

Troubleshooting:

If one of the following error messages appears on the Moneris HiSpeed 6200 terminal or the VIVOPay 5000 contactless reader, follow the instructions to continue the transaction. As a general rule, when an error message appears, press the **Can/Ann** key on the terminal to clear the message so that you can retry the transaction. If the problem is not resolved, call the Moneris Merchant Service Centre for assistance.

Error Messages

[t] indicates the message appears on the terminal.

[R] indicates the message appears on the reader.

AMOUNT EXCEEDED [R]

- See REFUND LIMIT EXCEEDED.

CONTACTLESS TRANSACTION LIMIT EXCEEDED [t] [R]

The contactless transaction is for an amount that is equal to or exceeds the transaction limit for the card. Instead, insert the card into the chip reader if the card is also a chip card; otherwise, swipe the card on the terminal.

CARD PROBLEM PLEASE RETRY [t] [R]

The contactless reader could not read all of the information that it required, or there is more than one contactless card within range of the reader.

1. Hold the card by itself in front of the reader for 3 to 5 seconds until the reader beeps. Try this step twice more if it doesn't work the first time.
2. If step 1 doesn't work, try inserting the card into the chip reader if the card is also a chip card.
3. If step 2 doesn't work, try swiping the card on the terminal.
4. If step 3 doesn't work, manually enter the Card number, or use an alternative form of payment.

CHECK READER [t]

The contactless reader is not connected to the terminal. Confirm that the Y-cable connector is inserted securely into the terminal's base port.

NOT COMPLETED [R]

- See NOT COMPLETED PLEASE TRY AGAIN.

NOT COMPLETED PLEASE TRY AGAIN [t]

A communications problem occurred. Press **OK** on the terminal, and then retry the transaction.

PORT NOT AVAILABLE [t]

An attempt has been made to enable a contactless reader or external PINpad on a port that is already configured for use by another device. Configure the terminal so that the external PINpad uses COM1 and the contactless reader uses COM2.

REFUND LIMIT EXCEEDED [t]

The total value of Refunds performed today is greater than your daily refund limit. Contact Moneris for a temporary increase. Please have the original purchase receipt available for reference.

TAP FAILED PLEASE INSERT OR SWIPE CARD [t] [R]

If the card is also a chip card, insert it into the chip reader; otherwise, swipe the card on the terminal.

Equipment Problems: Contactless Reader

- If the display is blank: Check all cable connections to ensure everything is plugged in correctly. If the screen is still blank, call the Moneris Merchant Service Centre.
- If the TAP CARD prompt does not appear on the reader after you have keyed in the amount:
 1. Press **OK** on the terminal.
 2. Confirm that the reader is plugged into the terminal's base port.
- If the reader is not powered: Confirm that the reader's power adapter cable is connected securely to the Y-cable and plugged into a functioning power outlet.
- If the reader does not beep after the card is tapped: Hold the card on a different angle, and tap it again.
 - OR
 - Move the card slowly in a circular motion across the contactless reader.
 - OR
 - Confirm the card is a contactless card. (See **Contactless Cards** section.)

Connecting a VIVOPay 5000 Contactless Reader to the Moneris HiSpeed 6200 Terminal



VIVOPay 5000 Contactless Reader



1. **Connect the contactless reader to a powered terminal (do not connect more than one reader at a time):**
 - a. Insert the Y-cable connector into the terminal's base port RS232-1. (If a PINpad is connected, use port RS232-2.)
 - b. Connect the power adapter cable to the Y-cable.
 - c. Plug the power adapter cable into a power outlet. The reader beeps twice as it powers up. The VIVO firmware version displays on the reader.
 2. **Configure the contactless reader parameters.**

From the terminal's READY screen:

 - a. Press **Admin**, scroll down to CONFIGURATION, and press **OK**. The CONFIG FUNCS menu appears.
 - b. Scroll down to GENERAL PARAMS, and press **OK**. The GENERAL PARAMETERS menu appears.
 - c. Scroll up to Ctls READER, and press **OK**. The CONTACTLESS READER menu appears.
 - d. Scroll to ENABLE, and press **OK**.
 - e. Scroll to COM1, and press **OK**. (If a PINpad is connected, select COM2.) The terminal returns to the GENERAL PARAMETERS menu in several seconds.
 - f. Press **Can/Ann** three times to return to the READY screen.
 - g. When the WELCOME/BONJOUR screen appears on the contactless reader, it is ready for use.
 - h. The configuration is complete.
- * If a PINpad is also connected, ensure that the contactless reader uses port RS232-2 and is enabled for COM2.

Quick Reference Guide

For Contactless Reader & Signatureless Transactions

Your Moneris Merchant Number is:



Moneris
HiSpeed 6200 Terminal



VIVOPay 5000
Contactless Reader

Record your IP Communication parameters here for reference:

For Assistance: Call the Moneris Merchant Service Centre toll-free at **1-866-319-7450**

For Additional Information: Visit the Moneris downloads webpage at:

www.moneris.com/index.php?context=/onlineservice/downloads/qrg_manual

- For detailed instructions and information about more features, go to the **Merchant Manual(s)** section: Click the [HiSpeed 6200 WebHelp](#) link. OR Click the [HiSpeed 6200 Operating Manual](#) link.
- To download a PDF file of this guide, go to the **Reference Guide(s)** section, and click the [Contactless Transactions \(HiSpeed 6200\)](#) link.

Signatureless Transactions

A “signatureless” transaction is a credit Purchase for which a customer signature is **not required** because the total amount of the Purchase is at or below a maximum Signatureless Dollar Value (SDV).

The terminal may be configured to print a Merchant copy and/or a Cardholder copy or no receipts at all.

If a Merchant copy prints, the statement NO SIGNATURE REQUIRED appears on it instead of a cardholder signature line.

- Do not obtain a signature, but retain this receipt for your records.



Entry Method

Credit cards must either be tapped on a contactless reader or swiped on a terminal. Only a credit Purchase can qualify as a signatureless transaction.

Maximum Signatureless Dollar Value

To find the maximum SDV for a card/card entry type, print a terminal Configuration list:

- From the READY screen, press **Admin** twice.
- When the ENTER ADMIN CODE entry screen appears, key in **16**, and press **OK**.
- When the PRINT TRAILER MESSAGES? prompt appears, press **F3** (NO). The Config. list prints.
- Look near the bottom of the list for these dollar values:

CVM LIMITS	Card swiped:
MASTERCARD QPS CVM LIMIT	Purchase amount including tip and taxes must be equal to or less than this value.
DOMESTIC CVM LIMIT	
DOMESTIC TXN LIMIT	
VISA NSR CVM LIMIT	Purchase amount including tip and taxes must be equal to or less than this value.
DOMESTIC CVM LIMIT	
DOMESTIC TXN LIMIT	
REMOTE DOWNLOAD (ADMIN 97)	Card tapped: Purchase amount including tip and taxes must be less than this value.

Customer Requests a Receipt

If the customer requests a receipt for the transaction, press **Admin** twice (begin at the READY screen), key in **29**, and then press **OK**. The receipt prints.

Transactions Requiring a Receipt

Receipts are always printed for the following transactions:

- Cancelled / Declined / Not Completed
- Refunds / Void-Purchases: Sign the Cardholder copy.
- Void-Refunds: Customer signs the Merchant copy.

Contactless Cards

A contactless card is a credit card that has either the MasterCard PayPass® or the Visa payWave™ symbol labeled on it. A customer may choose to tap this card on the contactless reader for payment instead of swiping the card on the terminal.

Contactless Transactions Allowed

Contactless cards can be tapped on a contactless reader only for credit Purchases or credit Refunds. Contactless cards cannot be tapped for Voids, Pre-Authorizations, Pre-Auth Completions (Advices), or any debit transactions.

Note: A contactless Purchase may qualify as a signatureless transaction. (See Signatureless Transactions section.)

Tapping a Contactless Card

To successfully tap a contactless card for a transaction:

- The card does not have to touch the contactless reader (but it is all right if it does).
- The card must be within 0.5 in. (1.1 cm) of the contactless reader for it to read the card.
- The card must be tapped or waved by itself (e.g., the customer cannot leave the card in their wallet and wave it in front of the reader).
- It does not matter which side or end of the card is closest to the contactless reader.
- If the card does not work or is unsupported, you may still do the transaction by doing the following:
 - If the card is also a chip card, insert it into the chip reader.
 - If step 1 doesn't work, try swiping the card on the terminal (look for the magnetic stripe).
 - If step 2 doesn't work, manually enter the Card number. (Note: If the number is manually entered, the Purchase cannot qualify as a signatureless transaction no matter the Purchase amount.)
- See also **Error Messages**.

IMPORTANT
You must use the exact power adapter and cables provided by Moneris Solutions to work with the VIVOPay 5000 contactless reader and the Moneris HiSpeed 6200 terminal. Failure to do so may affect the operability of or cause damage to the equipment.

Performing a Contactless Transaction

6200 Display	Clerk Action	Contactless Reader Display	Customer Action
	1. Key in the Purchase amount (e.g., \$1.50), and press OK .		
	2. Ask the customer to tap or wave their card in front of the contactless reader.		The customer taps or waves their card in front of the contactless reader.
	3. Please wait while the four LEDs light up on the contactless reader and it beeps		The customer waits.
IF NO RECEIPTS PRINT...			
	4. Press OK to return to the READY screen.		The customer takes their merchandise.
	The transaction is complete.		
IF MERCHANT COPY PRINTS, AND PURCHASE QUALIFIES AS A SIGNATURELESS TRANSACTION...			
	5. Keep the Merchant copy, and press OK .		
	Go to step 6.		
IF MERCHANT COPY PRINTS, AND PURCHASE DOES NOT QUALIFY AS A SIGNATURELESS TRANSACTION...			
	5. Ask your customer to sign the Merchant copy, and press OK .		The customer signs the Merchant copy and returns it to you.
	Retain this receipt and go to step 6.		
IF CARDHOLDER COPY PRINTS...			
	6. Give the Cardholder copy of the receipt to your customer, and press OK .		The customer takes their copy of the receipt and their merchandise.
	The transaction is complete.		

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