Using
Your
Terminal

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

Use this handheld, all-in-one terminal to process transactions at the point of sale (POS).
When prompted, you (and sometimes your customer) will key in information on the terminal. If your customer is required to key in information, pass the handheld 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 menu items on the display.
   - Select the option displayed above the ▲ key: e.g. if YES displays above the ▲ key, press that key to select YES. If ▲ displays above the ▼ key, press that key to scroll up.
   - To select an item, scroll through the list until the item is highlighted (e.g. LOGON vs. LOGON), and then press the green ▼ key.

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

3 Alpha-numeric 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 menu at a time.

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

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

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

9 Keypad

10 Magnetic stripe reader

11 Chip reader

12 Display screen/Contactless reader (internal)

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

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

Important screen icons

<table>
<thead>
<tr>
<th>Wireless signal status</th>
<th>Terminal recognizes the wireless signal from the base and can process transactions.</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Signal strength icon 1" /></td>
<td><img src="image" alt="Signal strength icon 2" /></td>
</tr>
</tbody>
</table>

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

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

To test the wireless communication:

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

The iWL220 base

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

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

Communications base

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

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

Charge-only base

Only the power cable is connected to the base.

- Charges the iWL220 battery in the terminal.
Battery use

Helpful hints

- Check the battery charge level (see icons below) before taking the terminal to the customer.
- Dock the terminal back on the base between transactions to maintain battery charge.
- Power off the terminal when it is not in use or being charged on a base.
- Wait for the Wireless Signal Status icon to display (see page 28) before attempting transactions.

Important screen icons

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

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

Stand-by mode

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

Power on

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

Ensure that the terminal is not docked on a base.

1. From the READY screen, press the Admin key twice.
2. Key in 49, and press the green key.
3. When POWER OFF TERMINAL? appears, press the key (YES).
Card types
The Moneris iWL220 supports the following card types and formats. These card types are not mutually exclusive. A single card can include a magnetic stripe, a chip, and contactless functionality.

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

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

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

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

When verification is required, follow these general guidelines:

- For a transaction where a card is swiped, the cardholder signs the merchant copy of the receipt.
- For a transaction where a card is inserted, the cardholder enters their PIN on the terminal. In some cases, the cardholder may need to sign the merchant copy of the receipt.
- For a transaction where a card is tapped, the cardholder signs the merchant copy of the receipt.
- For a transaction where a mobile device is tapped, the cardholder enters their passcode on their mobile device. If the cardholder has already entered their passcode, they will not be prompted again during the transaction.

Cardholder verification limit

- This is the maximum dollar amount for performing a tapped credit transaction without cardholder verification.

- To determine the cardholder verification limit for a card, print a Configuration Report (see instructions on page 56). 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 in the Cardholder verification methods section above.

- 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/TAPCARD displays on the terminal.
2. Either you or the customer inserts the card into the device’s chip reader.
   
   **Note:** Unless the device 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.

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 Contactless Transaction Limit on page 34).
   - 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 instructions on page 56). 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 maximum CTL, the terminal will display **CONTACTLESS TRANSACTION LIMIT EXCEEDED** (see message on page 51).

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

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

  **Note:** If an Interac Flash card is tapped for an amount that exceeds its maximum CTL, the terminal will display **TAP FAILED PLEASE INSERT OR SWIPE CARD** (see message on page 63).

**Swipe: Magnetic stripe cards**

1. SWIPE CARD or SWIPE OR INSERT CARD or SWIPE/INSERT/TAP CARD displays on the terminal.
2. Swipe the card on the device’s magnetic stripe reader.

  **Note:** If the card has a chip and the terminal is enabled to read chip cards, the card must be inserted into the chip reader.

**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.

  **Note:** A manual card entry password must be configured, and manual card entry must be enabled on the terminal for this card entry method to work. Refer to Configuring the password for manual card entry protection for the first time on page 11 for more information.

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.

   - If the ENTER LAST 4 DIGITS prompt appears, key in the card’s last four digits and press the green key.

3. At the ENTER EXPIRY DATE [MMYY] prompt, key in the card’s expiry date (MMYY) on the terminal and press the green key.
4. When the ENTER MAN ENT PASSWORD prompt appears, key in your manual entry password and press the green key.

- 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 section begin at the READY screen. To access the READY screen from any other screen, press the red key repeatedly until the READY screen appears.

General guidelines

1. Before processing transactions, ensure that the wireless signal strength is at a sufficient level (see page 28).
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 - 34).
5. Follow the prompts* (see pages 37 -48).

*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 device 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 section 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 Admin 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 Admin 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 Admin [E] key, select TRANSACTIONS, select PURCHASE, and then key in a Purchase amount.)

2. Press the green [X] key.

3. Follow the merchant prompts:
   - If tip entry is disabled, follow the merchant prompts table on page 40.
   - If tip entry is enabled, follow the merchant prompts table on page 47.

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.

Processing single instance card not present transactions
Use the IWL220 terminal to process credit card transactions when the cardholder is not present i.e. taking orders over the telephone or via mail order. Follow the directions below to process a single instance card not present transaction.

Note: A manual card entry password must be configured, and manual card entry must be enabled on the terminal in order to process card not present transactions. Refer to Configuring the password for manual card entry protection for the first time on page 11 for more information. MAIL/TEL ORDER TRANSACTIONS must also be enabled on the terminal. Refer to the IWL220 Operating Manual in WebHelp format at moneris.com/support-IWL220 and search for the topic entitled ‘Enabling Mail Order/Telephone Order Entry’.

Important: Please note that many of the safeguards against fraud are not applicable to card not present transactions and thus they expose you to higher fraud and chargeback risk. If you are not prepared to assume this increased chargeback risk or if you are suspicious of a card not present transaction, please do not proceed with the transaction.

1. Begin the Purchase transaction by following the Purchase steps 1 & 2 listed above.

2. At the SWIPE CARD or SWIPE OR INSERT CARD or SWIPE/INSERT/TAP CARD prompt, key in the card number and press the green [X] key.

3. At the ENTER EXPIRY DATE [MMYY] prompt, key in the card’s expiry date in MM/YY format and press the green [X] key.

4. At the ENTER MAN ENT PASSWORD prompt, key in the manual card entry password and press the green [X] key.

5. At the CARD PRESENT/CARD NOT PRESENT prompt, press the [X] key to scroll down and select CARD NOT PRESENT, then press the green [X] key.
6. At the SINGLE RECURRING INSTALLMENT OTHER prompt, press the green key to select SINGLE.

Note: For information on processing recurring, installment, or other card not present transactions, please refer to the iWL220 Operating Manual available in Webhelp format at moneris.com/support-iWL220.

7. At the VALIDATION CODE: prompt, enter the card’s three-or-four digit CVV value and press the green key. Proceed to step 9.
   - If no CVV is present, or is unreadable, press the green key to bypass the prompt. Proceed to step 8.

8. At the CODE PRESENT? prompt, do one of the following:
   - If there is no CVV value on the card, press the key (NO). Proceed to step 9.
   - If there is a CVV value but it is unreadable, press the key (XREAD). Proceed to step 9.

9. Follow the remaining merchant prompts:
   - If tip entry is disabled, follow the merchant prompts table on page 40.
   - If tip entry is enabled, follow the merchant prompts table on page 47.


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 Admin 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 40.

   Note: To refund or void a partially approved purchase, use the TOTAL PAID amount on the Partial Approval receipt. See page 53.

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 Admin 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 40.

   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 starting on page 39).

Cheque Authorization [105]

1. Press the Admin key, select TRANSACTIONS, and select CHEQUE AUTH.
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 customer receipt or last report [29]**
Prints a duplicate of the last printout.

1. Press the **Admin** key, select **ADMIN**, and select **REPRINT**.
   The receipt or report prints.

**Reprint merchant receipt**
See *Reprint merchant receipt* on page 54.

Card masking

To reduce the risk of fraudulent card use, masking and truncation are applied to card numbers printed on receipts. Masking replaces a card's numbers with asterisks (e.g., **************1234).

Truncation prints only the last 4 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 iWL220 Operating Manual in WebHelp format located at moneris.com/support-iWL220.

Receipts are always printed for Interac Flash transactions.

Receipts

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

Pre-AUTH receipt

Original receipt
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 Admin 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 the PRINT OR DISPLAY? appears, press the key (DISPLAY), scroll to the transaction and press the green key, and 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 Subtotaling must be enabled.
1. Press the Admin 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) and then select ALL CLERKS.

The report prints, and the READY screen appears.
Troubleshooting

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

Error messages

<table>
<thead>
<tr>
<th>Message</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>BASE BUSY PLEASE WAIT</td>
<td>Another terminal is using the base. If the base becomes available, this transaction will start. If not, PLEASE WAIT disappears. Press the green key and retry the transaction.</td>
</tr>
<tr>
<td>CARD BLOCKED REMOVE CARD</td>
<td>The chip card cannot be used.</td>
</tr>
<tr>
<td></td>
<td>Ask for another form of payment.</td>
</tr>
<tr>
<td>CARD NOT SUPPORTED PLEASE RETRY</td>
<td>Try swiping the card again.</td>
</tr>
<tr>
<td></td>
<td>If this message reappears, request another form of payment.</td>
</tr>
<tr>
<td>CARD PROBLEM</td>
<td>Retry the transaction. If the message reappears:</td>
</tr>
<tr>
<td></td>
<td>- If credit card was swiped: Key in the card number.</td>
</tr>
<tr>
<td></td>
<td>- If debit card was swiped: Request another form of payment.</td>
</tr>
<tr>
<td></td>
<td>- If card was inserted: Swipe the card.</td>
</tr>
<tr>
<td>CARD REMOVED</td>
<td>The chip card was removed during the transaction.</td>
</tr>
<tr>
<td></td>
<td>1. Retrieve the terminal.</td>
</tr>
<tr>
<td></td>
<td>2. Press the green key until the READY screen appears.</td>
</tr>
<tr>
<td></td>
<td>3. Retry the transaction.</td>
</tr>
<tr>
<td>CHECK PHONE THEN TAP AGAIN</td>
<td>The customer’s mobile device (e.g. smartphone) requires a response. The customer performs the following actions:</td>
</tr>
<tr>
<td></td>
<td>1. Checks their mobile device and responds to any prompts displayed there, e.g. they may need to enter a passcode on their mobile device.</td>
</tr>
<tr>
<td></td>
<td>2. Presses the green key on the terminal, or waits for the SWIPE/INSERT/TAP CARD prompt to re-appear.</td>
</tr>
<tr>
<td></td>
<td>3. Taps the mobile device again.</td>
</tr>
</tbody>
</table>
System close
If your merchant account is set up for System Close settlement, Moneris automatically closes your batch for you at the end of each day. You must verify transaction totals on a daily basis. Here's how:

Step 1: Print a stored transactions report [60]
See page 58.

Step 2: Print a merchant subtotals report [95]
See page 55.

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 (printed in step 1) match the totals on the Merchant Subtotals report (printed in step 2). If they do not match, call Moneris Customer Care toll-free at 1-866-319-7450 within 30 days for reconciliation assistance.
<table>
<thead>
<tr>
<th><strong>Message</strong></th>
<th><strong>Solution</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>CHECK PRINTER</strong></td>
<td>1. Open the printer, and ensure that a paper roll is inside and that it is properly inserted.</td>
</tr>
<tr>
<td></td>
<td>2. Close the printer lid.</td>
</tr>
<tr>
<td></td>
<td>3. If required, press and hold down the yellow key to advance the paper to the desired length.</td>
</tr>
<tr>
<td><strong>CONTACTLESS TRANSACTION LIMIT EXCEEDED</strong></td>
<td>- If the card has a chip, insert it into the chip reader.</td>
</tr>
<tr>
<td></td>
<td>- If the card does not have a chip, swipe the card.</td>
</tr>
<tr>
<td><strong>CUSTOMER — INSERT CARD INTO READER</strong></td>
<td>Insert the chip card into the chip card reader.</td>
</tr>
<tr>
<td><strong>DECLINED BY CARD</strong></td>
<td>The chip card has declined the transaction.</td>
</tr>
<tr>
<td></td>
<td>1. Retrieve the terminal and remove the chip card.</td>
</tr>
<tr>
<td></td>
<td>2. Press the key until the READY screen appears.</td>
</tr>
<tr>
<td></td>
<td>3. Request another form of payment.</td>
</tr>
<tr>
<td><strong>DECLINED — RETRY TRANSACTION?</strong></td>
<td>1. Press the key (YES).</td>
</tr>
<tr>
<td></td>
<td>2. Retry the transaction.</td>
</tr>
<tr>
<td><strong>DO A PURCHASE WITH CHIP CARD</strong></td>
<td>The chip card cannot be used for a Pre-Auth transaction because the terminal is not configured to allow this.</td>
</tr>
<tr>
<td></td>
<td>1. Retrieve the terminal and remove the chip card.</td>
</tr>
<tr>
<td></td>
<td>2. Press the key until the READY screen appears.</td>
</tr>
<tr>
<td></td>
<td>3. Perform a Purchase instead.</td>
</tr>
<tr>
<td></td>
<td>4. Perform a Purchase instead.</td>
</tr>
<tr>
<td><strong>ERROR 40#</strong></td>
<td>Communication error.</td>
</tr>
<tr>
<td></td>
<td>1. Press the key to return to the READY screen.</td>
</tr>
<tr>
<td></td>
<td>2. Retry the transaction.</td>
</tr>
<tr>
<td><strong>ETHERNET COMMS ERROR-DIAL USED PRESS OK</strong></td>
<td>Dial backup was used for the transaction due to an Ethernet connection problem.</td>
</tr>
<tr>
<td></td>
<td>Press the key to return to the READY screen.</td>
</tr>
<tr>
<td>Message</td>
<td>Solution</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| **ETHERNET DOWN BASE NOT FOUND PRESS OK**   | The terminal is out of range of its communications base and/or this base is not powered.  
1. Press the green key to return the READY screen.  
2. Confirm that the power cable is securely plugged into the base's power port and a working outlet.  
3. Before retrying a transaction, confirm that the signal strength indicator bars (at least 3 bars) appear on the READY screen. |
<p>| <strong>ETHERNET DOWN PRESS OK</strong>                  | Press the green key to return to the READY screen. See TCP CONNECTION FAILED solution on page 17.                                                                                                        |
| <strong>INVALID CARD TYPE</strong>                       | The card that was swiped cannot be used for this transaction. Ask for another card and retry.                                                                                                            |
| <strong>INVALID ENTRY</strong>                           | In Training mode, ensure the transaction, Cashback, or Tip amount is $1.00 or less (max. total: $3.00).                                                                                                    |
| <strong>INVALID MAN ENT PASSWORD PLEASE RETRY</strong>   | This prompt appears if the incorrect manual entry password (see page 11) has been entered for a card that was manually keyed into the terminal (see page 34). Press the green key then retry entering the correct password. |
|                                             | <strong>Note:</strong> If the password is entered four times incorrectly, the terminal will lock. Refer to the PASSWORD LOCKED CALL SERVICE CENTRE message on page 63 for more information. |
| <strong>INVALID MAN ENT PASSWORD FORMAT PLEASE RE-ENTER</strong> | This prompt appears if the password format is incorrect i.e. the password is too short, or contains too many consecutive numbers (e.g. 123, 98765, or 123456). Press the green key then retry entering the password in the correct format. |
| <strong>MAN ENT PASSWORD DOES NOT MATCH PLEASE RETRY</strong> | This prompt appears if re-entry of the manual entry password does not match the first password you keyed in. It displays for three seconds, then the ENTER NEW 5-10/DIGIT PASSWORD prompt appears. Refer to the instructions in Configuring the password for manual card entry protection for the first time on page 11 beginning at step 4. |
| <strong>LOW BATTERY!!! DOCK TERMINAL</strong>            | The battery charge is too low. Dock the terminal on a powered base.                                                                                                                                     |
| <strong>NO LINE DETECTED</strong>                        | Check that all cables are correctly and securely connected to the communications base and the wall jack. If the message reappears, unplug and replug the power cable at the power source. |</p>
<table>
<thead>
<tr>
<th>Message</th>
<th>Solution</th>
</tr>
</thead>
</table>
| NO SUPPORTED APPLICATIONS REMOVE CARD       | - If card was inserted: Remove card from the chip reader, and swipe it when prompted.  
   - If card was tapped: If the card has a chip, insert it into the chip reader; if there is no chip, swipe the card. |
| NOT ACCEPTED REMOVE CARD                    | 1. Remove the chip card from the chip reader.                             
   2. When prompted:  
      - for credit cards: swipe the card on the magnetic stripe reader;  
      - for debit cards: 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, check all the cable connections.        
   3. Try the transaction again.                                               |
| PASSWORD LOCKED CALL SERVICE CENTRE XXXX    | This prompt displays if the wrong manual entry password was entered four times in a row. The XXXX represents the four-digit unlock code that the Moneris call centre agent requires to unlock the terminal. By default the terminal will remain locked for 15 minutes. Do one of the following:  
   - To continue the transaction with another payment type, press the green key. The terminal will cancel the transaction, print a cancellation receipt. Begin the transaction again and use a different payment type that does not require manual card entry.  
   - To cancel the transaction entirely, press the red key to return to the READY screen. The terminal will print a cancellation receipt. |
| 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. |
<p>| REINITIALIZATION REQUIRED                   | Re-Initialize the terminal. See page 57.                                  |
| 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 chip reader; if the card does not have a chip, swipe it. |</p>
<table>
<thead>
<tr>
<th>Message</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>TIME-OUT or RETRY TERMINAL TIME-OUT</td>
<td>The customer took too long to respond to the prompts.</td>
</tr>
<tr>
<td></td>
<td>1. If REMOVE CARD is also displayed, the customer removes their chip card.</td>
</tr>
<tr>
<td></td>
<td>2. Retrieve the terminal.</td>
</tr>
<tr>
<td></td>
<td>3. Press the red key.</td>
</tr>
<tr>
<td></td>
<td>4. When the READY screen appears, try the transaction again.</td>
</tr>
<tr>
<td>TIP IS NOT SUPPORTED FOR MAIL/TEL</td>
<td>Do not enter a tip during a Mail Order/Telephone Order (MOTO) transaction.</td>
</tr>
<tr>
<td></td>
<td>1. Press the green key (or wait for the terminal) to return to the purchase amount confirmation screen.</td>
</tr>
<tr>
<td></td>
<td>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.</td>
</tr>
<tr>
<td>TRANSACTION NOT FOUND</td>
<td>The terminal cannot find a matching transaction. This message appears for three seconds then the terminal returns to the previous prompt.</td>
</tr>
</tbody>
</table>
# Equipment issues

<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
</table>
| HOST CONNECTION FAILED or TCP CONNECTION FAILED | **If the terminal is configured for Ethernet:**  
1. Confirm that the Ethernet cable is securely plugged into the Ethernet port located in the back of the base.  
   **Note:** If you unplug the cables from the communications base, ensure that you replug the Ethernet cable first before plugging in the power cable.  
2. Confirm that the router and hub/switch (if any) are functioning (refer to the Moneris [IP Readiness Checklist](#) at moneris.com/checklist to confirm that your firewall rules have been updated).  
3. Confirm that the network is functioning.  
   - Public Internet: Contact your ISP (Internet service provider) for assistance.  
   - Corporate WAN: Call your corporate help desk to confirm that the corporate WAN is functioning properly.  
4. If the error message still appears, refer to [Communications troubleshooting](#) on page 17 and begin at step 5.  
**If the terminal is configured for dial:**  
1. Confirm that the dial cable is securely plugged into the MODEM port located in the compartment inside the base. Refer to [Setup for dial or dial backup](#) on page 8.  
2. Confirm that the COMM TYPE is set to DIAL. Refer to [Using dial](#) on page 16.  
3. If the terminal must use a prefix to dial out, ensure that the dial PREFIX parameter has been configured correctly. Refer to [Setting a dial prefix](#) on page 16. |
| You need to advance receipt paper from the printer | While the terminal is powered on, press and hold down the yellow key until the paper advances to the desired length.  
**Note:** If the lid is closed, DO NOT attempt to manually pull the paper from the printer as this will damage the printer. |
| The battery isn’t charging                  | 1. Make sure the base’s power cable is plugged into a working power outlet.  
2. Ensure that the 💎 icon is displayed on the READY screen when the terminal is docked on a powered base.  
3. If necessary, reposition the terminal until you are certain that it is securely docked on the base. |
<table>
<thead>
<tr>
<th>Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>The display screen is blank.</td>
<td>The terminal is powered off. Press the green key. If power is not restored, dock the terminal on a powered base. If this does not work, call Moneris Customer Care.</td>
</tr>
</tbody>
</table>
| The Wireless Signal Status icon (signal strength indicator bars) is not visible on the READY screen. | 1. Ensure that the terminal is close enough to its communications base (refer to the Installation Checklist: Wireless Communication Base at moneris.com/installation).  
2. If this does not work, dock the terminal on its communications base, and perform the transaction.  
   **Note:** If Ethernet Down Base Not Found Press OK also appears, see message on page 62. |
| The icon appears on READY screen. (The icon displays as on other screens.) | The battery needs to be recharged. Dock the terminal on a powered base to complete the current transaction.                                |
| The receipt paper is coming out of the printer but nothing is printed on it. | The paper roll is incorrectly installed in the paper well. Ensure that when the paper unrolls, it unrolls towards the top of the terminal over the printer.  
If the paper unrolls over the display screen, remove the paper roll from the paper well and place the roll back inside the well so that the paper unrolls over the printer. See page 7 for instructions. |
| The paper well won’t close.                                           | The printer paper roller may have popped out of place. Press gently but firmly on the loose end of the printer roller to pop it back into place. Then close the printer lid. |
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-iWL220 to:
  - watch the iWL220 Setup and Installation video
  - download additional copies of this guide and other resources
  - consult the Moneris iWL220 WebHelp for detailed information on all of the options available on your terminal and how to enable them
- Visit shop.moneris.com to purchase point-of-sale supplies and receipt paper
- Visit moneris.com/insights for business and payment news, trends, customer success stories, and quarterly reports & insights

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