

Ingenico Move/5000 PIN Pad Device Overview



The Ingenico Move/5000 offers keypad and multiple card reader functionalities.

The Move/5000 supports EMV chip & PIN, EMV chip, and magstripe transactions, as well as contactless NFC. It also supports QR code transactions, P2PE, line item display, and BIN management. This device can be connected to UTG using any of the following methods:

- USB
- Wi-Fi
- Bluetooth
- The Ingenico Bluetooth Smart Base (Bluetooth is used to connect to the base station, and a serial or USB cable is used from the Smart Base to the PC on which the UTG is installed.)

Note: If the base is connected by Ethernet and then to Bluetooth, it will not work. Either serial (USB/RS232) must be used.



Requirement: Shift4 currently supports Dynamic Currency Conversion (DCC) in the United States when a customer uses an international Visa or MasterCard during the transaction process. For the merchant to support DCC, they must use the new forms that are included with the UTG 3315 or higher release. Currently, DCC is only supported on the following devices:

- Lane/3600
- Lane/7000
- Lane/8000
- Link/2500
- Move/5000



Requirement: For alphanumeric postal code entry on Ingenico TETRA devices, UTG 3316 or higher must be in use and the latest FORMS.TGZ.

In addition, when configuring the Location settings in UTG TuneUp, the Country Code selected must use alphanumeric postal codes (like Canada).

Latest UPP Versions for Move/5000

Ingenico Firmware	Supported?	P2PE Supported?	Description of Issue
UPP version 5.8.5	No	Yes	Does not honor the Reboot Time set in UTG TuneUp. Can cause duplicate charges due to not clearing previous EMV transaction information. Can cause device to stick at a gray or black screen after the 24-hour auto reboot.

Ingenico Firmware	Supported?	P2PE Supported?	Description of Issue
UPP version 5.8.9	No	Yes	Does not honor the Reboot Time set in UTG TuneUp. Can cause duplicate charges due to not clearing previous EMV transaction information. Can cause device to stick at a gray or black screen after the 24-hour auto reboot.
UPP version 6.80.00	No	Yes	Can cause device to stick at a gray or black screen after the 24-hour auto reboot.
UPP version 6.80.05	Yes	Yes	Fixes gray screen issues when commands are sent too quickly after connecting device.
UPP version 6.80.09	Yes	Yes	Fixes intermittent Lane Closed display issue.
UPP version 7.80.35	Yes	Yes	
UPP version 8.83.02	Yes	Yes	No known issues at this time.
UPP version 8.83.04	Yes	Yes	No known issues at this time.
UPP version 8.84.16	Yes	Yes	Intermittent Ethernet connectivity issue presenting as Lane Closed on device.
UPP version 8.84.28	Yes	Yes	No known issues at this time.

Shift4 Template Forms Link for Move/5000

To download and extract the Shift4 template forms, use the link in the table below.

For this device...	Download the template forms here...
Ingenico Move/5000	https://myportal.shift4.com/downloads/move5000.zip

During installation and configuration, the keypad special keys function as follows:

- Use the up and down arrows to navigate.
- Enter: Select highlighted item.
- Cancel or Clear: Previous screen.
- Any button enables backlight.

For more information, see [Using Ingenico Tetra External Devices](#).