



# Setting up Your Terminal

Moneris® Vx810 Duet



## IMPORTANT: READ FIRST

### If this is your first POS terminal with Moneris:

Enclosed you should find your Moneris Visa Merchant Agreement/Moneris MasterCard Merchant Agreement/Moneris Debit Card and Terminal Agreement/Terms and Conditions. If this document is not enclosed, please do not proceed with this installation. Instead, contact us at **1-866-319-7450**. Once you have obtained the required document, please proceed with your installation.

# Before you get started

### Important Notes

Your terminal is pre-programmed with a temporary password. For your own protection we strongly recommend that you change the temporary password to a secure password of your own. Follow the steps for *Changing the terminal password* found in the *Additional options* section of this guide.

The terminal language cannot be changed until the steps in *Initialization and logon* have been completed. If required, follow the steps for *Changing the terminal language* under *Additional options* on page 9.

1. Please confirm that you received:
  - the Moneris Vx810 terminal and base
  - the power cable and power adaptor cable
  - the dial and/or Ethernet cables.
2. If you ordered the optional Vx810 external PINpad, please confirm that you have received the PINpad and the PINpad power cable.
3. If you ordered the optional modular contactless reader, please make sure the reader is connected to the Vx810 terminal and that your account is configured for contactless transactions.

**Note:** *If you ordered the Vx810 external PINpad as well as the contactless reader, the contactless reader is connected to the PINpad instead of to the Vx810 terminal.*

4. Make sure you have the following information (provided when Moneris contacted you to confirm your terminal order):
  - Moneris Merchant ID: 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)
  - Settlement type: **System Close** (Moneris automatically settles your transactions at the end of each day) or **Merchant Close** (you are responsible for settlement/close batch at the end of each day).
  - Communications type: **Dial** or **IP/Ethernet** (with or without dial backup).
  - Optional features (e.g. **gift cards, Ernex Terminal ID**).

If any of the above required elements are missing, please call the General Inquiries number below.

**General Inquiries: 1-866-319-7450**

**Manual Authorizations: 1-866-802-2637**

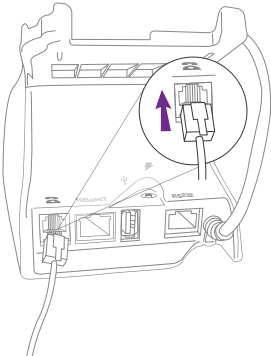
### **Tips for moving through the menus**


- To scroll down or up, press the **first purple key from 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 **CORR**.
- 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 **OK**.

# Hardware setup

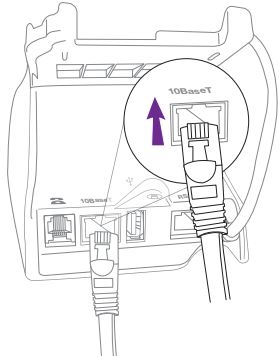
1

## Dial Setup



- a. Plug one end of the dial cable into the dial port on the back of the base (below the  icon).
- b. Plug the other end of the dial cable into an analog phone jack.  
**Recommendation:** Use a dedicated phone line for the terminal. Sharing the line with another device can cause communication problems on the terminal. If using a splitter, test both devices and note that the terminal and the other device cannot use the phone line at the same time.


## High-Speed Ethernet Setup



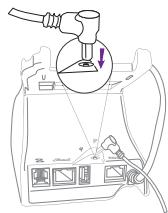
- a. Plug one end of the Ethernet cable into the 10BaseT port on the back of the base.
- b. Plug the other end of the Ethernet cable into the router/switch/hub/internal wiring – whatever is applicable to the high-speed Internet service at your specific location (please refer to the *Moneris IP Readiness Checklist* if necessary; available at [moneris.com/checklist](http://moneris.com/checklist)).

2

If you are using an external PINpad, go to step 3.

Locate the power cable and the power adaptor cable and plug the power cable into the power adaptor, then plug the other end of the power adaptor cable into the power port () on the base.

Go to step 4.

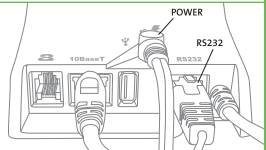


### 3

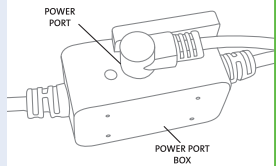
#### External PINpad Setup

- a. Locate the PINpad cable (attached to the external PINpad).

- b. Plug the RS232 connector into the RS232 port on the base.
- c. Plug the power connector into the power port (⚡) on the base.



- d. Locate the power cable and the power adaptor cable.
- e. Plug the power cable into the power adaptor.
- f. Plug the other end of the power adaptor cable into the power port (⚡) on the power-port box in the middle of the PINpad cable. Insert the connector at a right angle to the box then turn it counter-clockwise to lock it in place.



### 4

Plug the other end of the power cable into a power source. **Recommendations:** Always plug the power cable into the power source last to avoid power surges. Use a power bar with surge protection where possible.

**IMPORTANT:** You must use the exact power adaptor and cables provided by Moneris Solutions to work with the Moneris Vx810 Duet terminal (and the external PINpad, if connected). Failure to do so may affect the operability of or cause damage to the equipment.

### 5

While the device(s) powers up, wait until you see “No AIDs Found” on the terminal (and “WELCOME/BONJOUR” on the external PINpad, if connected) then press **OK**. When the applications menu appears, proceed to *Communications setup* on page 5.

# Communications setup

## If you're using dial:

1. Select **DEBIT & CREDIT**.
2. When the transactions menu appears, press **OK** to access the CONFIGURATION menu.
3. Select **Setup**, key in the temporary password and press **OK**.
4. Scroll down and select **Host**.
5. If "Comm Link Type" is set to "Dial", go to step 7. If not, go to step 6.
6. Select **Edit**, select **Next** until "Dial" appears then select **Slct**.
7. Select **Exit**, then select **OK** to save changes.
8. If you need to dial a prefix (for example, a 9) to connect to an outside line, complete the steps below. Otherwise proceed to Step 9.
  - a. Scroll down and select **TERMINAL**.
  - b. Select **Next** until "PABX Code" appears.
  - c. Select **Edit**, key in the **prefix** (e.g. 9) and press **OK**.
  - d. Select **Exit**, then select **OK** to save changes.
9. Press **CANC ANNUL** then the **\* (asterisk)** key to return to the applications menu.

## Entering the initialization phone number


1. Select **DEBIT & CREDIT**.
2. When the transactions menu appears, press **OK** to access the CONFIGURATION menu.
3. Select **Setup**, key in the temporary password and press **OK**.
4. Select **Comm** then select **Next** until "Pri Init Phone" appears.
5. Select **Edit**, key in the initialization phone number as follows then press **OK**:

If your merchant number begins with:	Key in:
00301	1-888-699-7299
00302	1-888-358-8602
00304	1-888-332-8433

6. Select **Exit**, then select **OK** to save changes.
7. Press **CANC ANNUL** then the **\* (asterisk)** key to return to the applications menu.

Proceed to *Entering merchant IDs and terminal IDs* on page 7.

## If you're using IP:

1. Select **DEBIT & CREDIT**.
2. When the transactions menu appears, press **OK** to access the CONFIGURATION menu.
3. Select **Setup**, key in the temporary password and press **OK**.
4. Scroll down and select **Host**. "Comm Link Typ" appears.
5. Select **Edit**, select **Next** until "CommServer" appears then select **Slct**.
6. Select **Next** until "Settle Comm Type" appears.
7. Select **Edit**, select **Next** until "CommServer" appears then select **Slct**.
8. Select **Exit**, then select **OK** to save changes.
9. Press **CANC ANNUL** then the **\* (asterisk)** key to return to the main menu.
10. While the applications menu is displayed, press the **2** key.
11. Key in the temporary password and press **OK**.
12. Press the **first purple key** on the right (  ) then select **IP**. "IP Settings" appears.

Proceed with the steps for Dynamic IP or Static IP on page 6, depending on your location's IP service.

### If you're using Dynamic IP:

1. When "IP Settings" appears, select **Edit**.
2. Select **DHCP**.
3. Select **Exit**, then select **Yes** to save changes. CommServer restarts and the terminal reboots back to the applications menu.

Proceed to *Entering merchant IDs and terminal IDs* on page 7.

### If you're using Static IP:

**IMPORTANT: Disconnect the Ethernet cable from the base BEFORE completing these steps.**

1. When "IP Settings" appears, select **Edit**.
2. Select **Static**.
3. If your Ethernet network requires the parameters listed below, perform steps 4 and 5 for each parameter. Otherwise go to step 6.
4. Select **Next** to view these parameters.
5. Select **Edit** to key in the address for each of these parameters. To key in a period (.), press the number **1** then the **ALPHA** key twice.  
**Note:** Contact your Internet Service Provider (ISP) to determine the addresses.
  - IP Address
  - Subnet mask
  - Gateway IP Address
  - DNS1 IP Address
  - DNS2 IP Address
6. Select **Exit**, then select **Yes** to save changes. CommServer restarts and the terminal reboots back to the applications menu.
7. Re-connect the Ethernet cable to the base.

Proceed to *Entering merchant IDs and terminal IDs* on page 7.

### If you're using dial communications as backup for IP:

When you have finished setting up communications for IP:

1. **Plug in the dial cable:** Follow the steps in *Dial Setup* in the *Hardware setup* section on page 3.
2. On the applications menu, select **DEBIT & CREDIT**.
3. Press **OK** to access the CONFIGURATION menu.
4. Select **Setup**, key in the temporary password and press **OK**.
5. Scroll down and select **Host**.
6. Select **Next** until "Backup Support" appears.
7. Select **Edit**, select **Next** until "Auto Backup" appears then select **Slct**.
8. Select **Exit** then select **OK** to save changes.
9. Press **CANC ANNUL** then press the **\* (asterisk)** key to return to the applications menu.

**Note:** For other Backup Support options, see the Moneris Vx810 Duet Operating Manual.

# Entering merchant IDs and terminal IDs

1. Select **DEBIT & CREDIT**.
2. When the transactions menu appears, press **OK** to access the **CONFIGURATION** menu.
3. Select **Setup**, key in the temporary password and press **OK**.
4. Scroll down and select **Merchant**. “Term Id” appears.
5. Select **Edit**, key in the **Terminal ID number** (the eight-digit number starting with “28” found on the back of the handheld terminal, e.g. 28123456) and press **OK**.
6. Select **Next** until “Merch Num” appears.
7. Select **Edit**, key in your **13-digit Merchant number** (e.g. 0030212345678) and press **OK**.  
*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 **CANC ANNUL**, then press the **\* (asterisk)** key to return to the applications menu.  
Proceed to *Initialization and logon* on page 8.

**IMPORTANT:** If you have set up an optional external PINpad for use with your terminal, you must configure it on the terminal **BEFORE** following the initialization and logon instructions below. For PINpad configuration instructions, see the steps for *Configuring the external PINpad* under *Additional options* on page 9.

# Initialization and logon

**IMPORTANT:** If you have set up an optional external PINpad for use with your terminal, you must configure it on the terminal **BEFORE** following the initialization and logon instructions below. For PINpad configuration instructions, see the steps for *Configuring the external PINpad* under *Additional options* on page 9.

1. Select **DEBIT & CREDIT**.
2. When the transaction menu appears, press **OK** 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. **If you have set up and configured an external PINpad**, complete the steps below. Otherwise proceed to Step 7:
  - a. When “Restart Required Press OK” appears on the PINpad, press **OK** on the PINpad.
  - b. “Transmitting...”, “Receiving...” and “Please wait” appear on the terminal again. Please wait while the terminal communicates with Moneris and the PINpad re-start is completed.
7. When the initialization is finished, “Init Successful” appears on the terminal.
8. **If you have set up and configured an external PINpad**, “WELCOME/BONJOUR” appears on the PINpad.
9. When the transactions menu appears, press **OK** to access the CONFIGURATION menu.
10. Scroll down and select **Host Logon**.
11. Key in the temporary password and press **OK**.
12. “Logon Success” appears, then the transactions 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 on page 8).

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

## Configuring the external PINpad

**IMPORTANT:** You must configure the external PINpad on your terminal BEFORE following the instructions in *Initialization and logon* on page 8.

Before you configure the PINpad, make sure you have followed the PINpad setup instructions under *Hardware setup* in this guide.

1. Select **DEBIT & CREDIT**.
2. When the transactions menu appears, press **OK** to access the CONFIGURATION menu.
3. Select **Setup**, key in your password (or if you have not changed it, key in the temporary password) and press **OK**.
4. Select **Terminal**. “Pin Baud” appears on the Edit Terminal menu.
5. Select **Edit**, key in **5** and press **OK**.
6. Select **Next** until “Pin Format” appears.
7. Select **Edit**, key in **4** and press **OK**.
8. Select **Next** until “PINpad Type” appears.
9. Select **Edit** then select **Next** until “SC5000EMV” appears.
10. Select **Slect**. The “Initialize PINpad” message appears.
11. Select **Exit** and press **OK**.
12. Press **CANC ANNUL** then press the **\* (asterisk)** key to return to the applications menu.

Proceed to *Initialization and logon* on page 8.

## Configuring the modular contactless reader

1. Select **DEBIT & CREDIT**.
2. When the transactions menu appears, press **OK** to access the CONFIGURATION menu.
3. Select **Setup**, key in your password (or if you have not changed it, key in the temporary password) and press **OK**.
4. Select **Next** until “Enable CTLS” appears.
5. Make sure “Enable CTLS” is set to **On**. If yes, skip to step 7. If no, proceed with step 6.
6. Select **Edit** then select **On**.
7. Select **Exit**. If prompted to save changes, press **OK**.
8. Press **CANC ANNUL** then press the **\* (asterisk)** key to return to the applications menu.

## Enabling Tip or Cashback

1. Select **DEBIT & CREDIT**.
2. When the transactions menu appears, press **OK** to access the CONFIGURATION menu.
3. Select **Setup**, key in your password (or if you have not changed it, key in the temporary password) and press **OK**.
4. Select **Terminal**.
5. Select **Next** until the option you want to enable appears (“Tip Processing” or “CashBack Option”).

**Note:** To change the default values for the tip and cashback options, please refer to the Moneris Vx810 Duet Operating Manual available for download from [moneris.com](http://moneris.com).

#### For Tip Processing

6. When “Tip Processing” appears, select **Edit**.
7. Select **Next** until “On – Prompt” appears.
8. Select **Slct**.
9. Select **Exit**, then select **OK** to save changes.
10. Press **CANC ANNUL** then the **\* (asterisk)** key to return to the applications menu.

#### For Cashback Option


6. When “CashBack Option” appears, select **Edit** then select **ON**.
7. Select **Exit**, then select **OK** to save changes.
8. Press **CANC ANNUL** then 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 temporary password should **NOT** be changed until **AFTER** the terminal has been successfully initialized (see *Initialization and logon* on page 8). The new password can be 5-10 digits long and must consist of numbers only.

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

### Loading paper

1. Remove the terminal from the base.
2. On the base, gently pull up on the latch (look for the  icon), then lift the printer cover up and back.
3. Prepare the new paper roll: Loosen the glued leading edge of paper and unwind the paper roll past any glue residue on the paper, or remove the protective strip.
4. Place the paper roll into the printer tray so that the paper rolls out from the underside of the roll.
5. Pull the leading edge of the paper up until any glue residue on the paper roll is past the cutting teeth of the printer.
6. Close the printer cover and lock it by gently pressing directly on it until it clicks shut.
7. Tear off the loose end of the paper by pulling it down then sideways across the metal teeth.
8. Place the terminal back on the base.
9. 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](http://shopmoneris.com)

## Enabling gift cards

Didn't order gift cards but would like to find out more? Please call us at **1-866-319-7540**.

### If you're using dial:

1. Select **GIFT & LOYALTY**.
2. When the Ernex transactions menu (ERNEXGL) appears, press the **6** key to access the Quick Setup menu.
3. Key in the temporary password and press **OK**.
4. Select **Communications** then select **View**. "Comm Link Type" appears.
5. Select **Edit**, select **Next** until "DIAL" appears then select **Sltc**.
6. Select **Exit**, then select **OK** to save changes.
7. Press **CANC ANNUL** twice to go back to the Ernex transactions menu.
8. Scroll down and select **Setup**.
9. Key in the temporary password and press **OK**.
10. Select **Comm**. "Pri Auth Phone" appears.
11. Select **Edit**, key in the authorization phone number as follows, then press **OK**:

If your merchant number begins with:	Key in:
00301	1-800-361-8645
00302	1-800-387-5480
00304	1-800-387-1623

12. Select **Next**. "Sec Auth Phone" appears.
13. Select **Edit**, key in the same authorization phone number as above, then press **OK**.
14. Select **Exit**, then select **OK** to save changes.
15. **If you need to dial a prefix (for example, a 9) to connect to an outside line, complete the steps below. Otherwise proceed to Step 16.**
  - a. Scroll down and select **Terminal**.
  - b. Select **Next** until "PABX Code" appears.
  - c. Select **Edit**, key in the **prefix** (e.g. 9) and press **OK**.
  - d. Select **Exit**, then select **OK** to save changes.
16. Press **CANC ANNUL** then the **\* (asterisk)** key to return to the applications menu.

Proceed to *Ernex initialization* below.

### If you're using IP:

The Ernex communication is set to IP by default. Simply complete the instructions for *Ernex initialization* below.

### Ernex initialization

1. Select **GIFT & LOYALTY**.
2. When the Ernex transactions menu (ERNEXGL) appears, scroll down and select **Setup**.
3. Key in the temporary password and press **OK**.
4. Select **Merchant**. "Merchant ID" appears.
5. Select **Edit**, key in your **Moneris Merchant ID** and press **OK**.
6. Select **Next**. "Moneris Term ID" appears.
7. Select **Edit**, key in the **Moneris Terminal ID** and press **OK**.
8. Select **Next**. "Ernex Term ID" appears.
9. Select **Edit**, key in the **Ernex Terminal ID** (provided to you when Moneris confirmed your terminal order) and press **OK**.
10. Select **Exit**, then select **OK** to save changes.
11. When the terminal returns to the Setup menu, scroll down and select **Terminal**.

12. Select **Next** until “Ernex Route Code” appears.
  13. Select **Edit**, key in **67** and press **OK**.
  14. Select **Comm**.
  15. Select **Next** until “Device Type” appears.
  16. Select **Edit**, key in **70** (capital letter ‘o’) and press **OK**.
  17. Select **Exit** then select **OK** to save changes.
  18. Select **Initialization**. “Ernex Term ID” appears.
  19. Press **OK**. The terminal will complete the initialization and return to the Setup menu.
  20. Press **CANC ANNUL** then the **\* (asterisk)** key to return to the applications menu.
- Your terminal is ready to process gift card transactions.

### **Additional options**

For instructions on changing the terminal language and the terminal password in the Gift & Loyalty application, please refer to the *Moneris Vx810 Duet Operating Manual* available for download from [moneris.com](http://moneris.com).

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

### **Settlement**

For detailed instructions on end-of-day settlement, please refer to the *Moneris Vx810 Duet Using Your Terminal* guide included in this package.

### **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 *Moneris Vx810 Duet 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 *Moneris Vx810 Duet Operating Manual*. Visit [moneris.com/duet](http://moneris.com/duet) to download a copy.







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