

WORLDLINE MOVE 5000

Self - Installation Guide

We're pleased to provide you with your new Worldline MOVE 5000 terminal as part of your Migration. Get up and running by performing the following self-installation steps:

INITIAL SETUP

- 1 Plug in the base of your terminal to a power outlet and place the terminal on the base.
- 2 Wait two minutes for the terminal to reach the main screen.
- 3 Press the green <ENTER> key to wake up the terminal and if terminal says **WELCOME**, end process here. Your terminal is now ready to use.

If terminal displays either **TERMINAL NOT ACTIVATED** or **TERMINAL MUST BE ACTIVATED**, press the '1' key. Terminal will display **ENTER AMOUNT** Press **CANCEL** and end process here. Your terminal is now ready to use. The terminal will reactivate in about 10-20 seconds.

If there is an error during reactivation, consider setting your terminal to use a WIFI connection. Instructions are available in the Quick Reference Guide enclosed with your terminal. If you need further support, please contact ANZ Worldline Payment Solutions on 1800 039 025.

MERCHANT PASSWORD

Your password was sent to you via email and is used to process refunds, Mail Order Telephone Order (MOTO) and Handkey transactions. If you need to change your password, contact us on 1800 039 025.

For more information on how to use your Worldline MOVE 5000 terminal please refer to the Quick Reference Guide included with your terminal.



Turn the page for next steps on finalising your Migration.

Return of Equipment

Now that you've installed your new Worldline MOVE 5000 terminal, the last step of your Migration is to return your old terminal.

Please use the enclosed consignment note to return your old equipment. The items you should pack are:

- Your old EFTPOS terminal
- Power supply unit
- All unused cables

Here's what you need to do:

- **Perform settlement on your old EFTPOS terminal as per the Quick Reference Guide of the old terminal.**
- Place all items, listed above, in the bag provided, seal bag and attach the return consignment note. (If the items won't fit in the bag, please place all items into a box, seal and attach the consignment note to the box for return).
- Phone 13 15 31 to arrange collection
- Quote the following:
 - Account number - 204086
 - Account Name - Techserv Returns

Please ensure the return address is visible on the parcel. You can find the return address on the included consignment note.

Please DO NOT return your terminal to an ANZ branch.

Worldline Australia Pty Ltd

ABN 50 645 073 034

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