

INGENICO MOVE 5000 CL3 | Technical Support Guide

Troubleshooting Reference & Frequently Asked Questions — WiFi + Bluetooth / Built-in Printer

DEVICE OVERVIEW

Ingenico Move/5000 CL3 (Standard)

Portable wireless payment terminal with built-in receipt printer, PIN pad, smart card reader, and NFC/contactless. Connects via Wi-Fi or Bluetooth, with optional Ethernet via base. Battery-powered for counter or mobile use. PCI compliant.

Key Specs

Connection: Wi-Fi, Bluetooth, or Ethernet (via base)
Accepts: Swipe, Chip, Tap/NFC | Printer: Built-in thermal
Battery: Rechargeable — charge before first use
Reboot: Hold # + Yellow keys 5 seconds to power off, Green to power on
Icons top-left show Wi-Fi / BT / power status

COMMON ERRORS & SOLUTIONS

Error / Issue	Likely Cause	Solution
Won't Power On / Dead Screen	Battery drained or charging contacts dirty	Plug in charger and allow to charge 15–30 min. Clean gold charging contacts on both terminal and base with a dry cloth. Try a different power outlet.
"Host Lost" / No Host Connection	SIM card improperly seated or network config error	Check SIM card is fully inserted (if using cellular). Verify host IP and port settings with your processor. Restart terminal. Update software via management tools.
Wi-Fi Not Connecting	Wrong password, weak signal, or wrong network	Check Wi-Fi icon color. Access Wi-Fi settings via admin menu. Delete and re-add network profile. Confirm signal strength — move closer to router.
Receipt Not Printing	Paper out, loaded backwards, or wrong size	Open paper compartment (check terminal rear/side). Load 2¼" paper with paper feeding from top of roll. Pull paper through, close cover firmly.
Blank Receipts (No Print)	Thermal paper loaded backwards	Open paper compartment. Remove roll and flip so the thermal/coated side feeds face-down toward the print head. Reload and close cover.
"Alert Irruption!"	Tamper sensor triggered — PCI security event	STOP USE IMMEDIATELY. Device cannot be repaired. Call 855-465-9999 for replacement authorization.
Terminal Restarts Randomly	Auto-reboot scheduled or time setting incorrect	Device auto-reboots at scheduled maintenance time. Access Admin Menu > Date and Time. Set correct local time to prevent unexpected reboots.
Transaction Declined	Card issuer decline	Ask customer to use a different card. Verify card validity. If all cards decline, contact merchant processor to check account status.
Magnetic Stripe Read Error	Wrong orientation or damaged stripe	Ensure stripe faces the terminal screen. Swipe at a steady moderate pace. Inspect stripe for damage. Try another card.
Chip/EMV Card Not Reading	Not fully inserted or dirty chip	Insert chip face-up fully. Do NOT remove until instructed. Try another card if issue persists.

FREQUENTLY ASKED QUESTIONS

Question	Answer
How do I configure Wi-Fi?	To connect to a Wi-Fi network: 1. Press 0001 on the keypad. 2. A screen will appear saying "Press F for Menu" — press the key with the black dot and circle. 3. Press the down arrow to Control Panel, press the green key.

Question	Answer
	<p>4. Press the down arrow to Terminal Settings, press the green key. 5. Press the down arrow to Comm Means, press the green key. 6. Press the down arrow to Wi-Fi, press the green key. 7. Scroll down to Scan Networks and press the green key. 8. Select your network, enter your Wi-Fi password, press the green key. 9. Press the Yellow key until you return to the "This Lane Closed" screen, then power cycle the terminal.</p> <p>To remove the Fortis network: 1. Press 0001 > F key > Control Panel > Terminal Settings > Comm Means > Wi-Fi. 2. Select Advanced > My Networks > Delete All.</p>
How do I reboot the Move 5000?	Press and hold the # (pound) button and the Yellow key simultaneously for 5 seconds. The terminal will power off. Press and hold the Green (Enter) key for 5 seconds to power back on.
How do I check connection status?	Look at the top-left icons: green = connected/good, white = no signal, red = connected but IP not configured, other = weak signal. Check Wi-Fi or BT status in the admin menu.
What payment types are accepted?	MSR magnetic stripe swipe, EMV chip, and NFC/contactless (Apple Pay, Google Pay, tap cards). The built-in printer prints receipts immediately after each transaction.
How do I load receipt paper?	Locate the paper compartment on the terminal. Open the cover, insert a 2¼" thermal roll with paper feeding from the top/outside of the roll. Pull ~3" of paper through and close the cover.
Can the Move 5000 use Ethernet?	Yes — when placed on its base unit, the Move 5000 can connect via Ethernet. The base provides both charging and Ethernet connectivity.
What do the different icon colors mean?	Top-left icons: green = active/connected, white = no connection, red = connected but IP address not assigned (contact IT), other colors = poor signal (reboot or move closer to router).
Where is the Hardware Serial Number?	The HSN is found on the label on the bottom of the terminal and is displayed during startup on the screen. Have it ready when calling support.
Is the Move 5000 PCI compliant?	Yes. The Move 5000 is PCI PTS certified. It uses encryption and secure PIN entry to protect cardholder data and meet PCI DSS compliance requirements.

QUICK TIPS & BEST PRACTICES

Battery & Charging

Charge via the base unit for combined Ethernet + charging. Clean gold charging contacts regularly. Keep battery charged to avoid mid-transaction power loss.

Connectivity

Use the base/Ethernet connection for fixed-counter deployments. Use Wi-Fi for mobile/tableside use. If firewall is present, ensure ports for termupdate.elavon.net are open (TCP 6443).

Printer & Paper

Use 2¼" thermal paper only. Paper must feed from the TOP of the roll — loading backwards causes blank receipts. Avoid exposing paper to heat or direct sunlight.

TECHNICAL SUPPORT CONTACT INFORMATION

Technical Support Line

855-465-9999

Before Calling — Have Ready:

- Hardware Serial Number (HSN/SN)
- Merchant ID / Account Number
- Error message & time it occurred
- Firmware version (Admin/Settings menu)

Security tamper alerts ("Alert Irruption!" / "Unauthorized") = stop use immediately, device must be replaced. Call 855-465-9999.