



Using  
your  
Terminal

Moneris® HiSpeed 6200





**Need help?**

Call 1-866-319-7450

Record your Moneris merchant number here:

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# Moneris HiSpeed 6200

Use this handheld, all-in-one terminal and PINpad 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.



## Terminal keys

### 1 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**.

### 2 Alpha-numeric keys

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

### 3 Paper feed

- Advance the receipt paper in the printer.

### 4 Admin

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

### 5 Can/Ann

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

### 6 CORR

- Clear displayed data one character at a time.

### 7 OK/Enter/Entree

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

### 8 Printer

### 9 Keypad

### 10 Magnetic stripe reader

### 11 Chip reader

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

# Optional devices

## 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 must pass this PINpad to your customer when the “CONTINUE ON PINPAD” prompt appears on the 6200. Keep the 6200 in front of you to complete the transaction.

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



## 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, contactless cards can be tapped on the reader for Purchases and Refunds. However, the amount of the transaction must be equal to or less than the maximum Contactless Dollar Value (CDV) (see *Transaction \$ Limits on the Config Report* on page 15).

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



# Card entry options

## Insert: Chip cards

1. “SWIPE OR INSERT CARD” displays on the terminal or PINpad.
2. Either you or the customer **inserts 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.*
3. The customer may be prompted to **key in a PIN**.
4. The chip card must remain inserted until the “REMOVE CARD” prompt displays.



## Swipe: Magnetic stripe cards

1. “SWIPE CARD” or “SWIPE OR INSERT CARD” displays on the terminal or PINpad.
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.*



## Wave/Tap: Contactless cards

**Note:** The transaction amount must be equal to or less than the maximum Contactless Dollar Value (CDV).

1. “\$##.## TAP CARD” displays on the contactless reader.
2. The customer **taps their card** on that device.



## Maximum Contactless Dollar Value (CDV)

To determine the maximum CDV for a card, print a Configuration report (see page 18). The DOMESTIC TXN LIMIT can be found near the end of the report in the CVM LIMITS section under the card type (see *Transaction \$ Limits on the Config Report* on page 15).

### Important:

- 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 (the customer cannot leave the card in their wallet and wave it in front of the reader).
- If the card does not work and it is a chip card, insert it into the chip reader. If that doesn't work, swipe the card.

## 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**.

# Transactions

## Performing 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.

### 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 6 and 7).
4. Follow the terminal prompts\* (see pages 9–13).
5. Process receipts (see page 14).

*\*Prompts may vary depending on variables such as terminal setup, merchant setup and card type.*

**Note:** *Some debit cards may display Cashback and/or Account Selection and PIN prompts after the terminal has been returned to you; hand the terminal back to the customer to respond to these prompts.*

### 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:

1. Press **Admin** until “ENTER ADMIN CODE” appears.
2. **Key in the Admin code**, and press **OK**. The transaction appears.

#### To print a list of all Admin codes:

1. Press **Admin** until “ENTER ADMIN CODE” appears.
2. **Key in 40**, and press **OK**. The list prints.

# Financial transactions

## Purchase [100]

Credit or debit purchase of goods or services.

1. If PURCHASE is the default **key in a Purchase amount**, and press **OK**. (If PURCHASE is not the default, 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 page 12).
  - If “CONTINUE ON PINPAD” appears, pass the PINpad to the customer (see page 12).
3. Process receipts (see page 14).

## Pre-Authorization [102]

Authorization if the final Purchase amount is unknown (e.g. hotel or car rental).

1. If PRE-AUTH is the default **key in a Pre-Auth amount**, and press **OK**. (If PRE-AUTH is not the default, 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 page 12).
  - If “CONTINUE ON PINPAD” appears, pass the PINpad to the customer (see page 12).
3. Process receipts (see page 14).

**Note:** When the final Purchase amount is known, you must perform an Advice for the final amount using the same card number (see page 10).

## Refund [101]

### VOID–Purchase [106]

### VOID–Refund [107]

A Refund credits a customer's account. A Void cancels the original Purchase or Refund.

*Note: Credit card Voids must be processed in the same batch as the original transaction.*

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 six-digit Auth#** found on the original receipt, and press **OK** (see *Original Receipt* on page 14).
  - If “CUSTOMER PRESS OK TO CONTINUE” appears, pass the terminal to the customer (see page 12).
  - If “CONTINUE ON PINPAD” appears, pass the PINpad to the customer (see page 12).
3. Process receipts (see page 14).

## Advice [103]

### Force Post [103]

An Advice transaction completes a Pre-Auth. A Force Post transaction completes a voice-authorized purchase.

*Note: The Advice transaction 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 on your paper sales draft.
  - If “ENTER ORIGINAL SEQUENCE NUMBER” appears, **key in the six-digit #** (part of the Receipt number) found on the Pre-Auth receipt, and press **OK** (see *Pre-Auth Receipt* on page 14).
  - If “ENTER AMOUNT” appears, **key in the amount written on the Total line** (sum of the printed Pre-Auth amount plus any written Tip amount), and

press **OK** (see *Pre-Auth Receipt* on page 14).

- 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** (see *Pre-Auth Receipt* on page 14).
- 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.

### Advice List [109]

Completes a Pre-Auth from a list.

*Note: The Advice List (P-A ADV LIST) will only appear if Tip Reporting is enabled. The Advice must be processed on the same terminal as the original Pre-Auth.*

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** (see *Pre-Auth Receipt* on page 14).
  - When “ENTER TIP AMOUNT” appears, **key in the amount written on the Tip line**, and press **OK** (see *Pre-Auth Receipt* on page 14).
  - 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, province and state codes are provided by the authorization service.
  - Write the approved # on the cheque.
  - Receipts are not printed.

## Customer prompts

This table lists the prompts your customers might see during a POS transaction, along with the actions to take for each one.

Customer prompt	Customer action
SELECT LANGUAGE	Presses <b>F1</b> or <b>CHQ</b> (ENGLISH) or presses <b>F3</b> or <b>ALPHA</b> (FRANCAIS).
SELECT <Application name>	Presses <b>F1</b> or <b>CHQ</b> (YES) to select the displayed application or presses <b>F3</b> or <b>ALPHA</b> (NO) to view the next application on the card.
<Application name>-OK?	Presses <b>F1</b> or <b>CHQ</b> (YES) to confirm that they wish to use the displayed application.
CASH BACK?	For YES: Presses <b>F1</b> or <b>CHQ</b> . For NO: Presses <b>F3</b> or <b>ALPHA</b> .
SELECT CASH BACK \$AA \$BB \$CC	Selects a displayed amount. On terminal: Presses <b>F1</b> or <b>F2</b> or <b>F3</b> . On PINpad: Presses <b>CHQ</b> or <b>SAV/EP</b> or <b>ALPHA</b> .
SELECT CASH BACK \$AA \$BB OTHER	Keys in another amount. On terminal: Presses <b>F3</b> , <b>keys in an amount</b> , then presses <b>OK</b> . On PINpad: Presses <b>ALPHA</b> , <b>keys in an amount</b> , then presses <b>OK</b> .
SELECT ACCOUNT	For chequing account: Presses <b>F1</b> or <b>CHQ</b> . For savings account: Presses <b>F3</b> or <b>SAV/EP</b> .
ENTER PIN & OK	Keys in their <b>PIN</b> (Personal Identification Number) and presses <b>OK</b> .
RETURN TO CLERK	Returns the terminal to you.
APPROVED	Returns the PINpad to you.

REMOVE CARD	Removes their chip card from the reader. <b>Note:</b> Customer should not remove the chip card until "REMOVE CARD" appears on the terminal or PINpad.
<b>Tip Entry on 6200 terminal</b>	
TIP? AA% OTHER	To select the preset %: Presses <b>F1</b> . To enter a different amount, including no Tip: presses <b>F3</b> .
ENTER TIP % \$	Presses <b>F1</b> (%) or <b>F3</b> (\$).
ENTER TIP PERCENTAGE or ENTER TIP AMOUNT	Keys in a <b>percentage or dollar amount</b> (or nothing at all), then presses <b>OK</b> .
<b>Tip Entry - On 7800 PINpad</b>	
TIP AMOUNT AA% OTHER	To select the preset %: Presses <b>CHQ</b> . To enter a different amount, including no Tip: Presses <b>ALPHA</b> .
TIP AMOUNT % \$	Presses <b>CHQ</b> (%) or <b>ALPHA</b> (\$).
TIP AMOUNT	Keys in a <b>percentage or dollar amount</b> (or nothing at all), then presses <b>OK</b> .

# Receipts

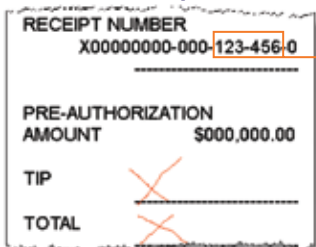
## Signing credit card receipts

### Merchant copy

Always retain this copy for your records, but note that if a Cardholder Signature line is printed, you must obtain the customer's signature.

- If VERIFIED BY PIN is printed, do not obtain a signature.
- If NO SIGNATURE REQUIRED is printed, do not obtain a signature.

### Pre-Auth Receipt



Six-digit Sequence #  
for Advices

Six-digit Auth#  
for Refunds  
and Voids

### Original Receipt



### Cardholder copy

Give this copy to the customer, 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 or report 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**. Then press **F3** (REPRINT). The receipt prints.

### Signatureless transactions

A customer signature is not required for swiped or tapped Purchase transactions if the 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. If a receipt is printed, the statement “NO SIGNATURE REQUIRED” appears on the receipt.

### Maximum Signatureless Dollar Values (SDV)

To determine the maximum SDV for a card, print a configuration report (see page 18). The CVM LIMITS section can be found near the end of the report (see *Transaction \$ Limits on the Config Report* below).

### Transaction \$ Limits on the Config Report

\* Purchase, including tax, must be equal to or less than the \$ value.

\*\* Purchase, including tax, must be less than the \$ value.

CVM LIMITS			
<b>MASTERCARD</b>			
max. SDV	QPS CVM LIMIT	\$ 000	card swiped*
	DOMESTIC CVM LIMIT	\$ 000	card tapped*
max. CDV	DOMESTIC TXN LIMIT	\$ 000	card tapped*
<b>VISA</b>			
max. SDV	NSR CVM LIMIT	\$ 000	card swiped*
	DOMESTIC CVM LIMIT	\$ 000	card tapped**
max. CDV	DOMESTIC TXN LIMIT	\$ 000	card tapped*
<b>REMOTE DOWNLOAD (ADMIN 97)</b>			

# Reporting

## Masking on reports

Card numbers print unmasked (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.

## 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. Select the number of clerks to include in the report:
  - For one clerk, press **F1** (SINGLE). When “ENTER CLERK ID” appears, **key in a Clerk ID** and press **OK**.
  - For a specific group of clerks, press **F3** (MULTIPLE) then select **GROUP**. When “ENTER GROUP ID TO BE PROCESSED” appears, **key in the Group ID** and press **OK**, then select **PROCESS LIST**.
  - For all clerks, press **F3** (MULTIPLE) then select **ALL CLERKS**.

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 **Admin**, select **REPORTS**, then 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 **Admin**, 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.

### Pre-Auth List [62]

Prints a list of Pre-Auths, and identifies open Pre-Auths that need to be deleted.

1. Press **Admin**, select **REPORTS**, then select **PRE-AUTH LIST**.
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 a specified batch or a specified date range.

**Note:** *If Clerk Subtotalling is enabled, Tip amounts are summarized by Clerk ID.*

1. Press **Admin**, select **REPORTS**, then 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** (YYMMDD), and press **OK**.
  - (b) When “START TIME” appears, **key in the start time** (HHMM, 24-hour clock), and press **OK**.
  - (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, **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, **key in 16**, and press **OK**.
2. When “PRINT TRAILER MESSAGES?” appears, press **F3** (NO). The report prints.

# Administrative transactions

## Logon [02]

If “PLEASE LOGON” appears, you are required to log on.

1. Press **Admin**, select **ADMIN**, then 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**, then select **LOGOFF**.

The “PLEASE LOGON” prompt appears within 60 seconds.

## 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**, then 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.

# End-of-day process

## Merchant Close

If your merchant account is set up for Merchant Close settlement, you must process a Close Batch transaction in order to have the funds from your POS transactions deposited into your business account.

Here's how:

### Step 1: Print a Stored Transactions list [60]

1. Press **Admin**, select **REPORTS**, and select **TRANS LIST**.
2. When **SWIPE ADMIN CARD** appears, **swipe your 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.
3. "PRINT DATE OR BATCH?" appears.
4. Press **F3** (BATCH) to print the report by Batch.
5. Press **OK** to print the report for the current batch. "PRINT TOTALS ONLY?" appears.
6. Press **F1** (YES) to print only the Terminal Batch Totals (including the Cashback total). The terminal prints the report and returns to the READY screen.

### Step 2: Process a Close Batch transaction [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.

### Step 3: Confirmation

Confirm that the Terminal Batch Totals list (printed in Step 1) matches the Current Batch Totals list (printed in Step 2). If they do not match, call us toll free at **1-866-319-7450** the next business day for reconciliation assistance.

## System Close

If your account is set up for system close settlement, Moneris automatically settles your transactions for you at the end of each day. You must still verify transaction totals on a daily basis.

### Step 1:

#### **Print a Stored Transactions List [60]**

See page 20.

### Step 2:

#### **Print a Merchant Subtotals Report [95]**

See page 17.

***Note:** The merchant subtotals report must be completed before 11:00 p.m. local time.*

### Step 3: Confirmation

Confirm that the Terminal Batch Totals list (printed in Step 1) matches the Merchant Sub-totals Report (printed in Step 2). If they do not match, call us toll free at **1-866-319-7450** within 30 days for reconciliation assistance.

# Troubleshooting

If an error message appears, first press **OK** or **Can/Ann** 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 us toll free at **1-866-319-7450**.

Error message	Solution
<b>AMOUNT EXCEEDED</b>	The Refund amount was greater than the Refund Limit. Refer to REFUND LIMIT EXCEEDED.
<b>CARD BLOCKED REMOVE CARD</b>	The chip card cannot be used. Ask the customer for another form of payment.
<b>CARD NOT SUPPORTED</b>	Restart transaction.
<b>CARD NOT SUPPORTED PLEASE RETRY</b>	Swipe the card again. If this error message reappears, request another form of payment.
<b>CARD PROBLEM</b>	Restart the transaction. If the message reappears: <b>For credit card with stripe</b> <ul style="list-style-type: none"><li>• Key in the card number.</li></ul> <b>For credit card with chip</b> <ul style="list-style-type: none"><li>• Swipe the card.</li></ul> <b>For debit card with stripe or chip</b> <ul style="list-style-type: none"><li>• Request another form of payment.</li></ul>
<b>CARD REMOVED</b>	The chip card was removed during the transaction. <ol style="list-style-type: none"><li>1. Retrieve the 6200 or the 7800.</li><li>2. Press <b>OK</b> on the 6200 until the READY screen appears.</li><li>3. Retry the transaction.</li></ol>
<b>CHECK PINPAD</b>	<ol style="list-style-type: none"><li>1. Press <b>Can/Ann</b> on the 6200 to cancel the transaction.</li><li>2. Check the cables to the PINpad.</li><li>3. Retry the transaction.</li></ol>
<b>CHECK PRINTER</b>	<ol style="list-style-type: none"><li>1. Open the printer.</li><li>2. Ensure that a paper roll is inside and that it is properly inserted.</li><li>3. Close printer.</li></ol>

<b>CHECK READER</b>	The contactless reader is not connected to the terminal. Confirm the contactless reader's Y-cable connector is inserted securely into the terminal's base port.
<b>DECLINED BY CARD</b>	The chip card has declined the transaction. <ol style="list-style-type: none"> <li>1. Retrieve the 6200 or the 7800 and remove the chip card.</li> <li>2. Press <b>OK</b> on the 6200 until the READY screen appears.</li> <li>3. Request another form of payment.</li> </ol>
<b>DECLINED – RETRY TRANSACTION?</b>	<ol style="list-style-type: none"> <li>1. Press <b>F1</b> to select YES.</li> <li>2. Retry the transaction starting from the "SWIPE OR INSERT CARD" prompt.</li> </ol>
<b>DO A PURCHASE WITH CHIP CARD</b>	The chip card cannot be used for a Pre-Auth transaction because the terminal is not configured to allow this. <ol style="list-style-type: none"> <li>1. Retrieve the 6200 or 7800.</li> <li>2. Remove the chip card.</li> <li>3. Press <b>OK</b>.</li> <li>4. Perform a Purchase using the chip card.</li> </ol>
<b>ERROR 40#</b>	Communication error. <ol style="list-style-type: none"> <li>1. Press <b>OK</b>. The terminal completes any remaining printing and returns to READY.</li> <li>2. Retry the transaction.</li> </ol>
<b>ETHERNET COMMS ERROR-DIAL USED PRESS OK</b>	Ethernet connection error — if available, dial backup was used for this transaction. Press <b>OK</b> to return to the READY screen.
<b>INSERT CARD INTO READER</b>	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.
<b>INVALID CARD TYPE</b>	The card that was swiped cannot be used for this transaction. Ask for another card (e.g. a credit card) and retry the transaction.

<b>INVALID ENTRY</b>	In Training mode, ensure the transaction, Cashback or Tip amount is \$1.00 or less (max. total: \$3.00).
<b>NO LINE DETECTED</b>	Check that all dial 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.
<b>NOT ACCEPTED REMOVE CARD</b>	<p>Remove the card and retry the transaction.</p> <ul style="list-style-type: none"> <li>• If the “SWIPE OR INSERT CARD” prompt appears, swipe the chip card on the magnetic stripe card reader on the 6200 or, if attached, the 7800.</li> </ul> <p>If the message reappears:</p> <p><b>For credit card with chip</b></p> <ul style="list-style-type: none"> <li>• Key in the card number.</li> </ul> <p><b>For debit card with stripe or chip</b></p> <ul style="list-style-type: none"> <li>• Request another form of payment.</li> </ul>
<b>NOT COMPLETED RETURN TO CLERK</b>	<p><b>All-in-one 6200:</b></p> <ol style="list-style-type: none"> <li>1. Press <b>Can/Ann</b> to display the communications error.</li> <li>2. When the READY screen appears, check all the cable connections.</li> <li>3. Try the transaction again.</li> </ol> <p><b>With the 7800:</b></p> <p>The customer took more than 30 seconds to respond to their prompts.</p> <ol style="list-style-type: none"> <li>1. Press <b>Can/Ann</b> on the 7800.</li> <li>2. When the READY screen appears, try the transaction again.</li> </ol>
<b>REFUND LIMIT EXCEEDED</b>	<p>The total value of Refunds performed today is greater than your daily Refund Limit.</p> <p>Contact Moneris for a temporary increase in your daily Refund Limit. Please have the original Purchase receipt available for reference.</p>
<b>REMOVE AND INSERT CARD INTO PINPAD READER</b>	<p>A chip card was inserted into the reader on the 6200 instead of the 7800.</p> <ol style="list-style-type: none"> <li>1. Remove the chip card from the 6200.</li> <li>2. Insert it into the chip card reader on the 7800 to start the transaction.</li> </ol>

<b>TAP FAILED PLEASE INSERT OR SWIPE</b>	If the contactless card is also a chip card, insert it into the chip reader; otherwise, swipe the card on the terminal.
<b>TIME-OUT or RETRY TERMINAL TIME-OUT</b>	The customer took too long to respond to the prompts. <ol style="list-style-type: none"> <li>1. If “REMOVE CARD” is also displayed, the customer removes their chip card.</li> <li>2. Retrieve the 6200 or 7800.</li> <li>3. Press <b>Can/Ann</b> on the 6200.</li> <li>4. When the READY screen appears, retry the transaction.</li> </ol>
<b>TRANSACTION NOT FOUND</b>	The terminal cannot find a transaction that matches the criteria. This message is displayed for three seconds, then the terminal returns to the previous prompt.

## Equipment problems

Error message	Solution
<b>DISPLAY SCREEN IS BLANK</b>	<ol style="list-style-type: none"> <li>1. Check the connections on all cables to ensure everything is plugged in.</li> <li>2. If still blank, call the Moneris Merchant Service Centre.</li> </ol>
<b>TCP CONNECTION FAILED or HOST CONNECTION FAILED</b>	<ol style="list-style-type: none"> <li>1. Check all the cables to ensure everything is plugged in correctly.</li> <li>2. Check that the router and hub/switch (if any) are functioning.</li> <li>3. Confirm the network is functioning: <ul style="list-style-type: none"> <li>• <b>Public Internet:</b> Contact your ISP (Internet service provider) for assistance.</li> <li>• <b>Corporate WAN:</b> Call your corporate help desk to confirm that the corporate WAN is functioning properly.</li> </ul> </li> </ol>

## 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 HiSpeed 6200 product webpage at **[moneris.com/6200](http://moneris.com/6200)**.

Shop for point-of-sale supplies and paper online at **[shopmoneris.com](http://shopmoneris.com)**.

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

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