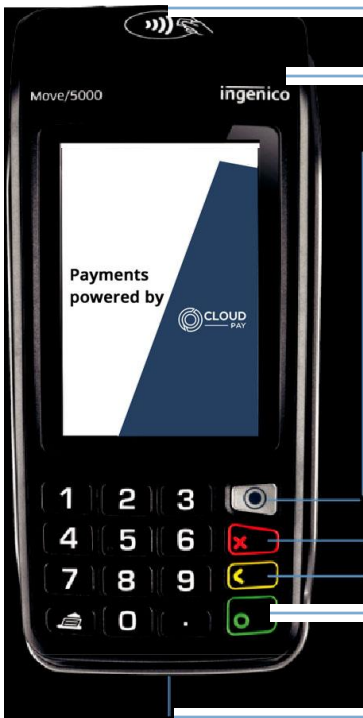# Quick Reference Guide

for Ingenico Move 5000 EFTPOS Terminal

Welcome to CloudPay

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

Card Insert

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

How to Complete a Sale

Enter the sale amount from idle/home screen and press ENTER

Ask the customer to TAP, INSERT or SWIPE their card

Where prompted by the terminal, ask the customer to select their account type:
Cheque, Savings or Credit

When prompted, allow the customer to enter their PIN and press ENTER

Note: Contactless cards do not require a PIN or signature for amounts under $100

Once approved, remove the card if inserted and press Yes to print a customer
receipt, if requested

How to Reprint a Receipt

Press MENU key on the home screen, press 2 for Print, then 1

Last transaction receipt:
Press 1 for Last to reprint receipt for the last transaction

Specific receipt from the current settlement period:
Press 2 for Invoice

How to Process a Refund

Press MENU key on the home screen, press 1 for Transactions, then 3 for Refund

Enter your refund password and press ENTER

Ask the customer to INSERT or SWIPE their card

Ask the customer to select their account type: Cheque, Savings or Credit

On PIN prompt, ask the customer to press ENTER to print the refund receipt to sign
Note: Even if a PIN is entered, a signed receipt will still be required

How to Print a Transaction List

This will print a list of all transactions processed since the Last Settlement

Press MENU key on the home screen, press 2 for Print, press 2 for Reports, then press 1 for Audit

Pre-Settlement and Last Settlement

Press MENU key on the home screen, and press 3 for Batch

Pre-settlement totals:
Press 4 for Batch Totals
Note: This will print the total value of transactions that have occurred since the
    Last Settlement

Press Yes to print a Transaction List, if required

Last Settlement totals:
Press 2 for Last Settlement
Note: This will print the total value of transactions in the Last Settlement period

View Batch details on the screen:
Press 3 for Review Batch

Additional Functions

Press the Func key, the Function Number and ENTER to perform the following
PIN pad functions:

Function Number	Description
5	For Display Transaction Totals, continue to press ENTER to view all totals, such as Sales, Refunds, Tips and so on
8	View Batch Number
21	View Transaction by Invoice Number

Installing the Paper Roll

Step 1

Open the paper compartment by lifting the catch located
at the rear of the terminal and pull the cover to the rear
of the terminal.

Step 2

Place the paper roll into the compartment, ensuring that
the paper protrudes over the top of the roll (if the paper
protrudes from underneath the roll it has been inserted
incorrectly). Pull the paper up toward the top of the
terminal. Hold the paper and close the cover. Press
simultaneously on both upper corners of the contactless
landing zone, until it clips into position. If required, press
the Feed key on the keypad to advance the paper.

Troubleshooting

Hardware Faults

The terminal does not turn on

• Check the battery (is discharged, is connected)

• A full discharged battery can take a long charging time to recover

• Connect terminal-to-terminal power supply or put it on the powered base and check if the battery symbol is flashing or moving (= battery charging)

Cards not read

• 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 stripe 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

• Check the presence and proper positioning of the paper roll possibly adjust the paper roll following the instructions in this manual

• Check the type of paper used (thermal paper must be used)

Let us show you how to read your receipts

Receipt

Example of the purchase transaction record

CLOUD PAY

XXXX Merchant
123 Sydney Street

North Sydney NSW 2060 ———————○ Your business name and address

Merchant Copy

01 FEB 2020 16:00:22 ———————○ Date and time of transaction

MERCHANT ID   4229851 2345678 ———○ Your Merchant ID number
TERMINAL ID   12345678 ———○ Your Terminal ID number
USER   01

INV NO   000012
STAN   000034
ACCOUNT TYPE   SAVINGS ———————○ Account type

……..4221(s)———————○   10/14 ———○ Truncated card number
                                          Expiry date

PURCHASE $80.00
TOTAL $80.00 ———————○ Total amount

AUTH ID   00321

RRN   1234560 00034

APPROVED   00 ———————○ Transaction approved/declined

Note: Graphic will only print on the customer copy of the receipt.

Need a bit of help? Contact us

Visit the "Client Support" page on our website

A comprehensive user guide to the EFTPOS Terminal can be downloaded from 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.

Or call 1300 191 858

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 to help speed up your enquiry.

CLOUD PAY

Cloud Pay
2.05 / 29-31 Solent Circuit,
Norwest, NSW 2153
Australia