

UX 301 Direct Connect

Quick Reference Guide



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1 Introduction

Use this guide to understand how your UX 301 unattended solution works, including:

- The various hardware components
- How the hardware components are connected;
- How to set up communication with your electronic cash register (ECR)
- How to sync the device with Moneris; and
- How to check your account settings (merchant ID, ECR ID, PED ID and others)
- Common error messages and solutions
- How to get help

Important: Consult your integration provider to understand their support process before making any changes to your hardware or software.

1.1 Moneris account information

Make sure you are aware of your account information:

Account information	Characteristics
Merchant ID number (MID)	Usually 13 digits beginning with 0030
Electronic cash register ID (ECR ID)	8-digits beginning with 66. Assigned by Moneris
Terminal ID (PED ID)	Starts with U2.

1.2 Card types supported

The UX 301 solution supports these contact and contactless card types:

- Visa, Visa Contactless
- Mastercard, Mastercard Contactless
- American Express, American Express ExpressPay
- Interac, Interac Flash
- Discover, Discover D-PAS Contactless (no support for ZIP)
- UnionPay, UnionPay QuickPass
- JCB, JCB Contactless

1.3 UX 301 hardware

These are the hardware components that make up the UX 301 unattended solution.

Item	Part number and description
	M159-100-00-CAB UX 100 Display with Canadian keypad
	M159-301-000-WWA UX 301 Card reader
	M159-401-000-WWC UX 401 Contactless reader
	PWR159-002-01-A Power supply

Item	Part number and description
	<p>CBL258-006-01-A Power cord</p>
	<p>CBL159-313-02-A Ux301/Ux401 Communication cable</p>
	<p>CBL159-302-03-A, RJ-45 Cable 0.5M Ux301/Ux401 Communication cable</p>
	<p>26264-02-R RS-232 Serial Cable. Connects the UX 301 to PC/ECR. Other options are USB cable and Ethernet cable.</p>
	<p>CBL000-045-01-A USB Cable to connect UX 301 to UX 100</p>

2 Understanding the UX 301 components

2.1 Main hardware modules

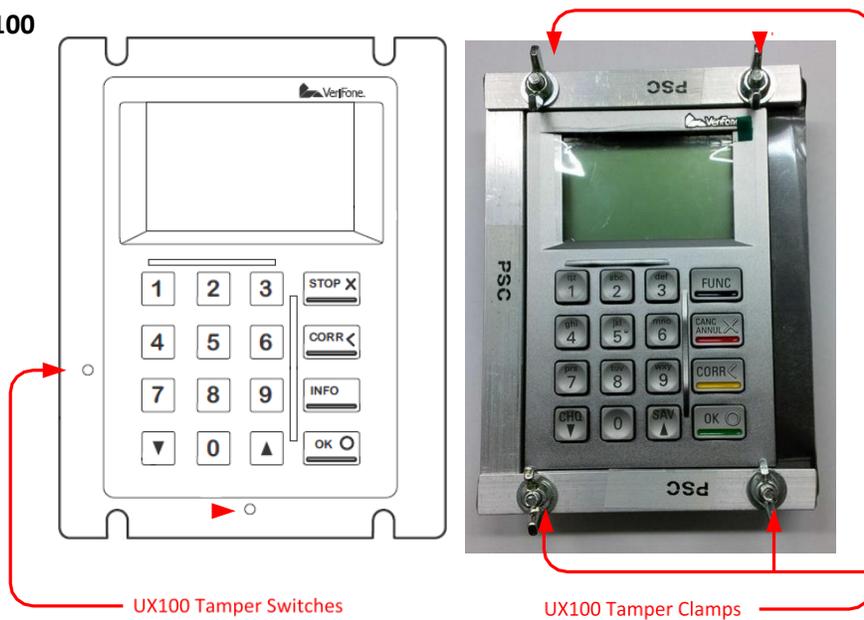
The VeriFone UX 301 hardware set consists of these 3 modules:

- the UX 100 PINpad and screen
- the UX 301 Card Reader / Controller, and
- the UX 401 Contactless Reader (optional)

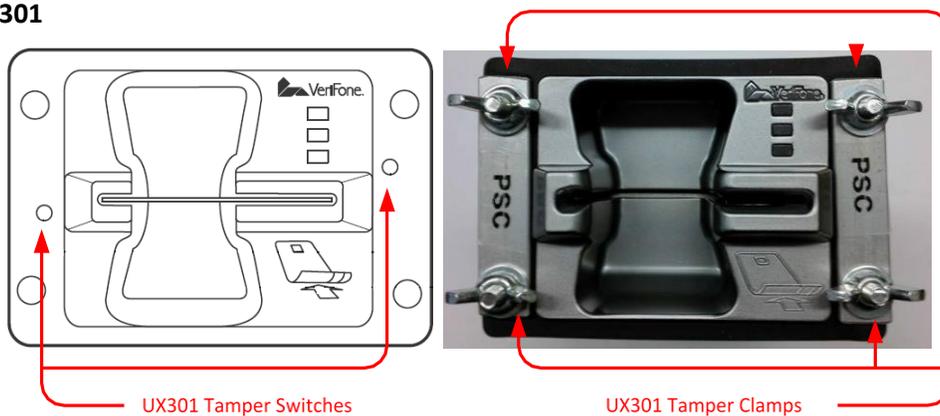
2.2 Securing the PINpad and the card reader

The UX100 and UX301 modules must be mounted in their intended kiosk, or secured with Anti-Removal Switch (ARS) brackets to close/clamp the tamper switches, as shown below.

Securing the UX 100



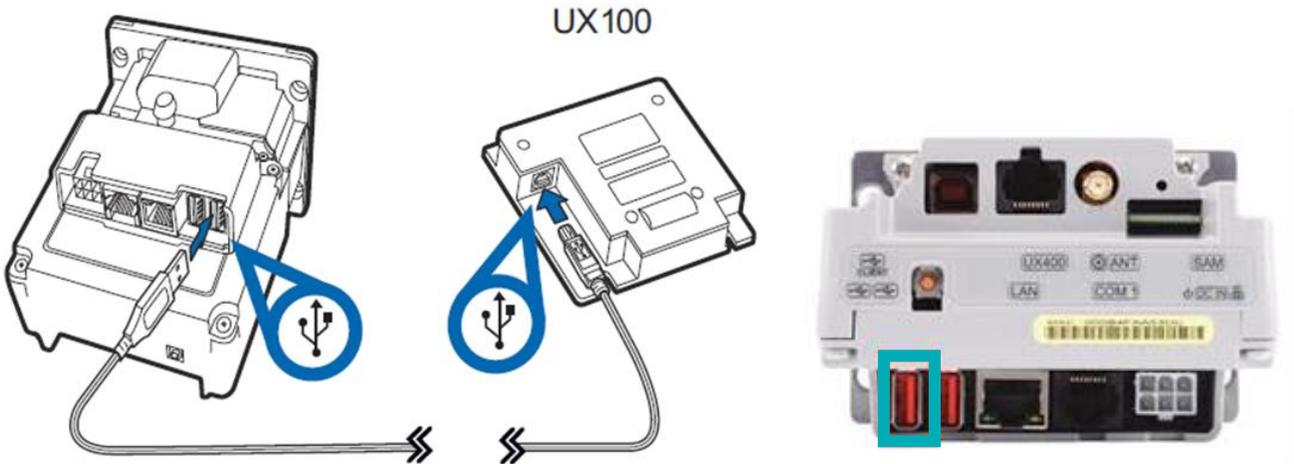
Securing the UX 301



2.3 Connecting the components

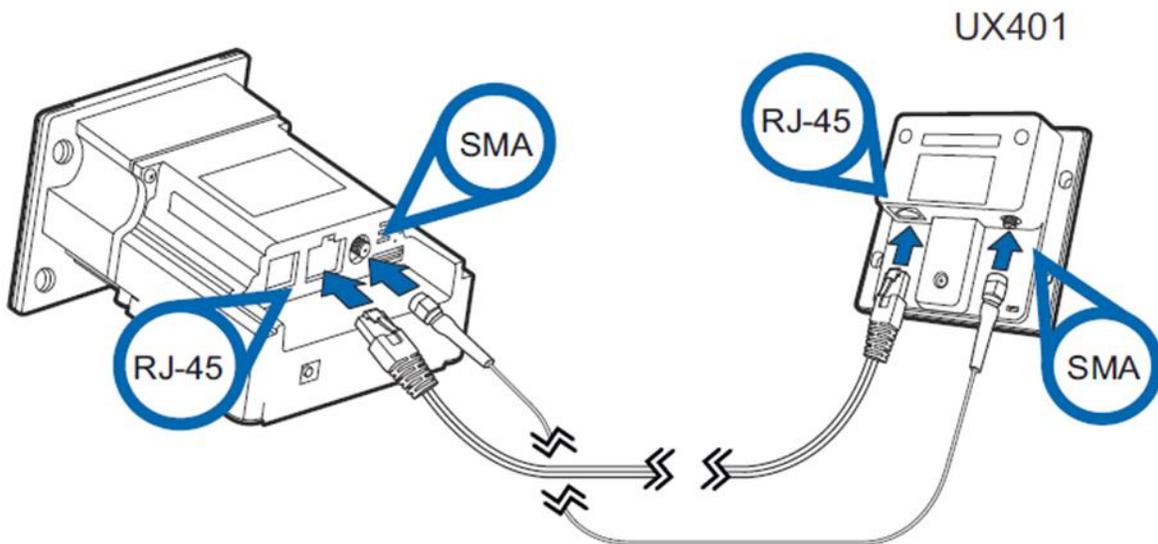
2.3.1 Connect UX301 to UX100

Connect the UX301 to the UX100, as shown in the following illustration, using the USB cable (CBL000-045-01-A) provided. There are 2 USB ports next to the LAN port on the UX 301. Use the USB port that is further away from the LAN port.



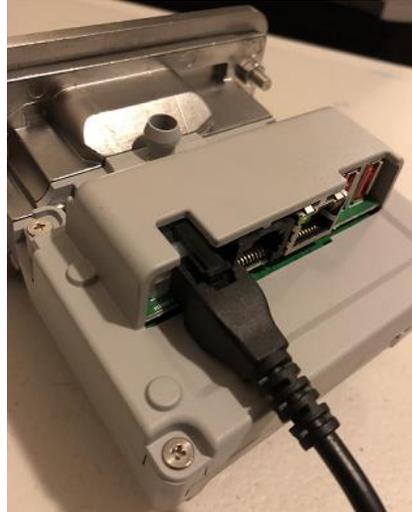
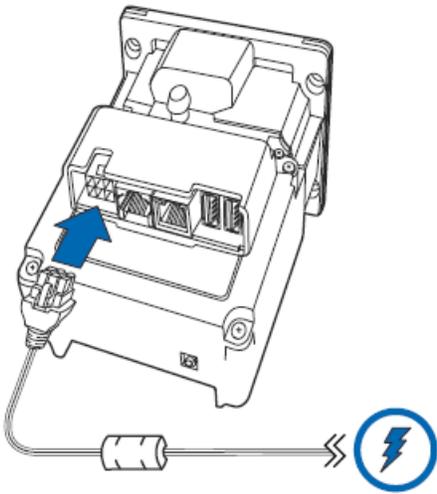
2.3.2 Connect UX301 to UX401 Contactless Reader

Connect the UX301 to the UX401 contactless card reader, as shown in the following illustration, using the RJ-45 (CBL159-302-03-A) and SMA (CBL159-313-02-A) cables provided.



2.3.3 Connect the Power Supply

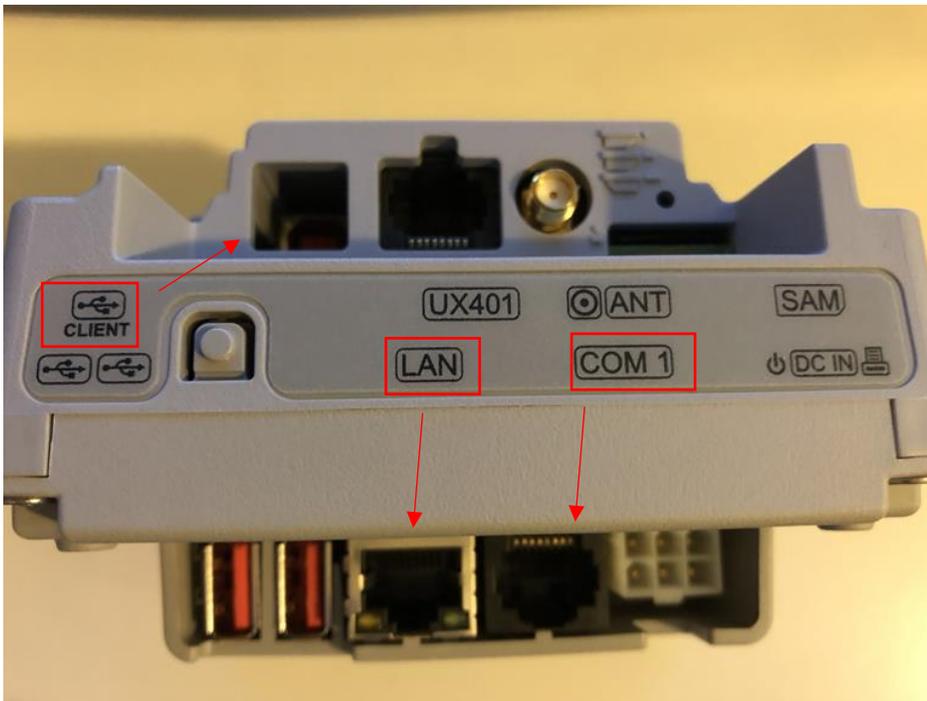
Connect the power cable to the power port on the UX301 and connect the other end to a power source, as shown in the following illustration. Use the power cable provided.



Note: The Moneris power cable has a 4-pin connector.

2.3.4 Connect UX301 to the PC / ECR

Connect the UX 301 to your PC / ECR using an RS232 Serial cable, USB cable, or LAN cable.



2.4 Configuring the UX 301 for the first time

Your integrator will configure the device to work with your electronic cash register (ECR) software.

2.5 Preparing your firewall

During synchronization with Moneris, the UX 301 is configured to communicate with the Moneris host.

Action: Ensure your firewall allows access to the URLs and ports shown in the table below.

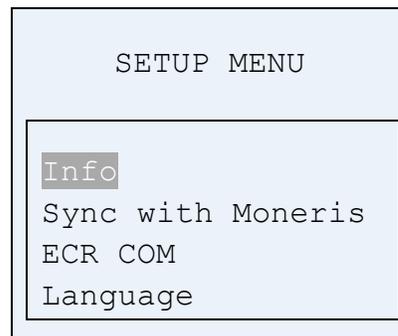
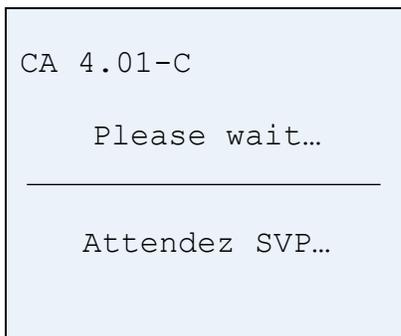
Note: Only production hardware can connect to the production host. Development hardware must be used to connect to the development host.

The UX 301 solution will connect to these URLs and IP addresses in the production environment.

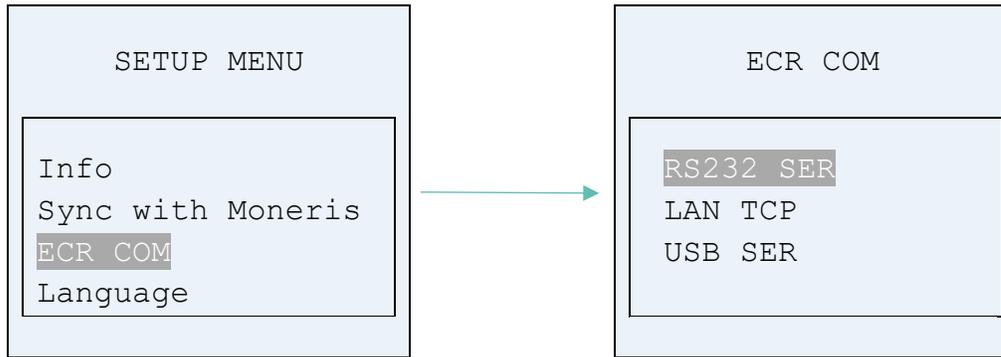
System Description	URL	IP Addresses (Site 1)	IP Addresses (Site 2)
Moneris host	ipg1.moneris.com	23.249.192.33	23.249.200.33
Moneris Terminal Management System (TMS)	tms.moneris.com Port 1124		

2.6 Setting up PC / ECR communication

1. On the UX 100 keypad, press the **FUNC** key when the UX 100 displays the software version. You have a 2-second window during the start-up process to access the Setup Menu. (If you miss the 2-second window, refer to [Restarting the application](#) on page 13.)



- On the SETUP MENU, scroll down to **ECR COM** (using the CHQ ▼ key), then press the **OK** key. The ECR COM menu appears.

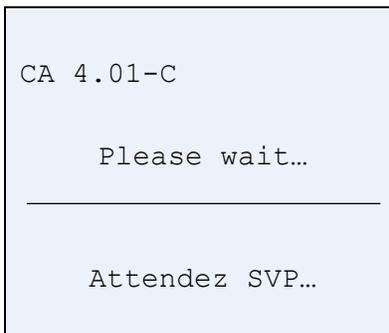


- The default method of communication with your ECR is serial mode. To change it, scroll down and select one of the following:
 - LAN TCP. Select this method of communication if you used a LAN cable to connect to your ECR.
Note: The LAN connection uses dynamic IP addressing (DHCP) by default. To use static IP addressing, contact your integration provider.
 - USB SER. Select this method of communication if you used a USB cable to connect to your ECR.
- To return to the Setup Menu, press the CANC key on the UX100 PINpad.

2.7 Syncing with Moneris

The UX 301 is designed to sync with Moneris in order to retrieve configuration information. This can be done through the “Sync with Moneris” function on the Setup Menu.

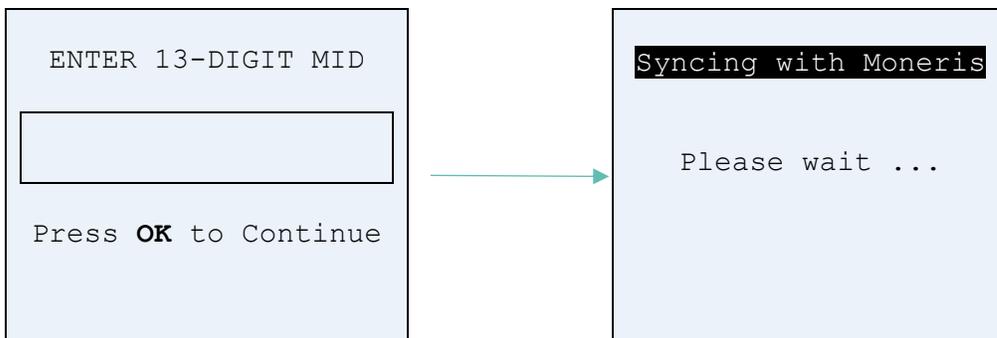
- Press the **FUNC** key while the UX 100 displays the software version. There is a 2-second window during the start-up process to access the Setup Menu. If you miss the 2 second window, refer to [Restarting the application](#) on page 13.



2. On the Setup Menu, scroll down to **Sync with Moneris** (using the CHQ ▼ key), then press the **OK** key.

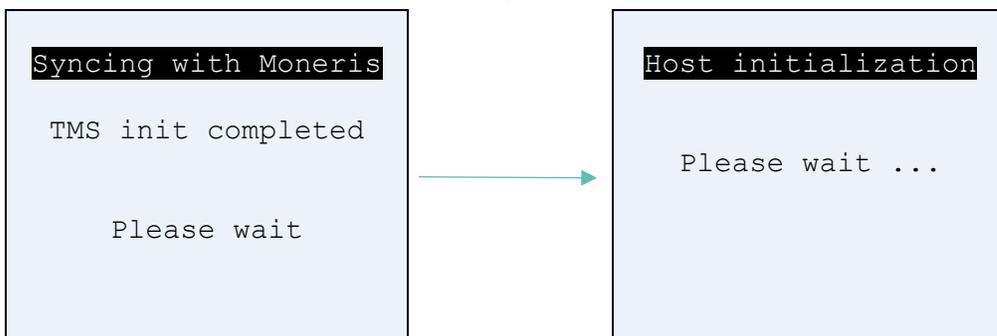


3. Enter your 13-digit merchant ID (MID) which starts with 00, then press the **OK** key. The UX 301 will synchronize its settings and configuration with Moneris TMS.

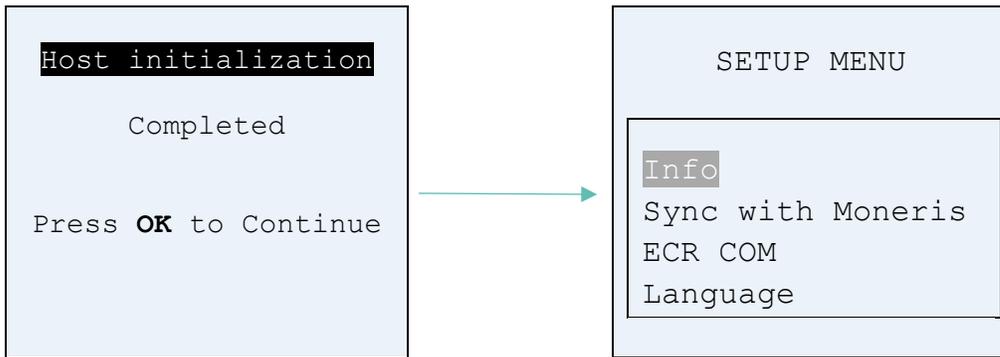


The UX 301 can also be synced with Moneris via the API. For further information, contact your integration provider.

4. Once synchronization with Moneris TMS is complete, the terminal will initialize with the Moneris host.



5. After initialization with the Moneris host is complete, the terminal is configured. Press the **OK** key to return to Setup Menu.



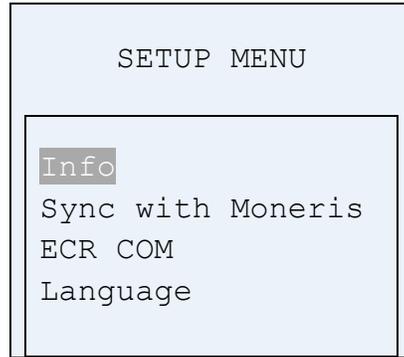
6. Choose one of the following actions:

- To validate the merchant account information retrieved during synchronization, go to [3.4.2 Validating account information](#) below.
- To proceed with processing transactions, press the **CANC** key. The OPEN-OUVERT screen appears.

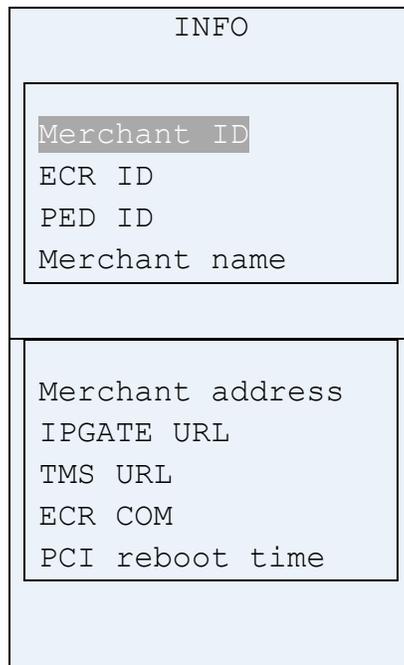
2.8 Validating account information

You can view account information on the Setup menu. To access the Setup menu, you can [restart the application](#) (page 13). During start up, press the FUNC key when the device displays the software version. You have 2 seconds to do this.

1. On the Setup Menu, make sure **INFO** is highlighted, then press the **OK** key.



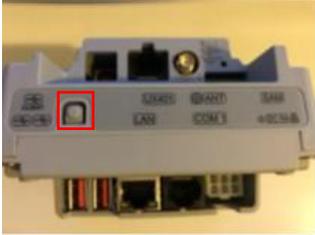
2. On the INFO menu, select each menu item (Merchant ID, ECR ID...) and press the **OK** key on the UX 100 keypad to view the information.



2.9 Restarting the application

During the start-up process, if you miss the 2 second window to get into the Setup menu, you can restart the application by following these steps.

1. On the back of the UX 301, press the service button.



2. On the UX 100 keypad, press the **CANC** key once.
3. On the UX 100 screen, select **Run App**.
The screen displays the version/please wait screen.
4. Within 2 seconds, press the **FUNC** key to access the Setup menu.

3 Troubleshooting

This section lists possible problems that may occur with a UX301 device, together with suggested solutions.

Note: *The unit comes equipped with tamper-evident labels. The reader contains no user-serviceable parts. Do not, under any circumstance, attempt to disassemble the unit. Service conducted by parties other than authorized Moneris representatives may void any warranty.*

3.1 Error messages displayed on the UX100

Error Message	Solution
Syncing with Moneris The MID you entered doesn't match our record. Press OK to re-try	The merchant ID entered does not correspond to the Merchant ID your device is configured under. Please confirm your TID and matching MID, then re-enter the correct MID.
Invalid MID 1234567890 Please verify format Press OK to re-try	Make sure the complete 13 digit MID is entered, beginning with 0030.
Syncing with Moneris ERR 9003: TMS Error Press OK to re-try Or CANC to abort	Error 9003 indicates there is an issue trying to reach TMS. Check your network connection and ensure that your Ethernet cable is connected correctly to the Ux301.

3.2 Error codes sent to the ECR

Error Code	Solution
61001	The merchant ID entered does not correspond to the Merchant ID your device is configured under. Please confirm your TID and matching MID, then re-enter the correct MID.
61420	This error indicates there is an issue trying to reach TMS. Check your network connection and ensure that your Ethernet cable is connected correctly to the Ux301.

4 Merchant support

To obtain support for the UX 301 unattended solution, follow these directions.

Situation	Directions
The UX 301 is not working as expected.	Contact your integration provider. Most of the UX301 functions and configuration settings are controlled by your integration provider. Follow your integration provider's support process before contacting Moneris.
The integrator has completed their troubleshooting but transaction related issues continue.	Contact Moneris Customer Care toll-free at 1-866-319-7450 to validate payment credentials.



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