



# Carbon Mobile 5 Quick Start Guide



**Verifone**<sup>®</sup>

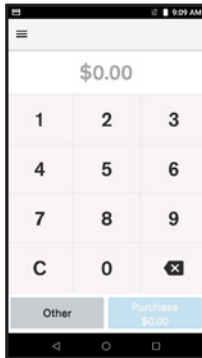
## Getting started



### Turn your device on

Press and hold the power button

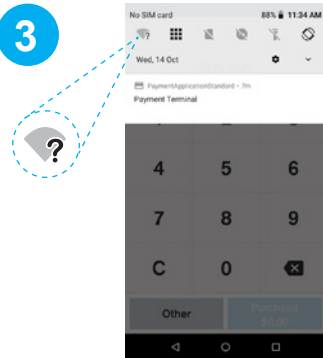
2



### Device will power up

Your terminal will start up and load the Payment screen. If your device connects via mobile data with a SIM, you're good to go! You can start processing transactions. If not, you will need to connect your device to Wi-Fi

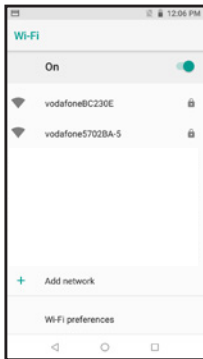
3



### Connect to Wi-Fi

Swipe down from the Notification bar at the top of the screen and tap and hold the Wi-Fi icon

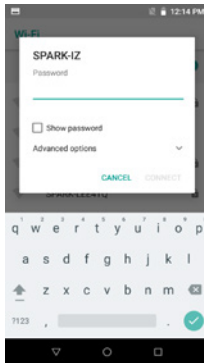
4



### Find your network

Select your network from the available networks list

5



### Enter your password

Enter your Wi-Fi password and tap 'CONNECT'. Press the O button in the bottom Navigation bar to navigate back to the Payment screen

!

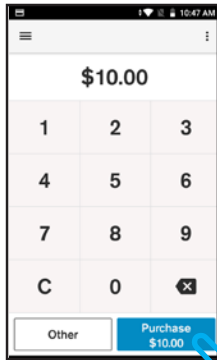
## Set up your passcodes

For your security, the refund functionality on your CM5 is protected by passcodes. To set up your passcodes, call our Technical Helpdesk on 0800 EFTPOS (0800 338 767, option 2).

**NOTE:** You must be the listed authority on your Eftpos NZ account to set up passcodes.

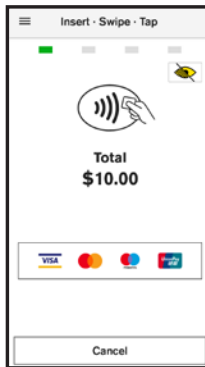
## Process a transaction

1



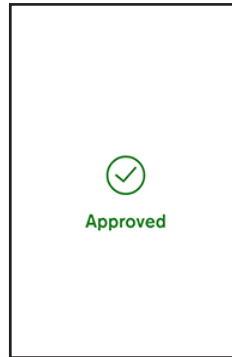
Enter the purchase amount and select **Purchase**

2



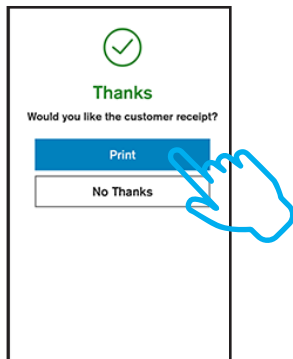
Your customer presents their card

3



Terminal will display **Approved** or **Declined**

4



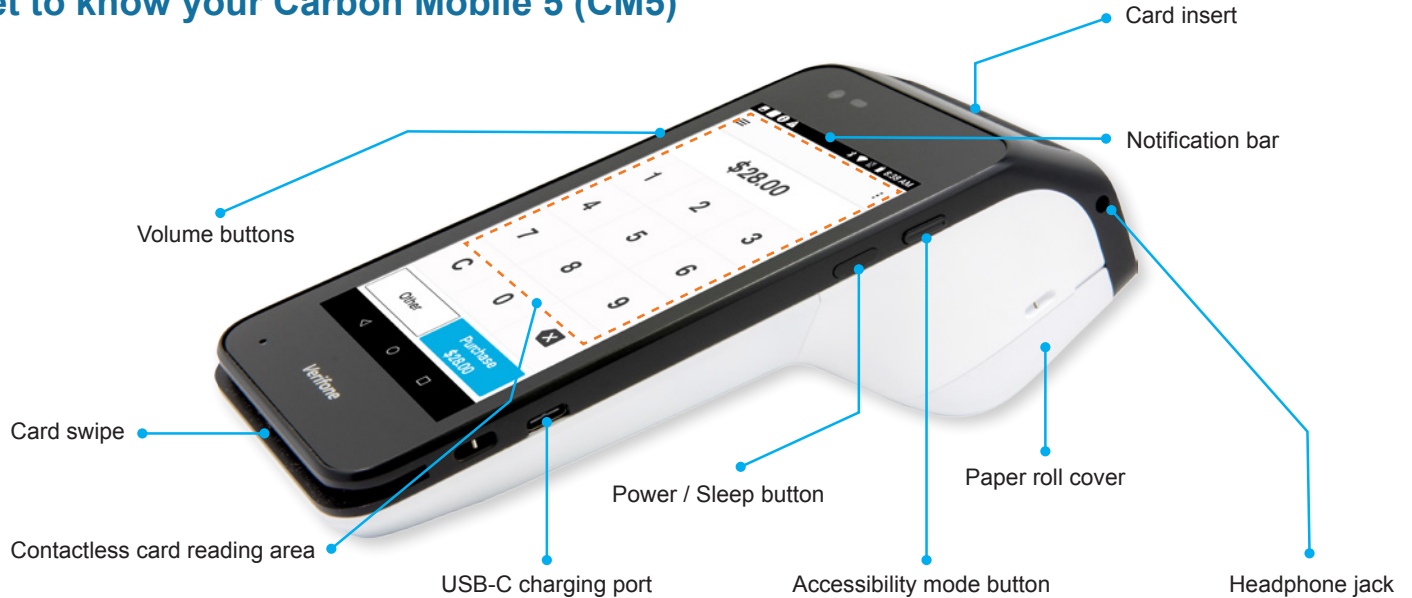
Select **Print** to print a second receipt, or **No Thanks** to continue

## Need help?

Scan the QR code below or visit  
[support.eftpos.co.nz/cm5-guide](https://support.eftpos.co.nz/cm5-guide)  
for the full CM5 user guide



## Get to know your Carbon Mobile 5 (CM5)

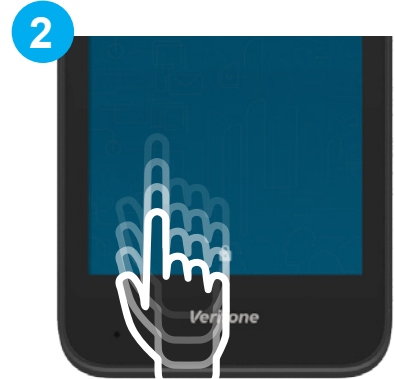


## Wake and unlock the CM5

To save power, your CM5 goes into sleep mode when you are not using it. It will also lock after 6 hours of inactivity.



**To wake the CM5**  
Press Power button










**To unlock the CM5**  
Press Power button  
and swipe up on  
the screen




## Icons on the CM5

The Notification bar at the top of the screen displays status icons on the right side and notification alerts on the left. Swipe down from the Notification bar to see notification cards and the Quick Settings panel.






### STATUS ICONS

-  Bluetooth
-  Aeroplane mode
-  Cellular signal
-  Wi-Fi
-  SIM card
-  Battery level
-  Battery charging








### NOTIFICATION ICONS

-  Warning / attention
-  Important information
-  Download / update in-progress

### QUICK SETTINGS ICONS

-  App launcher
-  Torch
-  Auto rotate
-  Edit
-  Settings

### NAVIGATION KEYS

-  Back
-  Payment screen
-  Recent items
-  Menu
-  More options
-  Expand
-  Collapse



## Changing your paper roll

1



Open paper roll cover as shown above. There are small slots to aid opening if required

2



Remove used paper roll. Insert new roll so the paper feeds from the top, leaving a length of paper sticking out of the terminal

3




Close the printer door, pressing down gently until it clicks shut

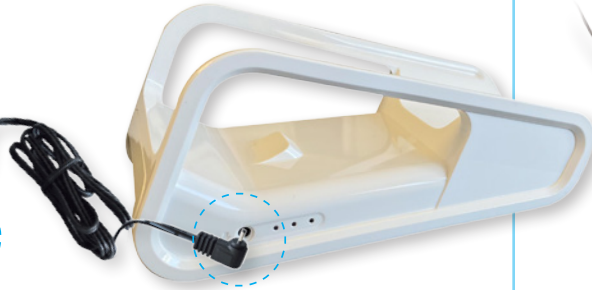


Order more paper rolls online at [eftpos.co.nz/shop](https://eftpos.co.nz/shop)

## Charging the Carbon Mobile 5


### *Using the Charging Base*

- Plug the power cable into the port on the side of the CM5 charging base
- Plug the power cable into a wall socket
- Place the CM5 on the charging base
- Look for this icon  to make sure your CM5 is charging



## Charging the Carbon Mobile 5

### *Using the USB Adaptor*

- Insert USB cable into plug adaptor
- Insert USB adaptor into wall socket
- Insert USB-C end into the USB-C charging port
- Look for this icon  to make sure your CM5 is charging





If you have any questions we are here to help.  
Call us on **0800 EFTPOS**, or visit **[support.eftpos.co.nz](https://support.eftpos.co.nz)**



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