Record your Moneris merchant ID here:

Need help?
Web: moneris.com/support
Toll-free: 1-866-319-7450

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In this section, we go over everything you need to know to set up your iWL220 terminal.

You can also view our setup videos online at moneris.com/support.
Before you get started

1. Please confirm that you received the following items in your Welcome Kit. See page 7.


3. If your terminal will communicate with the Moneris host over high-speed Ethernet, review the Moneris IP Readiness Checklist (available at moneris.com/checklist) to ensure that your Ethernet service is ready to support your terminal.

4. Make sure you have the following information:
   - Your 13-digit Moneris Merchant ID (found in your Useful Information Email).
   - Settlement responsibility (found in your Useful Information Email): System Close (Moneris automatically closes your batch at the end of each day) or Merchant Close (you are responsible for closing your batch at the end of each day).
   - Optional features e.g. gift cards, loyalty cards, Ernex Terminal ID (found in your Moneris Gift & Loyalty Welcome Letter).

If any of the above required elements are missing, please call Moneris Customer Care toll-free at 1-866-319-7450.

5. Depending on your requirements, begin setting up the iWL220 base as follows:
   - If you want the base to function as a communications base, begin at step 1 of Hardware setup (on page 8).
   - If you want the base to function only as a charge base, begin at step 3 of Hardware setup (on page 9).
Hardware setup

Follow these instructions to set up your terminal hardware. If your location does not have Ethernet networking, skip to step 2 to set up a dial connection.

1. **Hi-Speed Ethernet setup**
   a. Plug one end of the Ethernet cable into base port shown here.
   
   **Note:** Ensure that you plug in only the Ethernet cable. Connecting any other cable at this stage of the setup could cause communication errors.
   
   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 location. (If necessary, please refer to the Moneris IP Readiness Checklist available at moneris.com/checklist.)
   
   **Recommendation:** Set up dial backup as well (follow the Dial backup instructions on page 9) so the terminal can use dial backup if your Internet service is temporarily unavailable.

2. **Dial backup (optional)**
   a. Grip the back panel latches on the underside of the base, and detach the panel.
   b. Plug one end of the phone cable into the MODEM port, located in the open compartment.
   c. Flatten the cable in the compartment space so that the back panel can close.
   d. Close the back panel so that it snaps back into place.
   e. 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 (e.g. a fax machine) can cause communication problems.

3. **Connect the power supply cable**
   a. Locate the power cable (which may be in a white box), and insert the cable connector into the small circular base port shown here.
   
   b. 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 equipped with surge protection if possible. Do not use the power cable from your existing terminal, as it may damage the terminal.

   **Important:** You must use the exact power adaptor and cables provided by Moneris to work with the Moneris iWL220 terminal and base. Failure to do so may affect the operability of or cause damage to the equipment.
4 Install the paper roll

a. Lift the printer latch up, and then pull it back to open the lid and expose the paper well.

b. Insert the paper roll into the paper well with the loose end unrolling from the bottom of the roll toward the front of the terminal.

c. Unroll enough paper to extend at least one inch (2.5 cm) past the faceplate.

d. Close the lid, and press down to snap it back into place so that the extended paper is pressed securely against the closed lid and the faceplate.

*Note: To advance the paper from the printer when the lid is closed, you must press and hold down the yellow key when the terminal is powered on. DO NOT attempt to advance the paper by pulling it as this will damage the printer.*

5 Charging the battery

a. Remove the packaging and red tab (if any) from the underside of the terminal to expose the four gold-coloured contacts in the empty slot.

b. Place the terminal on the base so that the contacts slot on the underside of the terminal fits securely over the leads prong on the base.

The terminal will power on.

c. Wait for the terminal to display TERMINAL SETUP REQUIRED. (This should take about 60 seconds.)

d. Confirm that both the Power icon and the Battery Charging icon (thin flashing bar) appear at the top left corner on the screen.

e. Locate the Battery Charge Level icon appearing at the top of left on the screen: wait for this icon to indicate a charge of 100%. When this happens, the icon will display fully solid as shown in the image on the right. (The Battery Charging icon may continue to flash regardless of the charge level of the battery.)

f. Proceed to Registering the terminal to a base on page 12.
Registering the terminal to a base

You may register your new terminal to the communications base that was packaged with it, or you may register the terminal to a different iWL220 base if that base is already functioning as a communications base.

1. Note the following before proceeding:
   • Do not register the terminal to more than one base at a time.
   • If you are using dial communication as default, do not register more than one terminal to the base.
   • If you are using Ethernet communication and/or your terminal will be connected to a restaurant POS system, do not register more than five (5) terminals to one (1) base.
   • If you are registering multiple terminals to one base, register each terminal individually.

2. Record the 8-digit Base ID as printed on a label found on the underside of the communications base to which the terminal is to be registered.
   
   Note: The Base ID appears as “ID: 12345678”.

3. Do one of the following:
   • If you are registering a terminal to a new or unused communications base (i.e., there are no terminals currently registered to this base), proceed to Converting the base mode on page 13.
   • If you are registering a terminal to a communications base that is already connected to one or more initialized terminals, proceed to Establishing a connection to the base on page 13.

Tips for moving through the menus

• Press the key to say “yes” to any questions or to scroll down.
• Press the key to say “no” or to scroll up.
• Press the green key to select a menu item or finish entering information and move on to the next step.

Converting the base mode

1. Dock the terminal on the base to which it is being registered.
2. Press the key twice, key in 17, and press the green key.
   • If SWIPE ADMIN CARD appears, swipe your POS Admin card.
3. Press the green key to select CONVERT BASE.
4. Press the green key to select CONTACT MODE.
5. When PLEASE WAIT appears, wait while the base is converted.
   
   Note: This process may take several seconds. Do not undock the terminal.
6. When CONVERSION SUCCESSFUL PRESS OK appears, press the green key.
7. Press the red key twice.
8. When TERMINAL SETUP REQUIRED appears, proceed to Establishing a connection to the base below.

Establishing a connection to the base

1. Dock the terminal on the base to which it is being registered. (If you converted the base to Contact mode in a previous step, the terminal will already be docked.)
2. Press the key twice, key in 17, and press the green key.
   • If SWIPE ADMIN CARD appears, swipe your POS Admin card.
3. Scroll down to REGISTER BASE, and press the green key.
4. Scroll down to **REM ALL BASES**, and press the green key.
   The message NO KNOWN BASES appears for a moment. If the prompt DO YOU WISH TO DELETE ALL BASES? appears, press the key to select YES.

5. From the REGISTER BASE menu, press the green key to select **CONTACT MODE**.

6. Wait while the terminal attempts to establish a connection to the base.
   The BLUETOOTH PAIRING PLEASE WAIT message appears.
   When the Bluetooth pairing is successful, the terminal displays PAIRING TO BASE XXXXXXXX SUCCESSFUL PRESS OK, where XXXXXXXX is the 8-digit ID of the communication base.

7. Press the green key to return to the REGISTER BASE menu.
   • If BASE NOT FOUND appears, see Communications troubleshooting on page 19.

8. Press the red key three times to go back to the TERMINAL SETUP REQUIRED screen.

9. Confirm that your terminal screen appears as shown here:

   ![Terminal Screen](image)

   a. Wireless Signal (signal strength indicator) icon
   b. Base ID (e.g., “12345678”)
   c. Ethernet indicator (“Eth”) appears only if the terminal is connected to a functioning Ethernet network

10. Proceed to Communications setup on page 15.

---

**Communications setup**

Your terminal must be configured to communicate with the Moneris host.

Do one of the following based on your requirements:

- If you are using dynamic IP as default, proceed to Using dynamic IP below.
- If you are using static IP as default, proceed to Using static IP on page 16.
- If you are using dial as default, proceed to Using dial backup on page 18.

**Using dynamic IP**

1. Press the key twice, key in 08, and press the green key.

2. Press the green key to select **COMMS TYPE**.

3. Scroll down to **ETHERNET**, and press the green key.

4. When the BASE IP SETUP menu appears, press the red key.

5. When the terminal displays TCP HOST CONNECTION OK PRESS OK, press the green key.
   • If TCP CONNECTION FAILED or HOST CONNECTION FAILED appears, see Communications troubleshooting on page 19.

6. When the terminal displays TERMINAL SETUP REQUIRED or REINITIALIZATION REQUIRED, do one of the following:
   - If you are using dial backup and need to enter a prefix (e.g., 9) to connect to an outside line, proceed to Using dial backup on page 18.
   - If you are not using dial backup or you are using it but do not need to enter a prefix, proceed to Initialization and logon on page 22.
Using static IP

Contact your Internet Service Provider (ISP) to gather the following information: base’s IP address, Mask ID, Gateway address, and DNS addresses.

1. Press the \[\text{key twice, key in }1716\], and press the green \[\text{key}.\]
2. Press the green \[\text{key} to select \text{COMMS TYPE}].
3. Scroll down to \text{ETHERNET}, and press the green \[\text{key}.\]

The BASE IP SETUP menu appears.

4. Do one of the following:
   - If you registered your terminal to the communications base that was packaged with it and no other terminals are presently registered to that base, go to step 5.
   - If you registered the terminal to a static IP-enabled base that is already connected to one or more initialized terminals:
     a. Press the red \[\text{key once} to return to the \text{TERMINAL SETUP REQUIRED} screen.
     b. Proceed to \text{Initialization and logon} on page 22.

5. Press the green \[\text{key} to select \text{ETHERNET SETUP}.\]
6. Press the green \[\text{key} to select \text{ETHERNET TYPE}.\]
7. Scroll up to \text{STATIC}, and press the green \[\text{key}.\]
8. Configure the IP parameters as follows:
   \text{Note: To enter a decimal point, press the }0\text{ (zero) key and then press the }\[\text{key}.\]
   a. Scroll down to \text{BASE IP ADDR}, and press the green \[\text{key}. Key in the base’s IP address, and press the green \[\text{key}.\]
   b. Scroll down to \text{BASE MASK ID}, and press the green \[\text{key}. Key in the base’s Mask ID, and press the green \[\text{key}.\]
   c. Scroll down to \text{BASE GATEWAY}, and press the green \[\text{key}. Key in the base’s Gateway Address, and press the green \[\text{key}.\]
9. Press the red \[\text{key once} to return to the \text{BASE IP SETUP} menu.

10. Enter the DNS address information:
    \text{Note: To enter a decimal point, press the }0\text{ (zero) key and then press the }\[\text{key}.\]
    a. Scroll down to \text{DNS SETUP}, and press the green \[\text{key}.\]
    b. Scroll down to \text{PRIM ADDRESS}, and press the green \[\text{key}. Key in the Primary DNS address, and press the green \[\text{key}.\]
    c. Scroll down to \text{SEC ADDRESS}, and press the green \[\text{key}. Key in the Secondary DNS address, and press the green \[\text{key}.\]
11. Press the red \[\text{key twice}.\]
    The REBOOT TERMINAL message appears, and then the terminal reboots.
    The PLEASE WAIT FOR BASE CONNECTION message appears.
12. Wait for \text{TERMINAL SETUP REQUIRED} or \text{REINITIALIZATION REQUIRED} to appear and then continue to the next step.
13. Press the \[\text{key twice, key in }17\], and press the green \[\text{key}.\]
14. Scroll down to \text{BASE IP SETUP}, and press the green \[\text{key}.\]
15. Press the red \[\text{key once}.\]
16. When the terminal displays \text{TCP HOST CONNECTION OK PRESS OK}, press the green \[\text{key}.\]
   \text{• If TCP CONNECTION FAILED or HOST CONNECTION FAILED appears, see }\text{Communications troubleshooting} on page 19.
17. When the terminal displays \text{TERMINAL SETUP REQUIRED} or \text{REINITIALIZATION REQUIRED}, do one of the following:
   \text{• If you are using dial backup and need to enter a prefix (e.g., }9\text{) to connect to an outside line, proceed to }\text{Using dial backup} on page 18.
   \text{• If you are not using dial backup or you are using it but do not need to enter a prefix, proceed to }\text{Initialization and logon} on page 22.
Using dial backup (optional)

If you do not need to enter a prefix (e.g., 9) to connect to an outside line, proceed directly to *Initialization and logon* on page 22. If you need to enter a prefix to connect to an outside line, follow these steps:

1. Press the **key** twice, key in **15**, and press the green **key**.
2. Press the green **key** to select **PREFIX**.
3. Key in the **Prefix number (e.g. 9)**, and press the green **key**.
4. Press the red **key** twice.

When the terminal displays TERMINAL SETUP REQUIRED or REINITIALIZATION REQUIRED, proceed to *Initialization and logon* on page 22.

---

Communications troubleshooting

<table>
<thead>
<tr>
<th>Error message</th>
<th>Solution</th>
</tr>
</thead>
</table>
| BASE NOT FOUND      | The terminal cannot establish a connection to a communications base.  
1. Press the green **key** to clear the message.  
2. Press the red **key** repeatedly until the TERMINAL SETUP REQUIRED screen appears.  
3. Ensure that the terminal is docked securely on the base to which you wish to register it.  
4. Confirm that you have the 8-digit Base ID of the actual base to which you are registering the terminal.  
*Note: If you are attempting to register the terminal to a base that is already connected to more than one iWL220 terminal, ensure that the Base ID that you are using for the registration is the same ID that is displayed on the READY screen of the other terminal(s).*  
BASE ID (E.G., “12345678”)  
5. Redo the steps beginning from the Registering the terminal to a base procedure on page 12. |

*This table continues on the next page.*
### Error message | Solution
--- | ---
**HOST CONNECTION FAILED** or **TCP CONNECTION FAILED** | The terminal cannot establish a connection to the Moneris host.

**If the terminal is configured for dial:**
1. Press the green 🟢 key to return to the TERMINAL SETUP REQUIRED screen.
2. Confirm that the dial cable is securely plugged into the MODEM port located in the compartment inside the base. Refer to Dial backup on page 9.
3. If the terminal must use a prefix to dial out, ensure that the dial PREFIX parameter has been configured correctly. Refer to Using dial backup on page 18.
4. Return to Initialization and logon on page 22.

**If the terminal is configured for Ethernet:**
1. Press the green 🟢 key to return to the TERMINAL SETUP REQUIRED screen.
2. Confirm that the Ethernet cable is securely plugged into the Ethernet port located in the back of the base. Refer to High-Speed Ethernet setup on page 8.
3. Confirm that the router and hub/switch (if any) are functioning (refer to the Moneris IP Readiness Checklist at moneris.com/checklist to confirm that your firewall rules have been updated).
4. Confirm that the network is functioning.
   - **Public Internet:** Contact your ISP (Internet service provider) for assistance.
   - **Corporate WAN:** Call your corporate help desk to confirm that the corporate WAN is functioning properly.
5. Once you have confirmed that your network is functioning: Press the 🟢 key twice, key in 11, and press the green 🟢 key.
6. When the HOST SETUP menu appears, press the red 🔴 key once.

### Error message | Solution
--- | ---
7. Do one of the following depending on what appears:
   - If TCP HOST CONNECTION OK PRESS OK appears, press the green 🟢 key. Go to step 8.
   - If the TCP CONNECTION FAILED error recurs (static IP configuration only):
     a. Press the 🟢 key twice, key in 17, and press the green 🟢 key.
     b. Scroll down to **BASE IP SETUP**, and press the green 🟢 key.
     c. Re-enter the static IP values then go back to Using static IP on page 16, and begin at step 5 of that procedure.
7. Do one of the following depending on what appears:
   - If you are configuring for dynamic IP, go back to Using dynamic IP (page 15), and begin at step 6 of that procedure.
   - If you are configuring for static IP, go back to Using static IP (page 16), and begin at step 17 of that procedure.

*This table continues on the next page.*
Initialization and logon

Before processing any transactions, you must initialize your terminal with the Moneris host and logon.

1. Press the key twice, key in 01, and press the green key.

2. When MERCHANT ID appears, key in your current 13-digit merchant ID, and press the green key.

3. When PHONE NUMBER appears, key in the number as follows and press the green key.

4. Wait while the terminal communicates with the Moneris host. Over the next few moments, the terminal will display SENDING, RECEIVING, and PROCESSING.
   • If SWIPE ADMIN CARD appears, swipe one of the white POS Admin cards (provided with your new terminal).

5. Wait while the terminal communicates with the Moneris host to log on.

6. If the initialization and logon are successful, the terminal should display PURCHASE ENTER AMOUNT. This will always be your main screen (i.e., the READY screen) when the terminal is ready to be used.

7. To advance the paper from the printer, you must press and hold down the yellow key when the terminal is powered on.

   Note: Once the paper roll is installed and the printer lid is closed, DO NOT attempt to manually advance the paper by pulling it as this will damage the printer.

8. Before using your terminal, read the Charging the battery after first initialization/logon section below.

9. Your terminal is ready to process transactions.

Charging the battery after first initialization/logon

1. To extend your terminal’s battery life, note the following:
   • Full charging time after depletion of the initial charge is approximately 3 hours.
   • Every one or two months allow the battery to discharge completely thereby forcing the terminal to shut down. (The message LOW BATTERY!!! DOCK TERMINAL will appear just before shutdown.)

2. For information on battery management, refer to page 34.
Additional options

There are several options that you can choose to enable on your terminal to enhance its functionality.

*Note:* All instructions in this section begin at the terminal’s READY screen.

Printing the contactless logo on contactless transaction receipts

When this feature is enabled, the contactless logo will be printed on all contactless transaction receipts.

1. Press the ‹key twice, key in 08, and press the green ‹key.
2. Scroll up to CTLS LOGO, and press the green ‹key.
3. Scroll to ENABLE, and press the green ‹key.
4. Press the red ‹key twice to return to the READY screen.

Enabling Tip Entry, Cashback, or Invoice Number

1. Press the ‹key twice, key in 08, and press the green ‹key.
2. Scroll down to the option you want to enable (e.g. TIP ENTRY, CASH BACK or INVOICE NUMBER), and press the green ‹key.
   - If you are enabling tip entry, follow these additional steps:
     a. Scroll to a tip entry type (TIP BY AMOUNT or TIP BY PERCENT or TIP BY $ AND %), and press the green ‹key.
     b. Press the red ‹key once, and then go to step 4.
3. Enable the option by pressing the ‹key (YES).
4. Press the red ‹key twice to return to the READY screen.

Changing printer options

The printer is set up to automatically print the second receipt 10 seconds after it prints the first receipt.

*Note:* If you don’t want to wait, simply press the green ‹key to print the second receipt immediately.

To change this setting:

1. Press the ‹key twice, key in 14 and press the green ‹key.
2. Scroll down to PRINT DELAY, and press the green ‹key.
3. Key in the number of seconds that the printer should wait before automatically printing the second receipt. Press the green ‹key.
   *Note:* If you key in 99, the printer will always wait until the green ‹key is pressed before printing the second receipt.
4. Press the green ‹key to return to the PRINTER CFG menu.
5. Press the red ‹key twice to return to the READY screen.

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

Changing the terminal language

1. Press the ‹key twice, key in 04, and press the green ‹key.
2. Scroll to a language, and press the green ‹key.
3. Press the red ‹key twice to return to the READY screen.

*Note:* To change the default values for the tip and cash back options, or to enable enhanced tip prompting, refer to the Moneris iWL220 Short-Range Mobile Operating Manual in WebHelp format at [moneris.com/support](http://moneris.com/support).
Enabling the admin password for manual entry protection

This parameter protects the manual entry of card information on the terminal keypad. By default, a POS Admin card (shipped with your terminal) must be swiped any time card information is manually entered in order to continue the transaction. Moneris recommends that you change this parameter by setting up an admin password to be entered instead of swiping the POS Admin card. To change this parameter and set up an admin password, follow the steps below.

1. Decide on your password:
   - It must be 5 to 10 numbers.
   - Do not use consecutive numbers such as 12345 or 98765, or repeating numbers such as 22233.
   - You will have 60 seconds to enter it.
2. From the READY screen, press the key twice, key in 22, and press the green key.
3. When SWIPE ADMIN CARD appears, swipe your POS Admin card.
   The ENABLE PSWD? prompt appears.
4. Select YES by pressing the key.
   The ENTER NEW 5-10 DIGIT ADMIN PSWD prompt appears.
   Note: You have 60 seconds to enter the password.
5. Key in the password you decided on in step 1, and press the green key.
   The RE-ENTER NEW ADMIN PASSWORD prompt appears.
6. Key in the password again and press the green key.
   The message ADMIN PASSWORD SET UP SUCCESSFULLY appears briefly on the terminal, followed by the SECURITY menu.
7. To return to the READY screen, press the red key twice.

For instructions on how to change the password after you have set it up or what to do if the password is locked, refer to the Moneris iWL220 Operating Manual in WebHelp format at moneris.com/support.

Enabling loyalty and gift cards

Didn’t order a loyalty program and gift cards but would like to find out more? Please call us toll-free at 1-866-319-7450.

1. Press the key twice, key in 310, and press the green key.
2. Press the green key to select ENABLE ERNEX.
3. Press the key to select YES.
4. Press the green key to select INITIALIZATION.
5. Key in the Ernex Terminal ID and press the green key.
6. Wait while the terminal communicates with the Moneris host.
   - If CLEAR TERMINAL STORAGE? appears, press the key to select YES.
7. The READY screen appears.
8. Your terminal is ready to process loyalty card and gift card transactions. For instructions on performing:
   - gift card transactions, refer to the Using Your Terminal for Gift: Moneris iWL220 guide.
   - loyalty card transactions, refer to the Using Your Terminal for Loyalty: Moneris iWL220 guide.

Enabling tip entry (gift cards)

1. Press the key twice, key in 310, and press the green key.
2. Scroll down to TIP ENTRY, and press the green key.
3. Press the key to select YES.
4. Press the red key to return to the READY screen.

Note: To change the default values for tip entry, or to enable enhanced tip prompting for gift cards, refer to the Moneris iWL220 Short-Range Mobile Operating Manual in WebHelp format at moneris.com/support.
Using Your Terminal

In this section, we go over everything you need to know to use your iWL220 terminal, including how to perform transactions and end-of-day processes.
Moneris iWL220
Short-Range Mobile

Use this handheld, all-in-one terminal 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, pass the terminal to the customer. When the customer has finished keying in the information, retrieve the terminal and complete the transaction.

Terminal keys and hardware

1. **Function keys**
   - Move through the items on the display.
   - Select the option displayed above the key: e.g. if YES displays above the key, press that key to select YES. If displays above the key, press that key to scroll up.
   - To select an item, scroll through the list until the item is highlighted (e.g., LOGON vs. LOGON), and then press the green key.

2. **Power Off key**
   - Press only at the READY screen displaying a $0.00 amount. When POWER OFF TERMINAL? appears, select YES to power off (the terminal must be off the base).

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

4. **Admin key**
   - Go to the MAIN MENU from the READY screen.
   - Select letters and punctuation (with alphanumeric keys).

5. **Red Cancel key**
   - Cancel a transaction.
   - Move back one screen at a time.

6. **Yellow Correct key/Paper feed key**
   - Clear displayed data one character at a time.
   - Press key (hold down) to advance the receipt paper in the printer.

7. **Green OK key**
   - Accept displayed data.
   - Submit data.
   - Select highlighted menu item.

8. **Printer**
   - To advance receipt paper, see label 6 above.

9. **Keypad**

10. **Magnetic stripe reader**

11. **Chip reader**

12. **Display screen/Contactless reader (internal)**

   **Note:** If the terminal’s backlight dims (keys lose their glow), press any key. The keys function even when the backlight is dimmed.
Wireless communication and the base

The iWL220 terminal uses wireless communication to connect to the communications base to which it is registered. The terminal must be within the coverage area of the base to process transactions.

Important screen icons

<table>
<thead>
<tr>
<th>Wireless signal status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
</tr>
<tr>
<td>Terminal recognizes the wireless signal from the base and can process transactions.</td>
</tr>
</tbody>
</table>

1 Also indicates signal strength: 5 bars signify a strong signal is being received; 1 bar signifies a very weak signal is being received. The indicator bars appear on the READY screen (top right corner).

2 Appears (top right corner) on the following screens: MAIN MENU, REPORT FUNCS, ADMIN FUNCS, and CONFIG FUNCS.

To test the wireless communication:

1. Power up the terminal and base.
2. Wait for the READY screen to display.
3. Walk with the terminal to the spot farthest from the base that the terminal is likely to use (e.g., far side of a patio/back room or other floor).
4. While you are walking, confirm that the signal strength indicator bars are continuously displayed on the READY screen. If the bars are not displayed (or there are less than 3), it may not be possible to process transactions while the terminal is in that spot.

The iWL220 base

The iWL220 base functions as a communications base and/or a charge base.

Important: To confirm that a base is powered, dock the terminal on the base. On the terminal’s READY screen, the Power icon should display in the upper left corner.

Communications base

In addition to the power cable, the base must have an Ethernet and/or a dial cable connected to it.

- Connects wirelessly to up to five terminals.
- Connects to the Moneris host via Ethernet.
- Charges the iWL220 battery in the terminal.

Charge-only base

Only the power cable is connected to the base.

- Charges the iWL220 battery in the terminal.
Battery use

Helpful hints

- Check the battery charge level (see icons below) before taking the terminal to the customer.
- Dock the terminal back on the base between transactions to maintain battery charge.
- Power off the terminal when it is not in use or charging.
- Wait for the Wireless Signal Status icon to display (see page 32) before attempting transactions.

Important screen icons

<table>
<thead>
<tr>
<th>Base powered</th>
<th>1</th>
<th>2</th>
<th>Base is receiving power.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Battery charging</td>
<td>1</td>
<td>2</td>
<td>Terminal battery is being charged.</td>
</tr>
<tr>
<td>Battery charge level</td>
<td>1</td>
<td>2</td>
<td>100% charge or less.</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>75% charge or less.</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>50% charge or less.</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>25% charge or less: Printing slows.</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td>2</td>
<td>Empty battery: Terminal powers off. (Data are not lost.)</td>
</tr>
</tbody>
</table>

1 Appears on the READY screen (top left corner).
2 Appears (top right corner) on the following screens: MAIN MENU, REPORT FUNCS, ADMIN FUNCS, and CONFIG FUNCS.

Standby mode

The terminal goes into Standby mode (the white backlight turns off) when it has not been used for a set time period. To exit Standby mode, press any key.

Power on

- Dock the terminal on a powered base.
- OR
- If the terminal is off the base, press the green key (works only if the battery is sufficiently charged).

Power off

1. Ensure that the terminal is not docked on a base.
2. From the READY screen, press the key twice. Key in 49, and press the green key. When POWER OFF TERMINAL? appears, press the key (YES).
Card types

The Moneris iWL220 supports the following card types and formats. These card types are not mutually exclusive. A single card can include a magnetic stripe, a chip, and contactless functionality.

**Magnetic stripe card**
- A card with a magnetic stripe
- The card is swiped on the magnetic stripe reader

**Chip card**
- A card with a chip
- The card is inserted into the chip card reader

**Contactless card**
- In this guide, the term “contactless card” includes:
  - a card with contactless functionality; supported card brands include: Visa®, Mastercard®, American Express®, Discover®, and Interac®.
  - a mobile device, such as a smartphone, tablet or smartwatch.
  - other contactless-enabled items such as a key fob or a mobile tag.
- The card is tapped on the contactless reader.
- All contactless card formats and any related software are the responsibility of the cardholder (e.g., downloading a digital app from their financial institution).
- Cardholders with a mobile device (e.g., smartphone) are responsible for loading their card information into their digital wallet.

Cardholder verification

**Cardholder verification methods (CVM)**

Many transactions require cardholder verification. This means your customer must provide proof that they are the valid cardholder by performing one of the cardholder verification methods below. The terminal will prompt your customer (or you) for the appropriate CVM.

When verification is required, follow these general guidelines:
- for a transaction where a card is swiped, the cardholder signs the merchant copy of the receipt.
- for a transaction where a card is inserted, the cardholder enters their PIN on the terminal. In some cases, the cardholder may need to sign the merchant copy of the receipt.
- for a transaction where a card is tapped, the cardholder signs the merchant copy of the receipt.
- for a transaction where a mobile device is tapped, the cardholder enters their passcode on their mobile device. If the cardholder has already entered their passcode, they will not be prompted again during the transaction.
Cardholder verification limit

- This is the maximum dollar amount for performing a tapped credit transaction without cardholder verification.
- To determine the cardholder verification limit for a card, print a Configuration Report (see instructions on page 65). Look near the end of the report for the CVM LIMITS section, then look under each card type for the DOMESTIC CVM LIMIT.
- If the final transaction amount is greater than the limit specified (in the case of Visa, equal to or greater than) then the cardholder must perform one of the cardholder verification methods outlined on page 37.
- In most cases, this limit does not apply to:
  - Credit transactions where the card is swiped or inserted
  - Interac Debit transactions where the card is swiped or inserted

These transactions require cardholder verification regardless of the transaction amount.

Card entry options

Insert: Chip cards

1. SWIPE OR INSERT CARD or SWIPE/INSERT/TAP CARD displays on the terminal.
2. Either you or the customer inserts the card into the terminal’s chip reader.  
   **Note:** Unless the terminal prompts otherwise, do not swipe a chip card even if the card has a magnetic stripe.
   - The customer may be prompted to **key in a PIN**.
   - The chip card must **remain inserted** until the REMOVE CARD prompt displays.

Swipe: Magnetic stripe cards

1. SWIPE CARD or SWIPE OR INSERT CARD or SWIPE/INSERT/TAP CARD displays on the terminal.
2. Swipe the card on the 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

1. SWIPE/INSERT/TAP CARD displays on the terminal.

2. The customer taps their card over the icon that appears on the display screen.
   
   Note: The customer does not need to enter a PIN on the terminal. However, if the customer is using a mobile device, they may be directed to enter a passcode on their smartphone or tablet.

3. Note the following:
   - Your merchant account must be configured for contactless functionality.
   - Only Purchases, Refunds, and Balance Inquiries can be processed using a contactless card.
   - The transaction amount must be equal to or less than the maximum Contactless Transaction Limit set for the card (see below).
   - The card must be within 0.5 in. (1.3 cm) of the screen, 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 screen).

Contactless Transaction Limit (CTL)

For each card type, there is a limit on the dollar value that can be processed as a contactless transaction.

- **Credit Cards (and some Debit cards):** To determine the CTL for a card, print a Configuration Report (see page 65). Look near the end of the report for the CVM LIMITS section, then look under each card type for the DOMESTIC TXN LIMIT. If this limit shows a value of 9999, then there is no contactless limit.

  Note: If a contactless credit card is tapped for an amount that exceeds its CTL, the terminal or PINpad will display CONTACTLESS TRANSACTION LIMIT EXCEEDED (see message on page 70).

- **Mobile Devices:** For Mastercard, look for the MC-M TXN LIMIT. If this limit shows a value of 9999, then there is no contactless limit for Mastercard on mobile devices. For all other cards, use the DOMESTIC TXN LIMIT as specified above.

- **Interac Flash Cards:** The maximum CTL is determined by the card and does not appear on any report.

  Note: If an Interac Flash card is tapped for an amount that exceeds its CTL, the terminal will display TAP FAILED PLEASE INSERT OR SWIPE CARD (see message on page 72).

Manual card entry

If all available card entry methods fail, you may manually enter the card number for credit cards and some chip debit cards.

1. SWIPE CARD or SWIPE OR INSERT CARD or SWIPE/INSERT/TAP CARD displays on the terminal.

2. Key in the card number on the terminal, and press the green key.

3. Key in the card’s expiry date (MMYY) on the terminal, and press the green key.
   - If ENTER ADMIN PASSWORD appears, key in your admin password and press the green key.
   - If SWIPE ADMIN CARD appears, swipe your POS Admin card on the terminal.
   - If TAKE MANUAL IMPRINT OF CARD AND PRESS OK appears, take a manual imprint of the card, and press the green key.
Transactions

All instructions in this guide begin at the READY screen. To access the READY screen from any other screen, press the red key repeatedly until the READY screen appears.

General guidelines

1. Before processing transactions, ensure that the wireless signal strength is at a sufficient level (see page 32).
2. Determine the transaction to be processed (e.g., Purchase or Refund).
3. Establish the means of payment (credit or debit).
4. Enter the card data on the terminal (see pages 39 to 41).
5. Follow the terminal prompts* (see pages 43 to 58).
6. Process receipts (see page 59).

*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 the key until ENTER ADMIN CODE appears.
2. Key in the Admin code, and press the green key.

The transaction appears.

To print a list of all Admin codes:

1. Press the key until ENTER ADMIN CODE appears.
2. Key in 40, and press the green key.

The list is printed.

Purchase [100]

Credit or debit purchase of goods or services.

1. If PURCHASE is the default, key in a Purchase amount. (If PURCHASE is not the default: Press the key, select TRANSACTIONS, select PURCHASE, and then key in a Purchase amount.)
2. Press the green key.
3. Follow the merchant prompts:
   • If tip entry is disabled, follow the merchant prompts table on page 48.
   • If tip entry is enabled, follow the merchant prompts table on page 55.
Partially Approved Purchase

A Partial Approval of a purchase transaction occurs when a cardholder pays for a purchase with a pre-paid credit card but the value on the pre-paid card is less than the purchase amount.

The amount on the pre-paid card is approved, i.e., part of the total purchase amount is approved. Prompts are displayed indicating how much of the purchase amount is still owed (e.g., AMOUNT DUE $5.00). That amount can then be paid by another tender type (e.g., a credit or debit card).


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 the key, select TRANSACTIONS, and then select the transaction (REFUND or VOID-PURCHASE or VOID-REFUND).

2. Key in the transaction amount, and press the green key.

3. Follow the merchant prompts table on page 48.

Note: To refund or void a partially approved purchase, use the TOTAL PAID amount on the Partial Approval receipt. See page 61.

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. (If PRE-AUTH is not the default: Press the key, select TRANSACTIONS, select PRE-AUTH, and then key in a Pre-Auth amount.)

2. Press the green key.

3. Follow the merchant prompts table on page 48.

Note: When the final Purchase amount is known, you must perform an Advice for the final amount using the same card number (see Advice options on pages 46 and 47).

Cheque Authorization [105]

1. Press the key, select TRANSACTIONS, and select CHEQUE AUTH.

2. Do one of the following:
   • To do the authorization by credit card, select CREDIT CARD.
   • To do the authorization by driver’s licence, select DRIVERS LICNCE.

3. Key in the cheque amount, and press the green key.

4. Follow the merchant prompts table on page 50.

5. On the cheque, record the 8-digit APPROVED number then press the green key.

Note: Receipts are not printed. ID types and province/state codes are provided by the authorization service.
Advice using Sequence Number [103] / Force Post [103]

An Advice transaction completes or cancels a Pre-Auth. A Force Post transaction completes a voice-authorized (IVR) purchase.

**Note:** *The Advice transaction must be processed on the same terminal as the original Pre-Auth.*

1. Press the green key, select **TRANSACTIONS**, and then select **P-A ADVICE**.
2. Follow the merchant prompts table on page 51.
3. After processing an Advice, the terminal returns to the **FIND ORIGINAL TRANSACTION?** prompt.
   - To go back to the READY screen, press the red key twice.
   - To process another Advice, return to step 2.

Advice List [109]

Completes or cancels a Pre-Auth from a list.

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

1. Press the green key, select **TRANSACTIONS**, and then select **P-A ADVICE LST**.
2. When ENTER AMOUNT or DATE or BATCH NUMBER appears: To narrow the scope of your search, **key in the required data**, and then press the green key. Otherwise, for retrieval regardless of the specified prompt, simply press the green key without entering the required data.
3. Scroll to the Pre-Auth that you want to complete or cancel (e.g., “PA1234 $#.#.”), and press the green key.
4. Press the green key (COMPL), and follow the merchant prompts table on page 51.
5. After processing an Advice:
   - To go back to the READY screen, press the red key twice.
   - To process another Advice:
     - From the ENTER AMOUNT screen, return to step 2, or
     - From the list of Pre-Auth transactions, return to step 3.

Balance Inquiry [110]

Prints a cardholder receipt indicating the dollar value available on a pre-paid credit card.

1. Press the green key, select **TRANSACTIONS**, and then select **BAL INQUIRY**.
2. Follow the prompts but note:
   - The terminal only prints one copy of the balance inquiry receipt: the cardholder copy.
   - The balance is not displayed on the terminal, only an APPROVED message.
## Prompts without tip entry

**Merchant prompts: Purchases/Pre-Auths/Refunds/Voids**

This table lists in order of appearance the prompts (and the actions to take for each) that you might see on the terminal during a Purchase with tip entry disabled, Pre-Auth, Refund, or Void. For a Purchase with tip entry enabled, refer to page 55.

*Note: Only some of the prompts listed below will appear for any one transaction.*

<table>
<thead>
<tr>
<th>Merchant prompt</th>
<th>Merchant action(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENTER CLERK ID</td>
<td>Key in your Clerk ID, and press the green key.</td>
</tr>
<tr>
<td>ENTER INVOICE NO</td>
<td>Key in an alphanumeric identifier, and press the green key, or simply press the green key to bypass.</td>
</tr>
<tr>
<td>ENTER ORIGINAL AUTHORIZATION #</td>
<td>Key in the 6-digit AUTH# from the original transaction receipt (see page 60), and press the green key.</td>
</tr>
<tr>
<td>SWIPE CARD or SWIPE OR INSERT CARD or SWIPE/INSERT/TAP CARD</td>
<td>Enter the card on the terminal (see pages 39 to 41 for options).</td>
</tr>
<tr>
<td>ENTER LAST 4 DIGITS</td>
<td>Key in the last four digits of the card number, and press the green key.</td>
</tr>
<tr>
<td>ENTER EXPIRY DATE [MMYY]</td>
<td>Key in the card’s expiry date (MMYY), and press the green key.</td>
</tr>
<tr>
<td>SWIPE ADMIN CARD</td>
<td>Swipe your POS Admin card.</td>
</tr>
<tr>
<td>REGULAR MAIL/TEL</td>
<td>If cardholder is present: Press the green key to select REGULAR. If cardholder is not present: Scroll to MAIL/TEL, and press the green key.</td>
</tr>
<tr>
<td>SINGLE RECURRING INSTALLMENT OTHER</td>
<td>Scroll to the option that best describes the transaction, and press the green key.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Merchant prompt</th>
<th>Merchant action(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>TAKEMANUAL IMPRINT OF CARD AND PRESS OK</td>
<td>Take a manual imprint of the card, and press the green key.</td>
</tr>
<tr>
<td>SELECT &lt;Application name&gt; YES NO</td>
<td>To select the displayed application: Press the key (YES). To view the next available application on the card: Press the key (NO).</td>
</tr>
<tr>
<td>CUSTOMER PRESS OK TO CONTINUE</td>
<td>Pass the terminal to the cardholder (see Customer prompts on page 53). If tip entry is enabled, see page 56.</td>
</tr>
<tr>
<td>RETURN TO CLERK</td>
<td>Press the green key to continue.</td>
</tr>
<tr>
<td>APPROVED #</td>
<td>Press the green key, and process any receipt that prints (see page 59).</td>
</tr>
<tr>
<td>PARTIAL APPROVED $000.00 PRESS OK</td>
<td>Press the green key on the terminal to continue.</td>
</tr>
<tr>
<td>AMOUNT DUE $00.00 CR/DB CASH</td>
<td>If cardholder would like to pay a balance due by credit or debit: Press the key. If they would like to pay by cash: Press the key.</td>
</tr>
<tr>
<td>UPDATE POINTS TO LOYALTY CARD? YES NO</td>
<td>Refer to the <em>Using Your Terminal for Loyalty: Moneris iWL220</em> guide.</td>
</tr>
</tbody>
</table>

This table continues on the next page.
Merchant prompts: Cheque Authorizations

This table lists in order of appearance the prompts (and the actions to take for each) for this transaction.

<table>
<thead>
<tr>
<th>Merchant prompt</th>
<th>Merchant action(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENTER DRIVERS LICENCE NUMBER</td>
<td>Key in the cheque-holder’s driver’s licence number, and press the green key.</td>
</tr>
<tr>
<td>ENTER PROVINCE OR STATE CODE</td>
<td>Key in the cheque-holder’s 2-digit province/state code, and press the green key.</td>
</tr>
<tr>
<td>ENTER BIRTH DATE (YYMMDD)</td>
<td>Key in the cheque-holder’s birth date (YYMMDD), and press the green key.</td>
</tr>
<tr>
<td>SWIPE CARD</td>
<td>Enter the card on the terminal (see page 39 for options).</td>
</tr>
<tr>
<td>ENTER LAST 4 DIGITS</td>
<td>Key in the last four digits of the card number, and press the green key.</td>
</tr>
<tr>
<td>ENTER EXPIRY DATE [MMYY]</td>
<td>Key in the card’s expiry date (MMYY), and press the green key.</td>
</tr>
<tr>
<td>SWIPE ADMIN CARD</td>
<td>Swipe your POS Admin card.</td>
</tr>
<tr>
<td>APPROVED #</td>
<td>Go back to Cheque Authorization on page 45, and continue at step 5 of that procedure.</td>
</tr>
</tbody>
</table>

Merchant prompts: Advices/Force Posts

This table lists in order of appearance the prompts (and the actions to take for each) that you might see on the terminal during an Advice or Force Post.

Note: Only some of the prompts listed below will appear for any one transaction.

<table>
<thead>
<tr>
<th>Merchant prompt</th>
<th>Merchant action(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FIND ORIGINAL TRANSACTION? YES NO</td>
<td>To do an Advice: Press the key (YES). To do a Force Post: Press the key (NO).</td>
</tr>
<tr>
<td>ENTER ORIGINAL SEQUENCE NUMBER</td>
<td>Key in the 6-digit portion of the RECEIPT NUMBER found on the Pre-Auth receipt (see Pre-Auth Receipt on page 60), and press the green key.</td>
</tr>
<tr>
<td>1234567890123456 PRESS [OK]</td>
<td>Press the green key to confirm the displayed card number.</td>
</tr>
</tbody>
</table>
| ENTER AMOUNT $#.##                      | Advice:  
  • To complete the Pre-Auth: Key in the amount written on the Total line (sum of the printed Pre-Auth amount plus written Tip amount if any. See Pre-Auth Receipt on page 60), and press the green key. 
  • To cancel the Pre-Auth: Press the yellow key (this enters $0.00), and press the green key. 
IVR Auth:  
  • Key in the authorized transaction amount, and press the green key. |
| ENTER ORIGINAL AMOUNT $#.##              | Advice:  
  • To complete the Pre-Auth: Key in the printed Pre-Auth amount found on the receipt (see Pre-Auth Receipt on page 60), and press the green key. 
  • To cancel the Pre-Auth: Press the yellow key (this enters $0.00), and press the green key. 
IVR Auth:  
  • Key in the authorized transaction amount, and press the green key. |
| ENTER TIP AMOUNT $0.00                   | Advice:  
  • Key in the amount written on the Tip line (see Pre-Auth Receipt on page 60), and press the green key. 
IVR Auth:  
  • Key in the authorized Tip amount, and press the green key. |

This table continues on the next page.
### Merchant prompts

<table>
<thead>
<tr>
<th>Merchant prompt</th>
<th>Merchant action(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>FINAL AMOUNT $#.##-OK?</td>
<td>Press the green key to continue.</td>
</tr>
<tr>
<td>ENTER CLerk ID</td>
<td>Key in your Clerk ID, and press the green key. Or To accept the displayed ID, simply press the green key.</td>
</tr>
<tr>
<td>ENTER INVOICE NO</td>
<td>Key in an alphanumeric identifier, and press the green key. Or To bypass this prompt, simply press the green key.</td>
</tr>
<tr>
<td>ENTER ORIGINAL AUTHORIZATION #</td>
<td>Key in the IVR AUTH# written on your paper sales draft, and press the green key.</td>
</tr>
<tr>
<td>ENTER CARD NUMBER</td>
<td>Key in the card number, and press the green key.</td>
</tr>
<tr>
<td>ENTER EXPIRY DATE [MMYY]</td>
<td>Key in the card’s expiry date (MMYY), and press the green key.</td>
</tr>
<tr>
<td>SWIPE ADMIN CARD</td>
<td>Swipe your POS Admin card.</td>
</tr>
<tr>
<td>REGULAR MAIL/TEL</td>
<td>If cardholder is present: Press the green key to select REGULAR.</td>
</tr>
<tr>
<td></td>
<td>If cardholder is not present, scroll to MAIL/TEL, and press the green key.</td>
</tr>
<tr>
<td>SINGLE RECURRING INSTALLMENT OTHER</td>
<td>Scroll to the option that best describes the transaction, and press the green key.</td>
</tr>
<tr>
<td>ENTER INVOICE NO</td>
<td>Key in an alphanumeric identifier, and press the green key. Or To bypass this prompt, simply press the green key.</td>
</tr>
<tr>
<td>APPROVED #</td>
<td>Press the green key, and process any receipts that print (see page 59).</td>
</tr>
<tr>
<td>FIND ORIGINAL TRANSACTION? YES NO</td>
<td>To process next Advice: Press the key (YES). To return to READY screen: Press the key (NO), then press the red key.</td>
</tr>
</tbody>
</table>

### Customer prompts

<table>
<thead>
<tr>
<th>Customer prompt</th>
<th>Customer action(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CUSTOMER PRESS OK TO CONTINUE</td>
<td>Presses the green key.</td>
</tr>
<tr>
<td>SELECT LANGUAGE ENGLISH FRANCAIS</td>
<td>For English prompts: Presses the key (ENGLISH). For French prompts: Presses the key (FRANCAIS).</td>
</tr>
<tr>
<td>SELECT &lt;Application name&gt; YES NO</td>
<td>To select the displayed application: Presses the key (YES). To view the next available application: Presses the key (NO).</td>
</tr>
<tr>
<td>CASH BACK? YES NO</td>
<td>To receive cashback: Presses the key (YES). For no cashback: Presses the key (NO).</td>
</tr>
<tr>
<td>SELECT CASH BACK $AA $BB $CC</td>
<td>Presses the or key to select a displayed amount.</td>
</tr>
<tr>
<td>SELECT CASH BACK $AA $BB OTHER</td>
<td>To select a displayed amount: Presses the key (SAA) or key ($BB). To select another amount: Presses the key (OTHER), keys in amount, then presses the green key.</td>
</tr>
</tbody>
</table>

**Note:** Only some of the prompts listed below will appear for any one transaction.

*This table continues on the next page.*
<table>
<thead>
<tr>
<th>Customer prompt</th>
<th>Customer action(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PURCHASE</strong></td>
<td>Presses the green key to confirm the displayed amount.</td>
</tr>
<tr>
<td>$#.##-OK?</td>
<td></td>
</tr>
<tr>
<td><strong>SELECT ACCOUNT</strong></td>
<td>For chequing: Presses the key (CHEQUING). For savings: Presses the key (SAVINGS).</td>
</tr>
<tr>
<td>CHEQUING SAVINGS</td>
<td></td>
</tr>
<tr>
<td><strong>ENTER PIN &amp; OK</strong></td>
<td>Keys in their Personal Identification Number and presses the green key.</td>
</tr>
<tr>
<td><strong>RETURN TO CLERK</strong></td>
<td>Returns the terminal to you (see RETURN TO CLERK prompt on page 49).</td>
</tr>
<tr>
<td><strong>APPROVED ###########</strong></td>
<td>Returns the terminal to you (see APPROVED ########### prompt on page 49).</td>
</tr>
<tr>
<td><strong>PARTIAL APPROVED</strong></td>
<td>To confirm the transaction: Presses the key. To cancel the partial approval on their pre-paid card: Presses the key.</td>
</tr>
<tr>
<td>$000.00 CANCEL OK</td>
<td></td>
</tr>
<tr>
<td><strong>AMOUNT DUE</strong></td>
<td>Presses the green key to confirm the amount due on a partial approval purchase.</td>
</tr>
<tr>
<td>$000.00 PRESS OK</td>
<td></td>
</tr>
<tr>
<td><strong>CARD BALANCE</strong></td>
<td>Presses the green key to acknowledge the card balance.</td>
</tr>
<tr>
<td>$000.00 PRESS OK</td>
<td><strong>Note</strong>: The remaining balance is displayed during a Partial Approval transaction if the pre-paid card allows this.</td>
</tr>
<tr>
<td><strong>REMOVE CARD</strong></td>
<td>Removes their card from chip reader and returns the terminal to you (see APPROVED ########### prompt on page 49).</td>
</tr>
</tbody>
</table>

**Prompts with tip entry**

When tip entry is enabled on the terminal, the order of prompts is revised to display customer prompts, including tip entry, in a more efficient way for the customer. Follow the tables below when performing a purchase transaction with tipping enabled. For Purchase with tipping disabled, see page 48 for merchant prompts and page 53 for customer prompts.

**Merchant prompts: Purchase with tip entry enabled**

*Note*: Only some of the prompts listed below will appear for any one transaction.

<table>
<thead>
<tr>
<th>Merchant prompt</th>
<th>Merchant action(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ENTER CLERK ID</strong></td>
<td>Key in your Clerk ID, and press the green key.</td>
</tr>
<tr>
<td><strong>ENTER INVOICE NO</strong></td>
<td>Key in an alphanumeric identifier, and press the green key, or To bypass this prompt, simply press the green key.</td>
</tr>
<tr>
<td><strong>CUSTOMER PRESS OK TO CONTINUE</strong></td>
<td>Pass the terminal to the cardholder (see Customer prompts on page 56).</td>
</tr>
<tr>
<td><strong>ENTER LAST 4 DIGITS</strong></td>
<td>Key in the last four digits of the card number, and press the green key.</td>
</tr>
<tr>
<td><strong>ENTER EXPIRY DATE [MMYY]</strong></td>
<td>Key in the card’s expiry date (MMYY), and press the green key.</td>
</tr>
<tr>
<td><strong>REGULAR MAIL/TEL</strong></td>
<td>If cardholder is present: Press the green key to select REGULAR. If cardholder is not present: Scroll to MAIL/TEL, and press the green key.</td>
</tr>
<tr>
<td><strong>SINGLE RECURRING INSTALLMENT OTHER</strong></td>
<td>Scroll to the option that best describes the transaction, and press the green key.</td>
</tr>
<tr>
<td><strong>TAKE MANUAL IMPRINT OF CARD AND PRESS OK</strong></td>
<td>Take a manual imprint of the card, and press the green key.</td>
</tr>
</tbody>
</table>
### Customer prompts: Purchase with tip entry enabled

This table lists in order of appearance the prompts (and the actions to take for each) that your customers might see on the terminal during a Purchase when tipping is enabled.

**Note:** Only some of the prompts listed below will appear for any one transaction.

<table>
<thead>
<tr>
<th>Customer prompt</th>
<th>Customer action(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CUSTOMER PRESS OK TO CONTINUE</td>
<td>Presses the green key.</td>
</tr>
<tr>
<td></td>
<td>or</td>
</tr>
<tr>
<td></td>
<td>To change the language to French: Presses the key (FRANCAIS).</td>
</tr>
<tr>
<td>PURCHASE $#.##-OK?</td>
<td>Presses the green key to confirm the displayed amount.</td>
</tr>
<tr>
<td>ADD TIP? YES NO</td>
<td>To proceed with entering a tip: Presses the key (YES).</td>
</tr>
<tr>
<td></td>
<td>To bypass tipping: Presses the key (NO).</td>
</tr>
<tr>
<td>ENTER TIP OR PRESS OK AA% OTHER</td>
<td>To enter preset %: Presses the key (AA%).</td>
</tr>
<tr>
<td></td>
<td>To enter different Tip amount: Presses the key.</td>
</tr>
<tr>
<td></td>
<td>To bypass entering Tip: Presses the green key.</td>
</tr>
</tbody>
</table>

This table continues on the next page.
Receipts

Signing credit card receipts

Merchant copy
Always retain this copy for your records, but note:
- If a signature line is printed, obtain the cardholder’s signature.
- You do not need to obtain a signature if any of the following messages are printed:
  - VERIFIED BY PIN
  - NO SIGNATURE REQUIRED

Cardholder copy
Give this copy to the customer, but note:
- If a merchant signature line is printed, sign this copy.

Reprinting receipts

Reprint last Customer receipt or last report [29]
Prints a duplicate of the last printout.

1. Press the \( \text{key} \), select \text{ADMIN}, and select \text{REPRINT}.
   The receipt or report prints.

Reprint Merchant receipt

See \text{Reprint Merchant receipt} on page 62.

Card masking

To reduce the risk of fraudulent card use, masking and truncation are applied to card numbers printed on receipts. Masking replaces a card’s numbers with asterisks (e.g., \( \text{*******1234} \)).
Truncation prints only the last four digits of a card (e.g., 1234). The expiry date is not printed on any copy of any receipt.

<table>
<thead>
<tr>
<th>Customer prompt</th>
<th>Customer action(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CASH BACK? YES</td>
<td>To receive cashback: Presses the ( \text{key} ) (YES).</td>
</tr>
<tr>
<td></td>
<td>For no cashback: Presses the ( \text{key} ) (NO).</td>
</tr>
<tr>
<td></td>
<td>To select a displayed amount: Presses the ( \text{key} ) or ( \text{key} ) or ( \text{key} ) to select a displayed amount.</td>
</tr>
<tr>
<td>SELECT CASH BACK $AA $BB $CC</td>
<td>Presses the ( \text{key} ) or ( \text{key} ) or ( \text{key} ) to select a displayed amount.</td>
</tr>
<tr>
<td></td>
<td>To select a displayed amount: Presses the ( \text{key} ) ( \text{key} ) (AA) or ( \text{key} ) ( \text{key} ) (BB).</td>
</tr>
<tr>
<td></td>
<td>To select another amount: Presses the ( \text{key} ) ( \text{key} ) (OTHER), keys ( \text{key} ) in amount, then presses the green ( \text{key} ).</td>
</tr>
<tr>
<td>SELECT ACCOUNT CHEQUING SAVINGS</td>
<td>For chequing: Presses the ( \text{key} ) (CHEQUING).</td>
</tr>
<tr>
<td></td>
<td>For savings: Presses the ( \text{key} ) (SAVINGS).</td>
</tr>
<tr>
<td>ENTER PIN &amp; OK</td>
<td>Keys in their Personal Identification Number and presses the green ( \text{key} ).</td>
</tr>
<tr>
<td>RETURN TO CLERK</td>
<td>Returns the terminal to you (see \text{RETURN TO CLERK} prompt on page 56).</td>
</tr>
<tr>
<td>APPROVED ####-OK?</td>
<td>Returns the terminal to you (see \text{APPROVED ####-OK? prompt on page 56)}.</td>
</tr>
<tr>
<td>PARTIAL APPROVED $000.00 CANCEL</td>
<td>To confirm the transaction: Presses the ( \text{key} ).</td>
</tr>
<tr>
<td></td>
<td>To cancel the partial approval on their pre-paid card: Presses the ( \text{key} ).</td>
</tr>
<tr>
<td></td>
<td>Presses the ( \text{key} ) to confirm the amount due on a partial approval purchase.</td>
</tr>
<tr>
<td>AMOUNT DUE $000.00 PRESS OK</td>
<td>Presses the green ( \text{key} ) to confirm the amount due on a partial approval purchase.</td>
</tr>
<tr>
<td>CARD BALANCE $000.00 PRESS OK</td>
<td>Presses the green ( \text{key} ) to acknowledge the card balance.</td>
</tr>
<tr>
<td></td>
<td>\text{Note: The remaining balance is displayed during a Partial Approval transaction if the pre-paid card allows this.}</td>
</tr>
<tr>
<td>REMOVE CARD</td>
<td>Removes their card from chip reader and returns the terminal to you (see \text{APPROVED ####-OK? prompt on page 56}).</td>
</tr>
</tbody>
</table>
Contactless transactions

Receipts can be suppressed for tapped credit transactions that do not require cardholder verification. Refer to printer configuration in the *Moneris iWL220 Operating Manual* in WebHelp format located at [moneris.com/support](http://moneris.com/support).

Receipts are always printed for *Interac Flash* transactions.

Receipt samples

These sample receipts will help you to locate the sequence number (for Advices) or the authorization number (for refunds and voids).

**Pre-Auth Receipt**

- Six-digit Sequence # for Advices

**Original Receipt**

- Six-digit AUTH# for Refunds and Voids

**Partial Approval Receipt**

- Total paid with pre-paid credit card
- Total amount still due in transaction (Purchase Total)
- Six-digit AUTH# for Refunds and Voids
Reports

Masking on reports
To reduce the risk of fraudulent card use, masking and/or truncation is applied to card numbers printed on reports. The expiry date is not printed.

Reprint Merchant receipt [66]
Prints a duplicate of the Merchant Copy receipt.
1. Press the key, select REPORTS, and select TRANS INQUIRY.
   • If SWIPE ADMIN CARD appears, swipe your POS Admin card.
   • If ENTER CLERK ID appears, key in your Clerk ID, and press the green key.
2. Identify the transaction (follow the prompts).
   • When PRINT OR DISPLAY? appears, press the key (DISPLAY), scroll to the transaction, and press the green key. Then press the key (REPRINT).

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 the key, select REPORTS, and select CLERK INQUIRY.
   • If SWIPE ADMIN CARD appears, swipe your POS Admin card.
2. Select the number of clerks to include:
   • For one clerk, press the key (SINGLE). When ENTER CLERK ID appears, key in a Clerk ID, and press the green key.
   • For a specific group of clerks, press the key (MULTIPLE), then select GROUP. When ENTER GROUP ID TO BE PROCESSED appears, key in the Group ID and press the green key, then select PROCESS LIST.
   • For all clerks, press the key (MULTIPLE), then select ALL CLERKS.
The report prints, and the READY screen appears.

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 key, 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 the green key.
   CLOSE BATCH appears, and then the report prints.
2. When CLOSE BATCH? appears, press the key (NO) to finish printing without closing the batch.
The report prints, and the READY screen appears.

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 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 the green key.
The report prints, and the READY screen appears.
Pre-Auth List [62]

Prints a list of Pre-Auths and identifies open Pre-Auths that need to be completed or cancelled.

1. Press the 📅 key, select REPORTS, then select PRE-AUTH LIST.
2. When SWIPE ADMIN CARD appears, swipe your POS Admin card, or press the green 📅 key to continue.
   - If ENTER CLERK ID appears, key in your Clerk ID, and press the green 📅 key.
3. Select OPEN or CLOSED (for completed or cancelled Pre-Auths) or BOTH (for both types).
4. PRINT DATE OR BATCH? appears.
   - To print the report by date, press the 📅 key (DATE). To print the report by batch, press the 📅 key (BATCH).
5. To print the current date or batch, press the green 📅 key. To select a specific date or batch, key in a date or batch number, and press the green 📅 key.

The report prints, and the READY screen appears.

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 the 📅 key, select REPORTS, then select TIP TOTALS.
   - If SWIPE ADMIN CARD appears, swipe your POS Admin card.
   - If ENTER CLERK ID appears:
     - to print the Tip total for a specific clerk, key in a Clerk ID and press the green 📅 key;
     - to print Tip totals for all clerks, press the green 📅 key.
2. For totals by date, press the 📅 key (DATE); for totals by batch, press the 📅 key (BATCH).
   - If DATE is selected:
     a. When START DATE appears, key in the start date (YYMMDD), and press the green 📅 key.
     b. When START TIME appears, key in the start time (HHMM, 24-hour clock), and press the green 📅 key.
   - If BATCH is selected, key in the batch number, and press the green 📅 key.

The report prints, and the READY screen appears.

Balance Inquiry Report [94]

Prints the number of balance inquiries by card type for the current batch. A grand total of inquiries is displayed at the bottom of the report.

1. Press the 📅 key, select REPORTS, and select BAL INQ REPORT.
2. When SWIPE ADMIN CARD appears, swipe your POS Admin card.

The report prints, and the READY screen appears.

Configuration Report [16]

This report lists terminal parameters and values.

1. From the READY screen, press the 📅 key twice, key in 16, and press the green 📅 key.
2. When PRINT TRAILER MESSAGES? appears, press the 📅 key (NO).

The report prints, and the READY screen appears.
Admin functions

Logon [02]

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

1. Press the → key, 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 unauthorized transactions cannot be processed, log off your terminal at the end of each business day.

1. Press the → key, select ADMIN, then select LOGOFF.
   - The PLEASE LOGON prompt appears within 60 seconds.

Re-Initialization [01]

Moneris Customer Care may ask you to re-initialize your terminal if changes have been made to it or your merchant account.

1. Press the → key, select CONFIGURATION, then select INITIALIZATION.
   - If SWIPE ADMIN CARD appears, swipe your POS Admin card.
   - If RETAIN CURRENT MERCH SETTINGS? appears, press the → key (YES) to keep all parameters set as they are.
   - If MERCHANT ID appears, simply press the green → key.
   - If PHONE NUMBER appears, simply press the green → key.
2. Wait while the terminal communicates with the Moneris host.
   - If SWIPE ADMIN CARD appears, swipe your POS Admin card to log on.
3. When the READY screen appears on the terminal, it is ready to process transactions.

End-of-day process

Merchant close

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

Step 1: Print a Stored Transactions Report [60]

1. Press the → key, select REPORTS, and select TRANSLIST.
2. When SWIPE ADMIN CARD appears, swipe your POS Admin card, or press the green → key to continue.
   - If ENTER CLERK ID appears, key in a Clerk ID and press the green → key to print totals for that Clerk ID, or simply press the green → key to print totals for all Clerk IDs.
   - PRINT DATE OR BATCH? appears.
3. Press the → key (BATCH) to print the report by Batch.
4. Press the green → key to print the report for the current batch.
   - PRINT TOTALS ONLY? appears.
5. Press the → key (YES) to print only the Terminal Batch Totals (including the Cashback total).
   - The report prints, and the READY screen appears.

Step 2: Process a Close Batch transaction [99]

1. Press the → 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 the green → key.
   - CLOSE BATCH appears, and then the report prints.
2. When CLOSE BATCH? appears, press the green key (YES) to close the batch and have funds deposited to your account.

The terminal finishes printing the report and returns to the READY screen.

Step 3: Confirmation

Confirm that the totals on the Stored Transactions report (printed in step 1) match the totals on the Batch Totals report (printed in step 2). If they do not match, call Moneris Customer Care toll-free at 1-866-319-7450 the next business day for reconciliation assistance.

System close

If your merchant account is set up for System Close settlement, Moneris automatically closes your batch for you at the end of each day. You must verify transaction totals on a daily basis. Here’s how:

Step 1: Print a Stored Transactions Report [60]
See page 67.

Step 2: Print a Merchant Subtotals Report [95]
See page 63.

Note: The Merchant Subtotals report must be printed before 11:00 p.m. local time.

Step 3: Confirmation

Confirm that the totals on the Stored Transactions report match the totals on the Merchant Subtotals report. If they do not match, call Moneris Customer Care toll-free at 1-866-319-7450 within 30 days for reconciliation assistance.

Troubleshooting

If an error message appears, first press the green key or the red key to clear the message then retry the transaction. If the error message reappears and is listed in the table below, follow the instructions in the table. If the problem is still not resolved, call Moneris Customer Care toll-free at 1-866-319-7450.

Error messages

<table>
<thead>
<tr>
<th>Error message</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>BASE BUSY PLEASE WAIT</td>
<td>Another terminal is using the base. If the base becomes available, this transaction will start. If not, PLEASE WAIT disappears. Press the green key and retry the transaction.</td>
</tr>
<tr>
<td>CARD BLOCKED REMOVE CARD</td>
<td>The chip card cannot be used. Ask for another form of payment.</td>
</tr>
<tr>
<td>CARD PROBLEM</td>
<td>Retry the transaction. If the message reappears:</td>
</tr>
<tr>
<td></td>
<td>• If credit card was swiped: Key in the card number.</td>
</tr>
<tr>
<td></td>
<td>• If debit card was swiped: Request another form of payment.</td>
</tr>
<tr>
<td></td>
<td>• If card was inserted: Swipe the card.</td>
</tr>
<tr>
<td>CARD REMOVED</td>
<td>The chip card was removed during the transaction.</td>
</tr>
<tr>
<td></td>
<td>1. Retrieve the terminal.</td>
</tr>
<tr>
<td></td>
<td>2. Press the green key until the READY screen appears.</td>
</tr>
<tr>
<td></td>
<td>3. Retry the transaction.</td>
</tr>
<tr>
<td>CHECK PHONE THEN TAP AGAIN</td>
<td>The customer’s mobile device (e.g., smartphone) requires a response. The customer performs the following actions:</td>
</tr>
<tr>
<td></td>
<td>1. Checks their mobile device and responds to any prompts displayed there (e.g., they may need to enter a passcode on their mobile device).</td>
</tr>
<tr>
<td></td>
<td>2. Presses the green key on the terminal or waits for the SWIPE/INSERT/TAP CARD prompt to re-appear.</td>
</tr>
<tr>
<td></td>
<td>3. Taps the mobile device again.</td>
</tr>
</tbody>
</table>

This table continues on the next page.
<table>
<thead>
<tr>
<th>Error message</th>
<th>Solution</th>
</tr>
</thead>
</table>
| CHECK PRINTER                             | 1. Open the printer, and ensure that a paper roll is inside and properly inserted.  
2. Close the printer.  
3. If required, press and hold down the yellow < key to advance the paper to the desired length. |
| CONTACTLESS TRANSACTION LIMIT EXCEEDED    | If the card has a chip: Insert it into the chip reader.  
If the card does not have a chip: Swipe the card.                                                                                       |
| CUSTOMER — INSERT CARD INTO READER        | Insert the chip card into the chip card reader.                                                                                         |
| DECLINED BY CARD                          | The chip card has declined the transaction.  
1. Retrieve the terminal and remove the chip card.  
2. Press the green key until the READY screen appears.  
3. Request another form of payment.                                                                         |
| DECLINED – RETRY TRANSACTION?             | 1. Press the key (YES).  
2. Retry the transaction.                                                                                                                                 |
| 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.  
1. Retrieve the terminal and remove the chip card.  
2. Press the green key until the READY screen appears.  
3. Perform a Purchase instead.                                                                                      |
| ERROR 40#                                 | Communication error.  
1. Press the green key to return to the READY screen.  
2. Retry the transaction.                                                                                                                                 |
| ETHERNET COMMS ERROR-DIAL USED PRESS OK   | Dial backup was used for the transaction because of an Ethernet connection issue.  
Press the green key to return to the READY screen.                                                                                     |
| ETHERNET DOWN BASE NOT FOUND PRESS OK     | The terminal is out of range of its communications base and/or this base is not powered.  
1. Press the green key to return to the READY screen.  
2. Confirm that the power cable is securely plugged into the base’s power port and a working outlet.  
3. Before retrying a transaction, confirm that the indicator bars (at least 3 bars) appear on the READY screen. |

This table continues on the next page.

<table>
<thead>
<tr>
<th>Error message</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>ETHERNET DOWN PRESS OK</td>
<td>Press the green key to return to the READY screen. See TCP CONNECTION FAILED solution on page 73.</td>
</tr>
<tr>
<td>INVALID CARD TYPE</td>
<td>The card that was swiped cannot be used for this transaction. Ask for another card and retry.</td>
</tr>
<tr>
<td>INVALID ENTRY</td>
<td>In Training mode, ensure the transaction, Cashback, or Tip amount is $1.00 or less (max. total: $3.00).</td>
</tr>
<tr>
<td>LOW BATTERY!!! DOCK TERMINAL</td>
<td>The battery charge is too low. Dock the terminal on a powered base.</td>
</tr>
<tr>
<td>NO LINE DETECTED</td>
<td>Check that all cables are connected to the communications base and the wall jack correctly. If the message reappears, unplug and replug the power cable at the power source.</td>
</tr>
</tbody>
</table>
| NO SUPPORTED APPLICATIONS REMOVE CARD     | If card was inserted: Remove the card from the chip reader, and swipe it when prompted.  
If card was tapped: If the card has a chip, insert it into the chip reader; if it does not have a chip, swipe the card.     |
| NOT ACCEPTED REMOVE CARD                  | 1. Remove the chip card from the chip reader.  
2. When prompted:  
• for credit cards: Swipe the card on the magnetic stripe reader.  
• for debit cards: Request another form of payment.  
3. Perform a Purchase instead.                                                                                     |
| NOT COMPLETED RETURN TO CLERK             | 1. Press the red key to display the communications error.  
2. When the READY screen appears, check all the cable connections.  
3. 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 in your daily Refund Limit. Please have the original Purchase receipt available for reference.  
3. Try the transaction again.                                                                                     |
| REINITIALIZATION REQUIRED                 | Re-initialize the terminal. See page 66.                                                                                                  |
| SWIPE ADMIN CARD                          | You have manually entered a card number and expiry date while Manual Card Entry with Admin protection is enabled. Swipe your POS Admin card to continue the transaction. |

This table continues on the next page.
<table>
<thead>
<tr>
<th>Error message</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>TAP FAILED</td>
<td>If the card has a chip, insert it into the chip reader; if it does not have a chip, swipe the card.</td>
</tr>
</tbody>
</table>
| TIME-OUT                              | The customer took too long to respond to the prompts.  
1. If REMOVE CARD is also displayed, the customer removes their chip card.  
2. Retrieve the terminal.  
3. Press the red key.  
4. When the READY screen appears, try the transaction again. |
| TIP IS NOT SUPPORTED FOR MAIL/TEL      | Do not enter a tip during a Mail Order/Telephone Order (MOTO) transaction.  
1. Press the green key (or wait for the terminal) to return to the purchase amount confirmation screen.  
2. Respond to the prompts but, this time, do not enter a tip when the tip prompt appears. Simply leave it blank and press the green key to continue. |
| TRANSACTION NOT FOUND                  | The terminal cannot find a matching transaction. This message appears for three seconds then the terminal returns to the previous prompt. |

**Equipment issues**

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
</table>
| You need to advance receipt paper from the printer. | While the terminal is powered on, press and hold down the yellow key until the paper advances to the desired length.  
**Note:** If the lid is closed, **DO NOT** attempt to manually pull the paper from the printer as this will damage the printer. |
| The battery isn't charging.                | 1. Ensure that the icon is displayed on the READY screen when the terminal is docked on a powered base and the base’s power cable is plugged into a working power outlet.  
2. If necessary, reposition the terminal until you are certain that it is securely docked on the base. |
| The display screen is blank.               | The terminal is powered off. Press the green key. If power is not restored, dock the terminal on a powered base. If the screen is still blank, call Moneris Customer Care. |
| HOST CONNECTION FAILED or TCP CONNECTION FAILED | If the terminal is configured for dial:  
1. Confirm that the dial cable is securely plugged into the MODEM port located in the compartment inside the communications base.  
2. If the terminal must use a prefix to dial out, ensure that the dial PREFIX parameter has been configured correctly.  
If the terminal is configured for IP:  
1. **Note:** If you unplug the cables from the communications base, ensure that you replug the Ethernet cable first before plugging in the power cable.  
2. Check that the router and hub/switch (if any) are functioning (refer to the Moneris IP Readiness Checklist at moneris.com/checklist to confirm that firewall rules have been updated).  
3. Confirm that the network is functioning.  
   • Public Internet: Contact your ISP (Internet service provider) for assistance.  
   • Corporate WAN: Call your corporate help desk to confirm that the corporate WAN is functioning properly. |

*This table continues on the next page.*
### Issue

The Wireless Signal Status icon (signal strength indicator bars) is not visible on the READY screen.

*Note: The icon may or may not be visible on other screens.*

### Solution

1. Ensure that the terminal is close enough to its communications base (refer to the Installation Checklist: Moneris Wireless Communication Base at moneris.com/installation).
2. If this does not work, dock the terminal on its communications base, and perform the transaction.

*Note: If ETHERNET DOWN BASE NOT FOUND PRESS OK also appears, see message on page 70.*

<table>
<thead>
<tr>
<th>Icon</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Icon" /></td>
<td>The battery needs to be recharged. Dock the terminal on a powered base to complete the current transaction.</td>
</tr>
</tbody>
</table>

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If you need assistance with your payment processing solution, we’re here to help, 24/7.

We’re only one click away.

- Visit moneris.com/support to:
  - watch the iWL220 Setup and Installation video
  - download additional copies of this guide and other resources
  - consult the Moneris iWL220 WebHelp for detailed information on all of the options available on your terminal and how to enable them
- Visit shop.moneris.com to purchase point-of-sale supplies and receipt paper
- Visit moneris.com/insights for business and payment news, trends, customer success stories, and quarterly reports & insights

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