

**Subject:** Move 5000 connected via Interface or Nitro reboots

**Hardware:** Move 5000

**Software:** 2017

**Effective Date:** Immediately

### **Description:**

The Move 5000 reboots when connected to a POS/Cash Register.

### **Impact:**

The Move 5000 experiences connectivity issues between the terminal and the POS and will intermittently go through reboot cycles. This affects both USB and serial connections.

### **Resolution:**

Skyzer is looking into this urgently and a fix will be released in a patch. Date, yet to be advised. In the interim, we recommend that you do not install the Move 5000 in an Interfaced or Nitro environment.