- Check that the magnetic card is swiped correctly (with magnetic band on terminal side).
- Swipe again the card with the magnetic stripe movement constant and rapid
- Verify that the magnetic strip is not damaged, grooved or cracked
- Make sure you have inserted correctly the smart card into the smart card reader and removed the card only after the transaction Is performed

The receipt has not printed
If terminal is newly delivered and printer is slowly printing or struggles to print this will improve over the next few prints. Otherwise:
- Open the receipt latch and remove the paper.
- Check printer for damage. If the printer lid is damaged or the COG is missing, please contact Till Payments Support.
- If there is no damage, ensure that the paper is inserted correctly into the terminal.
- Hold the paper feed / perform a logon to test printer.
- If terminal is still not feeding paper, ensure that the pinpad has sufficient power.

No SIM Error
- Ensure the pinpad is not connected to power and hold FUNC + Clear until the terminal is off.
- Open the back cover and ensure the SIM is inserted securely. Hold the Enter key to power terminal back on.
- If signal bars display, perform FUNC 11O to test logon.

Declined 13: Over Refund Limit
- The refund being performing is over the configured limit. Contact Till Payments Support to discuss refund limit

To Clear Reversal
- Press Func key
- Type 23, then press enter
- Press Func 11O, then enter to initiate a bank logon

General Troubleshooting (continued)

Blue Screen / Black Screen
- · Hold FUNC + Clear to turn off the terminal
- · Hold Enter key to power back on, ensure no other buttons are being held
- · If this doesn't resolve the issue, powercycle the terminal.

Terminal Returns to Idle Screen After Entering a Function
- · Hold FUNC + Clear keys to power off / reboot terminal

Declined XO
- · XO is a common communications fault. Perform a reboot on the pinpad, then try FUNC 110.
- · If the issue persists, ensure that there are no Telstra outages in the area.

Declined WO (This applies to standalone terminal connected to wifi/ethernet)
- · The sites internet is likely not working. If the sites internet is working, then a firewall is blocking the pinpad from connecting to the internet.

Pinpad Offline Error Message on POS (This applies to integrated terminal)
- · Check power, usb/serial cables are connected properly to the charging base
- · Check cables connected to POS are connected securely
- · Check power outlet
- · Restart terminal and POS

Need a bit of help?

Please email support@tillpayments.com or call 1300 369 692

Our dedicated team of experts can assist you over the phone 24/7 with questions, problem resolution and extra training. Keep your merchant ID number handy when you call, this will help speed up your enquiry.

A comprehensive user guide to the EFTPOS terminal can be downloaded on our website. The site is equipped to keep you up to date with news, forms and guides, security and fraud prevention information, access to our online reporting tool and much more.