



Setting up Your Terminal

Moneris® iCT250



IMPORTANT: READ FIRST

If this is your first POS terminal with Moneris:

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

Before you get started




- Please confirm that you received:
 - The Moneris iCT250 terminal.
 - The power cable and adaptor.
 - The dial cable and/or Ethernet cable.
 - The white POS Admin card(s).
 - If you ordered the optional external PINpad, check to confirm that you received the iPP320 PINpad and cables.¹
- If you are setting up the terminal to work as a semi-integrated device with your electronic cash register (ECR), please note that the iPP320 PINpad is not supported (i.e., a semi-integrated terminal cannot be used in conjunction with an attached iPP320 PINpad).
- If your terminal will be communicating with the Moneris host over high-speed Ethernet, please review the *Moneris IP Readiness Checklist* (available at moneris.com/checklist) and ensure that your Ethernet service is ready to support your terminal.
- Make sure you have the following information (provided when Moneris contacted you to confirm your terminal order):
 - Your 13-digit Moneris **Merchant ID**. If you currently have a 9-digit merchant number beginning with a 1, 2 or 4, simply add 0030 to the beginning (i.e., 123456789 becomes 0030123456789).
 - Settlement type: **System Close** (Moneris automatically 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).
 - Communications type: **Dial** or **IP/Ethernet** (with or without dial backup).
 - Optional features (e.g. **gift cards**, **loyalty cards**, **Ernex Terminal ID**).

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

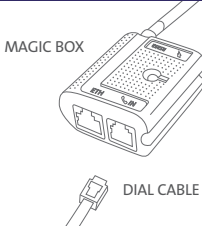
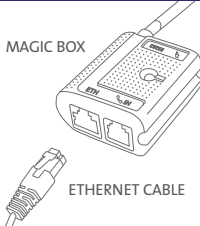
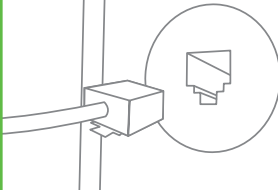
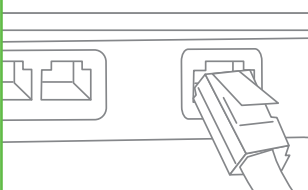
General Inquiries: 1-866-319-7450

- Do one of the following:
 - If you are setting up a **standalone terminal** (with or without an external iPP320 PINpad): Proceed to *Hardware setup* on page 2.
 - If you are setting up a **semi-integrated terminal** (to work with your ECR): Refer to the *Moneris iCT250 Using Your Semi-integrated Terminal* guide in your package, and follow the instructions in the **IMPORTANT: READ FIRST** section of that guide.

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  key to select a menu item or finish entering information and move on to the next step.

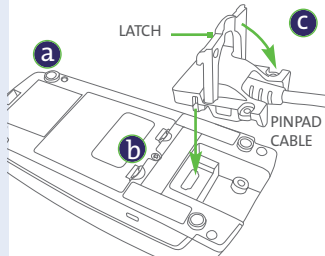
Hardware setup

1	Dial setup	Hi-Speed Ethernet setup
		
	a. Plug one end of the dial cable into the magic box port labelled “IN”.	Plug one end of the Ethernet cable into the magic box port labelled “ETH”.
2	Dial setup	Hi-Speed Ethernet setup
		
	a. 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.	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 <i>Moneris IP Readiness Checklist</i> available at moneris.com/checklist .) Recommendation: Set up dial backup as well (follow steps 1 and 2 of the <i>Dial setup</i> instructions) so that the terminal can use dial backup if your Internet service is temporarily unavailable.
	b. Do one of the following: <ul style="list-style-type: none">If you ordered the optional external PINpad, go to step 3 (<i>Connect the external iPP320 PINpad (Optional)</i>) on page 3.If you did not order an external PINpad, go directly to step 4 (<i>Install the paper roll</i>) on page 4.	

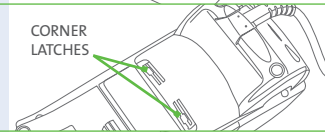
3

Connect the external iPP320 PINpad (Optional)

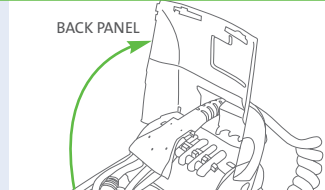
- Turn the PINpad over so that the back panel is facing you.
- Plug the PINpad cable into the port on the PINpad (raise the latch).
- Fold the latch down and press to secure the cable.



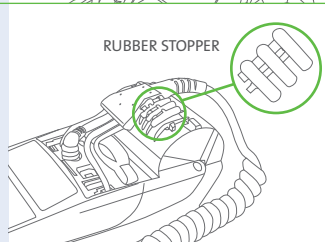
- Turn the terminal over so that the back panel is facing you. Locate the two corner latches.



- Grip the latches simultaneously, and then pull back to raise the back panel.

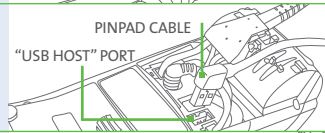


- Detach the panel completely.



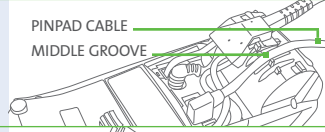
- If a three-pronged rubber stopper is attached, go to step h. If there is no stopper, go to step i.

- Grip the stopper, and pull back until it tears off completely (or use scissors to carefully snip it off).

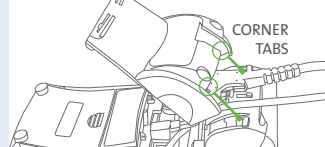


- Plug the PINpad cable into the port labelled "USB HOST" in the terminal compartment.

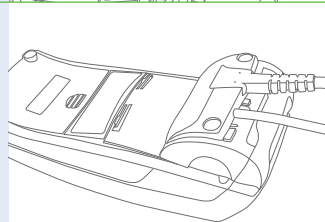
- Position the PINpad cable so that it sits securely in the middle groove at the top of the terminal.



- Position the back panel so that its upper two corner tabs are slotted into the openings at the top of the terminal.



- Close the back panel until it snaps shut. (The PINpad cable should be secured as it passes through the middle opening between the closed panel and the terminal.)

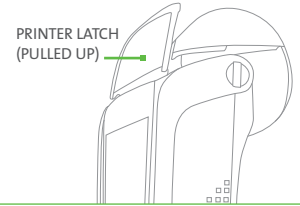


- Go to step 4 (Install the paper roll) on page 4.

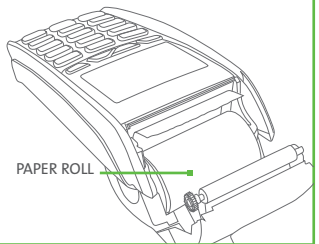
4

Install the paper roll

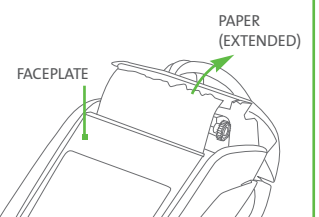
- Lift the printer latch up, and then pull back to open the lid and expose the paper well.




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



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



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

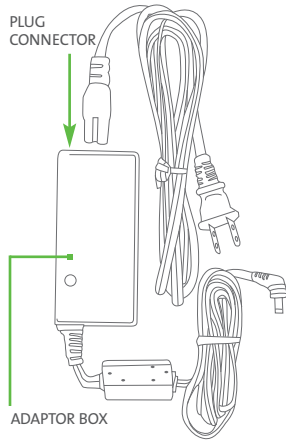
Note: To advance the paper from the printer when the lid is closed, you must press and hold down the  key when the terminal is powered on. DO NOT attempt to manually advance the paper by pulling it as this will damage the printer.

- Go to step 5 (Connect the two-part power supply cable) on page 5.

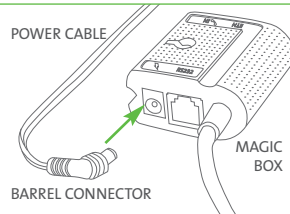
5

Connect the two-part power supply cable

- a. Insert the plug connector into the adaptor box to form the complete power cable.



- b. Insert the power cable's barrel connector into the magic box's circular port labelled with the power symbol "⚡".



- c. Plug the other end of the power cable into a power source. The terminal (and external iPP320 PINpad if attached) will power on.

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 iCT250 terminal. Failure to do so may affect the operability of, or cause damage to, the equipment.

- d. Go to step 6 on page 6.

6

- a. Wait for the terminal to display "TERMINAL SETUP REQUIRED".

- If you attached an external PINpad, wait for it to display the CPX version screen as shown here.



- b. Do one of the following:

- **If you are setting up a standalone terminal** (with or without an external PINpad): Go to step c below.
- **If you are setting up a semi-integrated terminal** (to work with your ECR): Refer back to your *Moneris iCT250 Using Your Semi-integrated Terminal* guide, and continue the applicable overview setup procedure beginning at step 3 ("Enable Semi-Integrated mode on the terminal...").

- c. Do one of the following:

- If you attached an external PINpad, proceed to *Enabling the external PINpad* on page 10.
- If you did not attach an external PINpad, proceed to *Communications setup* on page 7.

Communications setup

1. 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* below.
 - If you are using dial as default, proceed to *Using dial* below.

Using dial

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 9. 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 **[OK]** key.
2. Press the **[OK]** key to select PREFIX.
3. **Key in the Prefix number** (e.g. 9), and press the **[OK]** key.
4. Press the **[X]** key twice.
5. When the terminal displays “TERMINAL SETUP REQUIRED” or “REINITIALIZATION REQUIRED”, proceed to *Initialization and logon* on page 9.

Using dynamic IP

1. Press the **[*#]** key twice, key in **08**, and press the **[OK]** key.
2. Press the **[OK]** key to select COMMS TYPE.
3. Scroll down to ETHERNET, and press the **[OK]** key.
4. When the ETHERNET SETUP menu appears, press the **[X]** key once.
5. When the terminal displays “TCP HOST CONNECTION OK PRESS OK”, press the **[OK]** key.
 - If “TCP CONNECTION FAILED” or “HOST CONNECTION FAILED” appears, see page 13 for troubleshooting.
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* above.
 - If you are not using dial backup or you are but do not need to enter a prefix, proceed to *Initialization and logon* on page 9.

Using static IP

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

Note: *If you are configuring the terminal to work as a semi-integrated device with your ECR, you will also need to know the Port number that the ECR is configured to use to communicate with the terminal.*

1. Press the **[*#]** key twice, key in **08**, and press the **[OK]** key.
2. Press the **[OK]** key to select COMMS TYPE.
3. Scroll down to ETHERNET, and press the **[OK]** key.
4. Press the **[OK]** key to select TERMINAL SETUP.
5. Press the **[OK]** key to select TERMINAL TYPE.
6. Scroll down to STATIC, and press the **[OK]** key.

7. When the TERMINAL SETUP menu appears, enter the static IP information as follows:

Note: *To enter a decimal point, press the **0** (zero) key and then press the **[*#]** key.*

- a. Scroll down to TERMINAL ADDR, and press the **[OK]** key, then **key in the terminal’s IP address**, and press the **[OK]** key.
 - b. Scroll down to MASK ID, and press the **[OK]** key, then **key in the terminal’s Mask ID**, and press the **[OK]** key.
 - c. Scroll down to GATEWAY, and press the **[OK]** key, then **key in the terminal’s Gateway Address**, and press the **[OK]** key.
- d. Do one of the following:
 - **If you are setting up a standalone terminal** (with or without an external PINpad): Skip this step, and go directly to step 8.
 - **If you are setting up a semi-integrated terminal** (to work with your ECR): Scroll down to PORT NUMBER, and press the **[OK]** key, then **key in the Port Number that the ECR is using to communicate with the terminal**, and press the **[OK]** key.
 8. Press the **[X]** key once to return to the ETHERNET SETUP menu.
 9. Enter the terminal’s DNS addresses:

Note: *To enter a decimal point, press the **0** (zero) key and then press the **[*#]** key.*

 - a. Scroll down to DNS SETUP, and press the **[OK]** key.
 - b. Scroll to PRIM ADDRESS, and press the **[OK]** key, then **key in the terminal’s Primary DNS address**, and press the **[OK]** key.
 - c. Scroll to SEC ADDRESS, and press the **[OK]** key, then **key in the terminal’s Secondary DNS address**, and press the **[OK]** key.
 10. Press the **[X]** key twice.

The “REBOOT TERMINAL” message appears, and then the terminal reboots.
 11. When the terminal displays “TERMINAL SETUP REQUIRED” or “REINITIALIZATION REQUIRED”, go to the next step.
 12. Press the **[*#]** key twice, key in **13**, and press the **[OK]** key.
 13. When the ETHERNET SETUP menu appears, press the **[X]** key once.
 14. When the terminal displays “TCP HOST CONNECTION OK PRESS OK”, press the **[OK]** key.
 - If “TCP CONNECTION FAILED” or “HOST CONNECTION FAILED” appears, see page 13 for troubleshooting.
 15. 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* on page 7.
 - If you are not using dial backup or you are but do not need to enter a prefix, proceed to *Initialization and logon* on page 9.

Initialization and logon

- Do one of the following:
 - If you are setting up a **standalone terminal** (with or without an external PINpad): Go directly to step 2.
 - If you are setting up a **semi-integrated terminal** (to work with your ECR): Refer back to your *Moneris iCT250 Using Your Semi-integrated Terminal* guide, and continue the applicable overview setup procedure beginning at step 5 ("Configure the terminal-to-ECR communications parameters ...").
- Press the key twice, key in **01**, and press the key.
- When the terminal prompts for your "MERCHANT ID", **key in your current 13-digit merchant ID**, and press the key.
- When the terminal prompts for the initialization "PHONE NUMBER", **key in the number as follows**, and press the key.

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

- 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 white POS Admin cards** (provided with your new terminal).
- Wait while the terminal communicates with the Moneris Host to log on.
- If the Initialization and Logon are successful, the terminal screen should display one of the following READY screens (which will always display when your terminal is ready to be used):
 - Standalone terminal:** "PURCHASE ENTER AMOUNT" appears on the terminal. (If an external PINpad is attached, "WELCOME/BONJOUR" appears on the PINpad.)
 - Semi-integrated terminal:** "WELCOME/BONJOUR" appears on the terminal.
- Your terminal is ready to process transactions.
- Before using your terminal, read *Advancing the paper roll* below.

Advancing the paper roll

To advance the paper from the printer, you must press and hold down the 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.

Additional options

All instructions in this section begin at the terminal's READY screen.

Enabling the external PINpad

This option enables an external PINpad if attached.

IMPORTANT: If you are setting up your terminal as a semi-integrated device to work with your ECR, do not follow these steps to enable an external PINpad. The PINpad option is not supported in Semi-Integrated mode.






- Unplug the terminal's power cable from the power source and then replug it to restart the hardware.
- On the PINpad, do the following:

a. As soon as the PINpad displays the CPX version screen, press the key within 3 seconds.	
b. When the "PIN/CARD BEEP" screen appears, go to the next step. Note: If this screen does not appear, repeat step 1.	
c. Press the key until the "COM PORT" screen appears.	
d. Press the key until "USB-9600" appears.	
e. Press the key to select "USB-9600".	
f. When the PINpad displays the CPX version screen, go to the next step.	










- On the terminal, do the following:
 - Press the key twice, key in **08**, and press the key.
 - Scroll up to EXT PINPAD, and press the key.
 - When "ENABLE EXTERNAL PINPAD?" appears, press the key (YES).
- Wait for the PINpad to display "WELCOME/BONJOUR".
- When the terminal displays "TERMINAL SETUP REQUIRED", proceed to *Communications setup* on page 7.

Printing the Contactless logo on 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  key.
2. Scroll up to CTLS LOGO, and press the  key.
3. Scroll up to ENABLE, and press the  key.
4. Press the  key twice to return to the READY screen.


Enabling Tip, Cashback, or Invoice Number

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





Note: To change the default values for the tip and cashback options, refer to the Moneris iCT250 Operating Manual. Visit moneris.com/manuals to download a copy.

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  key to print the second receipt immediately.

To change this setting:





1. Press the  key twice, key in **14**, and press the  key.
2. Scroll down to PRINT DELAY, and press the  key.
3. **Key in the number of seconds** that the printer should wait before automatically printing the second receipt, and press the  key.

Note: If you key in **99**, the printer will always wait until the  key is pressed before printing the second receipt.

4. Press the  key to return to the PRINTER CFG menu.
5. Press the  key twice to return to the READY screen.

Note: Shop for point-of-sale supplies and paper online at shopmoneris.com.






Changing the terminal language

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

Changing manual card entry options








This parameter allows you to control the manual entry of card information on the terminal keypad.

IMPORTANT: Moneris strongly recommends using the default value of **ADMIN PROTECT** to help reduce the risk of fraudulent transactions which can later be disputed and charged back.

1. Press the  key twice, key in **08** and press the  key.
2. Scroll up to MANUAL ENTRY, and press the  key.
3. When "SWIPE ADMIN CARD" appears, **swipe your POS Admin card**.
4. Scroll to one of the options, and press the  key:
 - OFF: Disables manual card entry.
 - ON: Enables manual card entry without mandatory POS Admin card swipe.
 - ADMIN PROTECT: Enables manual card entry with mandatory POS Admin card swipe.
5. Press the  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 at **1-866-MONERIS**.

1. Press the  key twice, key in **310**, and press the  key.
2. Press the  key to select ENABLE ERNEX.
3. Press the  key to select YES.
4. Press the  key to select INITIALIZATION.
5. **Key in the Ernex Terminal ID** (provided to you when Moneris confirmed your terminal order), and press the  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, please refer to the *Moneris iCT250 Using Your Terminal for Gift* guide.
- loyalty card transactions, please refer to the *Moneris iCT250 Using Your Terminal for Loyalty* guide.









Enabling tip entry (gift cards)

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

Note: To change the default values for Tip Entry (gift cards), refer to the Moneris iCT250 Operating Manual. Visit moneris.com/manuals to download a copy.

Troubleshooting

Notes

Error message	Solution
<p>HOST CONNECTION FAILED or TCP CONNECTION FAILED</p>	<p>The terminal cannot establish a connection to the Moneris host.</p> <ol style="list-style-type: none"> 1. Press the  key to return to the "TERMINAL SETUP REQUIRED" or "REINITIALIZATION REQUIRED" screen. 2. Check all the cables to ensure that everything is plugged in correctly. 3. Confirm that the router and hub/switch (if any) are functioning (refer to the <i>Moneris IP Readiness Checklist</i> at moneris.com/checklist to confirm that your firewall rules have been updated). 4. Confirm that your network is functioning. <ul style="list-style-type: none"> • 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  key. 6. When the HOST SETUP menu appears, press the  key once. 7. Do one of the following depending on what appears: <ul style="list-style-type: none"> • If "TCP HOST CONNECTION OK PRESS OK" appears, press the  key. Go to step 8 below. • If the "TCP CONNECTION FAILED" error recurs (static IP configuration only): <ol style="list-style-type: none"> a. Press the  key twice, key in 13, and press the  key. b. Press the  key to select TERMINAL SETUP. c. Re-enter the static IP values. Go back to <i>Using static IP</i> (page 7), and continue at step 7. 8. Do one of the following: <ul style="list-style-type: none"> • If you are configuring for dynamic IP, go back to <i>Using dynamic IP</i> (page 7), and begin at step 6 of that procedure. • If you are configuring for static IP, go back to <i>Using static IP</i> (page 7), and begin at step 15 of that procedure.

For more information

- On performing transactions and end-of-day processes, please refer to the *Moneris iCT250 Using Your Terminal* guide in this package.
- On all of the options available on your terminal and how to enable them:
 - Contact us by calling **1-866-319-7450**.
 - Please refer to the *Moneris iCT250 Operating Manual*. Visit moneris.com/manuals to download a copy.



® MONERIS, MONERIS & Design, MONERIS SOLUTIONS & Design, and MERCHANT DIRECT are registered trade-marks of Moneris Solutions Corporation. All other marks or registered trade-marks are the property of their respective owners.

© 2014 Moneris Solutions Corporation, 3300 Bloor Street West, Toronto, Ontario, M8X 2X2.

All Rights Reserved. This manual shall not wholly or in part, in any form or by any means, electronic, mechanical, including photocopying, be reproduced or transmitted without the authorized consent of Moneris Solutions Corporation ("Moneris").

This guide is for informational purposes only. Neither Moneris nor any of its affiliates shall be liable for any direct, indirect, incidental, consequential or punitive damages arising out of use of any of the information contained in this guide.

Neither Moneris or any of its affiliates nor any of our or their respective licensors, licensees, service providers or suppliers warrant or make any representation regarding the use or the results of the use of the information, content and materials contained in this guide in terms of their correctness, accuracy, reliability or otherwise.

Your credit and/or debit card processing is separately governed by the Terms and Conditions of your Moneris VISA Merchant Agreement, your Moneris MasterCard Merchant Agreement, your Moneris Discover Merchant Agreement and/or your Moneris INTERAC Merchant and Terminal Agreement (collectively, the "Merchant Agreements"), as applicable with Moneris. It is the merchant's responsibility to ensure that proper card processing procedures are followed at all times. Please refer to your Merchant manuals and the Terms and Conditions of your Merchant Agreement(s) for details. The *Moneris Merchant Operating Manual* is available for free download at moneris.com/manuals.