V400c Payment Terminal Installation Instructions

May – July 2022

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Introduction

iCT250 RSG payment terminals are end of life and so BCLC is planning an upgrade with Moneris to the Verifone V400c.

New payment terminals will be shipped to RSG locations in a phased approach between May 2022 and July 2022. **When the new payment terminal arrives at your location, please follow the step-by-step instructions below to perform the installation.**

Important! Perform the swap outside of operating hours, either before opening or after close. Allow yourself a minimum of 30 minutes.

NEED ASSISTANCE?

1. **Issues with the installation** (ie. connecting it to power or Ethernet): Call **Lottery Hotline** to dispatch a technician.

2. **Issues with the payment terminal <u>after</u> installation**: Call **Moneris** (1-866-319-7450)
   - Moneris Customer Care is available Monday to Friday, 5am-5pm PST
   - Moneris phone number can also be found on the back of the payment terminal on a red sticker
   - Must provide your *Merchant ID* and payment device *serial number* that is located on the side of device on white sticker.

   Payment Terminal Serial Number: Letter V+7 digits. 8 characters overall.

Note: After calling Lottery Hotline or Moneris as per the instructions above, re-install the iCT250 to continue business operations until a technician arrives to complete the installation.

4 Steps to Get Payment Ready

Step 1 - Remove Existing iCT250 Payment Terminal, Magic Box & Power Cable

1. Disconnect the Ethernet cable, power cable and phone line (if applicable) from the existing Magic Box.

2. Set the Magic Box and payment terminal aside.

3. The existing Ethernet cable will remain in place and will connect to the new multi-port box; no action to be taken with the Ethernet cable.

4. The power cable must be replaced. Follow the power cable from the Magic Box down into the cupboard and unplug it from the outlet.

5. Make note of the outlet as you will be plugging the new power cable into the same outlet.

6. Pull the other end of the power cable down to remove it and set it aside with the Magic Box and payment terminal.

7. After the new equipment is installed and confirmed working, return the old Magic Box, payment terminal and power cable to Moneris by following the instructions in Appendix 'Return Old iCT250 to Moneris' section below.

8. Discard the old Admin Card after new terminal is installed and confirmed working.

Step 2 – Setup the New Terminal - V400c

The set-up kit you receive should include the following items:

V400c terminal
with the multi-
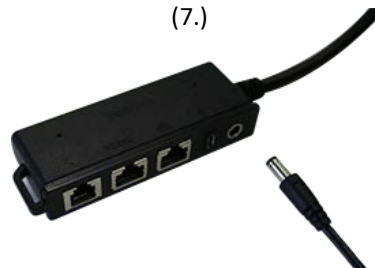port box

Power cable

Paper Roll

Ethernet Cable
<mark>Do not use</mark>

2. Plug the power cable into the same outlet in the cupboard that was used for the old device.

3. Feed the head of the power cable (the barrel connector) up through the hole in the counter alongside the existing Ethernet cable.

4. Retrieve the V400c payment terminal with multi-port box. Place the multi-port box behind the lottery terminal near the ends of the Ethernet and power cables.

5. Plug the cables into the multi-port box. Remember E comes before P – **always connect the Ethernet cable first**.

6. Plug the Ethernet cable into the Ethernet port on the multi-port box labelled with the network symbol (⊞)

7. Plug the power cable's barrel connector into the power port on the multi-port box labelled with the power symbol (⏻).

8. The payment terminal should power on.

9. You will not be using the new Ethernet cable that came in the box. Store it as a back up for future use.

(6.)   (7.)

Step 3 - Load Paper Roll into the Payment Terminal

Paper rolls used in the iCT250 are compatible with the new V400c.

1. **Lift up printer latch and pull back.**
   This will open the lid and expose the paper well.

2. **Insert paper roll into paper well.**
   The loose end should unroll toward the back of
   the terminal. If it does not, printouts may be blank.
   Extend the paper at least one inch (2.5 cm)
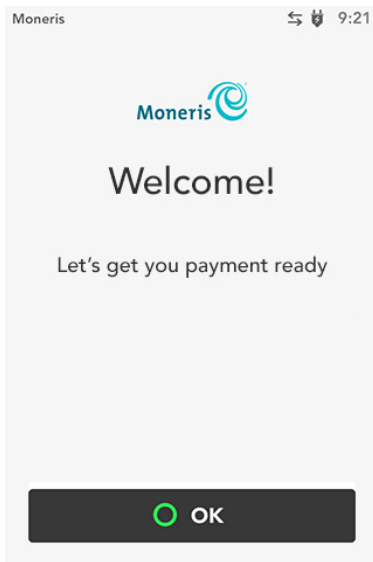   over the top of the lid.

3. **Close lid and press down.**
   This will snap the lid in place so the extended paper is secure.
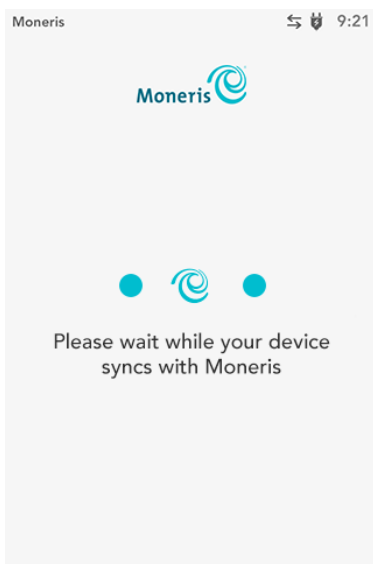   The paper should unroll over top of lid, not over the screen.

Step 4 – Set up V400c Software

1. **Sync your terminal with Moneris to download account settings.**
   At the 'Welcome' screen, tap OK.

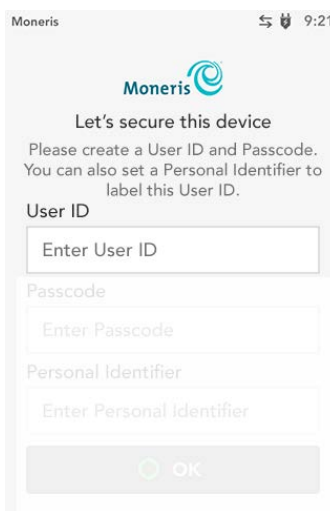Wait while the terminal connects to Moneris to get your account settings.

2. **Create a User ID and Passcode.**
   To protect your terminal from unauthorized refunds and changes to settings, set up a high security User ID and Passcode. The high security user replaces the previous admin card giving access to high level transactions. A User ID is not needed to perform standard sales transactions on the payment terminal.

   Enter a User ID.

   At the 'Let's secure this device' screen, tap the **User ID** field and enter a 1 to 4 digit **User ID**. then tap **OK**.
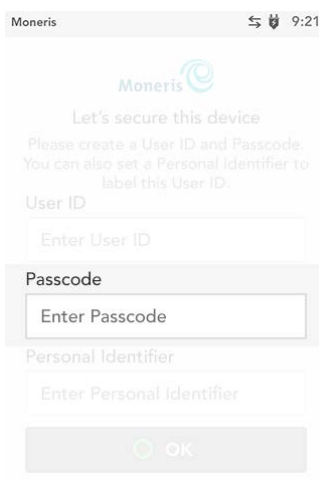

   Enter a Passcode

   Tap the **Passcode** field and enter a 4 to 10 digit Passcode. It can be letters or numbers. Then tap **OK**.

   You cannot use 3 or more consecutive numbers such as **123**6, **654**39; or 3 or more repeating numbers such as **999**6, or **111**3.

Note: Do not share your Passcode with others. Use a password manager or store your Passcode in a secure location for future reference.

Once you have completed
the 4 steps above,
you are payment ready!

Here's a few more topics for you to be aware of.

Payment Terminal Default Settings

The V400c will include the following default settings to safeguard against fraudulent activity. These are *default* settings on the payment terminals and must be in place. No retailer action needed here.

1. **PIN and Tap onl**y. Payment terminal(s) are configured to only accept PIN and Contactless (tap) transactions.
2. **Manual (Card) Entry is Disabled.** Protects against transactions facilitated by the manual entry of card data.

Familiarize Yourself with the V400c

This section connects you to Moneris Support webpages to help you learn about the V400c. Or, view a comprehensive Moneris V400c Reference Guide.

PERFORMING TRANSACTIONS

Familiarize yourself with using the terminal (https://www.moneris.com/help/V400C-WH-EN/UYT/Using_the_terminal.htm) and the transactions (including how to process a refund) (https://www.moneris.com/help/V400C-WH-EN/Transactions/Menu_transactions.htm) you can perform.

NOTE: Confirm the Tip option is turned OFF: From the Main menu, tap Settings > Application (or Quick Setup) > Tip. Tip Support Tap > Toggle to turn this setting off

RUNNING REPORTS AND CLOSING YOUR BATCH

PCI Compliance – RSG Payment Card Terminal Procedures

The RSG Payment Card Terminal Procedures you recently learned remain the same for the V400c payment terminal, so continue to **Lock It, Restrict It, Inspect It and Report It.**

Update any references to the old serial number with the serial number of the new terminal. Ie. V1234567.

Appendix I – Return Old iCT250 to Moneris

1. The box that the new V400c came in will be used to return the iCT250.

2. Empty the box and place the old iCT250 payment terminal, magic box and power cable in it.

3. Use the provided UPS return waybill. The waybill is only valid for 4 weeks from the date that the V400c is shipped out.

4. Place the UPS / Moneris label on top of the original label so only one set of delivery instructions is visible.

5. Call UPS using the number found on the way to request a pick-up.