Moneris® Kiosk

Reference Guide

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1.0 Introduction

The Moneris Kiosk allows your retail and restaurant customers to place orders on their own. Self-service can increase your sales, efficiency, and customer satisfaction while reducing dependence on front line employees.

The Moneris kiosk is composed of 3 components:

- The **enclosure and its associated printer and scanner** (manufactured by Samsung and Sunmi)
- The **point of sale (POS) application** that appears on the screen. Your customers interact with the application to place orders and make purchases. The POS app may be developed by UEAT or by an independent solution vendor (ISV).
- The **payment PINpad (P400)** which your customers will use to enter their payment card.

Use this reference guide to:

- Begin preparing your site for installation
- Learn about the Samsung and Sunmi kiosks
- Perform common tasks like replacing the paper roll in the receipt printer
- Troubleshoot the P400 PINpad or the kiosk

1.1 Preparing for installation

A technician from Moneris will visit you to ensure that your site is ready for the successful installation of the kiosk. Before the technician arrives, you can review the following questions/requirements and begin to prepare:

Question/requirement	Answer
Where will the kiosk be located? There must be at least $1m^2$ of space around the kiosk.	
Type of installation: countertop, wall-mount, or pedestal? ***Note:*** *Countertop installation not available for the Sunmi kiosk.*	
Is the proposed location clean and clear of any obstacles?	
For pedestal installation, is the floor area flat?	
Is Internet service available on site?	
Is there a functional Ethernet port and cabling available less than 2 metres from the kiosk location? For the Sunmi kiosk, 2 Ethernet ports are required.	
Is there a working 120V A/C outlet available less than 2 ft from the kiosk location? For the Sunmi kiosk, 2 A/C outlets are required.	

1.2 Cleaning the kiosk

When cleaning the kiosk screen:

1. UNPLUG the kiosk before cleaning.
2. Do NOT spray water or cleaning solutions directly on the screen.
3. Use a damp, soft cloth with superfine fibers and gently wipe the screen surface.
4. Use a dry cloth to remove any excess moisture or streaks.

1.3 Communication

The kiosk must be connected to your network through an Ethernet cable. Your network must have access to the Internet to allow the kiosk POS application and the payment PINpad to communicate with the POS application provider and with Moneris.

1.4 Transactions

Purchase	Your customers will use the kiosk and its integrated PINpad to pay for their orders. Only purchase transactions can be processed using the kiosk and PINpad.
Refund	Use your Moneris countertop terminal (for example, the Moneris Go or Go Plus) to process an independent refund. For help with this, visit the Moneris Support page at moneris.com/support and look for your particular terminal.

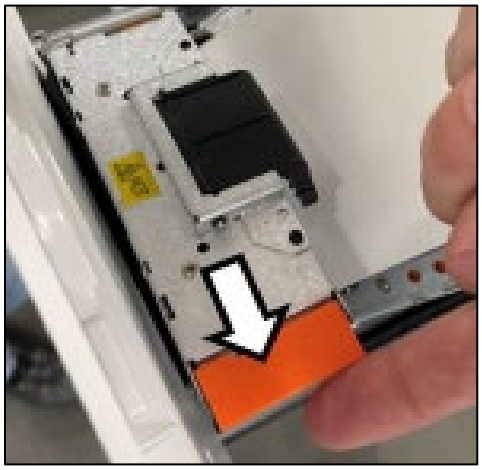
2.0 The Samsung kiosk

2.1 Key features

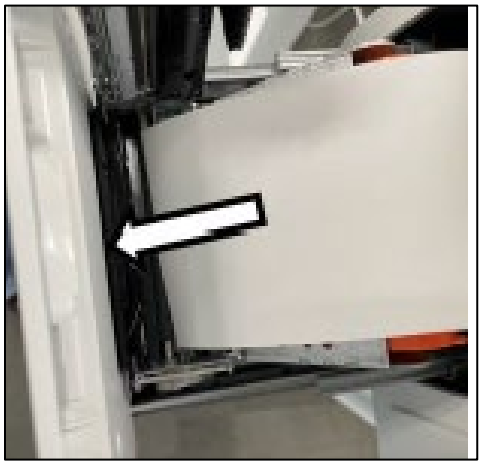
- Space saving design for various installation options:
  - Countertop
  - Pedestal
  - Wall mounted
- Modular functionality for various payment options:
  - P400 terminal card reader
  - Built-in thermal receipt printer
  - 24-inch touchscreen

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 the customer to enter their payment card for transaction processing.
C	Thermal printer	Prints receipts and reports.
D	QR/Barcode reader	Scans QR codes and barcodes.

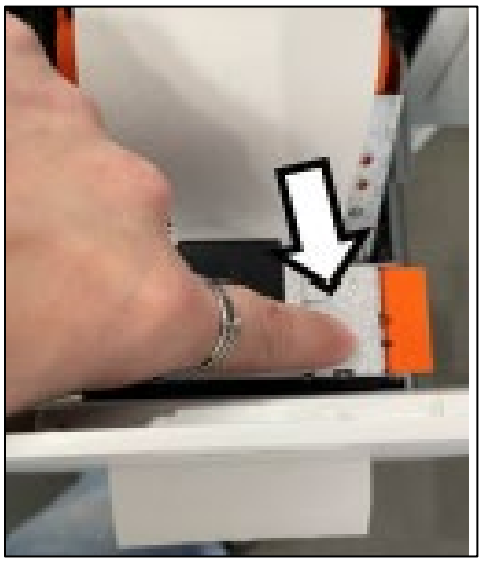
2.2 Replacing the thermal printing paper



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 with the loose end curling downwards.



4. Feed the paper through the slot in the printer door.
5. Close the paper guide by pressing down until it latches.

3.0 The Sunmi kiosk

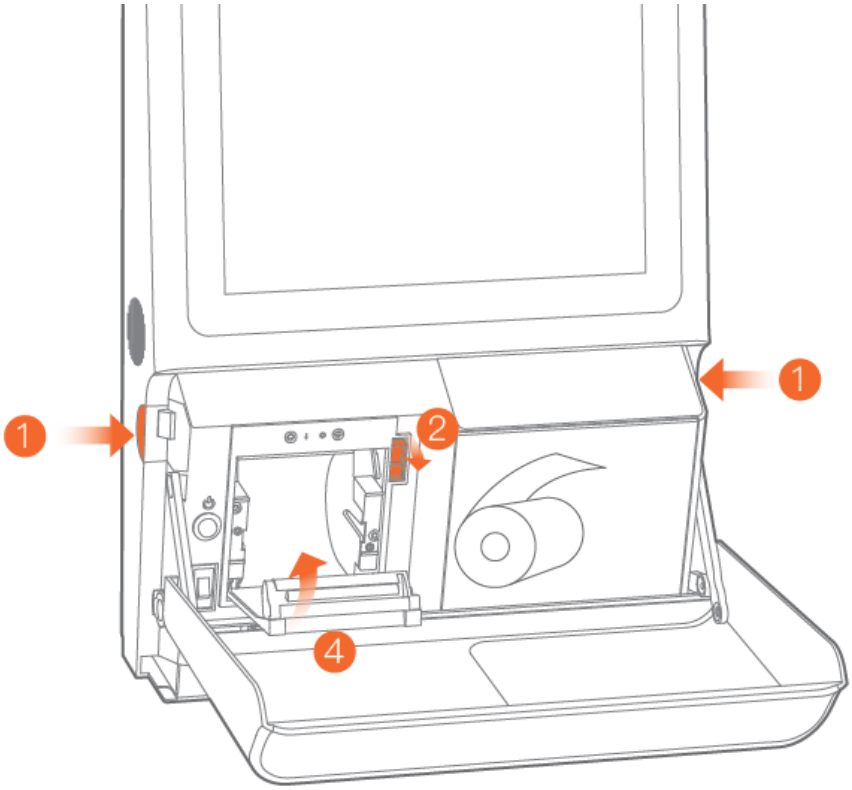
3.1 Key features

- Space saving design for various installation options:
  - Pedestal (no table)
  - Pedestal (with table)
  - Wall mounted
- P400 terminal card reader (not shown)
- Built-in thermal receipt printer
- 24-inch touchscreen

Label	Hardware Element	Function
A	Terminal screen	Displays information and allows information input by touching the screen.
B	PINpad (**Not shown here**)	P400 device allows the customer to enter their payment card for transaction processing. The device would be connected to the side of the kiosk using a special bracket.
C	Thermal printer	Prints receipts and reports.
D	QR/Barcode reader	Scans QR codes and barcodes.

3.2 Replacing the thermal printing paper

Follow these steps to replace the paper roll.



1. Press the buttons on both sides of the unit at the same time to open the front panel.
2. Push the printer lever down to open the paper compartment.
3. a. Insert the paper roll into the paper compartment with the loose end rolling towards you from the top of the paper roll.
   b. Pull the loose end of the paper through the slot in the paper compartment door.
4. Close the paper compartment door and press on both sides to secure it in place.
5. If the unit is powered on, the paper cutter will cut any excess paper.
6. Close the front panel.

4.0 Troubleshooting

4.1 P400 PINpad

The P400 PINpad is used only to allow customers to enter their payment card information for purchases. Refunds cannot be completed using the P400 PINpad. Refer to Transactions on page 4.

PINpad Issue	Solution
Black/blank screen	Ensure the PINpad is securely plugged into an electrical outlet.
Cancelled transaction	If the customer cancelled the transaction on the PINpad, the transaction will need to be re-initialized via the kiosk app.
Connectivity issues	Ensure the kiosk and the PINpad are securely plugged into a network port and there is network connectivity between the router and the kiosk. Make sure your network has an Internet connection.
Cannot swipe a chip card using magnetic stripe reader	Ask the customer to complete the transaction using an alternate method of card entry: • Tap the card • Insert the card into the chip card reader
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. 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 ask them to re-try the transaction.
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.

4.2 The Kiosk

Hardware Issue	Solution
Power on/Power off kiosk	**Samsung 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 PINpad will light up when turned on, or will dim, and then eventually darken when turned off. **Sunmi kiosk:** 1. Open the front panel. 2. Press the round power button.
The kiosk turns off automatically	Make sure the power cable is connected properly to the product and to the power outlet.
Internet communication issue	Verify the kiosk is connected to the Internet, and that the router / network are functioning.
Out of paper	The printer is out of paper. Open the kiosk printer compartment and replace empty paper roll. For instructions, refer to : Replacing the thermal printer paper (Samsung) Replacing the thermal printer paper (Sunmi)

5.0 Merchant Support

If you need assistance with your payment processing solution, we're here to help.

5.1 Moneris Kiosk powered by UEAT

Contact the UEAT Support Team:

- Phone: 1-866-214-0061
- Email: support@ueat.io

5.2 Moneris Kiosk — ISV solution

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

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

If you know the issue is related to the point of sale (POS) application, contact your ISV directly.

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