

Global Payments FLEX POS – Semi-Integrated Move/5000

Quick start guide



Welcome to your Global Payments FLEX POS – Semi-Integrated solution. This quick start guide is designed to help you quickly get started with your semi-integrated payment solution. If this is your first setup, please contact your Point-of-Sale (POS) or Electronic-Cash-Register (ECR) system provider to start.

Terminal ON/OFF

When the terminal is connected to the power supply, it will automatically power up, initiate an application check and then enter the home screen.

To power off the device, remove the terminal from its base and any power source, and hold the yellow **[Correction]** key and the **[.,#*]** key simultaneously for one second.

Power connection

Ensure your power supply comes from a surge protector connected to your electrical outlet.

Plug the power supply into the power port onto the communication base.

Place your Move/5000 device on the communication base. Follow the directory below to connect to the base: **Configuration** → **Term config** → **Mobility** → **Association** → **Base** → **New Base**

Network connection

Plug the end of the ethernet connection cable into the device's base ethernet port.

For 4G devices, the connectivity comes from the SIM card and it will automatically connect to the network when booted.

NOTE: Both ethernet and 4G connection types required your computer's IP for settlement/closing.

Administrator password

Contact the Global Payments Customer Care Centre at **1-800-599-6491** to set up your personalized admin password.

You will **need** to change your password once the terminal has been installed.

Change password

1. To get to the **Menu**, click the yellow key then **[0]**
2. Select the **Configuration** menu. When prompted, enter the password.
3. Select **Modify pwd** in the **Security Menu**
4. Enter your new password containing 5-7 numeric digits. Do not reuse the previous password
5. Re-enter your new password to complete the password change

Connection type setup

1. To get to the **Menu**, click the yellow key then **[0]**
2. Select the **Configuration** menu and enter your assigned password
3. Select **Term Config** → **POS Comm** → **Configuration**
4. Depending on your setup, select IP or RS232 as your **POS Comm Type**
5. When **IP** is selected, enter your computer IP address and the port

Firmware download/update

1. Confirm your **Terminal ID** (TID) before performing the download
2. To get to the **Menu**, click the yellow key then **[0]**
3. Select the **Configuration** menu. When prompted for the password please enter your current password
4. Select **Initialize** followed by **Download** to update your device's firmware

Performing a transaction

Once the connection between your POS system and your device has been set up, you will be able to perform any transactions initiated by the POS system on your FLEX device.

Closing a batch

Please remember to close the batch on your terminal daily. To close a batch, head to **Administration** → **Close batch** on your device.

Additional support

Should you require any assistance with your FLEX POS solution, please contact the Global Payments Customer Care Centre at **1-800-599-6491**