



Using your Terminal

Moneris Vx810 Duet



Contents



Need help?

Call 1-866-319-7450

Record your Moneris merchant number here:

- Moneris Vx810 Duet 2
- Card entry options..... 4
- Transactions..... 6
- Receipts..... 10
- Reporting..... 12
- Administrative transactions..... 14
- End-of-day Process..... 15
- Troubleshooting..... 16

Moneris Vx810 Duet

Use this all-in-one POS solution to process transactions at the point of sale (POS). The lightweight Vx810 terminal/PINpad incorporates a display screen and keypad, and connects to the Duet base, which contains the printer and communications hardware.

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 F1 to F4

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

2 Purple keys

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

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

3 ALPHA

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

4 * (ASTERISK) key

- Returns to the applications menu.

5 CANC/ANNUL (red key)

- Cancels the current operation.

6 CORR (yellow key)

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

7 OK (green key)

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

8 Printer

9 Magnetic stripe reader

10 Chip reader

Card entry options

Insert: Chip cards

1. Swipe or insert Card: prompt appears.
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.**

Note: If the PIN is incorrect, the cardholder will be prompted to retry.

If the cardholder cannot remember their PIN, cancel the transaction, request another form of payment, and suggest the cardholder contact the card issuer.



4. If VERIFIED BY PIN appears on the merchant copy of the receipt, no signature is required. If a signature line appears instead, the cardholder must **sign the receipt.**
5. The chip card must remain inserted until the Please Remove Card prompt appears.

Swipe: Magnetic stripe cards

1. SWIPE CARD or Swipe or insert Card: prompt appears.
2. **Swipe the card** on that device's magnetic stripe reader.

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



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**.

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

Transactions

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

Financial transactions

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 pages 4 and 5).
4. Follow the terminal prompts.*
5. Process receipts (see page 10).

**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. To begin the transaction, select **Purchase**.
2. Key in the **purchase amount**, press **OK** then follow the prompts.

Credit Pre-Authorization

If the final amount of a credit purchase is not known (e.g. in a car rental agency or a hotel), do NOT perform a purchase transaction. Instead, perform a pre-authorization for the current purchase amount, as follows:

1. Select **Pre Auth** then, on the Pre-Auth Menu, select **Pre Auth** and follow the prompts on the terminal.
2. If a signature line is printed on the Pre-Auth receipt, the cardholder must sign the receipt.
3. The terminal returns to the Pre-Auth menu. Press **CANC/ANNUL** to return to the transactions menu.
4. When the final amount of the purchase is known, perform a **Pre-Auth Completion** (see page 9) for the final amount using the same card number.

Merchant and customer prompts

The tables on page 7 and 8 list the prompts you and your customers might see during a POS transaction, along with the actions to take for each one.

Merchant prompts	Merchant actions
Clerk Id:	Key in the clerk number and press OK or simply press OK to leave blank.
Invoice #:	Key in the invoice number and press OK or simply press OK to leave blank.
Exp Date (MMYY):	Key in the card's expiry date and press OK .
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 OK . If the code is not there or is not readable: Press OK to leave this blank.
Code present?	If the code is not there, select No . If the code is not readable, select Xread .
Select Language	Select ENGL (ENGLISH) or FRN (FRENCH).
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 OK to continue the transaction. If Cash Back is enabled, check for the cashback amount on this screen.
Promo Code:	Key in the six-digit private label promotion code and press OK .

Customer prompts	Customer actions
Customer Press OK To Continue	Press OK .
Select Language	Select ENGL (ENGLISH) or FRN (FRENCH).
Select Appl:	Select a displayed application by pressing F1 or F2 or F3 .
<Application name>-OK?	Select Yes to confirm that they wish to use the displayed application.

Customer prompts (Continued from page 7)

Customer prompts	Customer actions
Amount OK?	Check the purchase amount and select Yes to accept it.
Tip: \$0.00	Key in a dollar amount (or nothing at all) and press OK .
Cashback?	Select Yes or No .
Cash:	Select a displayed amount by pressing F1 or F2 or F3 or Select Other , key in a different amount and press OK .
Total OK?	Check total Purchase + Cashback + Tip amount and press OK .
Select Account:	Select CHQ (for Chequing account) or SAV (for Savings account.)
Enter PIN & OK:	Key in their PIN (Personal Identification Number) and press OK .
Please Remove Card	Remove their chip card from the reader. <i>Note: Do not remove the chip card until Please Remove Card appears on the terminal or PINpad.</i>
Return To Clerk	Return the device to you.

Refund

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

Note: The Orig Auth # is the six-digit Appr Code printed on the original receipt.

- To begin the transaction, select **Refund**.
If prompted, key in the **manager password** and press **OK**.
- Key in the **refund amount** and press **OK**, then follow the prompts on the terminal.

Correction

Cancels the original purchase or refund.

IMPORTANT: The correction **MUST** be performed in the same batch as the original transaction.

- To begin the transaction, select **CORRECTION**. (You may need to scroll down to the next menu screen.)
If prompted, key in the **password** and press **OK**.
- Select the transaction to correct:
 - To select the last transaction performed:
 - (a) Select **Yes** then go to step 3.
 - To select a different transaction:
 - (a) Select **No**.
 - (b) Search for the transaction:

- Select **Seq#** then key in the **sequence number** and press **OK** then go to step 3.

OR

- Select **Acct#**, then key in the last four digits of the card number and press **OK**, then go to step 3.
3. Select **Yes** to confirm the displayed transaction is the one you wish to correct OR select **Next** to view the next matching transaction.

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

Credit Advice

Completes a voice-authorized purchase.

1. To begin the transaction, select **ADVICE**. (You may need to scroll down to the next menu screen.)
2. Key in the advice amount, press **OK**, then follow the prompts.

Notes:

1. At the *Auth #:* prompt, 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.
2. At the *Account #:* prompt, key in the card number and press **OK**.

Pre-Auth Completion

IMPORTANT: The Completion must be performed on the same Vx810 terminal as the pre-authorization.

1. Select **Pre Auth**, then select **Completion**. If prompted, key in the **manager password** and press **OK**.
2. Key in the **six-digit sequence number** (Seq #) from the Pre Auth receipt and press **OK**, then follow the prompts on the terminal.

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

Delete Credit Pre-Auth

Deletes a pre-authorization transaction that has NOT been completed.

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

Receipts

Useful codes

- The Seq # is found on all receipts. It is the first six of the last seven digits of the Seq # on the receipt; e.g. if the Seq # is 0010020030, then key in 002003.
- The Orig Auth # is the 6-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.

Cardholder copy

Give it to the cardholder, but note:

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

=====

Total: \$ 11.00

YYYY/MM/DD HH.MM.SS

Seq #: 00 0020030 Appr Code: 999999

Resp Code: 99 / 999

**APPROVED
Thank You**

I agree to pay above total amount according to card issuer agreement

X _____

Merchant Copy

- IMPORTANT -
Retain this copy for your records

Orig Auth #: —————

Seq. # ————

Signature Line —————

Reprint Customer Receipt

Prints a duplicate of the last receipt.

1. Press the **REPRINT** key (third purple key from the left). The REPRINT menu appears.
2. Select **LAST RECEIPT** to reprint the last transaction receipt.

***Note:** Select **ANY RECEIPT** to select a different receipt by sequence number.*

3. The terminal prints the Merchant Copy of the receipt and returns to the transactions menu.

Card masking:

To reduce unauthorized card use

- Card numbers are always masked on the cardholder copy of the receipt and on the merchant copy of the receipt. A masked card number appears as *****1234.
- The expiry date is not printed on any copy of any receipt.
- The card number is truncated on reports. A truncated card number prints only the last four digits.

Reporting

Transaction Inquiry

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

1. Scroll down and select **Batch Review**. The RETRIEVE BY: prompt appears.
If prompted, key in the **manager password** and press **OK**.
2. To retrieve transactions by:
 - Clerk ID, select **Clrk**.
 - Transaction amount, select **Amt**.
 - The last four digits of the card number, select **Acct**.
 - The 6-digit sequence number, select **Seq#**.
3. Enter the required information and press **OK**.
The transaction details appear on screen.
4. Select **PREV** or **NEXT** to scroll through the transactions and display the right one.
5. To print the Transaction Inquiry report for the displayed transaction, select **PRNT**.
 - To void the displayed transaction, select **CORR**.
 - To return to the transaction menu, press **CANC/ANNUL** twice.

Merchant Sub-totals Report

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

1. Press the **REPORTS** key (fourth purple key from the left).
The **REPORTS** menu appears.
2. Scroll down then select **Merch SubTotals**. The terminal prints the Merchant Subtotals report and returns to the **REPORTS** menu.

Pre Auth Transactions Report

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

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

Stored Transactions Report

Prints totals for the current batch in the terminal memory without closing the batch. Transaction type totals are sorted by card type and grand totals are sorted by transaction type.

1. Press the **REPORTS** key (fourth purple key from the left). The **REPORTS** menu appears.
2. Select **Stored Tran Rpt.**
3. • To print all transactions, select **All**.
• To print transactions from a specific date, select **Date** then key in the **desired date** and press **OK**.
The terminal prints the Stored Transactions report and returns to the **REPORTS** menu.

Deposit Totals Report

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

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

Clerk Sub-totals Report

Prints totals from the Moneris host for one or all Clerk IDs. Transaction type totals are sorted by card type and grand totals are sorted by transaction type by Clerk ID. **Important: Clerk IDs must be set up on the Moneris host before this report can be generated.**

1. Press the **REPORTS** key (fourth purple key from the left). The **REPORTS** menu appears.
2. Select **Clerk SubTotals**. The **Clerk Id** prompt appears.
3. • To print the Clerk Sub-totals report for one clerk, key in the **Clerk ID** and press **OK**.
• To print the Clerk Subtotals report for all clerks press **★ (the asterisk)** then **OK**.
The **Add Another Clerk?** prompt appears.
4. Select **Yes** to select additional clerks or select **No**.
If **Clear Totals?** appears, select **No** to keep them in the terminal memory. Select **Yes** to clear the clerk's totals.
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 **OK** at the transactions menu.
The CONFIGURATION menu appears.
2. Scroll down, then select **Host Logon**.
3. Key in the **Manager password** and press **OK**. The terminal communicates with the Moneris host, displays Logon Successful, then returns to the transactions menu.

Logoff

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

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

Re-initialization

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

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

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

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. Processing a Batch Close transaction

1. Scroll down, then select **BATCH CLOSE**. If prompted, **key in the password** and press **OK**. The **CLOSE TYPE?** prompt appears.
Note: If the TRANSACTION NOT ALLOWED message appears, your merchant account is set up to close your batches automatically. Simply print a Merchant Sub-totals Report at the end of each business day.
2. Select **Singl** to close this terminal. If the **DELETE PRE-AUTH?** prompt appears, select **Yes** to delete any open pre-authorizations **or** select **No** to retain all open pre-authorizations. The terminal communicates with the Moneris Host and prints the Batch Totals report, then the Print Stored Trans prompt appears.
3. Select **Yes** to print the details of each transaction in the batch, then select the **report period**. The terminal prints the Stored Transactions report, then the **CLOSE BATCH?** prompt appears.
Note: If you don't make a selection at the Close Batch? prompt within 2 minutes, the terminal will beep 3 times then return to the transactions menu without closing the batch.

Step 2: Confirmation

1. Confirm that the totals on the Batch Totals report match the totals on the Stored Transactions report.
 - If they match, select **Yes** to close the batch.
 - If they do NOT match, select **No** to cancel the Batch Close transaction.

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

Important: If the totals on the Batch Totals report do not match the totals on the Stored Transactions report, call us toll-free at 1-866-319-7450 the next business day for reconciliation assistance.

Troubleshooting

If an error message appears, first press **OK** or **CANC/ANNUL** 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
CARD NOT SUPPORTED	Request another form of payment.
CARD SWIPE ERROR/ READ CARD ERR / ERR READ CARD NO.	Swipe card again, more slowly or quickly, or from the front of terminal to the back. If 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.
EMPTY BATCH	There are no transactions in the current open batch.
EXPIRED CARD	Request another form of payment.
INVALID PASSWORD	Press CANC/ANNUL , then re-enter the manager password and press OK .
INV# IS 7 CHAR MAX PRESS OK KEY	Press OK , check the invoice number and enter the correct number of characters. (Maximum length of an invoice number for private label credit cards is seven characters.)
LINE BUSY	<ol style="list-style-type: none">1. Check if the phone line is shared with another piece of equipment (e.g. a fax machine).2. Check if a prefix (e.g. 9) is required to dial out.

<p>NO LINE</p>	<ol style="list-style-type: none"> 1. Check that all dial communications cables are connected to the base and the wall jack correctly. If they are, check the phone line for dial tone. 2. Check that the phone line is an analog dial line. The terminal will not work on a digital phone line or on VoIP. 3. Try the transaction again. If the message reappears, unplug and replug the power cable at the power source.
<p>NO MATCH</p>	<p>Printed on the Batch Totals report beside terminal totals that do not match the host totals.</p>
<p>NO MATCH followed by RECORD NOT FOUND</p>	<p>Check the information and try again.</p>
<p>OUT OF RANGE</p>	<p>In Demo mode, ensure the amount of the transaction plus cashback is \$1.00 or less, and the tip is \$1.00 or less.</p>
<p>PHONE NUM FLDS EMPTY</p>	<p>If this message occurs during:</p> <p>a financial transaction: Contact Moneris Solutions.</p> <p>a Batch Close transaction: Perform a re-initialization, then try the transaction again.</p>
<p>PRINTER ERR</p>	<p>Open the printer and ensure that a paper roll is inside and that it is properly inserted. Close printer.</p>
<p>REFUND LIMIT EXCEEDED</p>	<p>Contact Moneris for a temporary increase in your daily refund limit. Please have the original purchase receipt available for reference.</p>

Troubleshooting (Continued from page 17)

Error message	Solution
SETTLE FAILED	Try the Batch Close again. If the batch totals are \$0, print a Deposit Totals report and a Stored Transactions report, then call the Moneris Merchant Service Centre.
SYSTEM PROBLEM followed by TCP INIT ERR: ####/ TCP RECV ERROR: ####/ TCP SEND ERROR: ####	Call the Moneris Merchant Service Centre and give the agent the four-digit number.
TIP ERROR	Retry. (The cardholder has keyed in a tip amount that is greater than the standard percentage or a tip percentage that is not defined in the terminal.)
TRANS NOT ALLOWED	Retry. (You have attempted to perform a transaction that is either not configured on your terminal or not set up in your merchant account.)

Equipment problems

Problem	Solution
Display screen is blank.	Ensure the power adaptor cable is plugged into the base correctly.
The Vivotech Diagnostics Menu is displayed.	Press the ★ (asterisk) to return to the applications menu.

Need help?

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

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

For more information, visit the Moneris Vx810 Duet product webpage at **moneris.com/duet**.

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

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

©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.

© 2010 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**.