



Setting up Your Terminal

Moneris® HiSpeed 6200



IMPORTANT: READ FIRST

If this is your first POS terminal with Moneris:

Enclosed you should find your Moneris Visa Merchant Agreement/Moneris MasterCard Merchant Agreement/Moneris Debit Card and Terminal Agreement, Terms and Conditions. If this document is not enclosed, please do not proceed with this installation. Instead, contact us at **1-866-319-7450**. Once you have obtained the required document, please proceed with your installation.

Before you get started

1. Please confirm that you received:
 - The Moneris HiSpeed 6200 terminal.
 - The power cable (may be a two-part cable).
 - The dial and/or Ethernet cables.
 - The white POS Admin card.

If you ordered the optional external PINpad, check for it then refer to the configuration instructions under *Additional options*.

If you ordered the optional contactless reader, check for it then refer to the *Setting up Your Terminal: Moneris HiSpeed 6200 with VIVOPay 5000 Contactless Reader* guide included with the reader for setup instructions.

2. Make sure you have the following information (provided to you when Moneris contacted you to confirm your terminal order):
 - Your 13-digit **Merchant ID**. If you currently have a nine-digit Merchant ID beginning with a 1, 2, or 4, simply add 0030 to the beginning (i.e. 123456789 becomes 0030123456789).
 - Settlement type: **System Close** (Moneris automatically settles your transactions at the end of each day) or **Merchant Close** (you are responsible for settlement/close batch at the end of each day).
 - Communications type: **dial** or **IP/Ethernet** with dial as backup.
 - Optional features: e.g. **loyalty cards, gift cards, Ernex Terminal ID**.

If any of the above required elements are missing, please call the General Inquiries number below.

General Inquiries: 1-866-319-7450

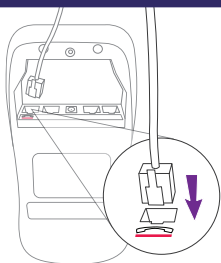
Tips for moving through the menus

- Press **F1** to say “yes” to any questions and to scroll down.
- Press **F3** to say “no” and to scroll up.
- Press **OK** to select a menu item or finish entering information. and move on to the next step.

Follow these easy steps

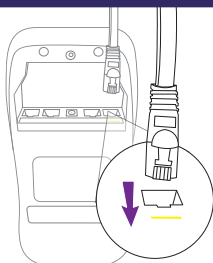
1

Dial Setup



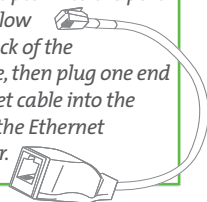
Plug one end of the phone cable into the port above the red bar on the back of the terminal base.

High-Speed Ethernet Setup



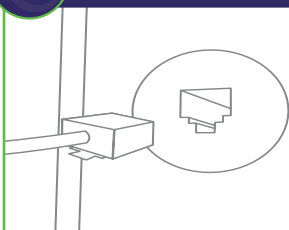
Plug one end of the Ethernet cable into the port above the yellow bar on back of the terminal base.

Note: If you received an Ethernet cable adaptor, plug the small end of the adaptor into the port above the yellow bar on the back of the terminal base, then plug one end of the Ethernet cable into the other end of the Ethernet cable adaptor.



2

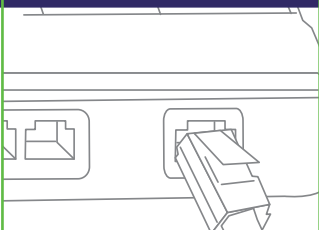
Dial Setup



Plug the other end of the dial cable into an analog phone jack.

Recommendation: Use a dedicated phone line for the terminal. Sharing the line with another device (e.g. a fax machine) can cause communication problems. If using a splitter, test both devices and note that the terminal and the other device cannot use the phone line at the same time.

High-Speed Ethernet Setup

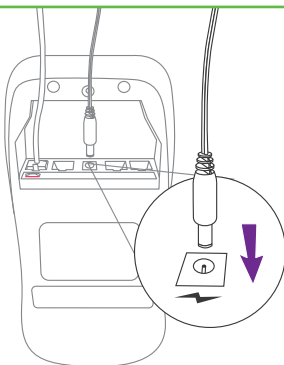


Plug the other end of the Ethernet cable into the router/switch/hub/internal wiring — whatever is applicable to the high-speed Internet service at your location. (If necessary, please refer to the *Moneris IP Readiness Checklist* available at moneris.com/checklist.)

Recommendation: Set up dial backup as well (follow steps 1 and 2 of the *Dial Setup* instructions).

3

Locate the power cable (which may be in a white box) and plug this end of the power cable into the middle port above the power icon on the back of the terminal base.



4

Plug the other end of the power cable into a power source. **Recommendations:** Always plug the power cable into the power source last to avoid power surges. Use a power bar with surge protection where possible. Do not use the power cable from your existing terminal, as it may damage your new terminal.

IMPORTANT: You must use the exact power adaptor and cables provided by Moneris Solutions to work with the Moneris HiSpeed 6200 terminal. Failure to do so may affect the operability of, or cause damage to the equipment.

5

Wait while the terminal powers up. When the screen says "TERMINAL SETUP REQUIRED," proceed to *Communications setup* in this guide.

Note: If you received an external PINpad:

1. Plug the PINpad cable into the port above the green bar (RS232-1) on the back of the 6200 terminal base.
2. When the PINpad screen displays "<RS232>," proceed to *Communications setup* in this guide.

NEED HELP? 1-866-319-7450

Communications setup

If you're using dial or dial backup for IP:

If you need to dial a prefix (e.g. 9) to connect to an outside line:

1. Press the **Admin** key twice, key in **15** and press **OK**.
2. Press **OK** to select PREFIX, then key in the Prefix number (e.g. 9), and press **OK**.
3. Press the **Can/Ann** key twice.
4. When the screen says "TERMINAL SETUP REQUIRED," set up your IP parameters. Proceed to *If you're using Dynamic IP* or *If you're using Static IP* below.

If you're using Dynamic IP:

1. Press the **Admin** key twice, key in **o8** and press **OK**.
2. Press **OK** to select COMMS TYPE.
3. Scroll down to ETHERNET and press **OK**.
4. Press the **Can/Ann** key.
5. When screen says "TCP HOST CONNECTION OK PRESS OK," press **OK**.
Note: If the screen says "TCP CONNECTION FAILED," make sure the communication cables are properly plugged in (router/switch/hub/internal wiring, etc.). If you are not sure, please refer to the Moneris IP Readiness Checklist available at moneris.com/checklist.
6. When the screen says "TERMINAL SETUP REQUIRED," proceed to *Initialization and logon* in this guide.

Note: If you received an optional external PINpad, refer to Configuring an optional external PINpad.

If you're using Static IP:

Contact your Internet Service Provider (ISP) to gather the following information: terminal's IP address, Mask ID and Gateway address.

1. Press the **Admin** key twice, key in **o8** and press **OK**.
2. Press **OK** to select COMMS TYPE.
3. Scroll down to ETHERNET and press **OK**.
4. Press **OK** to select TERMINAL SETUP.
5. Press **OK** to select TERMINAL TYPE.
6. Scroll down to STATIC and press **OK**.
7. Press the **Can/Ann** key to return to the ETHERNET SETUP menu.
8. Scroll down to **TERMINAL ADDR** and press **OK**, then key in the terminal's IP address and press **OK**. (To key in a decimal point, press the **o (zero)** key and then the **Admin** key.)
9. Scroll down to MASK ID and press **OK**, then key in the terminal's **Mask ID** and press **OK**.
10. Scroll down to GATEWAY and press **OK**, then key in the **Gateway Address** and press **OK**.
11. Press the **Can/Ann** key twice.
12. When screen says "TCP HOST CONNECTION OK PRESS OK," press **OK**.
Note: If the screen says "TCP CONNECTION FAILED," make sure the communication cables are properly plugged in (router/switch/hub/internal wiring, etc.). If you are not sure, please refer to the Moneris IP Readiness Checklist available at moneris.com/checklist.
13. When the screen says "TERMINAL SETUP REQUIRED," proceed to *Initialization and logon* in this guide.

Note: If you received an optional external PINpad, refer to Configuring an optional external PINpad.

Initialization and logon

1. Press the **Admin** key twice, key in **01** and press **OK**.
2. When the terminal prompts for your MERCHANT ID, key in your current 13-digit **merchant ID** and press **OK**.
3. When the terminal prompts for the initialization phone number, key in the number as follows and press **OK**.

If your merchant number begins with:	Key in:
00301	1-888-699-7299
00302	1-888-358-8602
00304	1-888-332-8433

4. The terminal will now communicate with the Moneris host. Over the next few moments, the screen will display “SENDING,” “RECEIVING,” and “PROCESSING.”
5. When the initialization is successful, the terminal will display “PLEASE LOGON.”
6. Press the **Admin** key twice, key in **02** and press **OK**, then **swipe one of the white POS Admin cards** (provided with your new terminal).
7. Wait while the terminal communicates with the Moneris host again.
8. When finished, the screen should display “PURCHASE ENTER AMOUNT.” This will always be your main screen (i.e., the “READY screen”) when the terminal is ready to be used.
9. Your terminal is ready to process transactions.

Additional options

Configuring an optional external PINpad

1. On the terminal, press the **Admin** key twice, key in **08** and press **OK**.
2. Press **F3** to scroll up to EXT PINPAD and press **OK**.
3. Press **F1** to select YES.
4. When the PINpad displays “WELCOME/BONJOUR” and the terminal displays “TERMINAL SET UP REQUIRED,” proceed to *Initialization and logon* in this guide.

Enabling Tip, Cashback, or Invoice Number

1. Press the **Admin** key twice, key in **08** and press **OK**.
2. Use **F1** to scroll down to the option you want to enable (e.g. TIP ENTRY, CASH BACK or INVOICE NUMBER), and press **OK**.
Note: For Tip Entry, you must then select the card type option (i.e., DEBIT or DEBIT & CREDIT), press OK, select a tip entry type (i.e. by dollar amount, percent, or both), and press OK.
3. Enable the option by pressing **F1** (YES).
4. The screen will return to the GENERAL PARAMETERS menu.
5. Press the **Can/Ann** key to return to the READY screen.

Note: To change the default values for the tip and cash back options, refer to the HiSpeed 6200 Operating Manual. Visit moneris.com/6200 to download a copy.

Changing printer options

The printer is set up to automatically print the second receipt 10 seconds after it prints the first receipt. **Note:** *If you don't want to wait, simply press **OK** to print the second receipt immediately.*

To change this setting:

1. Press the **Admin** key twice, key in **14** and press **OK**.
2. Scroll down to PRINT DELAY, and press **OK**.
3. Key in the **number of seconds** that the printer should wait before automatically printing the second receipt and press **OK**.

Note: *If you key in 99, the printer will always wait until OK is pressed before printing the second receipt.*

4. Press **OK** to return to the PRINTER CFG menu.
5. Press the **Can/Ann** key twice to return to the READY screen.

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

Changing the terminal language

1. Press the **Admin** key twice, key in **04** and press **OK**.
2. Scroll to a language and press **OK**.
3. Press the **Can/Ann** key twice to return to the READY screen.

Enabling loyalty and gift cards

Didn't order a loyalty program or gift cards but would like to find out more? Please call us at **1-866-MONERIS**.

1. Press the **Admin** key once.
2. Scroll down to ERNEX and press **OK**.
3. Scroll down to SETUP and press **OK**.
4. Scroll down to ENABLE ERNEX and press **OK**.
5. Press **F1** to select YES.
6. Press **OK** to select INITIALIZATION.
7. Key in the **Ernex Terminal ID** (provided to you when Moneris confirmed your terminal order) and press **OK**.
8. The terminal will communicate with the Moneris/Ernex host.
9. If the terminal displays "CLEAR TERMINAL STORAGE," press **F1** to select YES.
10. Press the **Can/Ann** key to return to the READY screen.

Your terminal is ready to process gift and/or loyalty card transactions. For instructions on performing:

- gift card transactions, refer to your *Using Your Terminal for Gift* guide.
- loyalty card transactions, refer to your *Using Your Terminal for Loyalty* guide.

Enabling tip entry (gift cards)

1. Press the **Admin** key twice, key in **310**, and press **OK**.
2. Scroll down to TIP ENTRY and press **OK**.
3. Press **F1** to select YES.
4. Press the **Can/Ann** key to return to the READY screen.

Note: *To change the default values for Tip Entry (gift cards), refer to the HiSpeed 6200 Operating Manual. Visit moneris.com/6200 to download a copy.*

Settlement options

For detailed instructions, please refer to the Moneris HiSpeed 6200 *Using Your Terminal* guide included in this package.

Online statements and reports

Check your monthly statement online using Moneris Merchant Direct. Merchant Direct provides 24/7 access to daily card transaction data (available by 7 a.m. the next morning and stored for six months) and monthly consolidated statements (available by the third day of the next month and stored for up to two years).

For detailed instructions, please refer to the *Thank You for Your Business guide* and page 9 of the *Merchant Operating Manual* included in this package. Alternatively, please visit moneris.com to download a copy.

For more information

- On performing transactions and end-of-day procedures, please refer to the *Using Your Terminal* guide in this package.
- On all of the options available on your terminal and how to enable them, please refer to the *Moneris HiSpeed 6200 Operating Manual*. Visit the Moneris HiSpeed 6200 product webpage at moneris.com/6200 to download a copy.



© Moneris and the Moneris Solutions design are registered trademarks of Moneris Solutions Corporation. All other marks or registered trademarks are the marks or registered trademarks of their respective owners.

© 2011 Moneris Solutions, 3300 Bloor Street West, Toronto, Ontario, M8X 2X2.

All Rights Reserved. This manual shall not wholly or in part, in any form or by any means, electronic, mechanical, including photocopying, be reproduced or transmitted without the authorized consent of Moneris Solutions.

For informational purposes only. Neither Moneris Solutions Corporation ("Moneris") nor any of its affiliates shall be liable for any direct, indirect, incidental, consequential or punitive damages arising out of use of any of the information contained in this guide. Neither Moneris or any of its affiliates nor any of our or their respective licensors, licensees, service providers or suppliers warrant or make any representation regarding the use or the results of the use of the information, content and materials contained in this guide in terms of their correctness, accuracy, reliability or otherwise.

Your credit and/or debit card processing is separately governed by the Terms and Conditions of your Moneris VISA Merchant Agreement, your Moneris MasterCard Merchant Agreement and/or your Moneris Debit Card and Terminal Agreement (collectively the "Merchant Agreements"), as applicable with Moneris. It is the merchant's responsibility to ensure that proper card processing procedures are followed at all times. Please refer to your Merchant manuals and the Terms and Conditions of your Merchant Agreement(s) for details. The *Moneris Merchant Operating Manual* is available for free download at moneris.com/en/Support/Downloads/MerchantManuals.aspx.