®/MD

Moneris® Kiosk Powered by UEAT

User Guide

Contents

Document Control

Rev.	Date	Summary of changes
1.0	10-04-2023	Draft 1 – Set-Up Guide
2.0	25-05-2023	User Guide 2.0

1.0 The Moneris Kiosk

Key features:

- Space saving design for various installation options:
  - o Countertop
  - o Floor Stand
  - o Wall Mounted
- Modular functionality for various payment options:
  - o P400 terminal card reader
- Built-in thermal receipt printer
- 24-inch diagonal touchscreen

Use this guide for:

- Troubleshooting:
  - o P400 PIN Pad
  - o Moneris Kiosk

1.1 Diagram of the front of the Moneris Kiosk

Use this diagram to get familiar with the interfaces located in the front of the Moneris Kiosk.

Label	Hardware Element	Function
A	Terminal screen	Displays information and allows information input by touching the screen.
B	Terminal cradle (with P400 device)	P400 device allows payment transaction functionality.
C	Thermal printer	Prints receipts and reports.
D	QR/Barcode reader	Scans QR codes and barcodes.

1.2 Cleaning the Moneris Kiosk

When cleaning the kiosk screen:

- **UNPLUG** the kiosk before cleaning.
- **DO NOT** spray water or cleaning solutions directly on the screen.
- **DO** use a damp cloth with superfine fibers and gently wipe the screen surface.
- **DO** use a dry cloth to remove any excess moisture or streaks.

1.3　Replacing the thermal printing paper

1. Use the opening behind the QR/Barcode scanner to open the printer drawer.	
2. Lift the orange lever to open the hinged paper guide.	
3. Load the paper roll, curled downwards.	
4. Feed the paper through the opening on the printer door.	
5. Close the paper guide by pressing down until it latches.	

2.0 Communication

The Moneris Kiosk utilizes ethernet capability to connect to the internet.

Note: Ethernet connectivity is preferred to minimize service interruptions.

Tip: In the event of a system outage, verify that the router is on and functioning, and that none of the cables have detached. If the issue continues, contact UEAT or your internet service provider for additional assistance.

3.0 Troubleshooting

3.1 P400 PIN Pad

As the Moneris Kiosk is an all-in-on payment solution, all transactions are initiated on the kiosk screen; the P400 PIN pad is used ONLY to process payments.

Note: Refunds cannot be completed using the P400 PIN Pad. This can only be done through the counter POS system. For further assistance, contact UEAT.

PIN Pad Issue	Solution
Black/blank screen	Ensure the PIN pad is securely plugged into to the kiosk. *Note:* Contact UEAT for assistance if the kiosk needs to be moved to verify this.
Cancelled transaction	If the customer cancelled the transaction on the PIN pad, the transaction will need to be re-initialized, via the kiosk app.
Connectivity issues	• Ensure the kiosk is securely plugged into the electrical outlet. • Ensure there is internet connectivity between the router and the kiosk.
Cannot swipe a chip card using magnetic stripe reader	Ask the customer to complete the transaction using an alternate method: • Card tap • Chip insert
Card removed	The chip card was removed during the transaction. 1. Press the green key to clear the error message. 2. Re-start the transaction from the kiosk app.
Declined	• Advise the customer to contact their card issuer. • **OR** to continue the purchase, ask the customer for another form of payment.
Last PIN Retry or Last PIN Try	The second attempt to enter a PIN for this transaction was incorrect. The customer can try one more time.
No card detected	The transaction timed out at the "Tap, insert or swipe" screen since no card was entered.

	Note: Make sure the customer is ready to enter their card, then re-try the transaction.
Printer out of paper	The printer is out of paper.
	Open the kiosk printer compartment and replace empty paper roll.
	Note: Follow steps here to <u>replace thermal printer roll</u>.
PIN tries exceeded	The customer keyed in an incorrect PIN too many times in a row. The transaction is declined.
	Request another form of payment.
Please enter PIN again	The customer entered an incorrect PIN. Ask them to try again.
Tap failed	Ask the customer to try tapping again. If tapping fails again, ask the customer to insert their card into the chip card reader. If the card does not have a chip, ask the customer to swipe the card.

3.2 Moneris Kiosk

Hardware Issue	Solution
Power on/Power off kiosk	1. Use the opening behind the QR scanner to open the printer tray. 2. Firmly press the round power button. **Note:** The monitor and PIN pad will light up when turned on, or will dim, and then eventually darken when turned off.
The kiosk turns off automatically	Make sure the power cable is connected properly to the product and power outlet.
Internet communication issue	Verify the kiosk is connected to the internet, and that the router is functioning.
Change paper	Follow steps shown here: <u>1.4 Replacing the thermal printing paper</u>.

4.0 Merchant Support

Can't find what you are looking for?

Contact the UEAT Support Team:

Phone: 1-866-214-0061

Email: support@ueat.io

UEAT SUPPORT: Get Support with UEAT

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