

Moneris HiSpeed 6200

Quick Reference Guide

For Assistance

Please contact the Moneris Merchant Service Centre toll-free at: **1-866-319-7450**.

For More Information

Visit the Moneris HiSpeed 6200 product webpage at www.moneris.com/en/ProductsAndServices/Products/Instore%20POS/HiSpeed6200.aspx

- To access detailed instructions and information regarding additional features, click on the “WebHelp” link.
- To download a PDF file of this guide, click on the “Reference Guide” link.

Important

You must use the exact power adaptor 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.

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- ✓ Magnetic Stripe Cards
- ✓ Chip Cards
- ✓ Contactless Cards

- Printer
- Keypad
- Magnetic stripe reader
- Chip reader

Your Moneris Merchant Number is: _____

The All-in-One Handheld

The Moneris HiSpeed 6200 is a handheld, all-in-one terminal and PINpad that you use 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 handheld back and forth.

Note: Some transactions do not have customer prompts (e.g., a **Credit Purchase**, with stripe card and **Tip Entry** disabled); hence, you need not pass the terminal back and forth in these instances.

Terminal Keys



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**.

Alpha-numeric keys

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

Paper feed

- Advance the receipt paper in the printer.

Admin

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

Can/Ann

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

CORR

- Clear displayed data one character at a time.

OK / Enter / Entree

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

Backlight

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

Moneris 7800 PINpad

If an optional Moneris 7800 external PINpad is connected to the 6200 terminal, and your merchant account is configured for it, you can pass this device to the customer and keep the 6200 in front of you for transactions requiring your customer's input.

Note: The PINpad displays **WELCOME/BONJOUR** while in its idle state.



Transactions with PINpad

1. Begin the transaction on the 6200.
2. When **CONTINUE ON PINPAD** appears on the 6200, pass the 7800 PINpad to the customer, who follows the prompts.
3. Once the customer has responded to all of their prompts, retrieve the 7800 PINpad, and then complete the transaction on the 6200.

VIVOPay 5000 Contactless Reader

If an optional VIVOPay 5000 contactless reader is connected to the 6200 terminal and your merchant account is configured for it, you can process contactless transactions at the POS.

Note: The reader displays **WELCOME/BONJOUR** while in its idle state.



Contactless Transactions Allowed

Contactless cards can be tapped on a contactless reader only for Purchase or Refund amounts that are at or below the maximum Contactless Dollar Value (CDV).

Maximum Contactless Dollar Value (CDV)

To determine the maximum CDV for a card, print a Configuration report (see p.11) and look near the end of the report for the **CVM LIMITS**.

CVM LIMITS	
MASTERCARD	
OPS CVM LIMIT	\$ 000
DOMESTIC CVM LIMIT	\$ 000
DOMESTIC TXN LIMIT	\$ 000
VISA	
NSR CVM LIMIT	\$ 000
DOMESTIC CVM LIMIT	\$ 000
DOMESTIC TXN LIMIT	\$ 000
REMOTE DOWNLOAD (ADMIN 97)	

MasterCard
DOMESTIC TXN LIMIT¹

Visa
DOMESTIC TXN LIMIT¹

¹Purchase or Refund must be equal to or less than the \$ value.

Functional Card Types

A payment card can be any functional card type: chip, stripe, or contactless. While each card type has its own special functionality, an individual card may combine any number of functionalities. The method of card entry at the POS determines the functionality that is used (see below).

Card Entry at POS

CHIP CARDS

To use Chip functionality:

- When **SWIPE OR INSERT CARD** displays on the terminal or PINpad, you or the customer insert the card into that device's chip reader.

Note: Unless the device prompts otherwise, do not swipe a chip card even if the card has a magnetic stripe.

- The customer will be prompted to key in a PIN.
- The chip card must remain inserted until the **REMOVE CARD** prompt displays.



MAGNETIC STRIPE CARDS

To use Stripe functionality:

- When **SWIPE CARD** or **SWIPE OR INSERT CARD** displays on the terminal or PINpad, 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.



CONTACTLESS CARDS

To use Contactless functionality:

- When **\$.##.## TAP CARD** displays on the contactless reader, the customer taps their card on that device.

Note: The card must have the **MasterCard PayPass®** or the **Visa payWave** label on it.

- The card must be within 0.5 in. (1.1 cm) of the reader, but it does not have to touch it.
- 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).
- If the card does not work or is unsupported:
 - If the card is also a chip card, insert it into the chip reader.
 - If that doesn't work, try swiping the card on the terminal (look for the magnetic stripe).



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**.

Performing Financial 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.

Transaction Guidelines

- Determine the transaction to be processed (e.g., Purchase or Refund).
- Establish the means of payment, i.e., credit or debit.
- Enter the card data on the POS device (see p. 4).
- Follow the terminal prompts (see transaction flows pp. 6-8).*
- Process receipts (see p. 9 for recommended guidelines).

*These variables affect which prompts you and your customers will see:

- Terminal and merchant setup.
- Transaction type (e.g., Purchase or Refund).
- Card type and functionality (i.e., stripe, chip, or contactless).
- Method of card entry at the POS (e.g., swipe, insert, or tap)
- Payment type (i.e., credit or debit)¹

¹Some debit cards may initiate Cashback and/or Account Selection and PIN prompting after the terminal has been returned to you, which means you will have to hand the terminal back to the customer.

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 (e.g., *Logon [02]* means the Admin code for logging on is **02**.)

To use an Admin code:

- Press the **Admin** key until **ENTER ADMIN CODE** appears.
- Key in the Admin code, and press **OK**.
The transaction appears.

To print a list of all Admin codes:

- Press **Admin** until **ENTER ADMIN CODE** appears, and then key in **40**, and press **OK**.
The list prints.

Purchase [100]

Credit or debit Purchase of goods or services.

1. If **PURCHASE** is the default: Key in a Purchase amount, and press **OK**.
OR
Press **Admin**, 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 p. 7.)
 - If **CONTINUE ON PINPAD** appears, pass the PINpad to the customer. (See p. 7.)
3. Process receipts. (See p. 9 for recommended guidelines.)

Pre-Authorization [102]

Authorization if the final Purchase amount is unknown.

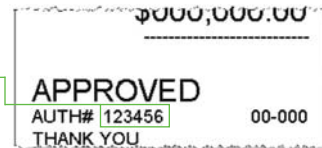
1. If **PRE-AUTH** is the default: Key in a Pre-Auth amount, and press **OK**.
OR
Press **Admin**, select TRANSACTIONS, and then select PRE-AUTH.
2. Follow the prompts, but note:
 - If **CUSTOMER PRESS OK TO CONTINUE** appears, pass the terminal to the customer. (See p. 7.)
 - If **CONTINUE ON PINPAD** appears, pass the PINpad to the customer. (See p. 7.)
3. Process receipts. (See p. 9 for recommended guidelines.)

Note: When the final Purchase amount is known, you must perform an Advice for the final amount using the same card number. (See p. 8.)

Refund [101]

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

1. Press **Admin**, 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 [6-digit Auth#] found on the original receipt, and press **OK**.
 - If **CUSTOMER PRESS OK TO CONTINUE** appears, pass the terminal to the customer. (See p. 7.)
 - If **CONTINUE ON PINPAD** appears, pass the PINpad to the customer. (See pg. 7)
3. Process receipts. (See p. 9 for recommended guidelines.)



VOID—Purchase [106]

VOID—Refund [107]

Cancels the original Purchase or Refund.

Note: Must be in the same batch as the original transaction.

Customer Prompts

Language Selection

If **SELECT LANGUAGE** appears, the customer presses **F1** or **CHQ** (ENGLISH) or **F3** or **ALPHA** (FRANCAIS).

Application Selection

If **SELECT <Application name>** appears, the customer presses **F1** or **CHQ** (YES) to select the displayed application; otherwise, they press **F3** or **ALPHA** (NO) to view the next application on the card.

- If **<Application name>-OK?** appears, the customer presses **F1** or **CHQ** (YES) to confirm that they wish to use the displayed application.

Cashback Selection

If **CASH BACK?** appears, the customer presses **F1** or **CHQ** (YES).

When **SELECT CASH BACK** appears, the customer selects:

- **Preset amount:**
 - On terminal they press **F1** or **F2** or **F3**.
 - On PINpad they press **CHQ** or **SAV/EP** or **ALPHA**.
- **OTHER amount:** They press **F3** or **ALPHA** (OTHER), key in an amount, and press **OK**.

Tip Entry

If **ENTER TIP AMOUNT** appears, the customer keys in a Tip (or nothing) and presses **OK**.

If **TIP?** appears, the customer presses **F1** (preset %) or **F3** (for OTHER amount, including no Tip).

- If **F3** (OTHER) is selected, they press **F1** (%) or **F3** (\$), key in a desired percentage or dollar amount (or nothing), and press **OK**.

If **TIP AMOUNT % \$** appears, the customer presses **CHQ** (preset %) or **ALPHA** (for OTHER amount, including no Tip).

- If **ALPHA** (OTHER) is selected, they press **CHQ** (%) or **ALPHA** (\$), key in a desired percentage or dollar amount (or nothing), and press **OK**.

If **TIP AMOUNT** appears, the customer keys in a Tip dollar amount (or nothing) and presses **OK**.

Account Selection

If **SELECT ACCOUNT** appears, the customer presses **F1** or **CHQ** (for Chequing account) or presses **F3** or **SAV/EP** for (Savings account).

PIN Entry

If **ENTER PIN & OK** appears, the customer keys in their PIN (Personal Identification Number) and presses **OK**.

Returning the terminal or PINpad

When **RETURN TO CLERK** appears on the terminal, the customer returns it to you.

- Do not remove a chip card unless **REMOVE CARD** appears.

When **APPROVED** appears on the PINpad, the customer returns it to you.

- The customer must not remove a chip card unless **REMOVE CARD** appears.

Advice [103]

Completes a Pre-Auth.

Note: Must be processed on the same terminal as the original **Pre-Auth**.

1. Press **Admin**, 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 your Paper Sales Draft.
- If **ENTER ORIGINAL SEQUENCE NUMBER** appears, key in the 6-digit # (part of the Receipt number) found on the Pre-Auth receipt, and press **OK**.
- 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**.
- 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**.
- If **FIND ORIGINAL TRANSACTION** appears, press **F1** (YES) to process another Advice, or press **F3** (NO), and then press **Can/Ann** to return to the READY screen.

RECEIPT NUMBER
X00000000-000123-456-0

PRE-AUTHORIZATION AMOUNT \$000,000.00

TIP

TOTAL

Force Post [103]

Voice-authorized Purchase.

Advice List [109]

Completes a Pre-Auth from a list.

Note: Must be processed on the same terminal as the original **Pre-Auth**.
Tip Reporting must be enabled.

1. Press **Admin**, 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; 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**. When **ENTER TIP AMOUNT** appears, key in the amount written on the Tip line, and press **OK**.
 - If the Pre-Auth is completed, the terminal returns to the Pre-Auth list screen. Press **Can/Ann** repeatedly to return to the READY screen.

Cheque Authorization [105]

1. Press **Admin**, select TRANSACTIONS, and select CHEQUE AUTH.
2. Follow the prompts, but note:
 - ID types, Prov. and State codes are provided by the authorization service.
 - Write the Approved # on the cheque.
 - Receipts are not printed.

Merchant and Cardholder 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.

Reprint Last Customer Receipt or Last Report [29]

Prints a duplicate of the last printout.

1. Press **Admin**, select ADMIN, and select REPRINT. The receipt prints.

Reprint Merchant Receipt [66]

Prints a duplicate of the Merchant copy of the receipt.

1. Press **Admin**, select REPORTS, and 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**. Press **F3** (REPRINT). The receipt prints.

Signatureless Transactions

A “signatureless” transaction is a swiped or tapped Purchase for which a cardholder signature is not required because the Purchase 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.

\$000,000.00

APPROVED
AUTH# 000000 00-000
THANK YOU

NO SIGNATURE REQUIRED
MERCHANT COPY

Maximum Signatureless Dollar Values (SDV)

To determine the maximum SDV for a card, print a Configuration report (see p.11) and look near the end of the report for the **CVM LIMITS**:

CVM LIMITS

MASTERCARD	
QPS CVM LIMIT	\$ 000
DOMESTIC CVM LIMIT	\$ 000
DOMESTIC TAX LIMIT	\$ 000
VISA	
NSR CVM LIMIT	\$ 000
DOMESTIC CVM LIMIT	\$ 000
DOMESTIC TAX LIMIT	\$ 000
REMOTE DOWNLOAD (ADMIN 97)	

MasterCard

QPS CVM LIMIT¹ = card swiped
DOMESTIC CVM LIMIT¹ = card tapped

Visa

NSR CVM LIMIT¹ = card swiped
DOMESTIC CVM LIMIT² = card tapped

¹Purchase, including Tax, must be equal to or less than the \$ value.

²Purchase, including Tax, must be less than the \$ value.

Pre-Auth List [62]

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

1. Press **Admin**, select REPORTS, and select CLERK INQUIRY.
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, press **OK**.
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 on the terminal for transactions in the current Batch.

Note: If **Clerk Subtotalling** is enabled, **Tips** are summarised by **Clerk ID**.

1. Press **Admin**, select REPORTS, and 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, and press **OK**.
Note: The date format is year (YY), month (MM), and day (DD).
For example, to enter Dec. 31, 2010, you would key in **101231**.
 - b. When **START TIME** appears, key in the Start time, and press **OK**.
Note: The time format is hours (HH) and minutes (MM).
For example, to enter 1:00 AM, you would key in **0100**.
 - 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:
 - a. 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. From the READY screen, press **Admin** twice.
When **ENTER ADMIN CODE** appears, key in **16**, and press **OK**.
2. When **PRINT TRAILER MESSAGES?** appears, press **F3 (NO)**. The report prints.

Reporting Transactions

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 **Admin**, select REPORTS, and select CLERK INQUIRY.
 - If **SWIPE ADMIN CARD** appears, swipe your POS Admin card.
2. To print a report for one clerk, press **F1 (SINGLE)**.
When **ENTER CLERK ID** appears, key in a Clerk ID, and press **OK**.
To print a report for multiple clerks, press **F3 (MULTIPLE)**:
 - a. To select a specific group of Clerks, select GROUP; otherwise, select ALL CLERKS.
 - If **ENTER GROUP ID TO BE PROCESSED** appears, key in the Group ID, and press **OK**. Select PROCESS LIST.

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

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

Card Number Masking on Reports

Card numbers print unmasked (i.e., 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.

End-of-Day Process

You must process a Close Batch transaction in order to have the funds from your POS transactions deposited to your business account. You will perform three tasks:

- A. Print a Stored Transactions list (see below) by batch, but note:
 - At step 3, make sure to press **F3** to print the current Batch.
 - At step 5, make sure to press **F1** to print only the Terminal Batch totals.
- B. Process a Close Batch transaction (see below).
- C. Confirm that the Terminal Batch Totals list (printed in step A) matches the Current Batch Totals list (printed in step B). If they do not match, call Moneris the next business day for reconciliation assistance.

Print Stored Transactions [60]

1. Press **Admin**, select REPORTS, and select TRANS LIST.
2. When **SWIPE ADMIN CARD** appears, swipe the 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. To print the report by date, press **F1** (DATE).
To print the report by batch, press **F3** (BATCH).
4. Press **OK** to print for the current date or Batch. OR
Key in a specific date or Batch number, and press **OK**.
PRINT TOTALS ONLY? appears.
5. Press **F1** (YES) to print only the Terminal Batch totals. OR Press **F3** (NO) to print the list of transactions and the Terminal Batch totals, including the Cashback total.
The terminal prints the report and returns to the READY screen.

Close Batch [99]

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

Administrative Transactions

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 **Admin**, select CONFIGURATION, and 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.

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 **Admin**, select ADMIN, and select LOGOFF.
The **PLEASE LOGON** prompt appears within 60 seconds.

INVALID CARD TYPE The card that was swiped cannot be used for this transaction. Ask for another card (e.g. a credit card) and retry the transaction.


INVALID ENTRY Ensure the amount of the Training transaction, Cashback, or Tip amount is \$1.00 or less (max. total = \$3.00).


NO LINE DETECTED The terminal cannot detect an available dial communications line. Check that all communications cables are connected to the base and the wall jack correctly. If the message reappears, unplug and replug the power cable at the power source.

NOT ACCEPTED REMOVE CARD  There was an error reading the chip card. Remove the card, and retry the transaction. If the **SWIPE OR INSERT CARD** prompt appears, swipe the chip card on the magnetic stripe card reader on the 6200 or the 7800 (if attached). If the 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.

NOT COMPLETED RETURN TO CLERK All-in-one 6200: Press **Can/Ann** to display the communications error. When the READY screen appears, check all the cable connections and then try the transaction again. With the 7800: The cardholder took more than 30 seconds to respond to their prompts. Press **Can/Ann** on the 7800. When the READY screen appears, try the transaction again.

REFUND LIMIT EXCEEDED 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.

REMOVE AND INSERT CARD INTO PINPAD READER  A chip card was inserted into the chip card reader on the 6200. Remove the card, and insert it into the chip card reader on the 7800 to start the transaction.

TAP FAILED PLEASE INSERT OR SWIPE  The contactless reader is unable to read the card. If the card is also a chip card, insert it into the chip reader; otherwise, swipe the card on the terminal.

TRANSACTION NOT FOUND The terminal cannot find a transaction that matches the criteria. This message is displayed for 3 seconds, and then the terminal returns to the previous prompt.

TIME-OUT OR RETRY TERMINAL TIME-OUT The cardholder took too long to respond to the prompts. If REMOVE CARD is also displayed, the cardholder removes their chip card and then returns the 6200 or 7800. Retrieve the 6200 or 7800, and press **Can/Ann** on the 6200. When the READY screen appears, retry the transaction.

Equipment Problems

The Display Screen is Blank. Check all connections on all cables to ensure everything is plugged in correctly. Call the Moneris Merchant Service Centre.

TCP CONNECTION FAILED or HOST CONNECTION FAILED:

Check all the cables to ensure everything is plugged in correctly. Check that the router and hub/switch (if any) are functioning.

- **Public Internet:** Contact your ISP (Internet service provider) for assistance.
- **Internet:** Call the Moneris Merchant Service Center.
- **Corporate WAN:** Call your corporate help desk to confirm that the corporate WAN is functioning properly.


Troubleshooting


If one of the following error messages appears, follow the instructions to continue the transaction. As a general rule, if an error message appears, press **OK** or **Can/Ann** to clear the message, and then retry the transaction. If the problem is not resolved, call the Moneris Merchant Service Centre.

AMOUNT EXCEEDED The Refund amount was greater than the Refund Limit. Retrieve the 6200 or the 7800, and refer to **REFUND LIMIT EXCEEDED**.

CARD BLOCKED REMOVE CARD  The chip card cannot be used. Ask the customer for another form of payment.

CARD NOT SUPPORTED If **PLEASE RETRY** is displayed, swipe the card again. If not, restart the transaction. If the message reappears, request another form of payment.


CARD PROBLEM  If a chip card was swiped: Restart the transaction. If the 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.

CARD REMOVED  The chip card was removed during the transaction. Retrieve the 6200 or the 7800 then press **OK** on the 6200 until the READY screen appears, and then retry the transaction.


CHECK PINPAD Press **Can/Ann** on the 6200 to cancel the transaction, check the cables to the PINpad, and then retry the transaction.

CHECK PRINTER Open the printer, and ensure that a paper roll is inside and that it is properly inserted. Close the printer.

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


DECLINED BY CARD  The chip card has declined the transaction. Retrieve the 6200 or the 7800, remove the chip card, press **OK** on the 6200 until the READY screen appears, and request another form of payment.

DECLINED – RETRY TRANSACTION?  If a transaction is declined by the Moneris Host and retry is allowed, this prompt appears. Press **F1** to select YES, and retry the transaction starting from the SWIPE OR INSERT CARD prompt.

DO A PURCHASE WITH CHIP CARD  The chip card cannot be used for a Pre-Auth transaction because the terminal is not configured to allow this. Retrieve the 6200 or 7800, remove the chip card, press **OK**, and perform a Purchase using the chip card.

ERROR 40# A communication error occurred. Press **OK**. The terminal completes any remaining printing and returns to READY.

ETHERNET COMMS ERROR-DIAL USED PRESS OK 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.

INSERT CARD INTO READER  A chip card was swiped on the magnetic stripe card reader. Insert the chip card into the chip card reader on the 6200 or, if attached, into the 7800 to start the transaction.