

Your M5000 installation guide.



We make it easy.



We're excited to have you on board.

Our easy guide will help you get up and running in no time.

We'll cover:

1. Plugging in the power supply.
2. Connecting your terminal to the base.
3. How to install your terminal.
4. Connecting your terminal to WiFi automatically.
5. Connecting your terminal to WiFi manually.
6. Connecting your terminal to a mobile network.
7. How to change your connection.

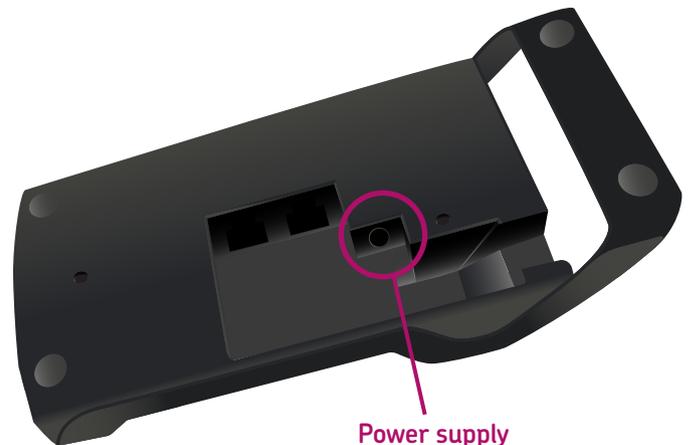
1. Plugging in the power supply.

Take the power cable and plug it into the circular port on your base unit.

First, turn the base upside down and you'll see a clip (similar to where a battery would be stored).

Unclip it and you'll find the circular power port shown on the right.

After you've plugged the cable in, you can reclip the casing back onto the base.



2. Connecting your terminal to the base.

Take the terminal and place it onto the base unit. It should click into place.

You'll know it's connected as the terminal will start to automatically power up.

3. How to install your terminal.

Once the terminal has powered up, it'll show the first screen shown below. Follow the steps to install your terminal.

<p>1 Select Region</p> <p>GB & NI</p> <p>Rep. of Ireland</p> <p>Jersey</p> <p>Guernsey</p> <p>and then press Enter</p>	<p>2 Base Assignment</p> <p>Successful</p> <p>Please wait...</p>	<p>3 Network Setup</p> <p>Setup your WiFi now</p> <p>and then press Enter</p>
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Select the region 'GB & NI' and press 'Enter'.

This screen will show before going to the next screen automatically.

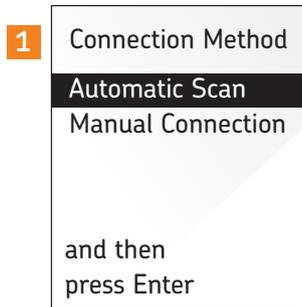
You'll be asked to set-up your WiFi. Press 'Enter' to continue. If you'd like to use a different connection, press 'Clear'.

You'll be able to connect the base to WiFi automatically or manually.

- To connect the WiFi automatically, go to page 4.
- To connect the WiFi manually, go to page 5.
- To connect using a mobile network, go to page 6.

4. Connecting your terminal to WiFi automatically.

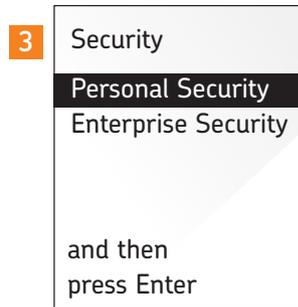
Once you've chosen the way you want to connect, it'll show the first screen shown below. Follow the steps to connect your machine.



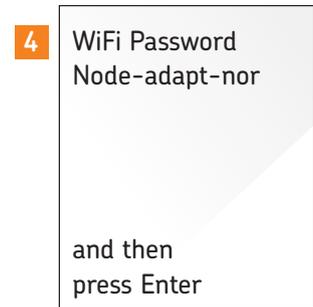
Select **'Automatic Scan'** and press **'Enter'**.



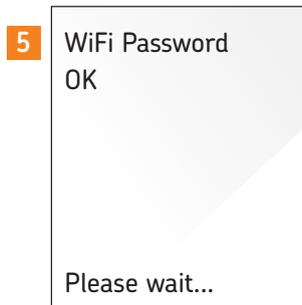
The terminal will scan and show nearby networks. Select your network and press **'Enter'**.



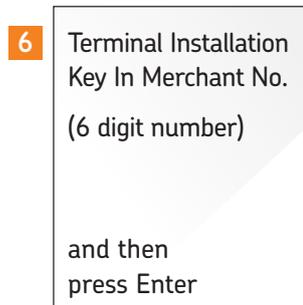
It'll ask for your network's security type. Select **'Personal Security'** and press **'Enter'**.



Type in your WiFi password and press **'Enter'**.



This screen will then show. Press **'Cancel'** three times to reboot the terminal.



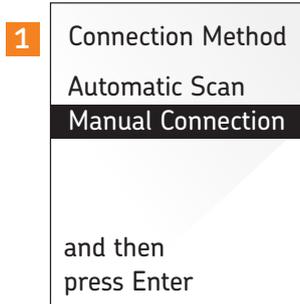
Type in your merchant number and press **'Enter'**. You can find it in your welcome email.

Once this is completed, the terminal screen will display a **READY** prompt and show your merchant number.

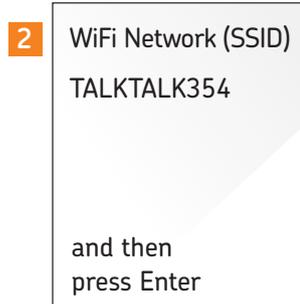
To make sure the terminal is fully installed, we recommend doing a test transaction of 1p. You can find out how to do this in your **Ingenico M5000 Quick-Start Guide**.

5. Connecting your terminal to WiFi manually.

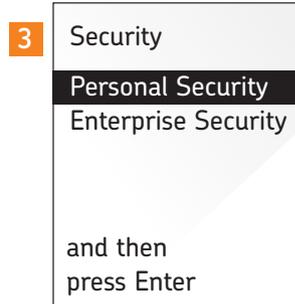
Once you've chosen the way you want to connect, it'll show the first screen shown below. Follow the steps to connect your machine.



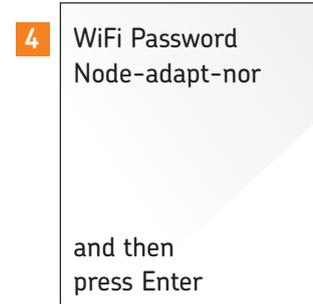
Select '**Manual Scan**' and press '**Enter**'.



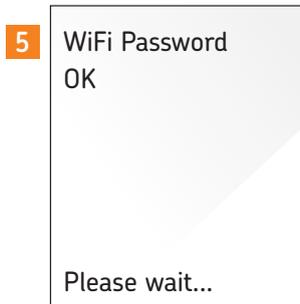
Type in your WiFi network (SSID) and then press '**Enter**'.



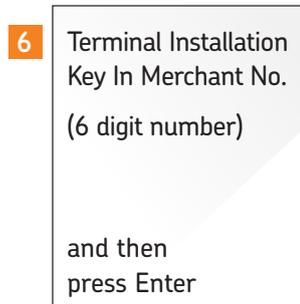
It'll ask for your network's security type. Select '**Personal Security**' and press '**Enter**'.



Type in your WiFi password and press '**Enter**'.



This screen will then show. Press '**Cancel**' three times to reboot the terminal.



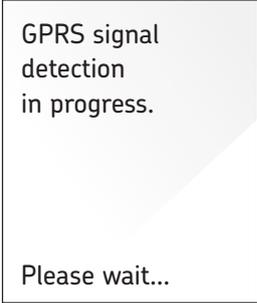
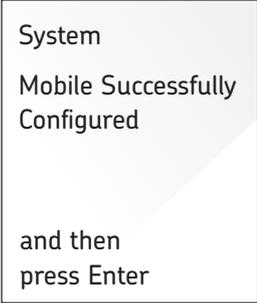
Type in your merchant number and press '**Enter**'. You can find it in your welcome email.

Once this is completed, the terminal screen will display a **READY** prompt and show your merchant number.

To make sure the terminal is fully installed, we recommend doing a test transaction of 1p. You can find out how to do this in your **Ingenico M5000 Quick-Start Guide**.

6. Connecting your terminal to a mobile network.

Once you've chosen the way you want to connect, it'll show the first screen shown below. Follow the steps to connect your machine.

- A screenshot of a terminal screen with a light gray background. The text reads: "GPRS signal detection in progress." followed by "Please wait..." at the bottom.
- A screenshot of a terminal screen with a light gray background. The text reads: "System Mobile Successfully Configured" followed by "and then press Enter" at the bottom.

This screen will show before going to the next screen automatically.

This screen will show. Press '**Enter**' and the terminal will reboot.

Once this is completed, the terminal screen will display a **READY** prompt and show your merchant number.

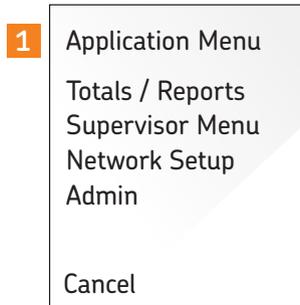
To make sure the terminal is fully installed, we recommend doing a test transaction of 1p. You can find out how to do this in your **Ingenico M5000 Quick-Start Guide**.

7. How to change your connection.

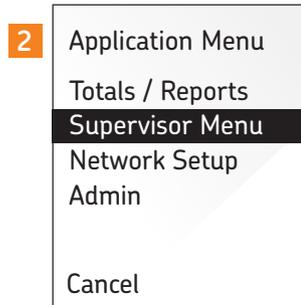
If you decide that you'd like to change the connection type of your card machine, you can easily do this by completing a function 87.

This allows you to reselect how your machine connects.

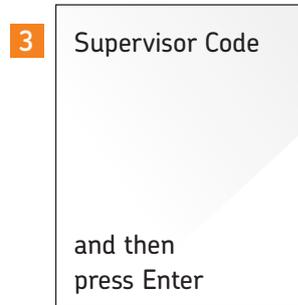
Follow the steps to change your connection.



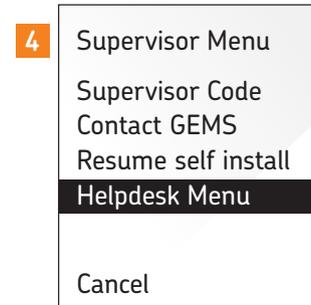
From the main menu, press **'Menu'** twice to open the Application Menu.



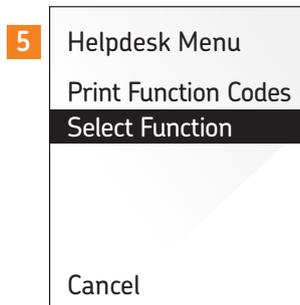
Select **'Supervisor Menu'**.



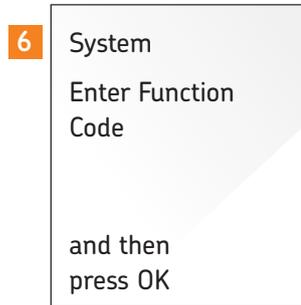
Type in your Supervisor code and press **'Enter'**.



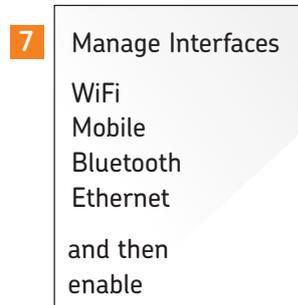
Select **'Helpdesk Menu'**.



Select **'Function'**.



Type in **'87'**.



You'll then be able to choose the connection you'd like to swap to.

We're here to help make things easy.

For any installation questions,
give our team a call on:

01606 566 600

Monday-Friday, 9am-5pm

[takepayments.com](https://www.takepayments.com)



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