

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 Mobile 8300 product webpage at **moneris.com/8300**.

Shop for point-of-sale supplies and paper online at **shopmoneris.com**.

Important: You must use the exact power adaptor and cables provided by Moneris Solutions to work with the Moneris Mobile 8300 terminal and base. Failure to do so may affect the operability of, or cause damage to, the equipment.

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Using Your Terminal

Moneris® Mobile 8300





Need help?

Call 1-866-319-7450

Record your Moneris merchant number here:

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Moneris Mobile 8300

Use this all-in-one wireless POS solution to bring the checkout to your customer. The wireless 8300 handheld incorporates a display screen, keypad and printer as well as wireless communications hardware.

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







Terminal keys

1 Fo to F5

- 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.** Under the  or  icon. Scrolls up or down. the yellow CORR key to toggle between scrolling up and down.
- **Reprint key.** The second purple key to the right, under the  icon. Displays the REPRINT menu.
- **Reports key.** The first purple key on the right, under the  icon. 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 Red CANC ANNUL key

- Cancels the current operation.

6 Yellow CORR key

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

7 Green OK key

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

8 Printer

9 Magnetic stripe reader

10 Chip reader

11 Hardware status light (see page 25)





Hardware management

Wireless communication

The Mobile 8300 handheld terminal uses long-range wireless communications to send and receive information from the Moneris host.



The wireless signal strength icon

This icon appears in the lower left side of the display whenever a menu is displayed.

Icon	Description
	4 bars: The terminal is receiving a strong signal from the wireless network and can process transactions.
	3 bars: The terminal is receiving a good signal and can process transactions.
	2 bars: The terminal is receiving a signal and can process transactions, but it may take longer to complete a transaction.
	1 bar: The terminal is receiving a weak signal and may not be able to process transactions.
[no icon]	0 bars: The terminal is not receiving any signal and CANNOT process transactions.

The antenna icon

This icon appears in the lower left side of the display whenever a menu is displayed.


Icon	Description
	The terminal is connected to the wireless network and can process transactions.
	The terminal is NOT connected to the wireless network and CANNOT process transactions.

Battery use

The Mobile 8300 is powered by a removable Li-ion battery.




Battery charging




The battery charges when it is connected to a terminal that is seated on the charging base and the charging base is connected to a power outlet. This icon appears in the lower left side of the display whenever a menu is displayed.

Icon	Description
	The terminal is seated on the charging base, the power adaptor cable is properly connected to the charging base and a power outlet, and the terminal is charging.

Battery charge level

This icon appears in the lower left side of the display whenever a menu is displayed.

Icon	% Charge
	100%
	75%
	50%

Icon	% Charge
	25%
	10%*
	0%**

* If the battery charge level is at less than 20%, the terminal cannot print receipts; however, transactions can still be processed. Place the terminal on the charging base to print receipts.

** Transaction data and configuration parameters are not lost if the battery goes to 0% charge.

Battery life

To extend the battery life, reduce battery usage. Power off the terminal manually (see page 6) or wait for the timer to automatically put the terminal into sleep mode after a set time period.

Power off

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

1. Press the ***** (asterisk) key to access the applications menu.
2. Press and hold down the red **CANC ANNUL** key until the message “Shutting Down 2” appears.

*Note: The terminal will beep while the red **CANC ANNUL** key is held down.*

3. Release the red **CANC ANNUL** key. The screen will go blank and the backlight will turn off.

Sleep mode

The 8300 goes into sleep mode when it has not been used for a set time period and it is not seated on the charging base. In sleep mode, the backlight is off (i.e., the display and buttons lose their blue glow) and **** SLEEP MODE **** appears at the top of the display.

To exit sleep mode, press any key.

Note: The terminal will not go into sleep mode when it is seated on the charging base.

Power on

To power on the terminal:

- If the battery is charged, press and hold the green **OK** key until the backlight comes back on.
- If the battery needs to be charged, place the terminal on the charging base. The backlight comes back on and the hardware status light flashes amber slowly (see page 25). The terminal restarts, then the applications menu appears.

Card entry options

Insert: Chip cards

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



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

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.

Swipe: Magnetic stripe cards

1. Wait for the “Swipe or Insert Card:” prompt to appear.
2. **Swipe the card** on the 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 unless the device prompts otherwise.

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 or Insert Card:” displays, simply **key in the card number** on the terminal, and press the green **OK** key.

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 red **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 page 7).
4. Follow the terminal prompts (see page 12).*
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** and press the green **OK** key, then follow the prompts. Refer to the *Merchant and customer 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** and press the green **OK** key, then follow the prompts. Refer to the *Merchant and customer 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 the green **OK** key, then follow the prompts. Refer to the *Merchant and customer prompts* table (see page 12).
3. Process receipts (see page 14).
4. When the terminal returns to the Pre Auth menu, press the red **CANC ANNUL** key to return to the transactions menu.

Note: When the final purchase amount 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 the green **OK** key.
2. **Key in the six-digit sequence number** (Seq #) from the Pre Auth receipt (see page 14) and press the green **OK** key, then follow the prompts. Refer to the *Merchant and customer 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 the green **OK** key.
2. **Key in the refund amount** and press the green **OK** key, then follow the prompts. Refer to the *Merchant and customer prompts* table (see page 12).
3. Process receipts (see page 14).

Correction

Cancels or 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 the green **OK** key.
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 the green **OK** key, then go to step 3.
OR
 - Select **Acct#**, then **key in the last four digits of the card number** and press the green **OK** key, 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 the green **OK** key.
2. Search for the Pre-Authorization.
To search by sequence number:
 - Select **Seq#, key in the sequence number** and press the green **OK** key.To search by the card number:
 - Select **Acct, key in the last four digits of the card number** and press the green **OK** key.
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 matching Pre-Authorization.

Merchant and customer prompts

These tables list prompts that 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 the green OK key.
Invoice #:	Key in the invoice number and press the green OK key or simply press the green OK key to leave blank.
Exp Date (MMYY):	Key in the card's expiry date and press the green OK key.
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 the green OK key. If the code is not there or is not readable, press the green OK key to leave this blank.
Code present?	If the validation code is not there, select No . If the validation code is not readable, select Xread .
Orig Auth #	Key in the six-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 the green OK key.
Customer Press OK To Continue	Pass the terminal to your customer.
Return To Clerk	When the customer sees this prompt, retrieve the terminal, then press the green OK key to continue 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 the green OK key.
Promo Code:	Key in the six-digit private label promotion code and press the green OK key.

Customer prompts	Customer actions
Customer Press OK To Continue	Press the green OK key.
Select Language	Select ENGL (ENGLISH) or FREN (FRENCH).
<Application name> SELECT NEXT OK	Select OK to use the displayed application to process the transaction OR select SELECT NEXT to view the next application on the card.
<Application name> OK?	Select Yes to confirm that the displayed application should be used to process the transaction.
Amount OK?	Confirm that the purchase amount is correct and select Yes to accept it.
Tip: \$0.00	Key in a dollar amount (or nothing at all) and press the green OK key.
Tip Type:	Select % to choose from a list of tip percentages OR select \$ to enter a tip dollar amount OR select NoTip to continue without adding a tip.
Cashback?	Selects Yes or No .
Cash:	Select a displayed amount by pressing F1 or F2 or F3 or F4 . OR Select Other , key in a different amount and press the green OK key.
Total OK?	Confirm that the total amount is correct (Purchase + Cashback + Tip) and press the green OK key.
Select Account:	Select CHQ (for Chequing account) or SAV (for Savings account).
Enter PIN & OK:	Key in their PIN (Personal Identification Number) and press the green OK key.
Please Remove Card	Remove the chip card from the reader. Note: <i>The chip card should not be removed until "Please Remove Card" appears on the terminal.</i>
Return To Clerk	Return the device to you.

Receipts

Useful codes

- The **Seq #** is found on all receipts. It is the first six of the last seven digits of the Seq # printed on the receipt (e.g. if the Seq # is 0001234560, then key in 123456).
- The **Orig Auth #** is the six-digit Appr Code printed on the original receipt.

Signing credit card 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.

Customer copy

Give this copy to the customer, but note:


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

	MERCHANT NAME MERCHANT ADDRESS MERCHANT CITY & PROVINCE
	TERMINAL ID
Transaction type	■ Purchase
Masked card number	■ xxxxxxxxxxxx1234
	CARD NAME Entry Method: X Clerk ID: 001 Invoice #: 999999
	Amount:\$ 000,000.00 Tip: \$ 000,000.00 =====
	Total: \$ 000,000.00
Sequence number	■ Seq #: 0001234560
Original Auth #	■ Appr Code: 654321
	Resp Code: 00/001
	APPROVED Thank You
	I agree to pay above total amount according to card issuer agreement
Signature line	■ X _____
	Merchant Copy -IMPORTANT- Retain this copy for your records

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  (second purple key from the right). 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 the green **OK** key.

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 four) with asterisks (e.g. *****1234). Truncation prints only the last four 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 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 16) 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 the green **OK** key.
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. **Key in the required information** and press the green **OK** key. 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 the red **CANC ANNUL** key twice.

EMV Parameters Report

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


Note: *This report includes the Contactless CVM 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 the green **OK** key.
2. Scroll down and select **EMV Param Rpt**.

The terminal prints the report and returns to the REPORTS menu.

Stored Transactions Report


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

1. Press the **REPORTS** key  (first purple key on the right). If prompted, **key in the manager password** and press the green **OK** key.
2. Select **Stored Tran.**
3. To print all transactions, select **All**.
OR
To print transactions from a specific date, select **Date**, then **key in the desired date** and press the green **OK** key.

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

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  (first purple key on the right). If prompted, **key in the manager password** and press the green **OK** key.
2. Scroll down and select **Merch SubTotals**.

The terminal prints the Merchant Sub-totals 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  (first purple key on the right). If prompted, **key in the manager password** and press the green **OK** key.
2. Select **Deposit Totals**.

The terminal prints the Deposit Totals 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 the green **OK** key. The terminal prints the Pre Auth report and returns to the Pre Auth menu.
2. Press the red **CANC ANNUL** key to return to the transactions menu.

Tip Report

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

***Note:** Clerk IDs must be set up on the Moneris host and Tip processing must be enabled on the terminal before this report can be generated.*


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

The terminal prints the Tip 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.

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

1. Press the **REPORTS** key  (first purple key on the right). If prompted, **key in the manager password** and press the green **OK** key.
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 the green **OK** key.
 - To print the Clerk Sub Totals report for all clerks press the **★ (asterisk)** key, then the green **OK** key.
4. When the “Add Another Clerk?” prompt appears:
 - To select additional clerks, select **Yes**.
 - To finish adding clerks, select **No**.
5. When the “Clear Totals?” prompt appears:
 - To keep the clerk’s totals in the terminal memory, select **No**.
 - To clear the clerk’s totals, select **Yes**.

The terminal prints the Clerk Sub-totals 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 the green **OK** key at the transactions menu to display the CONFIGURATION menu.
2. Scroll down, then select **Host Logon**.
3. **Key in the manager password** and press the green **OK** key.

The terminal communicates with the Moneris host, displays “Logon Successful” and 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 the green **OK** key at the transactions menu to display the The CONFIGURATION menu.
2. Scroll down, then select **Host Logoff**.

The terminal communicates with the Moneris host, displays “Logoff Successful” and 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 the green **OK** key at the transactions menu to display the CONFIGURATION menu.
2. Scroll down then select **Initialize**. If prompted, **key in the manager password** and press the green **OK** key.
3. When the “RETAIN SETTINGS?” prompt appears:
 - To keep all parameters set as they are, select **Yes**.
 - To change the existing merchant ID, select **No**.
4. If the “Merchant ID” prompt appears, key in your Moneris Merchant ID number and press the green **OK** key.

The terminal communicates with Moneris, displays “Init Successful” and 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 and select **Batch Close**. If prompted, **key in the manager password** and press the green **OK** key.
2. At the "Close Type?" prompt, select **Sngl**. The terminal communicates with the Moneris host and the Batch Totals Report prints.
3. At the "Prt Stored Trans?" prompt, select **Yes**, then select the report period. The Stored Transactions report prints.
4. When "Close Batch?" 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.

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 at 1-866-319-7450 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 report

See page 17.

Step 2: Print a Merchant SubTotals report

See page 17.

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 the green **OK** key or the red **CANC ANNUL** key 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
CARD NOT SUPPORTED	Your merchant account with Moneris is not set up to accept the card type entered. Request another form of payment.
CARD SWIPE ERROR OR READ CARD ERR OR ERR READ CARD NO.	There is a problem with the magnetic stripe on the card that was swiped. <ol style="list-style-type: none">1. Swipe the card again, this time more slowly or quickly, or from the front of the terminal to the back.2. If the message reappears: For credit card with stripe<ul style="list-style-type: none">• Key in the card number.For debit card with stripe or chip<ul style="list-style-type: none">• Request another form of payment.
CARRIER TIME-OUT	The terminal was not able to connect to the wireless Ethernet provider. Press the green OK key to return to the transactions menu and try the transaction again.
CHIP CARD MALFUNCTION	There was an error reading the chip card. Remove the card and retry the transaction. If the message reappears, swipe the card.
CHIP CARD SWIPED	A chip-enabled card was swiped. Insert the card in the chip card reader and resume the transaction.
CONNECT FAILED followed by IP CONNECTION FAILED	The terminal could not connect via wireless Ethernet. <ol style="list-style-type: none">1. Press the green OK key to return to the transactions menu.2. Ensure the SIM card is in the SIM card slot and is inserted correctly, then retry the transaction.

Error message	Solution
EMPTY BATCH	There are no transactions in the current open batch.
EXC REFUND LIMIT	The total value of Refunds performed today is greater than your daily refund limit. Call the Moneris Merchant Service Centre for a temporary increase. Please have the original purchase receipt available for reference.
EXPIRED CARD	The expiry date on the card has passed. Request another form of payment.
INVALID PASSWORD	Press the red CANC ANNUL key, then re-enter the manager password and press the green OK key.
INV# IS 7 CHAR MAX PRESS OK KEY	The maximum length of an invoice number for private label credit cards is seven characters. <ol style="list-style-type: none"> 1. Press the green OK key. 2. Check the invoice number then key in the correct number of characters and press the green OK key.
NO MATCH	Printed on the Batch Totals report beside terminal totals that do not match the host totals.
NO MATCH followed by RECORD NOT FOUND	The information you have used to find a transaction in memory cannot be found. Check the information and try again.
OUT OF RANGE	In Demo mode, ensure the amount of the transaction plus Cashback is \$1.00 or less, and the tip is \$1.00 or less.
PRINTER ERR	<ol style="list-style-type: none"> 1. Open the printer. 2. Check that there is a paper roll and that the roll is loaded properly. 3. Close the printer.

Error message	Solution
SETTLE FAILED	<p>The connection with the Moneris host was lost during the Batch Close function and the settlement was not completed. Try the Batch Close again.</p> <p>If the batch totals are \$0:</p> <ol style="list-style-type: none"> 1. Print a Deposit Totals report. (see page 17) 2. Print a Stored Transactions report. (see page 17) 3. Call the Moneris Merchant Service Centre.
SYSTEM PROBLEM followed by TCP INIT ERR: #### OR TCP RECV ERR: #### OR TCP SEND ERR: ####	<p>A communication error has occurred. Call the Moneris Merchant Service Centre and give the agent the four-digit number.</p>
TIP ERROR	<p>The customer 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"> 1. Press the green OK key. 2. Ask the customer to enter a smaller amount.
TRANS NOT ALLOWED OR TRANS NOT SUPPORTED	<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
The display screen is blank	<ol style="list-style-type: none">1. Power on the terminal (see <i>Power on</i> section on page 6).2. Ensure that the battery is properly installed.3. Put the terminal on the charging base and try the transaction with the terminal on the base.

Hardware status light indicators

Colour	Flash Speed	Indicates
Red	Slowly	Out of paper
	Quickly	Low battery
Green	Solid	Terminal is charged and ready to use
Amber	Slowly	Battery is charging
Off		The terminal is off