

# Moneris Mobile 8200

## Quick Reference Guide

### For Assistance

Please contact the Moneris Merchant Service Centre toll-free at: **1-866-319-7450**.

### For More Information

Visit the Moneris Mobile 8200 product webpage at [www.moneris.com/en/ProductsAndServices/Products/MobilePOS/Mobile8200.aspx](http://www.moneris.com/en/ProductsAndServices/Products/MobilePOS/Mobile8200.aspx)

- To access detailed instructions and information regarding additional features, click on the “WebHelp” link.
- To download a PDF file of this guide, click on the “Reference Guide” link.

### Important

You must use the exact power adaptor and cables provided by Moneris Solutions to work with the Moneris Mobile 8200 terminal. Failure to do so may affect the operability of or cause damage to the equipment.

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- ✓ Magnetic Stripe Cards
- ✓ Chip Cards



Your Moneris Merchant Number is: \_\_\_\_\_

## Moneris Mobile 8200 Components

### All-in-one Wireless Terminal



Allows you to process transactions at the point of sale (POS). When prompted, you (and sometimes your customer) will need to key in information on the terminal. If your customer is required to key in information, you will pass the handheld back and forth.

**Note:** Some transactions do not have customer prompts (e.g., a credit Purchase, with stripe card, Tip Entry disabled); hence, you need not pass the terminal back and forth in these instances.

### Rechargeable Battery



Along with the wireless communications, allows you to take the Mobile 8200 terminal to your customer.

### Communications and Charge Base



- Connects to up to seven (7) terminals via wireless communications.
- Connects to the Moneris host via Ethernet communications.
- Charges the Mobile 8200 battery.
  - A charge-only base is also available to charge the battery.

## Wireless Communication

The Mobile 8200 handheld terminal uses wireless communications to connect to the communications base. The handheld must be within the coverage area of the communications base to process transactions.

### Wireless Signal Status Icon

This icon appears in the top right corner of the display on the following screens: MAIN MENU, REPORT FUNCS, ADMIN FUNCS, and CONFIG FUNCS.

Icon	Description
	Terminal can see the wireless signal from the base and can process transactions.

## Testing the Wireless Communications

- Power up the base and power up the handheld.
- Walk with the handheld to the spot furthest away from the base that the handheld is likely to be used (e.g., the far side of the patio, the back room, the second floor).
- While you are walking, check that the Wireless Signal icon () is displayed on the READY screen of the handheld the whole time.
  - If the icon is not displayed, transactions cannot be performed when the handheld is in that spot.

## Battery Use

The Mobile 8200 is powered by a removable battery. There are two types of battery charging base:

- Communications-and-Charge Base
- Charge-Only Base

### Battery Charging

The battery must be attached to a terminal that is placed on the base in order to charge (but the battery charges only when the terminal is not in use).

Icon	Description
	Terminal is sitting correctly on the base and the battery is being charged.

### Battery Charge Level

The Battery Charge Status icon appears in the top right corner of the display on the READY screen, MAIN MENU, REPORT FUNCS, ADMIN FUNCS, and CONFIG FUNCS menus.

Icon	Description	% Charge
	Fully charged battery.	100 %
	Battery almost fully charged.	75 %
	Half-charged battery.	50 %
	Battery almost empty: Printing slows down, green backlight goes off and can't be turned on again until a charged battery is attached to the terminal or the terminal is placed on a base.	25 %
	Empty battery: Transaction data and configuration parameters are not lost if the battery goes to 0% charge.	0 %

### Helpful Hints

- Check the Battery Charge Level before taking the terminal to the cardholder.
- Li-ion batteries: Remember to put the terminal back on the base between transactions to maintain the battery charge.
- NiMH batteries: Remember to let the NiMH battery discharge completely before putting the terminal back on a base.

## Battery Life

To extend the battery life, reduce battery usage. Power off the terminal manually, (see *Power Off [49]* below) or wait for the Stand-by Timer to automatically power off the terminal after a set time period.

### Power Off [49]

This turns off the terminal when it is not in use and reduces battery usage.


1. If the terminal is on the base, remove it from the base.
2. Press the **Admin** key, and select ADMIN, and select POWER OFF.
3. Press **F1** (YES). The green backlight goes off, and the display screen goes blank.

### Stand-By Mode

The 8200 handheld goes into Stand-by mode when it has not been used for a set time period and is not on a base. In Stand-by mode, the green backlight is off, and the display screen is blank. To exit Stand-by mode, power on the terminal (instructions below).

### Power On

- If the battery is charged, simply press **OK**.
- If the battery needs to be charged, place the terminal (with the battery attached) on the base.

The green backlight comes back on, the READY screen appears, and the  icon appears until the terminal establishes the charge level of the battery.

### Base Status Light

The green LED on the front of the communications base indicates the power and communications status of the base.

If the light is	Then the base is...
Off	powered off.
Constantly on (i.e., not flashing)	powered on, has found at least one registered terminal and: [IP] is ready to communicate or is communicating with the Host. [Dial] is communicating with the Host, or a handheld is sitting on the base.
Flashing quickly	unable to find any registered handhelds
Flashing slowly (Dial comms only)	powered on, has found at least one registered terminal and is ready to communicate with the Host.

## Performing Financial Transactions

All instructions in this guide begin at the READY screen. To access this screen from any other screen, press **Can/Ann** repeatedly until the READY screen appears.

### Transaction Guidelines

1. Determine the transaction to be processed (e.g., Purchase or Refund).
2. Establish the means of payment, i.e., credit or debit.
3. Capture the card data to the POS device (see below, *Functional Card Types*).
4. Follow the terminal prompts (see transaction flows pp. 6-8).\*
5. Process receipts (see p. 9 for recommended guidelines).

\* These variables affect which prompts you and your customers will see:

- Terminal and merchant setup.
- Transaction type (e.g., Purchase or Refund).
- Card type and functionality (i.e., stripe or chip).
- Method of card entry at the POS (e.g., swipe or insert).
- Payment type (i.e., credit or debit).

### Functional Card Types

A payment card can be any functional card type: chip, stripe, or contactless. While each card type has its own special functionality, an individual card may combine any number of functionalities. The method of card entry at the POS determines the functionality that is used (see below).

### Card Entry at POS

#### CHIP CARDS

##### To use Chip functionality:

- When **SWIPE OR INSERT CARD** displays, you or the customer insert the card into the terminal chip reader.
- Note:** Unless the terminal prompts otherwise, do not swipe a chip card even if the card has a magnetic stripe.
- The customer will be prompted to key in a PIN.
  - The chip card must remain inserted until the **REMOVE CARD** prompt displays.



#### MAGNETIC STRIPE CARDS

##### To use Stripe functionality:

- When **SWIPE CARD** or **SWIPE OR INSERT CARD** displays, swipe the card on the terminal'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.



**Manual Entry:** If all available card entry methods fail, you may manually enter the Card number for credit cards and some debit cards: When **SWIPE CARD** or **SWIPE OR INSERT CARD** displays, simply key in the Card number on the terminal, and press **OK**.

## Admin Code Shortcuts

To bypass scrolling through menus to select a transaction, use the Admin codes to jump directly to a transaction. Admin codes can be found in this guide in square brackets beside the transaction name (e.g., *Logon [02]* means the Admin code for logging on is **02**.)

To use an Admin code:

1. Press the **Admin** key until **ENTER ADMIN CODE** appears.
2. Key in the Admin code, and press **OK**.  
The transaction appears.

To print a list of all Admin codes:

1. Press **Admin** until **ENTER ADMIN CODE** appears, and then key in **40**, and press **OK**.  
The list prints.

### Purchase [100]

Credit or debit Purchase of goods or services.

1. If PURCHASE (or PRE-AUTH) is set as the default: Key in the transaction amount at the READY screen, and then press **OK** to begin that transaction.  
OR  
Press **Admin**, select TRANSACTIONS, and then select PURCHASE (or PRE-AUTH) to begin the transaction.
2. Follow the prompts, but note:
  - If **CUSTOMER PRESS OK TO CONTINUE** appears, pass the terminal to the customer. (See p. 7.)
3. Process receipts. (See p. 9 for recommended guidelines.)

**Note:** For a Pre-Authorization, when the final Purchase amount is known, you must perform an Advice for the final amount using the same card number. (See p. 8.)

### Pre-Authorization [102]

Authorization if the final Purchase amount is unknown.

### Refund [101]

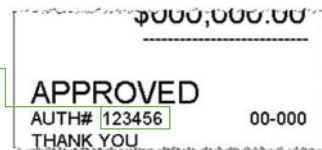
Credits a customer's account for a previous credit or debit Purchase.

### VOID-Purchase [106]

VOID-Refund [107]  
Cancels the original transaction.

**Note:** Must be in the same batch as original.

1. Press **Admin**, select TRANSACTIONS, and then select the transaction (REFUND or VOID-PURCHASE or VOID-REFUND).
2. Follow the prompts, but note:
  - When **ENTER ORIGINAL AUTHORIZATION #** appears, key in the **6-digit Auth#** found on the original receipt, and press **OK**.
  - If **CUSTOMER PRESS OK TO CONTINUE** appears, pass the terminal to the customer. (See p. 7.)
3. Process receipts. (See p. 9 for recommended guidelines.)



## Customer Prompts

Some debit cards may initiate Cashback and/or Account Selection and PIN prompting after the terminal has been returned to you, which means you will have to hand the terminal back to the customer

### Language Selection

If **SELECT LANGUAGE** appears, the customer presses **F1** (ENGLISH) or **F3** (FRANCAIS).

### Application Selection

If **SELECT <Application name>** appears, the customer presses **F1** (YES) to select the displayed application; otherwise, they press **F3** (NO) to view the next application on the card.

- If **<Application name>-OK?** appears, the customer presses **F1** (YES) to confirm they wish to use the displayed application.

### Cashback Selection

If **CASH BACK?** appears, the customer presses **F1** (YES).

When **SELECT CASH BACK** appears, the customer selects:

- **Preset amount:** The customer presses **F1** or **F2** or **F3**.
- **OTHER amount:** The customer presses **F3** (OTHER), then keys in an amount, and presses **OK**.

### Tip Entry

If **ENTER TIP AMOUNT** appears, the customer keys in a Tip dollar amount (or nothing) and presses **OK**.

If **TIP?** appears, the customer presses **F1** (preset %) or **F3** (for OTHER amount, including no Tip).

- If **F3** (OTHER) is selected, the customer presses **F1** (%) or **F3** (\$), then keys in a desired percentage or dollar amount (or nothing), and presses **OK**.

### Account Selection

If **SELECT ACCOUNT** appears, the customer presses **F1** (for Chequing account) or presses **F3** (for Savings account.)

### PIN Entry

If **ENTER PIN & OK** appears, the customer keys in their PIN (Personal Identification Number) and presses **OK**.

### Returning the terminal

When **RETURN TO CLERK** appears on the terminal, the customer returns it to you.

- Do not remove a chip card unless **REMOVE CARD** appears.

## Advice [103]

Completes a Pre-Auth.

**Note:** Must be processed on the same terminal as the original Pre-Auth.

- Press **Admin**, select TRANSACTIONS, and then select P-A ADVICE.
- When **FIND ORIGINAL TRANSACTION?** appears: Press **F1** (YES) for Advice. OR Press **F3** (NO) for Force Post.
- Follow the prompts, but note:
  - If **ENTER ORIGINAL AUTHORIZATION #** appears, key in the (voice) Auth # written your Paper Sales Draft.
  - If **ENTER ORIGINAL SEQUENCE NUMBER** appears, key in the [6-digit #] (part of the Receipt number) found on the Pre-Auth receipt, and press **OK**.
  - If **ENTER AMOUNT** appears, key in the amount written on the Total line (sum of the printed Pre-Auth amount plus any written Tip), and press **OK**.
  - If **ENTER ORIGINAL AMOUNT** appears, key in the printed Pre-Auth amount found on the receipt, and press **OK**. When **ENTER TIP AMOUNT** appears, key in the amount written on the Tip line, and press **OK**.
  - If **FIND ORIGINAL TRANSACTION** appears, press **F1** (YES) to process another Advice, or press **F3** (NO), and then press **Can/Ann** to return to the READY screen.

## Force Post [103]

Voice-authorized Purchase.

RECEIPT NUMBER	X00000000-000123-456-0
PRE-AUTHORIZATION AMOUNT	\$000,000.00
TIP	<del>                    </del>
TOTAL	<del>                    </del>

## Advice List [109]

Completes a Pre-Auth from a list.

**Note:** Must be processed on the same terminal as the original Pre-Auth. Tip Reporting must be enabled

- Press **Admin**, select TRANSACTIONS, and then select P-A ADV LIST.
- Follow the prompts, but note:
  - To narrow your search criteria, key in the data as prompted when **ENTER CLERK ID**, **ENTER AMOUNT**, **DATE**, and **BATCH NUMBER** appear; otherwise, simply press **OK** at each of these prompts.
  - When **ENTER ORIGINAL AMOUNT** appears, key in the Pre-Auth amount printed on the Pre-Auth receipt, and press **OK**. When **ENTER TIP AMOUNT** appears, key in the amount written on the Tip line, and press **OK**.
  - If the Pre-Auth is completed, the terminal returns to the Pre-Auth list screen. Press **Can/Ann** repeatedly to return to the READY screen.

## Cheque Authorization [105]

- Press **Admin**, select TRANSACTIONS, and select CHEQUE AUTH.
- Follow the prompts, but note:
  - ID types, Prov. and State codes are provided by the authorization service.
  - Write the Approved # on the cheque.
  - Receipts are not printed.

## Merchant and Cardholder Receipts

**Merchant copy** - Always retain this copy for your records, but note:

- If a signature line is printed, obtain the cardholder's signature.
- If VERIFIED BY PIN is printed, do not obtain a signature.
- If NO SIGNATURE REQUIRED is printed, do not obtain a signature.

**Cardholder copy** - give it to the cardholder, but note:

- If a Merchant signature line is printed, sign this copy.

## Reprint Last Customer Receipt or Last Report [29]

Prints a duplicate of the last printout.

- Press **Admin**, select ADMIN, and select REPRINT. The receipt prints.

## Reprint Merchant Receipt [66]

Prints a duplicate of the Merchant copy of the receipt.

- Press **Admin**, select REPORTS, and select TRANS INQUIRY.
  - If **SWIPE ADMIN CARD** appears, swipe your POS Admin card to print the unmasked Card number on the duplicate receipt.
  - If **ENTER CLERK ID** appears, key in your Clerk ID, and press **OK**.
- Identify the transaction (follow the prompts).
  - When **PRINT OR DISPLAY?** appears, press **F3** (DISPLAY), scroll to the transaction, and press **OK**. Press **F3** (REPRINT). The receipt prints.

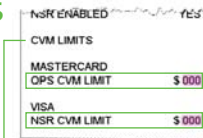
## Signatureless Transactions

A "signatureless" transaction is a swiped Purchase for which a cardholder signature is not required because the Purchase total is at or below a maximum Signatureless Dollar Value (SDV). The terminal may be configured to print just a Merchant copy and/or a Cardholder copy or no receipts at all.



## Maximum Signatureless Dollar Values (SDV)

To determine the maximum SDV for a card, print a Configuration report (see p.11) and look near the end of the report for the **CVM LIMITS**:



### MasterCard

QPS CVM LIMIT<sup>1</sup> = card swiped

### Visa

NSR CVM LIMIT<sup>2</sup> = card swiped

<sup>1</sup>Purchase, including Tax, must be equal to or less than the \$ value.

<sup>2</sup>Purchase, including Tax, must be less than the \$ value.

## Pre-Auth List [62]

Prints a list of Pre-Auths. Identifies open Pre-Auths that need to be deleted.

1. Press **Admin**, select REPORTS, and select PRE-AUTH LIST.
2. When **SWIPE ADMIN CARD** appears: Swipe your POS Admin card to print unmasked Card numbers; otherwise, simply press **OK** to mask the numbers.
  - If **ENTER CLERK ID** appears, key in your Clerk ID, and press **OK**.
3. Select OPEN or CLOSED (for completed Pre-Auths) or BOTH (for both types). **PRINT DATE OR BATCH?** appears.
4. To print the report by date, press **F1**. To print the report by Batch, press **F3**.
5. To print the current date or batch, press **OK**. To otherwise select a specific date or batch, key in a Date or Batch number, and press **OK**.  
The terminal prints the report and returns to the READY screen.

## Tip Totals Report [96]

Prints a summary of Tip amounts entered on the terminal for transactions in the current Batch.

**Note:** If Clerk Subtotalling is enabled, Tips are summarised by Clerk ID.

1. Press **Admin**, select REPORTS, and select TIP TOTALS.
  - If **SWIPE ADMIN CARD** appears, swipe your POS Admin card.
  - If **ENTER CLERK ID** appears, key in a Clerk ID to find the Tip total for a specific clerk; otherwise, press **OK** to find Tip totals for all clerks.**PRINT DATE OR BATCH?** appears.
2. For totals by Date, press **F1**; for totals by Batch, press **F3**.
  - If **F1 (PRINT DATE)** is selected:
    - a. When **START DATE** appears, key in the Start date, and press **OK**.  
**Note:** The date format is year (YY), month (MM), and day (DD).  
For example, to enter Dec. 31, 2010, you would key in **101231**.
    - b. When **START TIME** appears, key in the Start time, and press **OK**.  
**Note:** The time format is hours (HH) and minutes (MM).  
For example, to enter 1:00 AM, you would key in **0100**.
    - c. When **END DATE** appears, key in the end date, and press **OK**.
    - d. When **END TIME** appears, key in the End time, and press **OK**.
  - If **F3 (BATCH)** is selected:
    - a. Key in the Batch number, and press **OK**.
 The terminal prints the report and returns to the READY screen.

## Configuration Report [16]

This report lists the terminal parameters and their values.

1. From the READY screen, press **Admin** twice.  
When **ENTER ADMIN CODE** appears, key in **16**, and press **OK**.
2. When **PRINT TRAILER MESSAGES?** appears, press **F3 (NO)**. The report prints.

## Reporting Transactions

### Clerk Subtotals Report [82]

Prints transactions by Clerk ID for one, a group, or all clerks. Transactions are grouped by type and itemized under card type; grand total amount(s) also appear for each Clerk ID.

**Note:** Clerk Subtotalling must be enabled.

1. Press **Admin**, select REPORTS, and select CLERK INQUIRY.
  - If **SWIPE ADMIN CARD** appears, swipe your POS Admin card.
2. To print a report for one clerk, press **F1 (SINGLE)**.  
When **ENTER CLERK ID** appears, key in a Clerk ID, and press **OK**.  
To print a report for multiple clerks, press **F3 (MULTIPLE)**:
  - a. To select a specific group of Clerks, select GROUP; otherwise, select ALL CLERKS.
    - If **ENTER GROUP ID TO BE PROCESSED** appears, key in the Group ID, and press **OK**.  
Select PROCESS LIST.
 The terminal prints the report and returns to the READY screen.

### Current Batch Totals Report [99]

Prints a report listing transactions by card type for the current batch (terminal) without closing the batch. Grand totals by transaction type are also included in the report.

1. Press the **Admin** key, select REPORTS, and select CLOSE BATCH.
  - If **SWIPE ADMIN CARD** appears, swipe your POS Admin card.
  - If **ENTER CLERK ID** appears, key in your Clerk ID, and press **OK**.**CLOSE BATCH** appears, and then the report prints.
2. When **CLOSE BATCH?** appears, press **F3 (NO)** to finish printing without closing the batch.  
The terminal finishes printing the report and returns to the READY screen.

### Merchant Subtotals Report [95]

Prints a list of transaction type totals by card type for the current batch from the Moneris Host. Grand totals by transaction type are also included.

1. Press the **Admin** key, select REPORTS, and select MERCH SUBTOTAL.
  - If **SWIPE ADMIN CARD** appears, swipe your POS Admin card.
  - If **ENTER CLERK ID** appears, key in your Clerk ID, and press **OK**.
 The terminal prints the report and returns to the READY screen.

## Card Number Masking on Reports

Card numbers print unmasked (i.e. in full) on reports only if you swipe your POS Admin card at the **SWIPE ADMIN CARD** prompt. OR Simply press OK at this prompt to print masked numbers on reports.

## End-of-Day Process

You must process a Close Batch transaction in order to have the funds from your POS transactions deposited to your business account. You will perform three tasks:

- A. Print a Stored Transactions list (see below) by batch, but note:
  - At step 3, make sure to press **F3** to print the current Batch.
  - At step 5, make sure to press **F1** to print only the Terminal Batch totals.
- B. Process a Close Batch transaction (see below).
- C. Confirm that the Terminal Batch Totals list (printed in step A) matches the Current Batch Totals list (printed in step B). If they do not match, call Moneris the next business day for reconciliation assistance.

### Print Stored Transactions [60]

1. Press **Admin**, select REPORTS, and select TRANS LIST.
2. When **SWIPE ADMIN CARD** appears, swipe the POS Admin card to print unmasked Card numbers. OR Simply press **OK** to print masked Card numbers.
  - If **ENTER CLERK ID** appears, key in a Clerk ID and press **OK** to print totals for that Clerk ID. OR Simply press **OK** to print totals for all Clerk IDs.

**PRINT DATE OR BATCH?** appears.
3. To print the report by date, press **F1** (DATE).  
To print the report by batch, press **F3** (BATCH).
4. Press **OK** to print for the current date or Batch. OR Key in a specific date or Batch number, and press **OK**.  
**PRINT TOTALS ONLY?** appears.
5. Press **F1** (YES) to print only the Terminal Batch totals. OR Press **F3** (NO) to print the list of transactions and the Terminal Batch totals, including the Cashback total.  
The terminal prints the report and returns to the READY screen.

### Close Batch [99]

1. Press **Admin**, select REPORTS, and select CLOSE BATCH.
  - If **SWIPE ADMIN CARD** appears, swipe your POS Admin card.
  - If **ENTER CLERK ID** appears, key in your Clerk ID, and press **OK**.

**CLOSE BATCH** appears, and then the report prints.
2. When **CLOSE BATCH?** appears, press **F1** (YES) to close the batch and have funds deposited to your account.
3. The terminal finishes printing the report and returns to the READY screen.

## Administrative Transactions

### Re-Initialization [01]

The Moneris Merchant Service Centre may ask you to re-initialize your terminal if changes have been made to it or your merchant account.

1. Press **Admin**, select CONFIGURATION, and select INITIALIZATION.
  - If **SWIPE ADMIN CARD** appears, swipe your POS Admin card.

**RETAIN CURRENT MERCH SETTINGS?** appears.
2. Press **F1** (YES) to keep all parameters set as they are.
3. When **CLEAR TERMINAL STORAGE?** appears, press **F3** (NO) to keep all stored transactions. The **PLEASE LOGON** prompt appears.

### Logon [02]

If **PLEASE LOGON** appears, you are required to log on.

1. Press the **Admin** key, select ADMIN, and select LOGON.
  - If **SWIPE ADMIN CARD** appears, swipe your POS Admin card.

The READY screen appears within 60 seconds.

### Logoff [03]

To ensure that unauthorized transactions cannot be processed, your terminal should be logged off at the end of the business day.

1. Press **Admin**, select ADMIN, and select LOGOFF.  
The **PLEASE LOGON** prompt appears within 60 seconds.

### Register the Terminal to a Base

A terminal must be registered to a communication base in order to process transactions. Registering “introduces” the terminal to the base so that the terminal knows which base to look for and the base knows which terminals to accept transactions from.

- Note:**
- Up to seven terminals can be registered to one communications base.
  - Every terminal must be registered individually.
  - A terminal can only be registered to one communications base at a time. To use a different base, register the terminal to that base.
1. Place the terminal on the communications base to which it is being registered.
  2. Press the **Admin** key, select CONFIGURATION, and select BASE CONFIG.
    - If **SWIPE ADMIN CARD** appears, swipe the POS Admin card, or press **OK**.
  3. Select REGISTER BASE.
  4. Key in the 8-digit Base ID (the last 8 digits of the S/N printed below the bar code on the bottom of the base), and press **OK**. The BASE CONFIG menu reappears.
  5. Press **Can/Ann** until the READY screen reappears. See also *Battery Use*.

## Troubleshooting

If one of the following error messages appears, follow the instructions to continue the transaction. As a general rule, if an error message appears, press **OK** or **Can/Ann** to clear the message, and then retry the transaction. If the problem is not resolved, call the Moneris Merchant Service Centre.

**AMOUNT EXCEEDED RETURN TO CLERK** The Refund amount was greater than the Refund Limit. Retrieve the 8200, press **OK**, and refer to **REFUND LIMIT EXCEEDED**.


**BASE BUSY PLEASE WAIT** Another terminal is using the base. If the base becomes available, this transaction will start. If not, **PLEASE WAIT** disappears. Press **OK**, and retry the transaction.

### BASE NOT FOUND


- The Base ID entered does not exist. Press **OK**, check the Base ID, and re-enter it.
- The Base ID entered has the maximum number of terminals registered to it (max. = 7). Register to another base or Power Off one of the other terminals.
- A transaction was tried on a terminal that has not been registered. Register the terminal, and retry the transaction.
- During a transaction the terminal could not communicate with the base. See *The Wireless Signal Status icon is not visible* for suggestions.

**CARD NOT SUPPORTED** If **PLEASE RETRY** is displayed, swipe the card again. If not, restart the transaction. If the message reappears, request another form of payment.


**CARD PROBLEM** If a chip card was swiped: restart the transaction. If the message reappears: for credit card with stripe – key in the Card number; for credit card with chip – swipe the card; for debit card with stripe or chip – request another form of payment.

**CARD REMOVED**  The chip card was removed during the transaction. Retrieve the 8200, press **OK**, and wait for the Cancelled receipts to print. When the **READY** screen appears, retry the transaction.

**CHECK PRINTER** Open the printer. Ensure that there is a paper roll and that the roll is loaded properly, and close the printer.


**DECLINED BY CARD**  The chip card has declined the transaction. Retrieve the 8200, remove the chip card, press **OK** until the **READY** screen appears, and request another form of payment.

**DECLINED – RETRY TRANSACTION?** If a transaction is declined by the Moneris Host and retry is allowed, this prompt appears. Press **F1** to select YES, and retry the transaction at the **SWIPE OR INSERT CARD** prompt.

**DO A PURCHASE WITH CHIP CARD**  The chip card cannot be used for Pre-Auth transactions because the device is not configured to allow this. Retrieve the terminal, remove the chip card, press **OK**, and perform a Purchase using the chip card.

**ERROR 40#** A communication error occurred. Press **OK**. The terminal completes any remaining printing and returns to **READY**.

**ETHERNET COMMS ERROR-DIAL USED PRESS OK** The terminal could not connect via the Ethernet connection. If available, dial backup was used for this transaction. Press **OK** to return to the **READY** screen.


**INSERT CARD INTO READER**  A chip card was swiped on the magnetic stripe card reader. Insert the chip card into the chip card reader when the **SWIPE OR INSERT CARD** prompt appears.

**INVALID CARD TYPE** The card that was swiped cannot be used for this transaction. Ask for another card (e.g. a credit card) and retry the transaction.

**INVALID ENTRY** In Training mode, ensure the amount of the transaction, Cashback or Tip is \$1.00 or less (max. total = \$3.00).

**LOW BATTERY!!! DOCK TERMINAL** The battery charge is too low. The terminal beeps 3 times and then powers down. Place the terminal on a base, or replace the battery with a fully charged one.

**NO LINE DETECTED** The terminal cannot detect an available dial communications line. Check that all communications cables are connected to the communications base and the wall jack correctly. If the message reappears, unplug and then replug the power cable to the power source.

**NOT ACCEPTED REMOVE CARD**  There was an error reading the chip card. Remove the card, and retry the transaction. If **SWIPE OR INSERT CARD** appears, swipe the chip card on the magnetic stripe card reader. If the message reappears: for credit card with stripe – key in the Card number; for credit card with chip – swipe the card; for debit card with stripe or chip – request another form of payment.

**NOT COMPLETED RETURN TO CLERK** Press **OK** to display the communications error. When the **READY** screen appears, wait for a moment, and try again. If the message reappears, check all the cable connections to the communications base then try the transaction again.

**REFUND LIMIT EXCEEDED** The total value of refunds performed today is greater than your daily refund limit. Contact Moneris for a temporary increase. Please have the original purchase receipt available for reference.

**TIME-OUT** or **RETRY TERMINAL TIME-OUT** The cardholder took too long to respond to their prompts. If **REMOVE CARD** is also displayed, the cardholder removes their chip card and returns the 8200. Retrieve the 8200, and press **OK**. When the **READY** screen appears, retry the transaction.

**TRANSACTION NOT FOUND** The terminal cannot find a transaction that matches the criteria. This message is displayed for 3 seconds, and then the terminal returns to the previous prompt.


## Equipment Problems

### TCP CONNECTION FAILED or HOST CONNECTION FAILED:

Check all the cables to ensure everything is plugged in correctly. Check that the router and hub/switch (if any) are functioning.


- **Public Internet:** Contact your ISP (Internet service provider) for assistance.
- **Private Internet:** Call the Moneris Merchant Service Center.
- **Corporate WAN:** Call your corporate help desk to confirm that the corporate WAN is functioning properly.


### The Battery isn't Charging.

- If the battery is attached to a terminal, ensure  is displayed on the terminal when it is on the communications base.
- Move the terminal or battery on the base until the battery contacts touch the base contacts.
- Ensure the base status light on the base is lit.

**The Display Screen is Blank:** The terminal is in Stand-by mode. Press **OK**. If the **READY** screen does not appear, replace the battery.

**The Base Status Light is not Lit:** Wait for 30 seconds then check the power cable on the base, and ensure everything is plugged in tightly.

**The  (Wireless Signal Status icon) is not Visible:** Ensure the terminal is close enough to the communication base (max. range = 60 m indoors to 120 m outdoors). If the icon is still not visible, place the terminal on the communications base, and perform the transaction.

**The  Icon Appears:** The battery needs to be recharged. Replace the battery, or place the terminal on a base to complete the current transaction.