



# Using Your Terminal

Moneris Vx810 Duet



# Need help?

Call 1-866-319-7450

Record your Moneris merchant number here:

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# Moneris Vx810 Duet

Use this all-in-one POS solution to process transactions at the point of sale (POS). The lightweight Vx810 terminal/PINpad incorporates a display screen and keypad, and connects to the Duet base, which contains the printer and communications hardware. The Duet can be operated with two optional devices: an external PINpad and a modular contactless reader. When prompted, you (and sometimes your customer) will key in information on the terminal. If your customer is required to key in information, you will pass the handheld back and forth.

## Cards accepted

- Magnetic stripe cards
- Chip cards
- Contactless cards





## Terminal keys

### 1 F1 to F4

- Multi-function keys that correspond to the options displayed on the right-hand side of display.

### 2 Purple keys

Function keys that correspond to the icons (if any) displayed on the screen above them:

- **Arrow key.** Is located under the  or  icon. Scrolls up or down. Press the CORR key to toggle between scrolling up and down.
- **Reprint key.** The second purple key to the right. Displays the REPRINT menu.
- **Reports key.** The first purple key on the right. Displays the REPORTS menu.

### 3 ALPHA

- To key in alphabetic characters, press the numeric key labelled with the desired character, then press the ALPHA key until that character is displayed.

### 4 \* (ASTERISK) key

- Returns to the applications menu. (displays the applications available including DEBIT & CREDIT)

### 5 CANC ANNUL (red key)

- Cancels the current operation.

### 6 CORR (yellow key)

- Clears displayed characters one at a time.
- Changes the direction of the arrow icon above the first purple key.

### 7 OK (green key)

- Accepts displayed data.
- Submits keyed in data.
- Displays the CONFIGURATION menu when pressed at the transactions menu.

### 8 Printer

### 9 Magnetic stripe reader

### 10 Chip reader

# Optional devices

## Vx810 external PINpad

If an optional Vx810 external PINpad is connected to the Vx810 Duet and your merchant account is configured for it, your customer must enter their information on the external PINpad during transactions. Keep the terminal in front of you to complete the transaction.

**Note:** The PINpad displays “WELCOME/BONJOUR” while in idle mode.

### General guidelines for transactions with the PINpad

1. Begin the transaction on the Vx810 Duet terminal.
2. When “Swipe Card:” appears on the terminal, pass the PINpad to the customer for card entry (see *Card Entry Options*).
3. When “Wait for PINPAD” appears on the terminal, the customer follows the prompts on the PINpad.
4. When “Approved OK to Continue” appears on the terminal, retrieve the PINpad, press **OK** on the terminal and complete the transaction on the terminal following the prompts.



## Modular contactless reader

If an optional modular contactless reader is connected to the Vx810 Duet terminal and your merchant account is configured for it, contactless cards can be tapped on the reader for Purchases and Refunds. However, the amount of the transaction must be equal to or less than the maximum Contactless Dollar Value (CDV).

### Maximum Contactless Dollar Value (CDV)

To determine the maximum CDV for a card, print an EMV Parameters Report (see page 18) and locate the Contactless Trans Limit parameter under the report's record for the card. A CDV of 9999 means there is no maximum limit.

Modular contactless reader



# Card entry options

## Insert: Chip cards

1. Wait for the “Swipe Card:”, “Insert or Swipe Card:” or “Swipe, Tap, or Insert Card:” prompt to appear on the terminal or PINpad.
2. Either you or the customer **inserts the card into the device’s chip reader**.

*Note: If an optional external PINpad is connected to the Vx810*

*Duet, the card must be inserted in the external PINpad’s chip card reader.*

3. The customer may be prompted to **key in a PIN**.
4. The chip card must remain inserted until the “Please Remove Card” prompt appears.

*Note: Unless the device prompts otherwise, do not swipe a chip card even if the card has a magnetic stripe.*



## Swipe: Magnetic stripe cards

1. Wait for the “Swipe Card:”, “Insert or Swipe Card:” or “Swipe, Tap, or Insert Card:” prompt to appear on the terminal or PINpad.
2. **Swipe the card** on that device’s magnetic stripe reader.

*Note: If the card has a chip and the terminal is enabled to read chip cards, the card must be inserted into the chip reader.*



## Wave/Tap: Contactless cards

**Note:** The transaction amount must be equal to or less than the maximum Contactless Dollar Value (see page 5).

1. Wait for the “Swipe, Tap, or Insert Card:” prompt to appear on the terminal or the “Insert or Swipe Card:” prompt to appear on the PINpad.
2. The customer **taps their card** on that device.



### IMPORTANT:

- The card must have the *MasterCard PayPass*® or the *Visa payWave*™ label on it.
- The card must be within 0.5 in. (1.1 cm) of the reader, but it does not have to touch it.
- The card must be tapped or waved by itself (the customer cannot leave the card in their wallet and wave it in front of the reader).
- If the card does not work and it is a chip card, insert it into the chip reader. If that doesn't work, swipe the card.

## Manual entry

If all available card entry methods fail, you may manually enter the card number for credit cards and some debit cards. When the “Swipe Card:”, “Insert or Swipe Card:” or “Swipe, Tap, or Insert Card:” prompt appears on the terminal, simply **key in the card number** on the terminal, and press **OK**.

**Note:** You will be prompted to enter the card's expiry date and validation code.

# Transactions

All instructions in this guide begin at the transactions menu. To access the transactions menu from the applications menu, select **DEBIT & CREDIT**. To access the transactions menu from any screen in the DEBIT & CREDIT application, press the **CANC ANNUL** key repeatedly until the transactions menu appears.

## Financial transactions

### General guidelines

1. Determine the transaction to be processed (e.g. Purchase or Refund).
2. Establish the means of payment (credit or debit).
3. Enter the **card data** on the POS device (see pages 6 and 7).
4. Follow the terminal prompts.\*
5. Process receipts (see page 14).

*\*Prompts may vary depending on variables such as terminal setup, merchant setup and card type.*

### Purchase

Sale of goods or services using a debit or credit card.

1. Select **Purchase**.
2. Key in the **purchase amount**, press **OK**, then follow the prompts. Refer to the *Merchant prompts* table (see page 12).
3. Process receipts (see page 14).

### Advice

Completes a voice-authorized purchase.

1. Select **ADVICE**. (You may need to scroll down to the next menu screen.)
2. Key in the **advice amount**, press **OK**, then follow the prompts. Refer to the *Merchant prompts* table (see page 12).
3. Process receipts (see page 14).

## Pre-Authorization

Authorizes a temporary amount when the final purchase amount is unknown (e.g., hotel or car rental):

1. Select **Pre Auth** then, on the Pre-Auth menu, select **Pre Auth**.
2. Key in the **Pre Auth amount** and press **OK** then follow the prompts. Refer to the *Merchant prompts* table (see page 12).
3. Process receipts (see page 14).
4. When the terminal returns to the Pre-Auth menu, press **CANC ANNUL** to return to the transactions menu.

*Note: When the final amount of the purchase is known, you must perform a **Pre-Auth Completion** (see below) for the final amount using the same card number.*

## Pre-Auth Completion

Used to finish a Pre-Authorization once the final amount is known.

**IMPORTANT: The Completion must be performed on the same terminal using the same card as the Pre-Authorization.**

*Note: The credit card does not need to be present for a completion transaction.*

1. Select **Pre Auth**, then select **Completion**. If prompted, key in the **manager password** and press **OK**.
2. Key in the **six-digit sequence number** (Seq #) from the Pre Auth receipt (see page 14) and press **OK**, then follow the prompts on the terminal. Refer to the *Merchant prompts* table (see page 12).
3. Process receipts (see page 14).

## Refund

Credits a customer's account for a previous purchase.

1. Select **Refund**.  
If prompted, key in the **manager password** and press **OK**.
2. Key in the **refund amount** and press **OK**, then follow the prompts. Refer to the *Merchant prompts* table (see page 12).
3. Process receipts (see page 14).

## Correction

Cancels (voids) a previous purchase or refund.

**Note:** *Credit card corrections MUST be processed in the same batch as the original transaction.*

1. Select **CORRECTION**. (You may need to scroll down to the next menu screen.)  
If prompted, key in the **manager password** and press **OK**.
2. Select the transaction to correct:
  - To select the last transaction performed, select **Yes** then go to step 3.
  - To select a different transaction:
    - a. Select **No**.
    - b. Search for the transaction:
      - Select **Seq#**, then key in the **sequence number** and press **OK**, then go to step 3.
- OR
  - Select **Acct#**, then key in the **last four digits of the card number** and press **OK**, then go to step 3.
3. Select **Yes** to confirm the displayed transaction is the one you wish to correct OR select **Next** to view the next matching transaction.

The terminal prints the receipt and returns to the transactions menu.

## Delete Pre-Auth

Deletes a Pre-Authorization before it is completed.

1. Select **Pre Auth**, then select **Del Pre Auth**. If prompted, key in the **manager password** and press **OK**.
2. Search for the Pre-Authorization transaction:
  - To search by Sequence number:
    - select **Seq#**, key in the **sequence number** and press **OK**;
  - To search by the card number:
    - select **Acct#**, key in the **last four digits of the card number** and press **OK**.
3. Select **Yes** to confirm that the displayed Pre-Authorization is the one you wish to delete. The terminal displays PREAUTH DELETED and returns to the Pre Auth menu,  
OR select **Next** to view the next Pre Auth.

## Merchant and customer prompts

These tables list prompts you and your customers might see during a POS transaction, along with the actions to take for each one.

Merchant prompts	Merchant actions
Clerk Id:	Key in the clerk number and press <b>OK</b> .
Invoice #:	Key in the invoice number and press <b>OK</b> or simply press <b>OK</b> to leave blank.
Exp Date (MMYY):	Key in the card's expiry date and press <b>OK</b> .
Validation Code	If the code is on the signature strip on the back of the card: Key in the three- or four-digit number and press <b>OK</b> . If the code is not there or is not readable: Press <b>OK</b> to leave this blank.
Code present?	If the code is not there, select <b>No</b> . If the code is not readable, select <b>Xread</b> .
Select Language	Select <b>ENGL</b> (ENGLISH) or <b>FRN</b> (FRENCH).
Orig Auth #:	Key in the 6-digit Appr Code printed on the original receipt (see page 14).
Auth #:	Key in the Voice Authorization Number that you wrote on the paper sales draft when you called the Moneris Merchant Service Centre for voice authorization.
Account #:	Key in the card number and press <b>OK</b> .
Customer Press OK To Continue	Pass the terminal to your customer.
Swipe Card:	Pass the external PINpad to your customer.
Wait for PINPAD	Wait while your customer follows the prompts on the PINpad.
Return To Clerk	When the customer sees this prompt, retrieve the terminal then press <b>OK</b> to continue the transaction. If Cash Back is enabled, check for the cashback amount on this screen.
Approved OK to Continue	Retrieve the PINpad and press <b>OK</b> on the terminal to complete the transaction. If Cash Back is enabled, check for the cashback amount on this screen.
Reference #:	Key in the customer reference number (0 to 16 digits) and press <b>OK</b> .

Promo Code:	Key in the six-digit private label promotion code and press <b>OK</b> .
Tear Receipt and Press OK Key	Tear off the receipt and press <b>OK</b> .

Customer prompts	Customer actions
Customer Press OK To Continue	Press <b>OK</b> .
Select Language	Select <b>ENGL</b> (ENGLISH) or <b>FRN</b> (FRENCH).
Select / Choisir	Select <b>FRANCAIS</b> to display prompts in French. Select <b>ENGLISH</b> to display them in English.
<Application name> SELECT NEXT OK	Select <b>OK</b> to select the displayed application OR select <b>SELECT NEXT</b> to view the next application on the card.
<Application name>- OK?	Select <b>Yes</b> to confirm that they wish to use the displayed application.
Amount OK?	Check the purchase amount and select <b>Yes</b> to accept it.
Tip: \$0.00	Key in a dollar amount (or nothing at all) and press <b>OK</b> .
ADD TIP?	Select <b>YES</b> to add a tip amount to the transaction then key in the tip amount and press <b>OK</b> . Select <b>NO</b> to continue without adding a tip.
Cashback? OR Purchase Cashback?	Select <b>Yes</b> to receive cash back or <b>No</b> to continue.
Cash:	Select a displayed amount by pressing <b>F1</b> or <b>F2</b> or <b>F3</b> . On the terminal only: Or select <b>Other</b> , key in a different amount and press <b>OK</b> .
Total OK?	Check total Purchase + Cashback + Tip amount and press <b>OK</b> .
Select Account:	Select <b>CHQ</b> (for Chequing account) or <b>SAV</b> (for Savings account.)
Enter PIN & OK:	Key in their PIN (Personal Identification Number) and press <b>OK</b> .
Please Remove Card	Remove their chip card from the reader. <b>Note:</b> Do not remove the chip card until "Please Remove Card" appears on the terminal or PINpad.
Return To Clerk	Return the device to you.



## Reprint a receipt

Prints a duplicate Merchant Copy of a receipt.

**Note:** For signatureless transactions, a Customer Copy is printed instead. To print signatureless transaction details for your records, perform a Transaction Inquiry (see page 16).

1. Press the **REPRINT** key (third purple key from the left). The REPRINT menu appears.
2. Select **Last Receipt** to reprint the last transaction receipt.  
OR  
To print a different receipt, select **Any Receipt**, key in the **transaction sequence number** and press **OK**.
3. The terminal prints the duplicate receipt and returns to the transactions menu.

## Card masking

To reduce unauthorized card use, masking and truncation are applied to card numbers printed on receipts and reports. Masking replaces a card's numbers (except for the last 4) with "\*"s (e.g., \*\*\*\*\*1234). Truncation prints only the last 4 digits of a card (e.g., 1234). The expiry date is not printed on any copy of any receipt.

## Signatureless transactions

A customer signature is not required for swiped or tapped Purchase transactions if the total is at or below the maximum Signatureless Dollar Value (SDV) (see below). Depending on how your terminal is configured, receipts may not be printed for signatureless transactions. If a receipt is printed, the statement NO SIGNATURE REQUIRED appears on the receipt.

### Maximum Signatureless Dollar Values (SDV)

To determine the maximum SDV for a card, print an EMV Parameters Report (see page 18) and locate the Contactless CVM Limit parameter under the report's section for the card. An SDV of 9999 means there is no maximum limit.

# Reporting

## Transaction Inquiry

Displays and prints the details of transactions in the terminal memory.

1. Scroll down and select **Batch Review**.  
If prompted, key in the **manager password** and press **OK**.
2. To retrieve transactions by:
  - Clerk ID, select **Clrk**.
  - Transaction amount, select **Amt**.
  - The last four digits of the card number, select **Acct**.
  - The six-digit sequence number, select **Seq#**.
3. Enter the required information and press **OK**.  
The transaction details appear on screen.
4. Select **PREV** or **NEXT** to scroll through the transactions and display the right one.
5. Choose one of the following:
  - To print the Transaction Inquiry report for the displayed transaction, select **PRNT**.
  - To void the displayed transaction, select **CORR**.
  - To return to the transaction menu, press **CANC ANNUL** twice.

## Merchant Sub-totals Report

Prints the totals of all transaction types in the current batch on the Moneris host without closing the batch.

1. Press the **REPORTS** key (fourth purple key from the left).  
If prompted, key in the **manager password** and press **OK**.
2. Scroll down, then select **Merch SubTotals**. The terminal prints the Merchant Subtotals report and returns to the **REPORTS** menu.

## Pre Auth Transactions Report

Prints a list of all Pre-Authorizations in the terminal memory that have not been completed.

1. Select **Pre Auth**, then select **Pre Auth Rpt**. (You may need to scroll down to the next menu screen.)  
If prompted, key in the **manager password** and press **OK**. The terminal prints the Pre Auth Transactions report.
2. Press **CANC ANNUL** to return to the transactions menu.

## Tip Report

Prints tip activity for the current batch in the terminal memory.

**Note:** Clerk and Tip processing must be enabled to print this report.

1. Press the **REPORTS** key (1st purple key on the right).  
If prompted, key in the **manager password**.
2. Select **Tip Report**.
3. When the “Clrk Rpt Opt” prompt appears:
  - Select **One** to print the report for one clerk, key in the **Clerk ID** when prompted and press **OK**.  
OR
  - Select **All** and press **OK** to print the report for all clerks.
4. When the “Rpt Period” prompt appears:
  - Select **All** to print the report for all tip activity in the batch.  
OR
  - Select **Date** to print the report for a specific date, key in the **date** (YYYYMMDD) and press **OK**.

## Stored Transactions Report

Prints totals for the current batch in the terminal memory without closing the batch.

1. Press the **REPORTS** key (fourth purple key from the left).
2. Select **Stored Tran Rpt**.
3. Choose one of the following:
  - To print all transactions, select **All**.
  - To print transactions from a specific date, select **Date**, then key in the **desired date** and press **OK**.

The terminal prints the Stored Transactions report and returns to the **REPORTS** menu.

## Deposit Totals Report

Prints the totals of all transaction types in batches that have been closed on the Moneris host on the date this report is printed.

1. Press the **REPORTS** key (fourth purple key from the left).
2. Select **Deposit Totals**.  
The terminal prints the Deposit Totals report and returns to the **REPORTS** menu.

## Clerk Sub-totals Report

Prints totals for all transactions in the current batch on the Moneris host sorted by Clerk ID.

**IMPORTANT: Clerk IDs must be set up on the Moneris host before this report can be generated.**

1. Press the **REPORTS** key (fourth purple key from the left).
2. Select **Clerk SubTotals**.
3. Choose one of the following:
  - To print the Clerk Sub-totals report for one clerk, key in the **Clerk ID** and press **OK**.
  - To print the Clerk Sub-totals report for all clerks press **\*** (the asterisk), then **OK**.
4. When the **Add Another Clerk?** prompt appears, select **Yes** to select additional clerks OR select **No**.
5. When “Clear Totals?” appears, select **No** to keep them in the terminal memory or select **Yes** to clear the clerk’s totals.

The terminal prints the Clerk Sub-totals report and returns to the **REPORTS** menu).

## EMV Parameters Report

Prints a list of EMV parameters and their values by EMV card record number.

**Note:** *This report includes the Contactless Trans Limit parameter used to determine the maximum Contactless Dollar Value for a card.*

1. Press the **REPORTS** key (first purple key on the right). If prompted, key in the **manager password** and press **OK**.
2. Scroll down and select **EMV Param Rpt**. The terminal prints the report and returns to the **REPORTS** menu.

# Administrative transactions

## Logon

If the “Host Logon Required” prompt appears, you must log on before you can perform transactions on the terminal.

1. Press **OK** at the transactions menu to display the CONFIGURATION menu.
2. Scroll down, then select **Host Logon**.
3. Key in the **manager password** and press **OK**. The terminal communicates with the Moneris host, displays “Logon Successful”, then returns to the transactions menu.

## Logoff

To ensure unauthorized transactions cannot be processed, log off your terminal at the end of each business day.

1. Press **OK** at the transactions menu to display the CONFIGURATION menu.
2. Scroll down, then select **Host Logoff**.
3. The terminal communicates with the Moneris host, displays “Logoff Successful”, then returns to the transactions menu.

## Re-initialization

If the “Init Required” prompt appears, you must re-initialize your terminal by 3:00 a.m. the next morning.

1. Press **OK** at the transactions menu to display the CONFIGURATION menu.
2. Scroll down then select **Initialization**. If prompted, key in the **manager password** and press **OK**.
3. When the “RETAIN SETTINGS?” prompt appears:
  - select **Yes** to keep all parameters set as they are, OR
  - select **No** to delete existing terminal settings.
4. If the “MERCHANT ID” prompt appears, key in your Moneris **Merchant ID number** and press **OK**.

The terminal communicates with the Moneris host, then returns to the transactions menu.

***Note:** After the re-initialization is complete, you may need to do a Host Logon.*

# End-of-day process

## Merchant Close

If your merchant account is set up for Merchant Close settlement, you must process a Batch Close transaction in order to have the funds from your POS transactions deposited to your business account. Here's how:

### Step 1. Process a Batch Close transaction

1. Scroll down, then select **BATCH CLOSE**. If prompted, key in the **manager password** and press **OK**.
2. At the "CLOSE BATCH?" prompt, select **Singl**. The terminal communicates with the Moneris host and the Batch Totals Report prints.
3. At the "PRINT STORED TRANS?" prompt, select **Yes** then select the report period. The Stored Transactions report prints.
4. When the "CLOSE BATCH?" prompt appears, select **Yes** to close the batch and have funds deposited to your account.

***Note:** If you do not make a selection at the "CLOSE BATCH?" prompt within two minutes, the terminal beeps three times and returns to the transactions menu without closing the batch.*

5. The terminal prints the Batch Close Report and returns to the transactions menu.

### Step 2: Confirmation

Confirm that the totals on the Batch Totals Report match the totals on the Stored Transactions Report. If they do not match, call Moneris the next business day for reconciliation assistance.

## System Close

If your merchant account is set up for System Close settlement, Moneris automatically settles your transactions for you at the end of each day. You must verify transaction totals on a daily basis. Here's how:

**Step 1: Print a Stored Transactions** See page 17.

**Step 2: Print a Merchant Sub-totals Report** See page 16.

*Note: The merchant subtotals report must be printed before 11:00 p.m. local time.*

### **Step 3: Confirmation**

Confirm that the totals on the Merchant Sub-totals Report match the totals on the Stored Transactions Report. If they do not match, contact Moneris within 30 days for reconciliation assistance.

# Troubleshooting

If an error message appears, first press **OK** or **CANC ANNUL** to clear the message then retry the transaction. If the error message reappears and is listed in the table below, follow the instructions in the table. If the problem is still not resolved, call the Moneris Merchant Service Centre at **1-866-319-7450**.

Error message	Solution
<b>CARD NOT SUPPORTED</b>	Your merchant account is not set up to accept the card type entered. Request another form of payment.
<b>CARD SWIPE ERROR/ READ CARD ERR/ ERR READ CARD NO.</b>	There was an error reading the magnetic stripe on the card. Swipe card again, more slowly or quickly, or from the front of terminal to the back.  <b>If message reappears:</b> <b>For credit card with stripe:</b> Key in the card number. <b>For debit card with stripe or chip:</b> Request another form of payment.
<b>CARD REMOVED - 991</b>	The chip card was removed before the end of the transaction.  Retry the transaction.
<b>CHIP CARD MALFUNCTION</b>	There was an error reading the chip card.  Remove the card and retry the transaction. If the message reappears, swipe the card.
<b>CHIP CARD SWIPE</b>	A chip-enabled card was swiped.  Insert the card in the chip card reader and resume the transaction.
<b>CONNECTION FAILED</b>	The Ethernet connection failed. If Dial Backup is configured, the terminal will switch to dial communications for this transaction.  <ol style="list-style-type: none"><li>1. Check all the cables to ensure everything is plugged in correctly.</li><li>2. Check that the router and hub/switch (if any) are functioning.</li><li>3. Confirm that the network is functioning. Contact your ISP (Internet service provider) for assistance.</li></ol>
<b>EMPTY BATCH</b>	There are no transactions in the current open batch.

<b>EXC REFUND LIMIT</b>	Contact Moneris for a temporary increase in your daily refund limit. Please have the original purchase receipt available for reference.
<b>EXPIRED CARD</b>	The expiry date on the card has passed. Request another form of payment.
<b>INVALID PASSWORD</b>	Press <b>CANC ANNUL</b> , then re-enter the manager password and press <b>OK</b> .
<b>INV# IS 7 CHAR MAX PRESS OK KEY</b>	Press <b>OK</b> , check the invoice number and enter the correct number of characters.  (Maximum length of an invoice number for private label credit cards is seven characters.)
<b>LINE BUSY</b>	<ol style="list-style-type: none"> <li>1. Check if the phone line is shared with another piece of equipment (e.g. a fax machine).</li> <li>2. Check if a prefix (e.g. 9) is required to dial out.</li> </ol>
<b>NO LINE</b>	<p>The terminal cannot detect a dial communications line.</p> <ol style="list-style-type: none"> <li>1. Check that all dial communications cables are connected to the base and the wall jack correctly. If they are, check the phone line for dial tone.</li> <li>2. Check that the phone line is an analog dial line. The terminal will not work on a digital phone line or on VoIP.</li> <li>3. Try the transaction again. If the message reappears, unplug and replug the power cable at the power source.</li> </ol>
<b>NO MATCH</b>	Printed on the Batch Totals report beside terminal totals that do not match the host totals.
<b>NO MATCH followed by RECORD NOT FOUND</b>	The information you have entered to find a transaction in memory cannot be found. Check the information and try again.
<b>OUT OF RANGE</b>	In Demo mode, ensure the amount of the transaction plus cashback is \$1.00 or less, and the tip is \$1.00 or less.

Error Message	Solution
<b>PHONE NUM FLDS EMPTY</b>	<p>The terminal has attempted to dial out but the phone number parameters are empty. If this message appears during:</p> <p><b>a financial transaction:</b> Contact Moneris Solutions.</p> <p><b>a Batch Close transaction:</b> Perform a re-initialization, then try the transaction again.</p>
<b>PRINTER ERR</b>	<p>Open the printer, ensure that a paper roll is inside and that it is properly inserted. Close printer.</p>
<b>SETTLE FAILED</b>	<p>The connection with the Moneris host was lost during a Batch Close and the settlement was not completed. Try the Batch Close again. If the batch totals are \$0:</p> <ol style="list-style-type: none"> <li>Print a Deposit Totals report.</li> <li>Print a Stored Transactions report.</li> <li>Call the Moneris Merchant Service Centre.</li> </ol>
<b>SYSTEM PROBLEM followed by TCP INIT ERR: #####/ TCP RECV ERROR: #####/ TCP SEND ERROR: ####</b>	<p>A communications error has occurred. Call the Moneris Merchant Service Centre and give the agent the four-digit number.</p>
<b>TIP ERROR</b>	<p>The cardholder has keyed in a tip amount that is greater than the standard percentage or a tip percentage that is not defined in the terminal.</p> <ol style="list-style-type: none"> <li>Press <b>OK</b>.</li> <li>Ask the customer to enter a smaller amount.</li> </ol>
<b>TRANS NOT ALLOWED or TRANS NOT SUPPORTED</b>	<p>You have attempted to perform a transaction that is either not configured on your terminal or not set up in your merchant account.</p>

## Equipment problems

Problem	Solution
<b>Display screen on terminal or PINpad is blank.</b>	Check all connections on all cables to make sure all are plugged in correctly.
<b>The leftmost LED on the contactless reader is not lit up.</b>	Check that the contactless reader module is securely connected to the top of the terminal or the PINpad.

## Need help?

Please contact the Moneris Merchant Service Centre toll-free at **1-866-319-7450** (open 24 hours a day, 7 days a week).

If you use Merchant Direct, you can also contact us online. Simply log in to Merchant Direct and use the Message Centre to send a secure message directly to the Moneris Merchant Service Centre.

For more information, visit the Moneris Vx810 Duet product webpage at **[moneris.com/duet](http://moneris.com/duet)**.

Shop for point-of-sale supplies and paper online at **[shopmoneris.com](http://shopmoneris.com)**.

**Important: You must use the exact power adaptor and cables provided with the Vx810 Duet terminal by Moneris Solutions. Failure to do so may affect the operability of, or cause damage to, the equipment.**

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