Moneris™

BE PAYMENT READY

MONERIS® iWL255

Reference Guide

(01/17)

Moneris

TM

BE PAYMENT READY

Need help?

Web: **moneris.com/support**

Toll-free: **1-866-319-7450**

Record your Moneris merchant ID here:

_____

Contents

Using Your Terminal

Setting up Your Terminal →

In this section, we go over everything you need to know to set up your iWL255 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.

2. 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).
   - The name of your wireless network provider (found in your Order confirmation Email from Moneris).
   - 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**.

3. Proceed to *Hardware setup* on page 8.

iWL255 TERMINAL AND SIM CARD (installed in terminal)

DIRECT-TO-TERMINAL CHARGE CABLE

PAPER ROLL

POS ADMIN CARD

CHARGE-ONLY BASE AND POWER CABLE
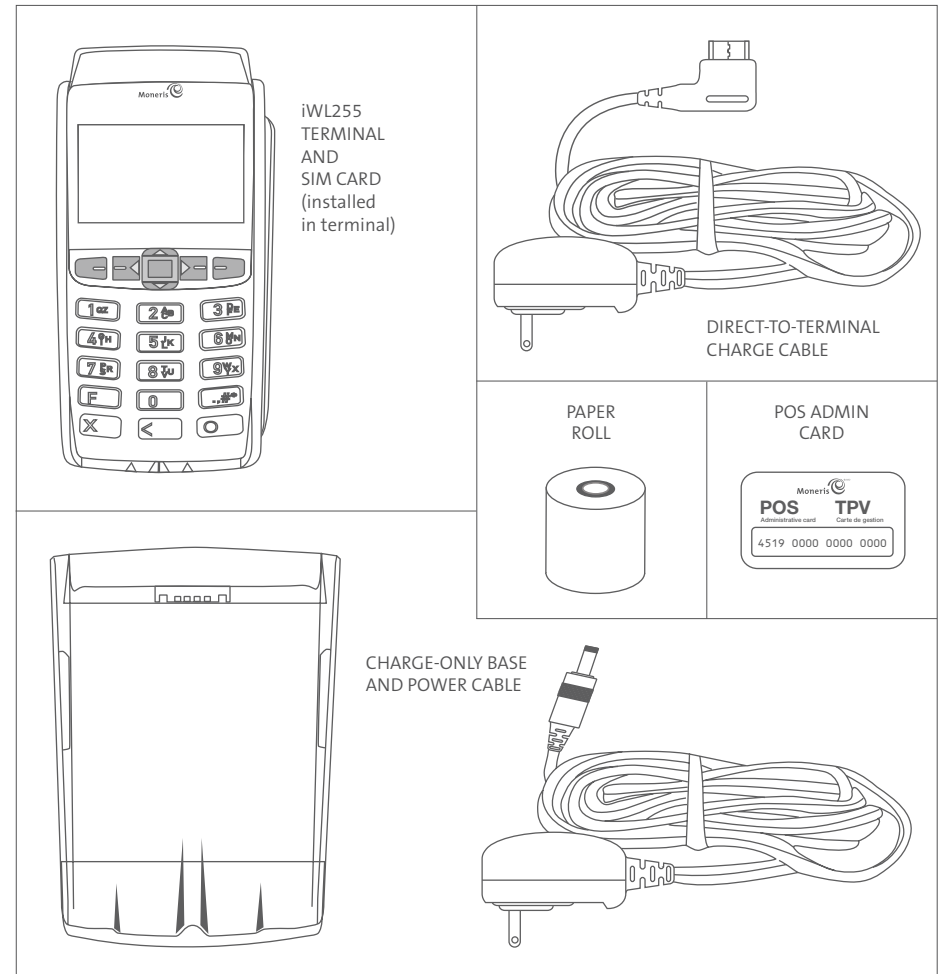
Hardware setup

Follow these instructions to set up your terminal hardware.

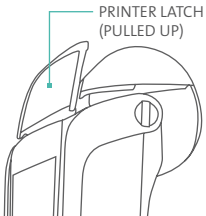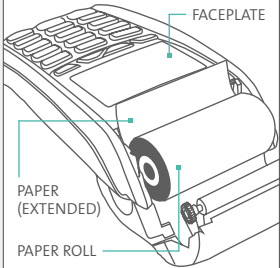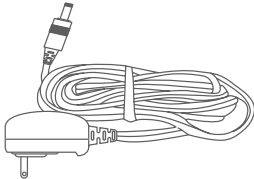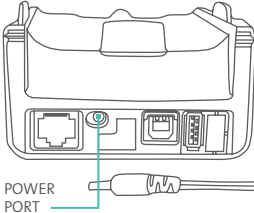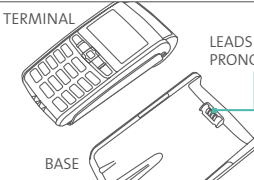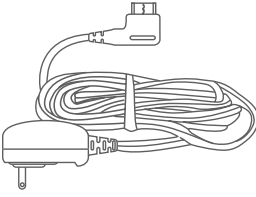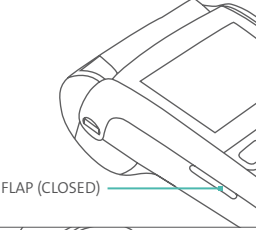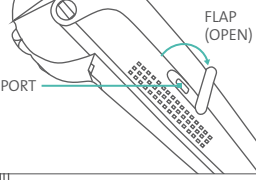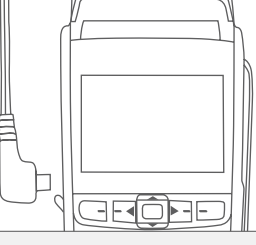| Install the paper roll	
a. Lift the printer latch up, and then pull back to open the lid and expose the paper well.	PRINTER LATCH (PULLED UP)
b. Insert the paper roll into the paper well with the loose end unrolling from the bottom of the roll toward the front of the terminal. c. Unroll enough paper to extend at least one inch (2.5 cm) past the faceplate.	FACEPLATE PAPER (EXTENDED) PAPER ROLL
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 manually advance the paper by pulling it as this will damage the printer.* e. Proceed to *Charging the battery* on page 9.	

Charging the battery

1. Charge the terminal's internal battery using one of the following methods:
   - **Charge-only base** (see below)
   - **Direct-to-terminal charge cable** (see page 10)

Recommendations: Always plug the power cable into the power source last to avoid power surges. Use a power bar equipped with surge protection where possible. Do not use the power cable from your existing terminal, as it may damage your new terminal.

Important: You must use the exact power adaptor and cables provided by Moneris to work with the Moneris iWL255 terminal and base. Failure to do so may affect the operability of, or cause damage to, the equipment.

Using the charge-only base	
a. Locate the base's power cable.	
b. Insert the power cable connector into the small circular port (power) at the back of the base. *Note: The back of your base may not appear exactly as depicted here. The ports, except the power port, may not be visible or may be capped.* c. Plug the other end of the cable into a working power outlet.	POWER PORT
d. Dock the terminal on the base (ensure that the contacts slot on the underside of the terminal fits securely over the leads prong on the base).	TERMINAL LEADS PRONG BASE
e. When the terminal powers on, proceed to step 2 on page 11.	

Using the direct-to-terminal charge cable	
a. Locate the direct-to-terminal charge cable.	
b. Locate the small flap on the left side of the terminal.	FLAP (CLOSED)
c. Gently lift and then shift the flap aside to expose the micro-USB port.	FLAP (OPEN) PORT
d. Insert the direct-to-terminal cable connector into the port.	
e. Plug the other end of the cable into a working power outlet.	
f. When the terminal powers on, proceed to step 2 on page 11.	

2. Wait for TERMINAL SETUP REQUIRED to appear. (This should take about 60 seconds.)
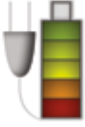
3. Locate the **Battery icon** appearing at the top of the terminal screen in the header:
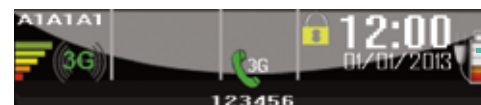
Note: *Some or all of the five bars in the icon may be grey depending on the battery's current charge level. The other icons appearing in the header may be different on your terminal depending on the wireless carrier that your terminal is currently configured to use.*

4. Wait for the Battery icon to indicate a charge of 100% (when this happens, all five bars in the icon will be coloured, and the bars will cease to blink). This may take about three hours.

Note: *The "plug" portion of the icon displays only if the terminal is connected to an external power source.*

Terminal IS CONNECTED to external power source	Terminal IS NOT CONNECTED to external power source.
CHARGE LEVEL: 100%	CHARGE LEVEL: 100%

5. Once the battery is fully charged, you may undock the terminal from the base (or disconnect the direct-to-terminal charge cable if used) before continuing the rest of the setup procedures.

6. Proceed to *Communications setup* on page 12.

Communications setup

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

Depending on your mobile network provider, do one of the following:

- If your SIM card uses the "**Bell**" network, proceed to *Configuring the APN setting* on page 13.

- If not (i.e., your SIM card uses a network other than "Bell"), no change is required to the default APN setting. Proceed to *Confirming the status indicators* below.

- If you are not sure which network the SIM card is using, refer to your Confirmation Email from Moneris, then follow one of the appropriate steps above.

Confirming the status indicators

1. Confirm that the following three icons (a, b, and c) appear at the top of your terminal's screen:
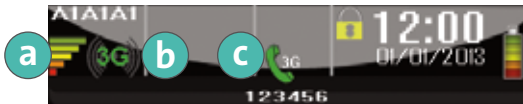
a **Signal Strength Indicator bars:** A minimum of three bars should appear.

(The number of bars will vary depending on the signal strength in your area. The maximum number is five.)

b **3G icon**, coloured green or grey.

c **Handset icon**, coloured green and angled or coloured grey and horizontal.

2. Do one of the following depending on what appears on your screen:

- If you have confirmed that the screen icons appear as described in step 1, proceed to *Initialization and logon* on page 17.

- If your screen icons look different and/or a "3G FAILED..." error message appeared during the APN setup (Bell users), or "No SIM" appears, see *Communications troubleshooting* on page 14.

Tips for moving through the menus

- Press the key to answer "yes" to any questions or to scroll down.

- Press the key to answer "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.

Configuring the APN setting

1. Press the key twice.

2. When "ENTER ADMIN CODE" appears, key in **12**, and press the green key.

3. When the "3G SETUP" menu appears, press the green key to select APN.

4. Scroll down to "MONBLPUB", and press the green key.

5. When the "3G SETUP" menu appears, press the red key.

6. When "CONNECTING 3G PLEASE WAIT" appears, wait while the terminal connects to the 3G wireless network.

7. Do one of the following:

- If "3G CONNECTED PRESS OK" appears, press the green key. Go to step 8.

- If a "3G FAILED ..." message appears, press the green key. See *Communications troubleshooting* on page 14.

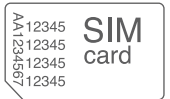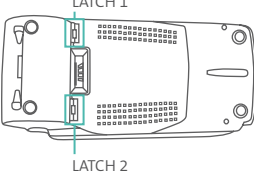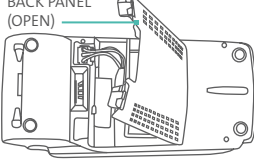8. When "REINITIALIZATION REQUIRED" appears, proceed to *Confirming the status indicators* on page 12.
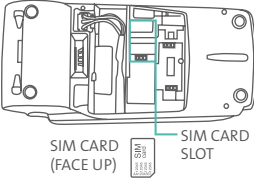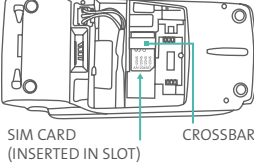
Communications troubleshooting

Error messages

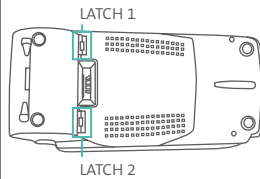| Error message	Solution
3G FAILED NO SIM	The SIM card has been installed incorrectly or hasn't been installed at all. **Note:** *The text "no SIM" will also appear on your screen header as shown here:* See the solution in the *Other issues* table on page 16.
3G FAILED PPP ERROR	There is a mismatch between the installed SIM card and the APN being used. **For Bell carrier setup:** 1. Repeat the *Configuring the APN setting* steps on page 13. 2. If this does not work, follow the solution in the *Other issues* table on page 16. **For other carrier setup (i.e., carrier other than Bell):** 1. Follow the solution in the *Other issues* table on page 16.
3G FAILED CONNECTION TIMEOUT	The terminal could not establish a connection to the 3G network in the allotted time. See the *3G FAILED PPP ERROR* solution above.
3G FAILED UNKNOWN ERROR	See the *3G FAILED PPP ERROR* solution above.

Installing or re-installing the SIM card

Follow these steps, as applicable, to install or re-install the SIM card, or to identify the wireless network provider printed on the card.

Install the SIM card	
a. Locate the SIM card if it is not yet installed. b. Take note of the name of the wireless network carrier printed on the SIM card.	SIM CARD (FACE UP)
c. Locate the two latches on the back panel.	LATCH 1 LATCH 2
d. Simultaneously press down on both latches and pull them back to detach the panel.	BACK PANEL (OPEN)
e. Locate the SIM card slot (labelled "SIM"), and position the SIM card so that the name of the wireless network carrier is face up.	SIM CARD (FACE UP) SIM CARD SLOT
f. Slide the SIM card (face up) into the slot so that the card sits securely under the crossbar.	SIM CARD (INSERTED IN SLOT) CROSSBAR

This table continues on the next page.

Install the SIM card ...continued	
g. Close the back panel, and press down near the latches until the panel snaps back into place.	LATCH 1 LATCH 2

Other issues

Situation	Solution
The text "no SIM" appears in the upper left corner on the screen header. or **One or more of the terminal's status indicators do not appear as shown on page 12, and the terminal cannot connect to the 3G network.**	1. Undock the terminal from the base if used, or disconnect the direct-to-terminal charge cable if connected to the terminal. 2. Press the ⬚.#* key twice, key in **49**, and press the green ⬚ key. 3. When "POWER OFF TERMINAL?" appears, press the ⬚ key (YES). 4. Remove the SIM card. Refer to *Installing or re-installing the SIM card* on page 15. 5. Ensure that the SIM card is the one that was packaged with your terminal and the authorized carrier's name is printed on the card. 6. Re-install the SIM card once you have confirmed that it is the correct card. 7. Press the green ⬚ key to power on the terminal. 8. Wait for "TERMINAL SETUP REQUIRED" (or "REINITIALIZATION REQUIRED") to appear. 9. Continue in the *Confirming the status indicators* steps on page 12.

Initialization and logon

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

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, simply press the green ⬚ key.

4. Wait while the terminal communicates with the Moneris host. Over the next few moments, the screen will display "SENDING", "RECEIVING", and "PROCESSING".
   - If "SWIPE ADMIN CARD" appears, **swipe one of the 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 screen 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. If you need 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 on page 18.

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 use, refer to page 28.

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.

*Note: To change the default values for the tip and cashback options, or to enable enhanced tip prompting, refer to the* Moneris iWL255 Long-Range Mobile Operating Manual *in WebHelp format at* **moneris.com/support**.

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 and 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**.

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.

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. Scroll down to "ENABLE ERNEX", and press the green [ ] key.

3. Press the [ ] key to select "YES".

4. Press the green [ ] key to select "INITIALIZATION".

5. Key in the **Ernex Terminal ID** (found in your Moneris Gift & Loyalty Welcome Letter) 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 iWL255* guide.
   • loyalty card transactions, refer to the *Using Your Terminal for Loyalty: Moneris iWL255* 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 iWL255 Long-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 iWL255 terminal, including how to perform transactions and end-of-day processes.

Moneris iWL255 Long-Range Mobile

Use this wireless, 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 ($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 **Direct-to-Terminal Charge Cable Port** (lift flap)

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

10 **Keypad**

11 **Magnetic stripe reader**

12 **Chip reader**

13 **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

The iWL255 Long-Range Mobile terminal uses long-range wireless communications to send and receive information to and from the Moneris host. The communications **indicators** (described below) display in the terminal's on-screen info header:
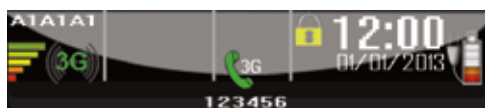
3G status indicators

Icon	Description
	Terminal is configured to connect to the authorized carrier's 3G wireless network.
	Connection to wireless network established.

To test 3G wireless communication:

1. While the terminal is powered on, confirm that the **3G status icons** listed above are displayed.

   Note: *Periodically the two icons may be coloured grey and display like this:*
   . *You may still process transactions if this happens.*

2. Confirm that there is **sufficient signal strength** (see *Signal strength indicator* table on page 27).

Signal strength indicator

Icon	Description
	5 bars: Terminal is receiving a very strong signal from the network and can process transactions.
	4 bars: Terminal is receiving a strong signal from the network and can process transactions.
	3 bars: Terminal is receiving a good signal from the network and can process transactions.
	2 bars: Terminal is receiving a signal from the network and can process transactions but may take longer to complete them.
	1 bar: The terminal is receiving a weak signal and may not be able to process transactions and/or print receipts.
	0 bars: The terminal is not receiving any signal and CANNOT process transactions.

Battery use

To maintain battery charge, use any method below:

- **Direct-to-terminal charge cable:** Connect this cable to the side port (see pages 24 and 25), and plug the other end into a working power outlet.
- **Charge base:** Dock the terminal on a powered base.

Helpful hints

- Check the **battery charge level** before use.
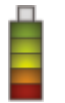- **Power off** the terminal if not in use or charging.

Battery status indicators

The battery icon displays in the info header. The icon reflects the battery charge status/charge level.

Terminal connected to external power source	
	The "plug" portion of the battery icon appears when the terminal is connected to an external power source.

Battery charge level					
The coloured bars blink (one level at a time) when the battery is charging.					
100% charge or less	80% charge or less	60% charge or less	40% charge or less	20% charge or less[1]	0% charge[2]

1 Recharge the battery as soon as possible. The terminal may power off. (Data will not be lost if this happens.)
2 The terminal will power off unless connected to a power source. (Data will not be lost if the terminal powers off.)

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 this mode, press any key.

Power on

1. Press the green ▣ key. If the terminal does not power on, connect it to a power source.

Power off

1. Ensure terminal **is not** connected to a power source.

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 iWL255 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 59). 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 31.

- 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.*

3. The customer may be prompted to **key in a PIN**.

4. The chip card must **remain inserted** until the "REMOVE CARD" prompt displays.

Swipe: Magnetic stripe cards

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

2. Swipe the card on the terminal'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 59). 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 will display "CONTACTLESS TRANSACTION LIMIT EXCEEDED" (see message on page 65).

• **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 on page 34.

• *Interac* **Flash Cards:** The 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 66).*

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 "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 (see *Signal strength indicator* on page 27) is at a sufficient level.

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 33 to 35).

5. Follow the prompts* (see pages 42 to 53).

6. Process receipts (see page 54).

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 42.

   • If tip entry is enabled, follow the merchant prompts table on page 49.

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).

Refund [101] / VOID–Purchase [106] / VOID–Refund [107]

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

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

1. Press the ⌨ key, select **TRANSACTIONS**, and then select the transaction (**REFUND** or **VOID-PURCHASE** or **VOID-REFUND**).
   • If "SWIPE ADMIN CARD" appears, **swipe your POS Admin card**.

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

3. Follow the merchant prompts table on page 42.

Note: *To refund or void a partially approved purchase, use the "TOTAL PAID" amount on the Partial Approval receipt. See page 56.*

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 42.

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 page 40 and 41).*

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 44.

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 an IVR-authorized purchase.

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

1. Press the ⬛#⬛ key, select **TRANSACTIONS**, and then select **P-A ADVICE**.

2. Follow the merchant prompts table on page 45.

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 ⬛#⬛ key, select **TRANSACTIONS**, and then select **P-A ADVICE LST**.
   - If "SWIPE ADMIN CARD" appears, **swipe your POS Admin card**.
   - If "ENTER CLERK ID" appears: To narrow the search by Clerk ID, **key in a clerk ID**, and press the green ⬛ key. Otherwise, press the green ⬛ key for retrieval regardless of Clerk ID.

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 ⬛ key (COMPL), and follow the merchant prompts table on page 45.

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 ⬛#⬛ 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 screen, 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 49.

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

Merchant prompt	Merchant action(s)
ENTER CLERK ID	Key in your Clerk ID, and press the green ▦ key.
ENTER INVOICE NO	Key in an alphanumeric identifier, and press the green ▦ key, or simply press the green ▦ key to bypass.
ENTER ORIGINAL AUTHORIZATION #	Key in the 6-digit AUTH# from the original transaction receipt (see page 55), and press the green ▦ key.
SWIPE CARD or SWIPE OR INSERT CARD or SWIPE/INSERT/TAP CARD	Enter the card on the terminal (see pages 33-35 for options).
ENTER LAST 4 DIGITS	Key in the last four digits of the card number, and press the green ▦ key.
ENTER EXPIRY DATE [MMYY]	Key in the card's expiry date (MMYY), and press the green ▦ key.
SWIPE ADMIN CARD	Swipe your POS Admin card.
REGULAR MAIL/TEL	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.
SINGLE RECURRING INSTALLMENT OTHER	Scroll to the option that best describes the transaction, and press the green ▦ key.

This table continues on the next page.

| Merchant prompt	Merchant action(s)
TAKE MANUAL IMPRINT OF CARD AND PRESS OK	Take a manual imprint of the card, and press the green ▦ key.
SELECT <Application name> YES NO	To select the displayed application: Press the ◼ key (YES). To view the next available application on the card: Press the ◼ key (NO).
<Application name> -OK? YES NO	To use the displayed application, press the ◼ key (YES).
ENTER ORIGINAL AUTHORIZATION #	Key in the 6-digit AUTH# found on the original transaction receipt (see page 55), and press the green ▦ key.
CUSTOMER PRESS OK TO CONTINUE	Pass the terminal to the cardholder (see *Customer prompts* on page 47. If tip entry is enabled, refer to page 51).
RETURN TO CLERK	Press the green ▦ key to continue.
APPROVED ########	Press the green ▦ key, and process any receipt that prints (see page 54).
PARTIAL APPROVED $000.00 PRESS OK	Press the green ▦ key on the terminal to continue.
AMOUNT DUE $00.00 CR/DB CASH	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.
UPDATE POINTS TO LOYALTY CARD? YES NO	Refer to the *Using Your Terminal for Loyalty: Moneris iWL255* guide.

Merchant prompts: Cheque Authorizations

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

Merchant prompt	Merchant action(s)
ENTER DRIVERS LICENCE NUMBER	Key in the cheque-holder's driver's licence number, and press the green ▨ key.
ENTER PROVINCE OR STATE CODE	Key in the cheque-holder's 2-digit province/state code, and press the green ▨ key.
ENTER BIRTH DATE (YYMMDD)	Key in the cheque-holder's birth date (YYMMDD), and press the green ▨ key.
SWIPE CARD	Enter the card on the terminal (see pages 33 and 35 for options).
ENTER LAST 4 DIGITS	Key in the last four digits of the card number, and press the green ▨ key.
ENTER EXPIRY DATE (MMYY)	Key in the card's expiry date (MMYY), and press the green ▨ key.
SWIPE ADMIN CARD	Swipe your POS Admin card.
APPROVED ########	Go back to *Cheque Authorization* on page 39, and continue at step 5 of that procedure.

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.

Merchant prompt	Merchant action(s)
FIND ORIGINAL TRANSACTION? YES NO	To do an Advice: Press the ▨ key (YES). To do a Force Post: Press the ▨ key (NO).
ENTER ORIGINAL SEQUENCE NUMBER	Key in the 6-digit portion of the RECEIPT NUMBER found on the Pre-Auth receipt (see *Pre-Auth Receipt* on page 55), and press the green ▨ key.
1234567890123456 PRESS [OK]	Press the green ▨ key to confirm the displayed card number.
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 55), 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 55), 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 55), 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 prompt	Merchant action(s)
FINAL AMOUNT $#.##-OK?	Press the green ▢ key to continue.
ENTER CLERK ID	Key in your Clerk ID, and press the green ▢ key; or To accept the displayed ID, simply press the green ▢ key.
ENTER INVOICE NO	Key in an alphanumeric identifier, and press the green ▢ key; or To bypass this prompt, simply press the green ▢ key.
ENTER ORIGINAL AUTHORIZATION #	Key in the (IVR) AUTH# written on your paper sales draft, and press the green ▢ key.
ENTER CARD NUMBER	Key in the card number, and press the green ▢ key.
ENTER EXPIRY DATE (MMYY)	Key in the card's expiry date (MMYY), and press the green ▢ key.
SWIPE ADMIN CARD	Swipe your POS Admin card.
REGULAR MAIL/TEL	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.
SINGLE RECURRING INSTALLMENT OTHER	Scroll to the option that best describes the transaction, and press the green ▢ key.
ENTER INVOICE NO	Key in an alphanumeric identifier, and press the green ▢ key; or To bypass this prompt, simply press the green ▢ key.
APPROVED #########	Press the green ▢ key, and process any receipts that print (see page 54).
FIND ORIGINAL TRANSACTION? YES NO	To process next Advice: Press the ▢ key (YES). To return to "READY" screen: Press the ▢ key (NO), then press the red ▢ key.

This table continues on the next page.

| Merchant prompt	Merchant action(s)
TRANSACTION NOT FOUND	Press the green ▢ key to return to the "READY" screen. (There are no other Pre-Auths stored in the terminal's memory.)
USE LOYALTY INFO FROM PRE-AUTH? YES NO	Refer to the *Using Your Terminal for Loyalty: Moneris iWL255* guide.

Customer prompts

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 transaction when tip entry is disabled. For a Purchase with tip entry enabled, refer to page 51.

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

Customer prompt	Customer action(s)
CUSTOMER PRESS OK TO CONTINUE	Presses the green ▢ key.
SELECT LANGUAGE ENGLISH FRANCAIS	For English prompts: Presses the ▢ key (ENGLISH). For French prompts: Presses the ▢ key (FRANCAIS).
SELECT <Application name> YES NO	To select the displayed application: Presses the ▢ key (YES). To view the next available application: Presses the ▢ key (NO).
<Application name> -OK? YES NO	Presses the ▢ key (YES) to use the displayed application.
CASH BACK? YES NO	To receive cashback: Presses the ▢ key (YES). For no cashback: Presses the ▢ key (NO).
SELECT CASH BACK $AA $BB $CC	Presses the ▢ or ▢ or ▢ key to select a displayed amount.
SELECT CASH BACK $AA $BB OTHER	To select a displayed amount: Presses the ▢ key ($AA) or ▢ key ($BB). To select another amount: Presses the ▢ key (OTHER), keys in amount, then presses the green ▢ key.

This table continues on the next page.

Customer prompt	Customer action(s)
PURCHASE $#.##-OK?	Presses the green [ ] key to confirm the displayed amount.
SELECT ACCOUNT CHEQUING SAVINGS	For chequing: Presses the [ ] key (CHEQUING). For savings: Presses the [ ] key (SAVINGS).
ENTER PIN & OK	Keys in their Personal Identification Number and presses the green [ ] key.
RETURN TO CLERK	Returns the terminal to you (see *RETURN TO CLERK* prompt on page 43).
APPROVED ########	Returns the terminal to you (see *APPROVED ########* prompt on page 43).
PARTIAL APPROVED $000.00 CANCEL OK	To confirm the transaction: Presses the [ ] key. To cancel the partial approval on their pre-paid card: Presses the [ ] key.
AMOUNT DUE $000.00 PRESS OK	Presses the green [ ] key to confirm the amount due on a partial approval purchase.
CARD BALANCE $000.00 PRESS OK	Presses the green [ ] key to acknowledge the card balance. *Note: The remaining balance is displayed during a Partial Approval transaction if the pre-paid card allows this.*
REMOVE CARD	Removes their card from chip reader and returns the terminal to you (see *APPROVED ########* prompt on page 43).

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 42 for merchant prompts and page 47 for customer prompts.

Merchant prompts: Purchase with tip entry enabled

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

Merchant prompt	Merchant action(s)
ENTER CLERK ID	Key in your Clerk ID, and press the green [ ] key.
ENTER INVOICE NO	Key in an alphanumeric identifier, and press the green [ ] key; or To bypass this prompt, simply press the green [ ] key.
CUSTOMER PRESS OK TO CONTINUE	Pass the terminal to the cardholder (see *Customer prompts* on page 51).
ENTER LAST 4 DIGITS	Key in the last four digits of the card number, and press the green [ ] key.
ENTER EXPIRY DATE [MMYY]	Key in the card's expiry date (MMYY), and press the green [ ] key.
REGULAR MAIL/TEL	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.
SINGLE RECURRING INSTALLMENT OTHER	Scroll to the option that best describes the transaction, and press the green [ ] key.
TAKE MANUAL IMPRINT OF CARD AND PRESS OK	Take a manual imprint of the card, and press the green [ ] key.

This table continues on the next page.

Merchant prompt	Merchant action(s)
RETURN TO CLERK	Press the green ⬛ key on the terminal to continue.
APPROVED ########	Press the green ⬛ key, and process any receipt that prints (see page 54).
PARTIAL APPROVED $000.00 **PRESS OK**	Press the green ⬛ key on the terminal to continue.
AMOUNT DUE $00.00 **CR/DB** **CASH**	If cardholder would like to pay the balance due by credit or debit, press the ⬛ key. If they would like to pay by cash, press the ⬛ key.
UPDATE POINTS **TO LOYALTY CARD?** **YES** **NO**	Refer to the *Using Your Terminal for Loyalty: Moneris iWL255* guide.

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.

Customer prompt	Customer action(s)
CUSTOMER **PRESS OK** **TO CONTINUE**	Presses the green ⬛ key; or To change the language to French, presses the ⬛ key (FRANCAIS).
PURCHASE $#.##-OK?	Presses the green ⬛ key to confirm the displayed amount.
ADD TIP? **YES** **NO**	To proceed with entering a tip: Presses the ⬛ key (YES). To bypass tipping: Presses the ⬛ key (NO).
ENTER TIP OR **PRESS OK** **AA%** **OTHER**	To enter preset %: Presses the ⬛ key (AA%). To enter different Tip amount: Presses the ⬛ key (OTHER). To bypass entering Tip: Presses the green ⬛ key.
ENTER TIP OR **PRESS OK** **PERCENT** **AMOUNT** **%** **$**	To enter Tip: Presses the ⬛ key (%) or the ⬛ key ($). To bypass entering Tip: Presses the green ⬛ key.
ENTER TIP **PERCENTAGE** **AA%**	Keys in a percentage (or nothing at all), then presses the green ⬛ key.
ENTER TIP AMOUNT **$0.00**	Keys in a dollar amount (or nothing at all), then presses the green ⬛ key.
SELECT TIP **1 - AA%=$0.00** **2 - AA% = $0.00** **3 - AA% = $0.00** **4 - OTHER**	To select the highlighted preset %: Presses the green ⬛ key. To select a different pre-set %: Scrolls to the desired % and presses the green ⬛ key. To enter a different amount: Scrolls to OTHER and presses the green ⬛ key.
PURCHASE $#.##-OK?	Presses the green ⬛ key to confirm the displayed amount.

This table continues on the next page.

Customer prompt	Customer action(s)
SWIPE OR INSERT CARD / GLISSER OU INSERER CARTE	Swipes or inserts the card.
SWIPE/INSERT/TAP CARD GLISSER, INSERER, OU PRESENTER CARTE	Swipes, inserts, or taps the card. Customer may also tap their mobile device (e.g., smartphone) or other mobile format.
SELECT LANGUAGE CHOISIR LANGUE ENGLISH FRANCAIS	For English prompts: Presses the ▣ key (ENGLISH). For French prompts: Presses the ▣ key (FRANCAIS).
SELECT <Application name> YES NO	To select the displayed application: Presses the ▣ key (YES). To view the next available application: Presses the ▣ key (NO).
<Application name> -OK?	Presses the ▣ key (YES) to use the displayed application.
CASH BACK? YES NO	To receive cashback: Presses the ▣ key (YES). For no cashback: Presses the ▣ key (NO).
SELECT CASH BACK $AA $BB $CC	Presses the ▣ or ◀ or ▣ key to select a displayed amount.
SELECT CASH BACK $AA $BB OTHER	To select a displayed amount: Presses the ▣ key ($AA) or ◀ key ($BB). To select another amount: Presses the ▣ key (OTHER), keys in amount, then presses the green ▣ key.
PURCHASE $#.##-OK?	Presses the green ▣ key to confirm the displayed amount.
SELECT ACCOUNT CHEQUING SAVINGS	For chequing: Presses the ▣ key (CHEQUING). For savings: Presses the ▣ key (SAVINGS).
ENTER PIN & OK	Keys in their Personal Identification Number and presses the green ▣ key.
RETURN TO CLERK	Returns the terminal to you (see *RETURN TO CLERK* prompt on page 50).

This table continues on the next page.

Customer prompt	Customer action(s)
APPROVED ########	Returns the terminal to you (see *APPROVED ######## ########* prompt on page 50).
PARTIAL APPROVED $000.00 CANCEL OK	To confirm the transaction: Presses the ▣ key. To cancel the partial approval on their pre-paid card: Presses the ▣ key.
AMOUNT DUE $000.00 PRESS OK	Presses the green ▣ key to confirm the amount due on a partial approval purchase.
CARD BALANCE $000.00 PRESS OK	Presses the green ▣ key to acknowledge the card balance. *Note: The remaining balance is displayed during a Partial Approval transaction if the pre-paid card allows this.*
REMOVE CARD	Removes their card from chip reader and returns the terminal to you (see *APPROVED ########* prompt on page 50).

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 ⌨#⌨ key, select **ADMIN**, and select **REPRINT**.

   The receipt or report prints.

Reprint Merchant receipt

See *Reprint Merchant receipt* on page 57.

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 "*"s (e.g., ***********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.

Contactless transactions

Receipts can be suppressed for tapped credit transactions that do not require cardholder verification. Refer to printer configuration in the *Moneris iWL255 Operating Manual* in WebHelp format located at **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

```
PURCHASE
TOTAL                  $100.00
             ----------------

TOTAL PAID
                        $25.00
             ----------------

  AMOUNT DUE    $75.00

PARTIAL APPR

AUTH# 123456        00-000
THANK YOU

  -------------------------------
  CARDHOLDER SIGNATURE
      MERCHANT COPY

BALANCE:
```

Total paid with pre-paid credit card

Total amount still due in transaction (Purchase Total)

Six-digit AUTH# for Refunds and Voids
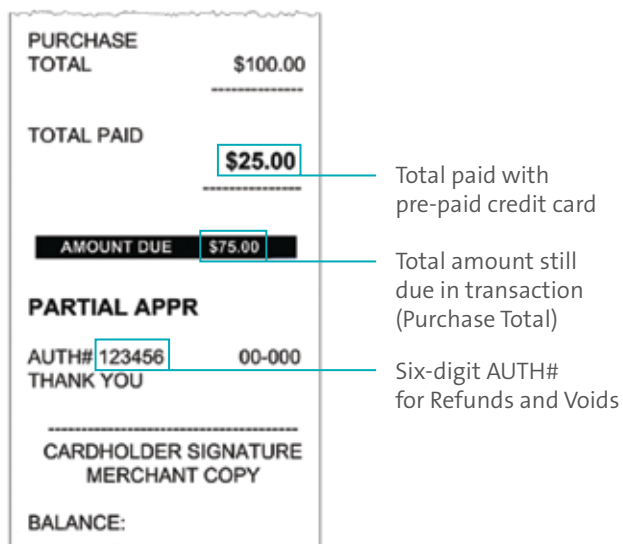
Reports

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).

   "PRINT DATE OR BATCH?" appears.

4. 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.

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.

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.

   "PRINT DATE OR BATCH?" appears.

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.
     c. When "END DATE" appears, **key in the end date (YYMMDD)**, and press the green ⌨ key.
     d. When "END TIME" appears, **key in the end 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.

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 **TRANS 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 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 ▬ 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]

Step 2: Print a Merchant Subtotals Report [95]

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

Error message	Solution
3G FAILED CONNECTION TIMEOUT	The terminal could not connect to the authorized carrier's wireless signal within the allotted time. Press the green ▢ key, and retry the transaction.
3G FAILED NO SIM	The SIM card has been removed or is malfunctioning. 1. Power off the terminal. 2. Re-install the SIM card (see page 15). 3. Power on the terminal.
3G FAILED UNKNOWN ERROR	An unsupported or unauthorized SIM card has been installed, or the currently installed SIM card is malfunctioning or is registered to an account that has been rendered inactive by the authorized carrier.
CARD BLOCKED REMOVE CARD	The chip card cannot be used. Ask for another form of payment.
CARD NOT SUPPORTED PLEASE RETRY	Swipe the card again. If this message reappears, request another form of payment.
CARD PROBLEM	Retry the transaction. If the message reappears: • **If credit card was swiped:** Key in the card number. • **If debit card was swiped:** Request another form of payment. • **If card was inserted:** Swipe the card.

Error message	Solution
CARD REMOVED	The chip card was removed during the transaction. 1. Retrieve the terminal. 2. Press the green ▢ key until the "READY" screen appears. 3. Retry the transaction.
CHECK PHONE THEN TAP AGAIN	The customer's mobile device (e.g., smartphone) requires a response. The customer performs the following actions: 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). 2. On the iWL255, presses the green ▢ key or waits for the "SWIPE/INSERT/TAP CARD" prompt to re-appear. 3. Taps the mobile device again.
CHECK PRINTER	1. Open the printer, and ensure that a paper roll is inside and that it is 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 it 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. 2. Remove the chip card. 3. Press the green ▢ key until the "READY" screen appears. 4. Perform a Purchase instead.

Error message	Solution
ERROR 40#	Communication error. 1. Press the green ▭ key to return to the "READY" screen. 2. Retry the transaction.
INVALID CARD TYPE	The card that was swiped cannot be used for this transaction. Ask for another card and retry.
INVALID ENTRY	In Training mode, ensure the transaction, Cashback, or Tip amount is $1.00 or less (max. total: $3.00).
LOW BATTERY!!! DOCK TERMINAL	The battery charge is too low. Connect the terminal directly to a power source (via the charge cable) or dock the terminal on a powered base.
NO SUPPORTED APPLICATIONS REMOVE CARD	• **If card inserted:** Remove the card from the chip reader, and swipe it when prompted. • **If card tapped:** If it 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, swipe the card on the magnetic stripe reader, or (credit) key in the card number. For debit, ask for another form of payment.
NOT COMPLETED RETURN TO CLERK	1. Press the red ▭ key to display the communications error. 2. When the "READY" screen appears retry the transaction.
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.
REINITIALIZATION REQUIRED	Re-Initialize the terminal. See page 61.
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.
TAP FAILED PLEASE INSERT OR SWIPE CARD	If the card has a chip, insert it into the terminal chip reader; if it does not have a chip, swipe the card.

Error message	Solution
TIME-OUT or **RETRY TERMINAL TIME-OUT**	The customer took too long to respond to the prompts. 1. Retrieve the terminal. 2. Press the red ▭ key, and retry.
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

Issue	Solution
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. **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.	If the battery is not fully charged, do one of the following: • **Direct-to-Terminal Charge Cable:** Ensure that the cable is connected securely to the terminal and plugged into a working power outlet. • **Charge Base:** Ensure the terminal is securely docked on a powered base (the base's power cable must be connected to a working power outlet).
One of these battery icons appears: or	The battery needs to be recharged (see page 28).
The icon's "3G" text is coloured grey. The handset icon is also grey and appears to "hang up" like this:	The terminal has been disconnected from the wireless network (this may happen occasionally). You may continue to perform transactions as normal. The terminal will reconnect when it attempts to communicate with the Moneris host (if required) to process a transaction.
The display screen is blank.	The terminal is powered off. Press the green key. If power is not restored, connect the terminal to a power source. If this does not work, call Moneris Customer Care.
HOST CONNECTION FAILED	Call Moneris Customer Care.

Merchant support →

At Moneris, help is always here for you 24/7.

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 *iWL255 Setup and Installation* video
  - download additional copies of this guide and other resources
  - consult the *Moneris iWL255 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

Need us on-site? We'll be there.

One call and a knowledgeable technician can be on the way. Count on minimal disruptions to your business as our Field Services provide assistance with your payment terminals.

Can't find what you are looking for?

Call Moneris Customer Care (available 24/7) toll-free at **1-866-319-7450**. We'll be happy to help.

You can also send us a secure message 24/7 by logging in to Merchant Direct® at **moneris.com/mymerchantdirect**.

Notes

Moneris ™

BE PAYMENT READY

(01/17)

IWL255-E-MONE