



Setting up Your Terminal

Moneris® Mobile 8300

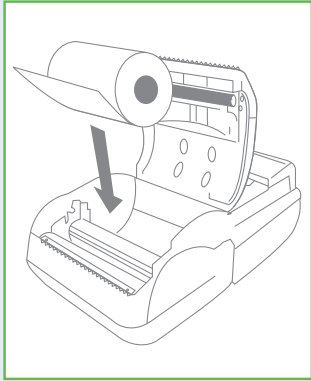


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Load a paper roll

Note: You must use thermal-sensitive paper rolls.

- Gently pull up on the latch, then lift the printer cover up and back.
 - Prepare the new paper roll: Remove the protective strip OR, if the leading edge of the paper is glued, loosen it and unwind the roll past any glue residue on the paper.
 - Place the paper roll into the printer tray with the printable surface of the roll facing downward.
 - Pull the leading edge of the paper up until any glue residue on the paper roll is past the cutting teeth of the printer.
 - Close the printer cover and lock it by gently pressing directly on it until it clicks shut.
 - Turn the terminal over, then tear off the loose end of the paper by pulling it towards the keypad and then sideways across the teeth.
 - Select **DEBIT & CREDIT** then press the **3** key to feed paper through the printer and ensure it is working properly.
- Shop for point-of-sale supplies and paper online at shopmoneris.com.



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Charge the battery

- Place the terminal on the charge base.
- Ensure the hardware status light is amber coloured and flashing.
- Leave the terminal on the charge base for at least six hours the first time you charge the battery.

Note: Additional batteries may be ordered through shopmoneris.com.



NEED HELP? 1-866-319-7450

Tips for moving through the menus

- To scroll down or up, press the **first purple key on the left**.
The arrow above the key indicates the direction, e.g. if the arrow points down, you can scroll down.
- To change the direction of the arrow, press the yellow **CORR** key.
- To select a menu item, press the **grey function key (F1, F2, F3 or F4)** that it appears beside.
- To finish entering information and move on to the next step, press the green **OK** key.

Entering merchant IDs and terminal IDs

1. Select **DEBIT & CREDIT**.
2. When the transaction menu appears, press the green **OK** key to access the CONFIGURATION menu.
3. Select **Setup**, key in the temporary password and press the green **OK** key.
4. Select **Merchant**. “Term Id” appears.
5. Select **Edit**, key in the **Terminal ID number** (the eight-digit number starting with “05”, found on the back of the terminal, e.g. 05123456) and press the green **OK** key.
6. Select **Next** until “Merch Num” appears.
7. Select **Edit**, key in your **13-digit Merchant number** (e.g. 0030123456789) and press the green **OK** key.
Note: If you currently have a 9-digit merchant number beginning with a 1, 2 or 4, simply add 0030 to the beginning (i.e., 123456789 becomes 0030123456789).
8. Select **Exit**, then select **OK** to save changes.
9. Press the red **CANC ANNUL** key then the ***** (asterisk) key to return to the applications menu.

Proceed to *Initialization and logon* below.

Initialization and logon

1. Select **DEBIT & CREDIT**.
 2. When the transaction menu appears, press the green **OK** key to access the CONFIGURATION menu.
 3. Scroll down and select **Initialize**.
 4. When “Retain Settings?” appears, select **Yes**.
 5. When “Transmitting...” and “Receiving...” appear, please wait while the terminal communicates with Moneris.
 6. When the initialization is finished, “Init Successful” appears, then the transaction menu appears.
 7. Press the green **OK** key to access the CONFIGURATION menu.
 8. Scroll down and select **Host Logon**.
 9. Key in the temporary password and press the green **OK** key.
 10. “Logon Successful” appears, then the transaction menu appears.
- Your terminal is ready to process transactions.

Additional options

Changing the terminal language

Note: The terminal language can only be changed **AFTER** the terminal has been successfully initialized (see Initialization and logon in this guide).

1. Select **DEBIT & CREDIT**.
2. When the transaction menu appears, press the green **OK** key to access the CONFIGURATION menu.
3. Scroll down and select **Set Language**.
4. Select **ENG** (English) or **FRN** (French).
5. Press the *** (asterisk)** key to return to the applications menu.

Changing the terminal password

IMPORTANT: For security purposes, we strongly recommend you change the terminal's temporary password to a secure password of your own. The password should **NOT** be changed until **AFTER** the terminal has been successfully initialized (see *Initialization and logon* in this guide). The password can be 5-10 digits long and must consist of numbers only.

1. Select **DEBIT & CREDIT**.
2. When the transaction menu appears, press the green **OK** key to access the CONFIGURATION menu.
3. Select **Setup**, key in the temporary password and press the green **OK** key.
4. Select **TERMINAL**.
5. Select **Next** until "Manager Pwd" appears.
6. Select **Edit**, key in your **new password** and press the green **OK** key.
7. Select **Exit**, then select **OK** to save changes.
8. Press the red **CANC ANNUL** key, then the *** (asterisk)** key to return to the applications menu.

Enabling cashback, tip or invoice number

1. Select **DEBIT & CREDIT**.
2. When the transaction menu appears, press the green **OK** key to access the CONFIGURATION menu.
3. Select **Setup**, key in your **new password** (or if you have not changed it, key in the temporary password) and press the green **OK** key.

For cashback option

To change the default values for cashback, please refer to the *Mobile 8300 Operating Manual* available for download from moneris.com/8300.

1. Select **Terminal**.
2. Select **Next** until "CashBack Option" appears.
3. Select **Edit** then select **ON**.
4. Select **Exit**, then select **OK** to save changes.
5. Press the red **CANC ANNUL** key, then the *** (asterisk)** key to return to the applications menu.

For basic tip processing

To change the default values for the enhanced tip options, please refer to the *Mobile 8300 Operating Manual* available for download from moneris.com/8300.

1. Select **Terminal**.
2. Select **Next** until “Tip Processing” appears.
3. Select **Edit** then select **Next** until “On – Prompt” appears then select **Slct**.
4. Select **Exit**, then select **OK** to save changes.
5. Press the red **CANC ANNUL** key, then the *** (asterisk)** key to return to the applications menu.

For invoice number

1. Select **Merchant**.
2. Select **Next** until “Ask Inv Num?” appears.
3. Select **Edit** then select **ON**.
4. Select **Exit**, then select **OK** to save changes.
5. Press the red **CANC ANNUL** key, then the *** (asterisk)** key to get back to the applications menu.

Enabling gift cards

Didn't order gift cards but would like to find out more? Please call us at **1-866-319-7450**.

1. Select **GIFT & LOYALTY**.
2. When the Gift & Loyalty transactions menu (ERNEXGL) appears, scroll down and select **Setup**.
3. Key in your **new password** (or if you have not changed it, key in the temporary password) and press the green **OK** key.
4. Select **Merchant**. “Merchant ID” appears.
5. Select **Edit**, then key in your **Moneris Merchant ID** and press the green **OK** key.
6. Select **Next**. “Moneris Term ID” appears.
7. Select **Edit**, then key in the **Moneris Terminal ID** and press the green **OK** key.
8. Select **Next**. “Ernex Term ID” appears.
9. Select **Edit**, then key in the **Ernex Terminal ID** (provided to you when Moneris confirmed your terminal order) and press the green **OK** key.
10. Select **Exit**, then select **OK** to save changes. The terminal returns to the Setup menu.
11. Select **Comm**.
12. Select **Next** until “Device Type” appears.
13. Make sure the “Device Type” is set to **7C**. If yes, select **Exit** and go to step 16. If no, go to step 14.
14. Select **Edit**, key in **7C** and press the green **OK** key.
15. Select **Exit** then select **OK** to save changes.
16. Scroll down and select **Initialization**. “Ernex Term ID” appears.
17. Press the green **OK** key. The terminal will complete the initialization and return to the Setup menu.
18. Press the red **CANC ANNUL** key, then the *** (asterisk)** key to return to the applications menu.

Your terminal is ready to process gift card transactions.

For instructions on performing gift card transactions, please refer to the *Moneris Quick Reference Guide for Gift Card Transactions*.

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.

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 *Mobile 8300 Operating Manual*. Visit moneris.com/8300 to download a copy.



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