

Troubleshooting Ingenico M5000

Device does not start

Ensure that the device is plugged into a dedicated power source; check if the power cable connector is plugged in properly.

Battery & cradle charging

Terminal will 'beep' when placed on/off cradle.

Battery logo

Green means battery is good, orange means battery is low.

Print last receipt

MENU button > PRINT > TRANSACTIONS > LAST

Turn on /off receipts

MENU button > PRINT > SETTINGS > follow the prompts

Process a Refund

MENU button > TRANSACTION > REFUND > follow the prompts

If asked prompted for a passcode, please contact Andrew Petroni to obtain this.

Process a MOTO Transaction

MENU button > TRANSACTION > MOTO > follow the prompts

Refresh Terminal

Func > Type 102 > Enter

Restart Terminal

Leave the terminal on the base. Press & hold down Func + Yellow Cancel button for 5 seconds.

Shut Down Terminal

Take the terminal off the base. Press & hold down Func + Yellow Cancel button for 5 seconds.

Need more support?

Please contact our Support team by via phone or by scanning the QR code below.

