



Using Your Terminal

Moneris® Mobile 8200





Need help?

Call 1-866-319-7450

Record your Moneris merchant number here:

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Moneris Mobile 8200

Use this handheld, all-in-one wireless terminal to process transactions at the point of sale (POS). 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 terminal back and forth.

Cards accepted

- Magnetic stripe cards
- Chip cards



Terminal keys

1 F1, F2, F3

- Move through the items on the display.
- Select the option displayed above the key (e.g. If YES displays above F1, press F1 to select YES. If ▲ displays above F3, press F3 to scroll up).
- To select an item, scroll through the list until the item is highlighted (e.g. LOGON vs. LOGON), and then press OK.

2 Alpha-numeric keys

- Key in numbers, letters and punctuation (with the Admin key).

3 Paper feed

- Advance the receipt paper in the printer.

4 Admin

- Go to the MAIN MENU from the READY screen.
- Select letters and punctuation.

5 Can/Ann

- Cancel a transaction.
- Move back one screen at a time.

6 CORR

- Clear displayed data one character at a time.

7 OK/Enter/Entree

- Accept displayed data.
- Submit data.
- Select highlighted menu item.

8 Printer

9 Magnetic stripe reader

10 Chip reader

Backlight

If the backlight goes off (the display and buttons lose their green glow), press any key. The keys continue to function even when the backlight is off.

Rechargeable battery

The Mobile 8200 is powered by this removable battery. Along with the wireless communication feature, the battery power allows you to take the terminal right to your customer.

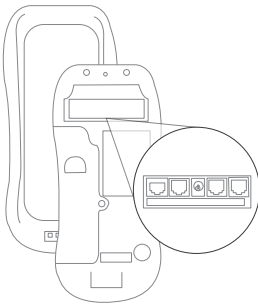


The base

There are two types of battery-charging bases that can be used with the terminal:

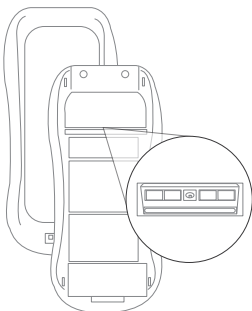


Communications base



- Connects to up to seven terminals via wireless communication.
- Connects to the Moneris Host via Ethernet communication.
- Charges the Mobile 8200 battery.

Charge-only base



- Charges the Mobile 8200 battery.

Wireless communication

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

Important icons


Wireless signal status

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



Indicates the terminal recognizes the wireless signal from the base and can process transactions.

To test the wireless communication:

1. Power up the base and the terminal.
2. Press the **Admin** key to go to the MAIN MENU.
3. Walk with the terminal to the spot farthest away from the base that the terminal is likely to use (e.g. the far side of the patio, the back room, the second floor).
4. While you are walking, check that the wireless signal icon  is displayed on the MAIN MENU screen the whole time. If the icon is not displayed, transactions cannot be processed when the terminal is in that spot.

Battery use

Helpful hints

Check the battery charge level before taking the terminal to the customer.

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.

Important Icons

Battery charging

In order to charge, the battery must be attached to a terminal that is placed on the base (and not in use).



Indicates terminal is sitting correctly on the base and the battery is being charged.

Battery charge status

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



Indicates fully charged (100%) battery.



Almost fully charged (75%) battery.



Half-charged (50%) battery.



Low-charged (25%) battery:
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.

[no icon]


Empty battery:
Transaction data and configuration parameters are not lost if the battery reaches 0% charge.

Extending battery life

Stand-By mode

To save battery life, the 8200 terminal 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 up the terminal (see 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.

Power Off [49]

Extend battery life by using this mode to turn off the terminal when it is not in use. (Or, wait for the Stand-By timer to automatically power off the terminal after a set time period; see *Stand-By mode* above.)

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

Base status light

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

Light status	Base status
Off	Powered off.
On (but not flashing)	Powered on, has found at least one registered terminal and, if using IP, is ready to communicate or is communicating with the Host. If using dial backup, the base is communicating with the Host, or a terminal is sitting on the base.
Flashing quickly	Unable to find any registered terminals.
Flashing slowly (dial backup only)	Powered on, has found at least one registered terminal and is ready to communicate with the Host.

Card entry options

Insert: Chip cards

1. Wait for “SWIPE OR INSERT CARD” to display on the terminal.
2. Either you or the customer **insert the card into the chip reader**.

Note: Unless the terminal 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. Ensure that the chip card remains inserted until the “REMOVE CARD” prompt appears.

Swipe: Magnetic stripe cards

1. Wait for “SWIPE CARD” or “SWIPE OR INSERT CARD” to display on the terminal.
2. **Swipe the card** on the 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**.

Transactions

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

Guidelines for financial transactions

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 8).
4. Follow the terminal prompts* (see pages 10-13).
5. Process receipts (see page 14).

*Prompts may vary depending on terminal setup, merchant setup and card type.

Note: *Some debit cards may display Cashback and/or Account Selection and PIN prompts after the terminal has been returned to you. Hand the terminal back to the customer to respond to these prompts.*

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 (i.e. “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 the **Admin** key until “ENTER ADMIN CODE” appears.
2. **Key in 40**, and press **OK**. The list prints.

Financial transactions

Purchase [100]

Credit or debit Purchase of goods or services.

1. If PURCHASE is the default, **key in a Purchase amount**, and press **OK**. (If PURCHASE is not the default, press the **Admin** key, select **TRANSACTIONS**, and then select **PURCHASE**.)
2. Follow the prompts, but note:
 - If “CUSTOMER PRESS OK TO CONTINUE” appears, pass the terminal to the customer (see page 12).
3. Process receipts (see page 14).

Pre-Authorization [102]

Authorization if the final Purchase amount is unknown (e.g. hotel or car rental).

1. If PRE-AUTH is the default: key in a **Pre-Auth amount**, and press **OK**. (If it is not the default, press the **Admin** key, select **TRANSACTIONS**, and then select **PRE-AUTH**.)
2. Follow the prompts, but note:
 - If “CUSTOMER PRESS OK TO CONTINUE” appears, pass the terminal to the customer (see page 12).
3. Process receipts (see page 14).

***Note:** When the final Purchase amount is known, you must perform an Advice for the final amount using the same card number (see page 11).*

Refund [101]/VOID–Purchase [106]/VOID–Refund [107]

A Refund credits a customer’s account. A Void cancels the original transaction.

***Note:** Credit card Voids must be processed in the same batch as the original transaction.*

1. Press the **Admin** key, 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 **six-digit Auth#** found on the original receipt, and press **OK** (see *Original Receipt* image on page 14).
 - If “CUSTOMER PRESS OK TO CONTINUE” appears, pass the terminal to the customer (see page 12).
3. Process receipts (see page 14).

Advice [103]/Force Post [103]

An Advice transaction completes a Pre-Auth.

A Force Post transaction completes a voice-authorized Purchase.

Note: *The Advice transaction must be processed on the same terminal as the original Pre-Auth.*

1. Press the **Admin** key, select **TRANSACTIONS**, and then select **P-A ADVICE**.
2. When “FIND ORIGINAL TRANSACTION?” appears, press **F1** (YES) for Advice or press **F3** (NO) for Force Post.
3. Follow the prompts, but note:
 - If “ENTER ORIGINAL AUTHORIZATION #” appears, **key in the (voice) Auth #** written on your paper sales draft.
 - If “ENTER ORIGINAL SEQUENCE NUMBER” appears, **key in the six-digit #** found on the Pre-Auth receipt, and press **OK** (see *Pre-Auth Receipt* image on page 14).
 - 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** (see *Pre-Auth Receipt* image on page 14).
 - 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** (see *Pre-Auth Receipt* on page 14).
 - If “FIND ORIGINAL TRANSACTION” appears, press **F1** (YES) to process another Advice, or press **F3** (NO) and then press the **Can/Ann** key to return to the READY screen.

Advice List [109]

Completes a Pre-Auth from a list.

Note: *The Advice List (P-A ADV LIST) will only appear if Tip Reporting is enabled. The Advice must be processed on the same terminal as the original Pre-Auth.*

1. Press the **Admin** key, select **TRANSACTIONS**, and then select **P-A ADV LIST**.
2. 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;

(Continued on page 12)

(Continued from page 11)

- 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** (see *Pre-Auth Receipt* image on page 14).
 - When “ENTER TIP AMOUNT” appears, **key in the amount written on the Tip line**, and press **OK** (see *Pre-Auth Receipt* image on page 14).
 - If the Pre-Auth is completed, the terminal returns to the Pre-Auth list screen. Press the **Can/Ann** key repeatedly to return to the READY screen.

Customer prompts

This table lists the prompts your customers might see during a POS transaction, along with the actions to take for each one.

Customer prompt	Customer action
SELECT LANGUAGE	Presses F1 (ENGLISH). Or presses F3 (FRANCAIS).
SELECT <Application name>	Presses F1 (YES) to select the displayed application. Or presses F3 (NO) to view the next application on the card.
<Application name>-OK?	Presses F1 (YES) to confirm that they wish to use the displayed application.
CASH BACK?	Presses F1 (YES) or presses F2 (NO).
SELECT CASH BACK \$AA \$BB \$CC	Presses F1 or F2 or F3 to select a displayed amount
SELECT CASH BACK \$AA \$BB OTHER	Presses F3 (OTHER), keys in an amount, and presses OK .
TIP? AA% OTHER	Presses F1 to select the preset %, and then presses OK . Or presses F3 to enter a different amount, including no Tip.
ENTER TIP % \$	Presses F1 (%) or F3 (\$).

<p>ENTER TIP PERCENTAGE or ENTER TIP AMOUNT</p>	<p>Keys in a percentage or dollar amount (or nothing at all), and presses OK.</p>
<p>SELECT ACCOUNT</p>	<p>Presses F1 (for Chequing account). Or presses F3 (for Savings account).</p>
<p>ENTER PIN & OK</p>	<p>Keys in their PIN (Personal Identification Number), and presses OK.</p>
<p>RETURN TO CLERK</p>	<p>Returns the terminal to you.</p>
<p>REMOVE CARD</p>	<p>Removes their chip card from the reader. Note: <i>Customer should not remove their chip card until this prompt appears.</i></p>

Receipts

Signing credit card receipts

Merchant copy

Always retain this copy for your records, but note that if a signature line is printed, you must 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.

Pre-Auth Receipt

RECEIPT NUMBER
X00000000-000-123-456-0

PRE-AUTHORIZATION
AMOUNT \$000,000.00

TIP ~~_____~~

TOTAL ~~_____~~

Six digit Sequence #
for Advices

Original Receipt

\$000,000.00

APPROVED
AUTH# 123456 00-000

THANK YOU

~~_____~~

CARDHOLDER SIGNATURE

MERCHANT COPY

Six digit Auth#
for Refunds
and Voids

Cardholder copy

Give this copy 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.

1. Press the **Admin** key, select **ADMIN**, and then select **REPRINT**.

The terminal prints the receipt or report.

Reprint Merchant Receipt [66]

Prints a duplicate of the Merchant Copy of the receipt.

1. Press the **Admin** key, select **REPORTS**, and then 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**.

2. Identify the transaction (follow the prompts).

- When “PRINT OR DISPLAY?” appears, press **F3** (DISPLAY), **scroll to the transaction**, and press **OK**. Then press **F3** (REPRINT).

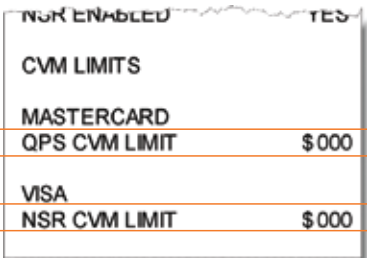
The terminal prints the receipt.

Signatureless transactions

A cardholder signature is not required for swiped purchase transactions if the 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. 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 a Configuration report (see page 20), and look near the end of the report for the CVM LIMITS (see the sample report below).



	NSR ENABLED	YES
	CVM LIMITS	
	MASTERCARD	
Max. SDV	QPS CVM LIMIT	\$000 card swiped *
	VISA	
Max. SDV	NSR CVM LIMIT	\$000 card swiped *

* Purchase, including tax, must be equal to or less than this \$ value.

Reporting

Masking on reports

Card numbers print unmasked (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.

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 the **Admin** key, select **REPORTS**, and then select **CLERK INQUIRY**.
 - If “SWIPE ADMIN CARD” appears, **swipe your POS Admin card**.
2. Select the number of clerks to include in the report:
 - For one clerk, press **F1** (SINGLE). When “ENTER CLERK ID” appears, **key in a Clerk ID**, and press **OK**.
 - For a specific group of clerks, press **F3** (MULTIPLE) and then select **GROUP**. If “ZERO CLERK TOTALS?” appears, press **F1** to clear the clerk totals or press **F3** to keep them. When “ENTER GROUP ID TO BE PROCESSED” appears, **key in the Group ID** and press **OK**. Select **PROCESS LIST**.
 - For all clerks, press **F3** (MULTIPLE). If “ZERO CLERK TOTALS?” appears, press **F1** to clear the clerk totals or press **F3** to keep them. Select **ALL CLERKS**.

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 (on the terminal) without closing the batch. Grand totals by transaction type are also included in the report.

1. Press the **Admin** key, select **REPORTS**, and then 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.

Pre-Auth List [62]

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

1. Press the **Admin** key, select **REPORTS**, and then 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, simply press **OK**. Otherwise, to 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 for transactions in a specified batch or a specified date range.

Note: If Clerk Subtotalling is enabled, tips are summarized by Clerk ID.

1. Press the **Admin** key, select **REPORTS**, and then select **TIP TOTALS**.
 - If “SWIPE ADMIN CARD” appears, **swipe your POS Admin card**.
 - If “ENTER CLERK ID” appears, **key in a Clerk ID** to print the tip total for a specific clerk; otherwise, press **OK** to print 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** (YYMMDD) and press **OK**.
 - (b) When “START TIME” appears, **key in the start time** (HHMM, 24-hour clock) and press **OK**.
 - (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, **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. Press the **Admin** key twice, **key in 16** and press **OK**.
2. When “PRINT TRAILER MESSAGES?” appears, press **F3** (NO). The report prints.

Administrative transactions

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 the **Admin** key, select **ADMIN** and then select **LOGOFF**.

The “PLEASE LOGON” prompt appears within 60 seconds.

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 the **Admin** key, select **CONFIGURATION**, and then 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 within 60 seconds.

End-of-day process

Merchant Close

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

Here's how:

Step 1: Print a Stored Transactions List [60]

1. Press the **Admin** key, select **REPORTS**, and select **TRANS LIST**.
2. When **SWIPE ADMIN CARD** appears, **swipe your 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. Press **F3** (BATCH) to print the report by batch.
4. Press **OK** to print the report for the current batch. "PRINT TOTALS ONLY?" appears.
5. Press **F1** (YES) to print only the Terminal Batch Totals (including the Cashback total). The terminal prints the report and returns to the READY screen.

Step 2: Process a Close Batch transaction [99]

1. Press the **Admin** key, select **REPORTS**, and then 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. The terminal finishes printing the report and returns to the READY screen.

Step 3: Confirmation

Confirm that the Terminal Batch Totals list (printed in Step 1) matches the Current Batch Totals list (printed in Step 2). If they do not match, call us toll free at **1-866-319-7450** the next business day for reconciliation assistance.

System Close

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

Here's how:

Step 1: Print a Stored Transactions List [60]

See page 20.

Step 2: Print a Merchant Subtotals Report [95]

See page 17.

***Note:** The Merchant Subtotals Report must be completed prior to 11:00 p.m. local time.*

Step 3: Confirmation

Confirm that the Terminal Batch Totals list (printed in Step 1) matches the Merchant Subtotals Report (printed in Step 2). If they do not match, call us toll free at **1-866-319-7450** within 30 days for reconciliation assistance.

Troubleshooting




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

Error message	Solution
AMOUNT EXCEEDED RETURN TO CLERK	The Refund amount was greater than the Refund Limit. 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	<p>If the Base ID was entered incorrectly: Press OK, check the Base ID, and re-enter it.</p> <p>If the Base ID entered has the maximum number of terminals (7) registered to it: Register to another base or power off one of the other terminals.</p> <p>If the terminal has not been registered to a base: Register the terminal, and retry the transaction.</p> <p>If the terminal could not communicate with the base: See <i>The wireless signal status icon is not visible</i> for suggestions.</p>
CARD NOT SUPPORTED	Restart the transaction.
CARD NOT SUPPORTED PLEASE RETRY	Swipe the card again. If this error message reappears, request another form of payment.
CARD PROBLEM	<p>Restart the transaction.</p> <p>If the message reappears:</p> <p>For credit card with stripe: Key in the card number.</p> <p>For credit card with chip: Swipe the card.</p> <p>For debit card with stripe or chip: Request another form of payment.</p>

CARD REMOVED	<p>The chip card was removed during the transaction.</p> <ol style="list-style-type: none"> 1. Retrieve the 8200. 2. Press OK until the READY screen appears. 3. Retry the transaction.
CHECK PRINTER	<ol style="list-style-type: none"> 1. Open the printer. 2. Ensure that a paper roll is inside and that it is properly inserted. 3. Close the printer.
DECLINED BY CARD	<p>The chip card has declined the transaction.</p> <ol style="list-style-type: none"> 1. Retrieve the 8200 and remove the chip card. 2. Press OK until the READY screen appears. 3. Request another form of payment.
DECLINED – RETRY TRANSACTION?	<ol style="list-style-type: none"> 1. Press F1 to select YES. 2. Retry the transaction starting from the “SWIPE OR INSERT CARD” prompt.
DO A PURCHASE WITH CHIP CARD	<p>The chip card cannot be used for a Pre-Auth transaction because the terminal is not configured to allow this.</p> <ol style="list-style-type: none"> 1. Retrieve the 8200 and remove the chip card. 2. Press OK until the READY screen appears. 3. Perform a Purchase using the chip card.
ERROR 40#	<p>Communication error.</p> <ol style="list-style-type: none"> 1. Press OK. The terminal completes any remaining printing and returns to the READY screen. 2. Retry the transaction.
ETHERNET COMMS ERROR-DIAL USED PRESS OK	<p>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.</p>
INSERT CARD INTO READER	<p>A chip card was swiped on the magnetic stripe card reader. Insert the chip card into the chip card reader to start the transaction.</p>
INVALID CARD TYPE	<p>The card that was swiped cannot be used for this transaction. Ask for another card (e.g. a credit card) and retry the transaction.</p>

INVALID ENTRY	In Training mode, ensure the transaction, cashback or tip amount is \$1.00 or less (max. total: \$3.00).
LOW BATTERY!!! DOCK TERMINAL	The battery charge is too low. The terminal beeps three times and then powers down. Place the terminal on a base, or replace the battery with a fully charged one.
NO LINE DETECTED	Check that all dial cables are connected to the communications base and the wall jack correctly. If the message reappears, unplug and replug the power cable at the power source.
NOT ACCEPTED REMOVE CARD	<p>Remove the card, and retry the transaction.</p> <p>If the “SWIPE OR INSERT CARD” prompt appears: Swipe the chip card on the magnetic stripe card reader.</p> <p>If the message reappears:</p> <ul style="list-style-type: none"> For credit card with chip <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.
NOT COMPLETED RETURN TO CLERK	<ol style="list-style-type: none"> 1. Press OK to display the communications error. 2. When the READY screen appears, check all the cable connections to the communications base. 3. Try the transaction again.
REFUND LIMIT EXCEEDED	<p>The total value of Refunds performed today is greater than your daily Refund Limit.</p> <p>Contact Moneris for a temporary increase in your daily Refund Limit. Please have the original Purchase receipt available for reference.</p>
TIME-OUT OR RETRY TERMINAL TIME-OUT	<p>The customer took too long to respond to the prompts.</p> <ol style="list-style-type: none"> 1. If “REMOVE CARD” is also displayed, the cardholder removes their chip card. 2. Retrieve the 8200 and press OK. 3. When the READY screen appears, retry the transaction.
TRANSACTION NOT FOUND	<p>The terminal cannot find a transaction that matches the criteria. This message is displayed for three seconds, and then the terminal returns to the previous prompt.</p>

Equipment problems

Problem	Solution
Base status light off.	Wait for 30 seconds, then check that the power cable on the base is plugged in tightly.
Battery isn't charging.	<ul style="list-style-type: none"> • 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 leads. • Ensure the base status light on the base is on.
Display screen is blank.	The terminal is in Stand-By mode. Press OK . If the READY screen does not appear, replace the battery.
TCP CONNECTION FAILED or HOST CONNECTION FAILED	<ol style="list-style-type: none"> 1. Check all the cables to ensure everything is plugged in correctly. 2. Check that the router and hub/switch (if any) are functioning. 3. Confirm that the network is functioning: <p>Public Internet: Contact your ISP (Internet service provider) for assistance.</p> <p>Corporate WAN: Call your corporate help desk to confirm that the corporate WAN is functioning properly.</p>
The  wireless signal status icon is not visible.	<p>Ensure the terminal is close enough to its communications base (max. range: 60 metres indoors to 120 metres outdoors).</p> <p>If the icon is still not visible, place the terminal on its communications base, and perform the transaction.</p>
The  icon appears.	The battery needs to be recharged. Replace the battery, or place the terminal on a base to complete the current transaction.

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 8200 product webpage at moneris.com/8200.

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 8200 terminal. Failure to do so may affect the operability of or cause damage to the equipment.

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