



BE PAYMENT READY

GETTING STARTED GUIDE



Moneris iCT250 in Semi-Integrated Mode Getting Started Guide for ISVs and Integrators

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For more information
and assistance:

Email: mointegration.support@moneris.com

Record your Moneris merchant ID here:

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1 Read this first: Overview procedures

1. Confirm that you have the required hardware (see page 2).
2. Install a paper roll into the terminal (see page 3).
3. Connect the communication cable(s) to the terminal:
 - a. Connect the required terminal-to-host communication cable(s) (see page 4).
 - b. Connect the required terminal-to-ECR communication cable (see page 5).

Note: *Step b is not applicable if you are setting up the terminal to communicate with the ECR via Ethernet networking.*
4. Connect the power supply cable to the terminal / power on the terminal (see page 7).
5. Enable Semi-Integrated mode on the terminal (see page 8).
6. Configure the terminal's communication parameters:
 - a. Configure the terminal-to-host communication parameters (see page 9).
 - b. Configure the terminal-to-ECR communication parameters (see page 14).
7. Initialize and log the terminal onto the Moneris Test Host (see page 16).
8. Confirm that the terminal is communicating with the ECR (see page 17).
9. Enable the optional features on the terminal as desired:
 - To enable cash receipt printing from the terminal, see page 20.
 - To enable the other optional features, see pages 20 to 28.

Note: *If you need to reinitialize the terminal again (e.g., because the first Initialization-Logon was unsuccessful or for a different reason), see Re initializing and Logging onto the Moneris Test Host on page 18.*

Note: *To ensure that unauthorized transactions cannot be processed once the terminal has been initialized and logged on, merchants are instructed to log their terminal off at the end of each business day (see page 19)*

1.1 Required setup components

1. Confirm that you received the following hardware from Moneris:
 - Moneris iCT250 terminal.
 - Power supply cable (2-piece cable).
 - POS Administrative card(s).
2. Confirm that you received the following **terminal-to-host** communication cables:
 - Ethernet cable.
 - Dial cable (for use if you will support dial backup at your location).
3. Confirm that you received the following **terminal-to-ECR** communication cables:
 - RS232 serial cable.
 - USB cable.
 - Ethernet cable.
4. Review the Moneris **IP Readiness Checklist** (available at moneris.com/checklist) to ensure that your Ethernet service is ready to support your terminal and electronic cash register (ECR). But note:

If there are firewall restrictions on traffic from your local area network (LAN) to the Internet, you must update your firewall configuration to allow messages from the IP-enabled terminal to pass through your gateway. However, do not use the **ipg1/2/3.moneris.com** address (this is the Moneris Production Host URL/Moneris Production Host name) as referenced in the **IP Readiness Checklist** (page 3 of that document). Instead, you must use the **ipgt1.moneris.com** address, which is the Moneris Test Host URL/Moneris Test Host name.
5. Ensure that you have the following information:
 - Your 13-digit Moneris test merchant ID.
 - Your 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).
 - Your terminal-to-host communication type: Ethernet/IP (with/without dial backup) or dial.
 - Your terminal-to-ECR communication type: RS232 serial or USB or Ethernet.
 - Your optional features: e.g., gift cards, loyalty cards, Ernex Terminal ID.
6. Confirm that you received the required cable(s) for connecting the terminal to the ECR. Your requirements depend on the connection type you will support:

for RS232 serial connection to ECR:	for USB connection to ECR:	for Ethernet connection to ECR:
RS232 serial cable	USB cable	Ethernet cable





- a. If you plan to use the USB cable to connect the terminal to the ECR, install the appropriate Moneris device driver on the ECR to which the terminal will be connected.


Note: Download the iCT250 USB driver from this address:
<https://esqa.moneris.com/connect/en/download/drivers/index.html>.
 - b. If your terminal will communicate with the ECR via Ethernet networking, your site must support a static IP configuration.
7. Do one of the following:
 - If you have all of the required setup components, go back to *Read this first: Overview procedures* on page 1 (continue at step 2).

- If any of the above required elements is missing, contact Moneris for assistance (go to *Merchant support* on the page 33).

1.2 Installing the paper roll

1. Follow these steps to install a paper roll in the terminal:

<p>a. Lift the printer latch up, and then pull back to open the lid (exposes the paper well).</p>	<p>printer latch</p> 
<p>b. Insert the paper roll into the empty paper well with the loose end unrolling from the bottom of the roll towards the front of the terminal.</p>	<p>paper roll (inserted)</p> 
<p>c. Unroll enough paper to extend at least one inch (2.5 cm) past the faceplate.</p>	<p>paper (extended)</p> <p>faceplate</p> 
<p>d. Close the lid, and press down to snap it back into place so that the extended paper is pressed securely against the lid and the faceplate.</p>	<p>paper</p> 

2. Please note that once you have finished the setup procedures and have powered on the terminal, you can advance the paper by pressing down and holding the yellow  key.

IMPORTANT: DO NOT attempt to manually advance the paper by pulling it as this will damage the printer.

3. Go back to *Read this first: Overview procedures* on page 1 (continue at step 3).

1.3 Connecting the terminal-to-host communication cable(s)

1. Based on your requirements, do one of the following:
 - To set up the terminal to use Ethernet/IP to communicate with the Moneris Test Host, follow the *Using Ethernet/IP to communicate with the Moneris Test Host* instructions below.
 - To set up the terminal to use dial to communicate with the Moneris Test Host, follow the *Using dial to communicate with the Moneris Test Host* instructions below.

Using Ethernet/IP to communicate with the Moneris Test Host

- a. Insert one end of the Ethernet cable into the terminal's Magic Box port labelled "ETH".
- b. Plug the other end of the Ethernet cable into the appropriate Ethernet networking device (e.g., router/switch/hub/internal wiring) as implemented at your location.
Note: *The ECR should already be connected to your Ethernet network.*
- c. Do one of the following:
 - If you wish to enable dial backup (used if IP is unavailable), follow the *Using dial to communicate with the Moneris Test Host* instructions in the table below.
 - If you do not wish to enable dial backup, go back to *Read this first: Overview procedures* on page 1 (continue at step 4).



Using dial to communicate with the Moneris Test Host

- a. Plug one end of the dial cable into the terminal's Magic Box port labelled "IN".
- b. Plug the other end of the cable into an analog phone jack.
IMPORTANT: Moneris strongly recommends using a dedicated phone line for the terminal. Sharing the line with another device (e.g. a fax machine) can cause communication problems.
- c. Go back to *Read this first: Overview procedures* on page 1 (continue at step 3b).



1.4 Connecting the terminal-to-ECR communication cable

1. Based on your requirements, do one of the following:


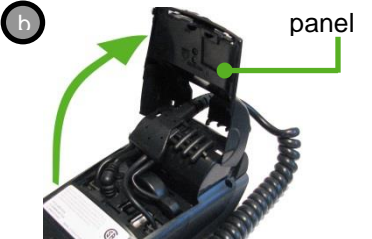

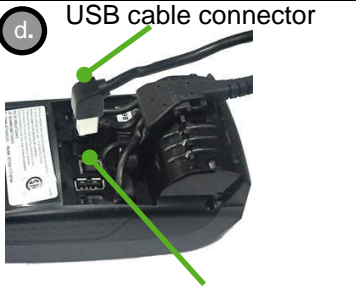
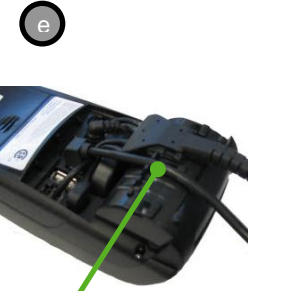
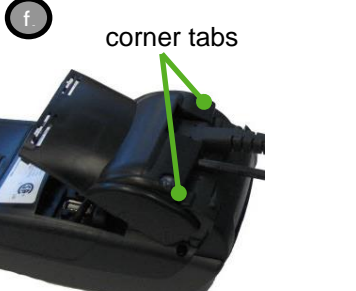
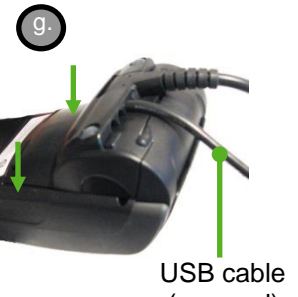
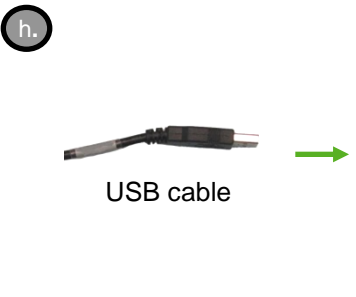
Note: This step is not applicable if you are setting up the terminal to communicate with the ECR via Ethernet networking.

- To connect the terminal to the ECR via an RS232 serial cable, follow the instructions below.
- To connect the terminal to the ECR via a USB cable, follow the instructions on page 6.

Using an RS232 serial cable connection to communicate with the ECR

- a. Plug one end of the RS232 serial cable into the terminal's Magic Box port labelled "RS232".
- b. Plug the RS232 serial connector directly into the serial port on the ECR.
- c. Go back to *Read this first: Overview procedures* on page 1 (continue at step 4).





Using a USB cable connection to communicate with the ECR		
<p>a. Flip the terminal so that the back panel is facing you. Locate the two latches.</p> <p>b. Grip the latches simultaneously, and pull back to raise the back panel until it detaches from the terminal.</p>	<p>a.</p>  <p>latches</p>	<p>b.</p>  <p>panel</p>
<p>c. If there is a three-pronged rubber stopper attached, grip the stopper and pull back until it tears off completely (or use a scissors to carefully snip it off). If there is no stopper attached, go directly to step d.</p> <p>d. Plug the USB cable connector into the port labelled "USB SLAVE" in the terminal compartment.</p>	<p>c.</p>  <p>rubber stopper</p>	<p>d.</p>  <p>USB cable connector</p> <p>"USB SLAVE" port</p>
<p>e. Position the USB cable so that it fits securely in one of the grooves at the top of the terminal.</p> <p>f. Position the back panel so that the two corner tabs are fitted into the openings at the top of the terminal.</p>	<p>e.</p>  <p>USB cable (in groove)</p>	<p>f.</p>  <p>corner tabs</p>
<p>g. Close the back panel until it snaps shut. (The USB cable will be secured as it passes through one of the openings in the panel.)</p> <p>h. Plug the other end of the USB cable directly into a USB port on the ECR.</p> <p>i. Go back to <i>Read this first: Overview procedures</i> on page 1 (continue at step 4).</p>	<p>g.</p>  <p>USB cable (secured)</p>	<p>h.</p>  <p>USB cable</p>

1.5 Connecting the power supply cable / powering on the terminal

1. Follow the instructions below.

IMPORTANT: You must use the exact power adaptor and cables provided by Moneris Solutions to work with the Moneris iCT250 terminal. Failure to do so may affect the operability of, or cause damage to, the equipment.





Connecting the Power Supply Cable	
<ol style="list-style-type: none"> Join the "plug" cable to the "adaptor" cable to create the one long power supply cable. Insert the power supply cable connector into the terminal's Magic Box port labelled with the power symbol . Plug the other end of the power supply cable into a working power outlet. <p>Recommendations: <i>Always plug the power supply 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 any existing terminal, as it may damage your new terminal.</i></p>	 <p>The diagram illustrates the power supply setup. It shows a 'plug' cable (top left) and an 'adaptor' cable (bottom left) being joined together. The combined cable is then inserted into the 'Magic Box' port on the terminal. The terminal is a black handheld device with a screen and keypad. Labels 'a.', 'b.', and 'c.' with arrows indicate the connection points: 'a.' points to the plug, 'b.' points to the connector entering the Magic Box, and 'c.' points to the power outlet connection.</p>

2. Wait while the terminal powers on (a green indicator will light up on the adaptor).
3. Wait for the terminal to display the TERMINAL SETUP REQUIRED screen.
4. Go back to *Read this first: Overview procedures* on page 1 (continue at step 5).

1.6 Enabling Semi-Integrated mode on the terminal

To allow the ECR to communicate with the terminal to process transactions, you must enable Semi-Integrated mode on the terminal.

Note: To scroll down, press the  key. To scroll up, press the  key.

1. Begin at the TERMINAL SETUP REQUIRED screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in 53, and press the green  key.
The SEMI-INTEGRATED MODE menu appears.
4. Do one of the following:
 - To enable receipt printing from the terminal: Scroll down to **RCPTS AT TERM**, and press the green  key.
 - To enable receipt printing from the ECR: Scroll down to **RCPTS AT ECR**, and press the green  key.
5. The REINITIALIZATION REQUIRED screen appears.
6. Go back to *Read this first: Overview procedures* on page 1 (continue at step 6).

1.7 Configuring terminal-to-host communication parameters

The terminal must be able to communicate with the Moneris Test Host to process transactions. You may configure the terminal to use dynamic IP, static IP, or dial as the default means of communication with the Moneris Test Host if the terminal-to-ECR communication type you are planning to use supports it.







1. Refer to the table below to determine if the configuration you wish to use is supported:








		Terminal-to-host communication			
		Dynamic IP (default)	Static IP (default)	Dial (default)	Dial (backup)
Terminal to ECR connection	Ethernet networking		.		.
	RS232 serial cable
	USB cable

2. Do one of the following based on your requirements:
 - To configure the terminal to use dynamic IP over Ethernet (as default) to communicate with the Moneris Test Host, follow the instructions below.
 - To configure the terminal to use static IP over Ethernet (as default) to communicate with the Moneris Test Host, follow the instructions on page 11.
 - To configure the terminal to use dial (as default) to communicate with the Moneris Test Host, follow the instructions on page 13.

1.7.1 Using Dynamic IP to Communicate with Moneris Test Host

Note: This option is not available when the terminal is connected to your ECR by Ethernet networking.

1. Begin at the REINITIALIZATION REQUIRED screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in 11, and press the green  key.
The HOST SETUP menu appears.
4. Scroll down to TEST, and press the green  key.
The HOST SETUP menu appears.
5. Scroll down to ipgt1, and press the green  key.
The REINITIALIZATION REQUIRED screen appears.
6. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
7. Key in 08, and press the green  key.
The GENERAL PARAMETERS menu appears.












8. Press the green  key to select **COMMS TYPE**.
The COMMUNICATION TYPE menu appears.
9. Scroll down to **ETHERNET**, and press the green  key.
The ETHERNET SETUP menu appears.
10. Press the red  key once.
The PLEASE WAIT message appears.
11. When the TCP HOST CONNECTION OK PRESS OK message appears, press the green  key.
Note: The Ethernet icon  at the top of the screen will be coloured green.
 - If the HOST CONNECTION FAILED message appears, press the green  key (see page 29 to do troubleshooting).
 - If the TCP CONNECTION FAILED message appears, press the green  key (see page 29 to do troubleshooting).
12. When the REINITIALIZATION REQUIRED screen appears, do one of the following:
 - If you wish to use dial backup (when Ethernet is unavailable), follow the instructions on page 13.
 - If you do not wish to use dial backup, go back to *Read this first: Overview procedures* on page 1 (continue at step **6.b**).

1.7.2 Using Static IP to Communicate with Moneris Test Host











Before you begin, ensure that you have the following communication set up information (this information will be determined by your network technician/installer):

- Terminal's static IP address: _____
- Terminal's Mask ID: _____
- Terminal's Gateway Address: _____
- Port number that the ECR application is configured to use: _____
- Terminal's Primary DNS Address: _____
- Terminal's Secondary DNS Address: _____







Note: If the terminal is linked to the ECR via Ethernet networking, the static IP parameters that you configure for communication with the Moneris Test Host will also be used by the terminal to communicate with the ECR.


1. Begin at the REINITIALIZATION REQUIRED screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in **11**, and press the green  key.
The HOST SETUP menu appears.
4. Scroll down to **TEST**, and press the green  key.
The HOST SETUP menu appears.
5. Scroll down to **ipgt1**, and press the green  key.
The REINITIALIZATION REQUIRED screen appears.
6. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
7. Key in **08**, and press the green  key.
The GENERAL PARAMETERS menu appears.
8. Press the green  key to select **COMMS TYPE**.
The COMMUNICATION TYPE menu appears.
9. Scroll down to **ETHERNET**, and press the green  key.
The ETHERNET SETUP menu appears.
10. Press the green  key to select **TERMINAL SETUP**.
The TERMINAL SETUP menu appears.
11. Press the green  key to select **TERMINAL TYPE**.
The TERMINAL TYPE menu appears.
12. Scroll up to **STATIC**, and press the green  key.
The TERMINAL SETUP menu appears (static parameters are listed).

13. Enter your static IP parameters:

- a. Scroll down to **TERMINAL ADDR**, and press the green  key.
- b. Key in the terminal's **IP address**, and press the green  key.
Note: To key in a decimal point, press the 0 (zero) key and then press the  key.
The TERMINAL SETUP menu appears.
- c. Scroll down to **MASK ID**, and press the green  key.
- d. Key in the terminal's **Mask ID**, and press the green  key.
The TERMINAL SETUP menu appears.
- e. Scroll down to **GATEWAY**, and press the green  key.
- f. Key in the terminal's **Gateway Address**, and press the green  key.
The TERMINAL SETUP menu appears.
- g. Scroll down to **PORT NUMBER**, and press the green  key.
- h. Key in the **port number** that the ECR is configured to use to communicate with the terminal, and press the green  key.
The TERMINAL SETUP menu appears.
- i. Press the red  key once.
The ETHERNET SETUP menu appears.


14. Enter the terminal's DNS address:


- a. Scroll down to **DNS SETUP**, and press the green  key.
- b. Press the green  key to select **PRIM ADDRESS**.
- c. Key in the terminal's **Primary DNS address**, and press the green  key.
- d. Scroll down to **SEC ADDRESS**, and press the green  key.
- e. Key in the terminal's **Secondary DNS address**, and press the green  key.
- f. Press the red  key once.
The ETHERNET SETUP menu appears.


15. Press the red  key twice.


The REBOOT TERMINAL message appears and then the terminal reboots.


16. When the REINITIALIZATION REQUIRED screen appears, press the  key twice.

17. When the ENTER ADMIN CODE entry screen appears, key in **11**, and press the green  key.

18. When the HOST SETUP menu appears, press the red  key once.

19. When the TCP HOST CONNECTION OK PRESS OK message appears, press the green  key.

Note: The Ethernet icon  at the top of the screen will be coloured green.






- If the HOST CONNECTION FAILED message or the TCP CONNECTION FAILED appear, press the green  key (see page 29 to do troubleshooting).

20. When the screen displays REINITIALIZATION REQUIRED, do one of the following:
- If you wish to use dial backup (used when static IP over Ethernet is unavailable), follow the instructions on page 13.
 - If you do not wish to use dial backup, go back to *Read this first: Overview procedures* on page 1 (continue at step 6.b).

1.7.3 Using Dial to Communicate with Moneris Test Host

The default communication type on the terminal is DIAL. If you do not need to dial a prefix (e.g., 9) to connect to an outside line, you do not need to configure any other dial parameters. Go back to *Read this first: Overview procedures* on page 1 (continue at step 6.b).

If you need to dial a prefix (e.g. "9") to connect to an outside line, do the following:

1. Begin at the REINITIALIZATION REQUIRED screen (or WELCOME/BONJOUR screen).
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in **15**, and press the green  key.
The DIAL CONFIG menu appears.
4. Press the green  key to select PREFIX.
The PREFIX entry screen appears.
5. Key in the **dial Prefix number**, and press the green  key.
The DIAL CONFIG menu appears.
6. Press the red  key twice.
The REINITIALIZATION REQUIRED screen (or WELCOME/BONJOUR screen) appears.
7. Go back to *Read this first: Overview procedures* on page 1 (continue at step 6.b).

1.8 Configuring terminal-to-ECR communication parameters

Configure the terminal's Semi-Integrated mode parameters based on the connection type used to allow the terminal to communicate with the ECR:

- If the terminal is connected to the ECR via a [USB cable](#), follow the instructions below.
- If the terminal is connected to the ECR via an [RS232 serial cable](#), follow the instructions below.
- If the terminal is linked to the ECR via [Ethernet networking](#), follow the instructions on page 15.

1.8.1 Terminal Connected to ECR using a USB Cable


1. Begin at the REINITIALIZATION REQUIRED screen.

2. Press the  key twice.

The ENTER ADMIN CODE entry screen appears.


3. Key in **52**, and press the green  key.

The SEMI COMM CFG menu appears.

4. Scroll up to **USB**, and press the green  key.

The BAUD RATE menu appears.

Note: The default setting is 19200.

Scroll to the appropriate baud rate (i.e., select the baud rate that is supported by the ECR hardware), and press the green  key.

The REINITIALIZATION REQUIRED screen appears.

5. Go back to *Read this first: Overview procedures* on page 1 (continue at step 7).

1.8.2 Terminal Connected to ECR using an RS232 Serial Cable


7. Begin at the REINITIALIZATION REQUIRED screen.

8. Press the  key twice.

The ENTER ADMIN CODE entry screen appears.


9. Key in **52**, and press the green  key.

The SEMI COMM CFG menu appears.

10. Scroll to **RS232**, and press the green  key.

The BAUD RATE menu appears.

Note: The default setting is 19200.

11. Scroll to the appropriate baud rate (i.e., select the baud rate that is supported by the ECR hardware), and press the green  key.

The REINITIALIZATION REQUIRED screen appears.

6. Go back to *Read this first: Overview procedures* on page 1 (continue at step7).

1.8.3 Terminal linked to ECR using Ethernet Networking


1. Begin at the REINITIALIZATION REQUIRED screen.

2. Press the  key twice.

The ENTER ADMIN CODE entry screen appears.


3. Key in **52**, and press the green  key.

The SEMI COMM CFG menu appears.

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

The ETHERNET SETUP menu appears.

Note: *The terminal will automatically use the static IP values that you entered when you configured the terminal-to-host communication parameters.*






5. Press the red  key twice.

The REINITIALIZATION REQUIRED screen appears.

6. Go back to *Read this first: Overview procedures* on page 1 (continue at step 7).

1.9 First Initialization and Log onto the Moneris Test Host






For this procedure, you will be required to swipe your POS Admin card when prompted.

1. Begin at the REINITIALIZATION REQUIRED screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in **01**, and press the green  key.
The MERCHANT ID entry screen appears.
4. Key in your **current 13-digit test merchant ID**, and press the green  key.
The PHONE NUMBER entry screen appears.
5. Do one of the following based on your setup:
 - If you configured the terminal to use dial or dial backup, key in the Moneris Test Host number **18666188801**, and press the green  key.
 - If you did not configure the terminal to use dial backup, simply press the green  key without entering anything.
6. Wait while the terminal communicates with the Moneris Test Host.
Over the next few moments, the screen will display SENDING, RECEIVING, and PROCESSING.
 - If the SWIPE ADMIN CARD prompt appears, swipe your POS Admin card.
 - If HOST CONNECTION FAILED appears, see the message on page 29 to do troubleshooting.
7. Wait while the terminal logs onto the Moneris Test Host.
8. If the initialization and logon are successful, the WELCOME/BONJOUR screen appears.
Note: *This is the default idle screen (i.e., the READY screen).*
 - If you need to reinitialize the terminal again (e.g., because the first initialization-logon was unsuccessful or for a different reason), see *Reinitializing and Logging onto the Moneris Test Host* on page 18.
9. Go back to *Read this first: Overview procedures* on page 1 (continue at step 8).

1.10 Confirming terminal is communicating with the ECR

1. Ensure that the WELCOME/BONJOUR screen is displayed on the terminal.
2. Initiate a Purchase transaction from the ECR to which the terminal is connected (i.e., either directly via USB or RS232 cable or indirectly via an Ethernet networking).
3. Wait for the terminal to display the SWIPE OR INSERT CARD prompt.
4. When the terminal displays the SWIPE OR INSERT CARD prompt, enter the card on the terminal.
5. Follow the prompts on the terminal.
6. Once you submit the transaction wait for the APPROVED response to display.
7. If you have configured receipt printing from the terminal, ensure that the terminal has correctly printed the Merchant Copy and the Cardholder Copy receipts.
8. Once you have performed the above steps, you will have confirmed that your terminal is ready to process transactions in Semi-Integrated mode.
9. Go back to *Read this first: Overview procedures* on page 1 (continue at step 9).



1.11 Reinitializing and logging onto the Moneris host

1. Begin at the WELCOME/BONJOUR (or REINITIALIZATION REQUIRED) screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in **01**, and press the green  key.
 - If SWIPE ADMIN CARD appears, swipe your POS Admin card.
 - If RETAIN CURRENT MERCH SETTINGS? appears, press the  key to select YES.
 - If MERCHANT ID appears, simply press the green  key.
 - If PHONE NUMBER appears, simply press the green  key.
4. Wait while the terminal communicates with the Moneris Test Host.
Over the next few moments, the screen will display SENDING, RECEIVING, and PROCESSING.
 - If SWIPE ADMIN CARD appears, swipe your POS Admin card.
Note: *This prompt will appear only if you did not swipe the card at the first appearance of the SWIPE ADMIN CARD prompt in step 3 of this procedure.*
 - If HOST CONNECTION FAILED appears, see the message on page 29 to do troubleshooting.
5. Wait while the terminal logs onto the Moneris Test Host.
6. The WELCOME/BONJOUR screen appears once the reinitialization-logout process has completed successfully.
Note: *To ensure that unauthorized transactions cannot be processed, merchants are instructed to log their terminal off at the end of each business day. For instructions on how to log off and log on the terminal, see Logging off/Logging onto the Moneris Test Host on page 19.*



1.12 Logging off/Logging onto the Moneris Test Host

To ensure that unauthorized transactions cannot be processed once a terminal has been initialized and logged on, merchants are instructed to log their terminal off at the end of each business day (see *Logging Off* below). Merchants must then log on again to process transactions (see *Logging On* below).

1.12.1 Logging off

1. From the WELCOME BONJOUR screen:
2. Press the  key twice.
3. The ENTER ADMIN CODE entry screen appears.
4. Key in **03**, and press the green  key.
The terminal communicates with the Moneris Test Host.
5. When the PLEASE LOGON screen appears, it means the terminal has been logged off the Moneris Test Host and cannot be used again to process transactions until it has been logged on again (see below).

1.12.2 Logging On






1. Begin at the PLEASE LOGON screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in **02**, and press the green  key.
The SWIPE ADMIN CARD prompt appears.
4. Swipe your POS Admin card.
The terminal communicates with the Moneris Test Host.
5. When the WELCOME/BONJOUR screen appears, it means the terminal is ready to process transactions.

2 Enabling optional features

2.1 Enabling Cash Transaction Receipt Printing From the Terminal





Follow the steps below to configure the terminal to print cash transaction receipts.



Note: This option can only be enabled if you configured the terminal to print transaction receipts in Semi-Integrated mode.

1. Begin at the WELCOME/BONJOUR screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in **14** and press the green  key.
The **PRINTER CFG** menu appears.
4. Scroll up to **ECR CASH TRANS**, and press the green  key.
5. When the ACCEPT CASH TRANS FROM ECR? prompt appears, press the  key to select **YES**.
6. Press the red  key twice to return to the WELCOME/BONJOUR screen.

2.2 Enabling the admin password for manual entry protection

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






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

6. Key in the password again and press the green  key.
The message ADMIN PASSWORD SET UP SUCCESSFULLY appears briefly on the terminal, followed by the SECURITY menu.
7. To return to the READY screen, press the red  key twice.

For instructions on how to change the password after you have set it up or what to do if the password is locked, refer to the *ICT250 Operating Manual* in WebHelp format at moneris.com/support.







2.3 Enabling Invoice Number Prompting

Follow the steps below to enable the Invoice Number prompt on the terminal during debit/credit transactions.

1. Begin at the WELCOME/BONJOUR screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in **08**, and press the green  key.
The GENERAL PARAMETERS menu appears.
4. Scroll down to **INVOICE NUMBER**, and press the green  key.
The ENABLE INVOICE NUMBER? prompt appears.
5. Press the  key to select YES.
The GENERAL PARAMETERS menu appears.
6. Press the red  key twice to return to the WELCOME/BONJOUR screen.

2.4 Enabling Tip Prompting: Debit/Credit

Follow the steps below to enable Tip prompting on the terminal during a debit or credit Purchase.






1. Begin at the WELCOME/BONJOUR screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in **08**, and press the green  key.
The GENERAL PARAMETERS menu appears.
4. Scroll down to **TIP ENTRY**, and press the green  key.
The TIP ENTRY menu appears.
5. Scroll to **TIP ON** and press the green  key.
6. Scroll to a Tip Entry type (i.e., TIP BY AMOUNT or TIP BY PERCENT or TIP BY \$ AND %), and press the green  key.
7. When the TIP ENTRY menu reappears, press the red  key three times to return to the WELCOME/BONJOUR screen.

Note: For instructions on how to enable a debit/credit card default Tip percentage, see Enabling a Default Tip Percentage: Debit/Credit *below*.

2.5 Enabling a Default Tip Percentage: Debit/Credit

Follow the steps below to enable and configure a default Tip percentage to display (as part of Tip prompting) on the terminal during a debit or credit Purchase.







Note: If you enable/configure this Default Tip Percentage feature, ensure that you also enable the terminal's debit/credit card tip prompting feature (see *Enabling Tip Prompting: Debit/Credit above*).







1. Begin at the WELCOME/BONJOUR screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in **08**, and press the green  key.
The GENERAL PARAMETERS menu appears.
4. Scroll down to **TIP PERCENTAGE**, and press the green  key.
The ENTER TIP PERCENTAGE entry screen appears.
5. Key in a default Tip Percentage value, and press the green  key.
6. Press the red  key twice to return to the WELCOME/BONJOUR screen.

2.6 Enabling Enhanced Tip Prompting: Debit/Credit


Follow the steps below to enable enhanced tip prompting on the terminal during a debit or credit Purchase.




Note: Before enabling *enhanced* tip prompting, you must enable the terminal's standard tip prompting feature (see *Enabling Tip Prompting: Debit/Credit on page 21*).


1. Begin at the WELCOME/BONJOUR screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in **08**, and press the green  key.
The GENERAL PARAMETERS menu appears.
4. Scroll down to **TIP ENHANCED**, and press the green  key.
The TIP ENHANCED menu appears.
5. Press the  key to select YES.
The TIP ENHANCED menu appears.
6. This menu allows you to configure the options for enhanced tip entry. The first option is TIP CALCULATOR, which calculates and displays the dollar value for each pre-set tip percentage.
 - a. Press the green  key. The ENABLE TIP CALCULATOR? prompt appears.
 - b. To enable tip calculation, select YES. To disable tip calculation, select NO.
 - c. The terminal returns to the TIP ENHANCED menu.
7. You may now configure up to 3 pre-set tip percentages, if desired.
 - a. Scroll down to **TIP PERCENT 1** and press the green  key.
The ENTER TIP PERCENT 1 prompt appears.



- b. Enter a value between 0 and 30; for example 15%. Then press the green  key. The terminal returns to the TIP ENHANCED menu.
 - c. Scroll down to **TIP PERCENT 2** and press the green  key. The ENTER TIP PERCENT 2 prompt appears.
 - d. Enter a value between 0 and 30; for example 20%. Then press the green  key. The terminal returns to the TIP ENHANCED menu.
 - e. Scroll down to **TIP PERCENT 3** and press the green  key. The ENTER TIP PERCENT 3 prompt appears.
 - f. Enter a value between 0 and 30; for example 25%. Then press the green  key. The terminal returns to the TIP ENHANCED menu.
8. Press the red  key repeatedly to return to the READY screen.

2.7 Changing Print Delay Options

The printer is set up to automatically print the second receipt 10 seconds after it prints the first receipt. If you don't want to wait, simply press the green  key to print the second receipt immediately. To change this setting:

1. Begin at the WELCOME/BONJOUR screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in **14**, and press the green  key.
The PRINTER CFG menu appears.
4. Scroll down to **PRINT DELAY**, and press the green  key.
5. Key in the number of seconds that the printer should wait before automatically printing the second receipt.

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







6. Press the green  key once you have entered a value.
The PRINTER CFG menu appears.
7. Press the red  key twice to return to the WELCOME/BONJOUR screen.

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


2.8 Enabling Cash Back Prompting: Debit

Follow the steps below to enable the Cash back prompt during debit Purchase transactions.

Note: If this feature is enabled, the customer will be prompted to select the Cash back option and then select a Cash back amount from among three options, one of which may be a predetermined value (subject to a limit that you may configure) or a different amount entered by the customer.

1. Begin at the WELCOME/BONJOUR screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in **08**, and press the green  key.
The GENERAL PARAMETERS menu appears.
4. Scroll down to **CASH BACK**, and press the green  key.
The ENABLE CASH BACK? prompt appears.
5. Press the  key to select YES.
The GENERAL PARAMETERS menu appears.
6. Do one of the following:
 - To use the default values, go directly to step 7.
 - To change the default value for any of the three Cash back Preset Amount options: Scroll down to "C BACK AMT #", press the green  key, configure the value (see table), and then press the green  key.





C BACK AMT 1	Can range from a value of 10 to 90 in increments of 10 (i.e., from \$10.00 to \$90.00). The default value is 10.
C BACK AMT 2	Can range from a value of 20 to 980 in increments of 10 (i.e., from \$20.00 to \$980.00). The default value is 20. Note: The value must be less than and not equal to Cash Back Preset Amount 3 and greater than and not equal to Cash Back Preset Amount 1.
C BACK AMT 3	<ul style="list-style-type: none"> • If you set OTHER to be Cash Back Preset Amount 3, the text OTHER will display as Cash Back Preset Amount 3 during a debit Purchase. If the customer selects this option, they will subsequently be prompted to enter their own value. Note: The value must be greater than or equal to Cash Back Preset Amount 2 and greater than and not equal to Cash Back Preset Amount 1. The value cannot exceed the Cash Back Limit (see Configuring the Cash Back Limit on page 25). • If you select VALUE, Cash Back Preset Amount 3 becomes a numeric item ranging from 30 to 990 in increments of 10 (i.e., from \$30.00 to \$990.00). Note: The value for Cash Back Preset Amount 3 must be greater than and not equal to Cash Back Preset Amount 2.

7. When the GENERAL PARAMETERS menu appears, press the red  key twice to return to the WELCOME/BONJOUR screen.

2.9 Configuring the Cash Back Limit


Follow the steps below to establish the maximum cash back amount entered during a debit Purchase.

Note: The Cash Back feature (see page 24) must be enabled before you follow the steps below.

1. Begin at the WELCOME/BONJOUR screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in **08**, and press the green  key.
The GENERAL PARAMETERS menu appears.
4. Scroll down to **CASH BACK LIMIT**, and press the green  key.
The CASH BACK LIMIT entry screen appears.
5. Key in the **Cash Back limit**, and press the green  key.

Note: This value is a numeric data item ranging from 10 to 990 in increments of 10 (i.e. from \$10 to \$990.00). The default value is 40 (Cash Back Preset Amount 2 + 20). This limit will apply only to Cash Back Preset Amount 3 when OTHER is selected during a transaction.





The GENERAL PARAMETERS menu appears.

6. Press the red  key twice to return to the WELCOME/BONJOUR screen.

2.10 Changing the Terminal Language










Follow the steps below to change the terminal language.

Note: The ECR's display language will not be changed.

1. Begin at the WELCOME/BONJOUR screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in **04**, and press the green  key.
The LANGUAGE menu appears.
4. Scroll to a language (ENGLISH or FRANCAIS), and press the green  key.
The MAIN MENU appears.
5. Press the red  key to return to the WELCOME/BONJOUR screen.

2.11 Enabling Moneris Gift and Loyalty Cards

Follow the steps below to enable the Moneris Gift and Loyalty program on the terminal.






1. Begin at the WELCOME/BONJOUR screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in **310**, and press the green  key.
The SETUP menu appears.
4. Press the green  key to select **ENABLE ERNEX**.
The ENABLE ERNEX? prompt appears.
5. Press the  key to select YES.
6. Scroll down to **ROUTING CODE**, and press the green  key.
The ENTER ERNEX ROUTING CODE entry screen appears.
7. Key in **79**, and press the green  key.
The SETUP menu appears.
8. Press the green  key to select **INITIALIZATION**.
The ENTER ERNEX TERMINAL ID entry screen appears.
9. Key in the Ernex Test Terminal ID, and press the green  key.
10. Wait while the terminal communicates with the Moneris Test Host.
Over the next few moments, the screen will display SENDING, RECEIVING, and PROCESSING.
 - If the CLEAR TERMINAL STORAGE? prompt appears, press the  key to select YES.

Note: *Selecting YES will delete all transactions in terminal memory, including debit/credit transactions. If you have started processing transactions and wish to keep them in memory, then select NO.*
11. When the WELCOME/BONJOUR screen appears, your terminal is ready to process gift card and loyalty card transactions.
 - For instructions on performing gift and/or loyalty card transactions, contact Moneris (go to *Merchant support* on page 33).

2.12 Enabling Tip Prompting: Gift

Follow the steps below to enable Tip prompting on the terminal during a gift card Purchase.






Note: Before following this procedure, you must complete the Enabling Moneris Gift and Loyalty Cards steps on page 26.

1. Begin at the WELCOME/BONJOUR screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in **310**, and press the green  key.
4. Scroll down to **TIP ENTRY**, and press the green  key.
The ENABLE TIP? prompt appears.
5. Press the  key to select YES.
The SETUP menu appears.
6. Press the red  key once to return to the WELCOME/BONJOUR screen.

2.13 Enabling a Default Tip Percentage: Gift

Follow the steps below to enable and configure a default Tip percentage to display (as part of Tip prompting) on the terminal during a gift Purchase.













Note: If you enable/configure this gift card Default Tip Percentage feature, ensure that you also enable the terminal's gift card Tip Prompting feature (see Enabling Tip Prompting: Gift above).

1. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
2. Key in **310**, and press the green  key.
The Gift & Loyalty Setup screen appears.
3. Scroll down to **TIP PERCENTAGE**, and press the green  key.
The ENTER TIP PERCENTAGE entry screen appears.
4. Key in a default Tip percentage, and press the green  key.
The SETUP menu appears.
5. Press the red  key once to return to the WELCOME/BONJOUR screen.

2.14 Enabling Enhanced Tip Prompting: Gift

Follow the steps below to enable enhanced tip prompting on the terminal during a gift card Purchase.




Note: Before enabling **enhanced** tip prompting for gift, you must enable the terminal's standard tip prompting feature for gift (see *Enabling Tip Prompting: Gift* above).








1. Begin at the WELCOME/BONJOUR screen.
2. Press the  key twice.
The ENTER ADMIN CODE entry screen appears.
3. Key in **310**, and press the green  key.
4. Scroll down to **TIP ENHANCED**, and press the green  key.
The TIP ENHANCED menu appears.
5. Press the  key to select YES.
The **TIP ENHANCED** menu appears.
6. This menu allows you to configure the options for enhanced tip entry. The first option is TIP CALCULATOR, which calculates and displays the dollar value for each pre-set tip percentage.
 - a. Press the green  key. The ENABLE TIP CALCULATOR? prompt appears.
 - b. To enable tip calculation, select YES. To disable tip calculation, select NO.
 - c. The terminal returns to the TIP ENHANCED menu.
7. You may now configure up to 3 pre-set tip percentages, if desired.
 - a. Scroll down to **TIP PERCENT 1** and press the green  key.
The ENTER TIP PERCENT 1 prompt appears.
 - b. Enter a value between 0 and 30; for example 15%. Then press the green  key. The terminal returns to the TIP ENHANCED menu.
 - c. Scroll down to **TIP PERCENT 2** and press the green  key.
The ENTER TIP PERCENT 2 prompt appears.
 - d. Enter a value between 0 and 30; for example 20%. Then press the green  key. The terminal returns to the TIP ENHANCED menu.
 - e. Scroll down to **TIP PERCENT 3** and press the green  key.
The ENTER TIP PERCENT 3 prompt appears.
 - f. Enter a value between 0 and 30; for example 25%. Then press the green  key. The terminal returns to the TIP ENHANCED menu.
8. Press the red  key repeatedly to return to the READY screen.

3 Troubleshooting






If you are unable to resolve the problems listed in this section or you require further information or assistance, contact Moneris (go to *Merchant support* on page 33).






3.1 Error messages

Error message	Solution
<p>HOST CONNECTION FAILED</p> <p>or</p> <p>TCP CONNECTION FAILED</p>	<ol style="list-style-type: none"> 1. If you are using dial or dial backup, ensure that you configured the correct dial prefix (see page 13) if one is required for dialling out at your location. If you are not using dial or dial backup, go directly to step 2 below. 2. Make sure all Ethernet cables are properly plugged into the networking devices (e.g., routers/switches/ hubs/internal wiring, etc.) at your location (refer to the Moneris <i>IP Readiness Checklist</i> available at moneris.com/checklist if you are not sure), but note: <ul style="list-style-type: none"> ▪ If there are firewall restrictions on traffic from your local area network (LAN) to the Internet, you must update your firewall configuration to allow messages from the IP-enabled terminal to pass through your gateway. However, do not use the ipg1/2/3.moneris.com address (the Moneris Production Host URL/Moneris Production Host name) as referenced in the <i>IP Readiness Checklist</i> (page 3 of that document). Instead, you must use the ipgt1.moneris.com address, which is the Moneris Test Host URL/Moneris Test Host name. 3. 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. 4. Once you have confirmed that your network is functioning, do one of the following: <ul style="list-style-type: none"> ▪ If you were configuring static IP communication settings when the error occurred, go to step 5 below. ▪ If you were performing a first initialization-logon (or reinitialization-logon) when the error occurred, perform a reinitialization-logon by following the procedure on page 18. 5. Press the  key twice, key in 11, and press the green  key. 6. When the HOST SETUP menu appears, press the red  key once. <p>(Continued on the next page.)</p>

Error message	Solution
	<p>7. Do one of the following:</p> <ul style="list-style-type: none"> ▪ If TCP HOST CONNECTION OK PRESS OK appears, press the green  key. Go to step 8 below. ▪ If the TCP CONNECTION FAILED error recurs (static IP configuration only): <ul style="list-style-type: none"> a. Press the Admin  key twice, key in 13, and press the green  key. b. When the ETHERNET SETUP menu appears, re-enter the static IP values (go back go back to <i>Using Static IP to Communicate with Moneris Test Host</i> on page 11, and begin at step 10 of that procedure. <p>8. Do one of the following:</p> <ul style="list-style-type: none"> ▪ If you are configuring for dynamic IP, go back to <i>Using Dynamic IP to Communicate with Moneris Test Host</i> (page 9), and begin at step 12 of that procedure. ▪ If you are configuring for static IP, go back to <i>Using Static IP to Communicate with Moneris Test Host</i> (page 11), and begin at step 20 of that procedure
<p>CHECK ECR CONNECTION PRESS [OK]</p>	<p>The terminal could not communicate with the ECR to transmit the Moneris Test Host transaction response because the terminal-to-ECR connection is broken.</p> <ol style="list-style-type: none"> 1. Press the green  key. 2. When RESPONSE WAS NOT SENT TO ECR PRESS [OK] appears, press the green  key. 3. Reconnect the terminal-to-ECR cable. (If the terminal is connected to the ECR via an Ethernet network, ensure that your Ethernet is functioning correctly.) <p>Note: Transaction data for APPROVED transactions are stored in the terminal's memory.</p>
<p>ECR PRINTING FAILED</p> <p>RETRY CONTINUE</p>	<p>The ECR was unable to print the transaction receipts in the allotted time.</p> <ol style="list-style-type: none"> 1. Do one of the following: <ul style="list-style-type: none"> ▪ To retry printing the receipts from the ECR, press the  key (RETRY). ▪ To print the receipts from the terminal, press the  key (CONTINUE). 2. Before you attempt to perform another transaction, ensure that the ECR's receipt printer is functioning correctly and the ECR is properly set up to print receipts.

3.2 Equipment problems

Problem	Solution
<p>The terminal does not display a prompt to enter the payment card (e.g., SWIPE OR INSERT CARD does not appear).</p>	<p>If the terminal is connected to the ECR via a USB or RS232 serial cable:</p> <ol style="list-style-type: none"> Ensure that the terminal cable to the ECR is securely connected. Retry the Purchase transaction. If the cable is properly connected, try changing the terminal's port setting on the ECR. Retry the Purchase transaction again. If adjusting the port settings does not work, try adjusting the ECR's baud rate. You will also have to adjust the terminal's baud rate to match the ECR setting (see page 14). Retry the Purchase transaction again. <p>If the terminal is linked to the ECR via Ethernet networking:</p> <ol style="list-style-type: none"> Ensure the Ethernet cable from the terminal to your Ethernet networking device is securely plugged in and this networking device is properly connected to your Ethernet network. Ensure that the ECR is properly connected to your Ethernet network. Retry the Purchase transaction. If this does not work, go to step d. If the cables are properly connected, you may need to change the terminal's static IP settings: <ul style="list-style-type: none"> If your terminal is not configured to use static IP, you must set up the static IP Ethernet parameters before you can use the terminal to process transactions. Go to page 11 and follow the procedure <i>Using Static IP to Communicate with Moneris Test Host</i>. Then re-try your transaction. If your terminal is already configured to use static IP, follow the steps below. <ol style="list-style-type: none"> Press the  key twice. The ENTER ADMIN CODE entry screen appears. Key in 13, and press the green  key. The ETHERNET SETUP menu appears. Press the green  key to select TERMINAL SETUP. The TERMINAL SETUP menu appears with these options: TERMINAL TYPE, TERMINAL ADDR, MASK ID, and GATEWAY. Change the values of the TERMINAL SETUP parameters as required. When you are finished and the TERMINAL SETUP menu is displayed, press the red  key twice. When TCP HOST CONNECTION OK PRESS OK appears, press the green  key. When the WELCOME/BONJOUR screen appears, retry the Purchase transaction again.

Problem	Solution
<p>There is a problem with the ECR that is preventing you from processing transactions.</p>	<p>Temporarily switch the terminal to Standalone mode:</p> <ol style="list-style-type: none"> 1. Begin at the WELCOME/BONJOUR screen. 2. Press the  key. The SWITCH TO STD-ALONE MODE? prompt appears. 3. Press the  key to select YES. 4. When the PURCHASE ENTER AMOUNT screen (or the PRE-AUTH ENTER AMOUNT screen) appears, your terminal is ready to process transactions as a standalone device. 5. IMPORTANT: Once the problem with the ECR has been resolved, you must switch the terminal back into Semi-Integrated Mode as follows: <ol style="list-style-type: none"> a. Begin at the PURCHASE ENTER AMOUNT screen (or the PRE-AUTH ENTER AMOUNT screen). b. Press the  key. c. The SWITCH TO SEMI-INTGR MODE? prompt appears. d. Press the  key to select YES. e. When the WELCOME/BONJOUR screen appears, your terminal is ready to process transactions in Semi-Integrated mode.
<p>The Ethernet icon  is not coloured green.</p>	<p>See the solution for <i>TCP CONNECTION FAILED</i> on page 29.</p>

4 Merchant support

- For technical assistance specific to the terminal functions, optional settings, or ECR development, contact Moneris Emerging Technology Payment Support at mointegration.support@moneris.com.
- For assistance specific to equipment ordering (including POS devices, cables and cards), contact your Moneris Client Integrations specialist, or e-mail clientintegrations@moneris.com and a Client Integrations specialist will be assigned to you.



BE PAYMENT READY

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