



BE PAYMENT READY

# PAYD Pro Plus<sup>®</sup> Mobile Solution

## Hardware Install Guide





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**BE PAYMENT READY**

## Need help?

Web: [moneris.com/support-PAYDProPlus-mobile](https://moneris.com/support-PAYDProPlus-mobile)

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# Introduction

PAYD Pro Plus<sup>®</sup> is a POS Solution designed for retail. This robust solution gives you control of your business – cash register, inventory and customer management – all from your Apple<sup>®</sup> iPad<sup>®</sup>.

This guide provides you with instructions on how to set-up and install the hardware associated with the PAYD Pro Plus Mobile Solution.

# Signing in and out

## Signing into the PAYD Pro Plus App

Depending on how the PAYD Pro Plus App has been configured, you may be required to sign in with your Moneris PAYD® login credentials: **Username**, **Password**, and **Store ID**, sign in with your fingerprint using **Touch ID**, or you may need to enter a **Quick PIN**.

### To sign in using the standard login screen:

1. Enter your user name (Employee ID) into the **Username** field.
2. Enter your password into the **Password** field.  
*Note: Passwords are case-sensitive.*
3. Enter your store's ID into the **Store ID** field.
4. Tap **Sign In**.

### To sign in using a Quick PIN:

1. Tap the **Username** drop-down menu and tap the checkmark next to your name.
2. Enter your PIN into the **Type in your Quick PIN** field.

### To sign in using your fingerprint (Touch ID):

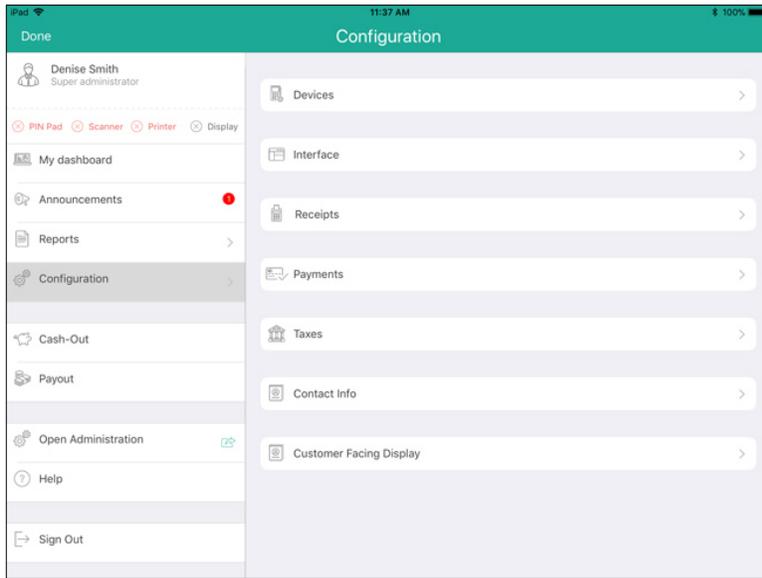
1. At the Sign In screen, tap **Use Touch ID**.
2. At the Touch ID prompt, touch the Home button on the Apple iPad.

## Navigating the interface

**Note:** The PAYD Pro Plus App will always appear in "landscape" orientation, even if the Apple iPad is tilted into a "portrait" orientation.

### Accessing the main menu

- To access the main menu from any screen, tap the **Settings** button (). The main menu appears (shown on the next page).



- To hide the main menu:
  - Tap **Done** in the top left corner of the screen.

## The panes

The PAYD Pro Plus App is generally divided into two panes (referred to in this guide as the “left pane” and the “right pane”). Menus and popups slide in from the left or right side of the screen, but generally the two panes remain visible (one pane becomes smaller depending upon which side of the screen displays a menu or popup).

## The on-screen keyboard and number pad

The PAYD Pro Plus App makes use of the Apple iPad’s on-screen keyboard for data entry (i.e., customer or product names). Use this on-screen keyboard in the PAYD Pro Plus App just like you would in any other Apple iPad app. The PAYD Pro Plus App can use its own number pad, or use the Apple iPad’s on-screen keyboard for numeric data entry too. When your data entry is finished, tap **OK**, **Return**, or tap the **Hide Keyboard** button

() to finalize your input. The keyboard is hidden again.

## Signing out of the PAYD Pro Plus App

When you are finished using the PAYD Pro Plus App, follow the instructions below to sign out.

1. Tap the **Settings** button ()
2. On the main menu, tap **Sign Out**.  
A confirmation popup appears.
3. Tap **OK** to sign out.  
The Login screen appears.



# Hardware installation

PAYD Pro Plus offers the ability to use POS peripheral devices such as Bluetooth® barcode scanners, Bluetooth receipt printers, and cash drawers. All device configuration settings are accessed in the Configuration – Devices screen.

## Setting up the Bluetooth barcode scanner

Use the Bluetooth barcode scanner to scan barcodes when processing transactions, searching for products or searching for receipts. Follow the instructions below to set up the Bluetooth barcode scanner to use with the PAYD Pro Plus App.



**IMPORTANT:** Keep the scanner's documentation for future use. It contains special barcodes that are used for scanner programming.

**Note:** A Bluetooth barcode scanner can only be paired with one Apple iPad at a time. If you need to pair the scanner with another Apple iPad, first un-pair the scanner from the Apple iPad to which it is currently paired. Refer to the [Unpairing devices](#) instructions on page 20 for more information.

**Note:** When placed into its charge cradle, the scanner will charge. It can still be used, even in its cradle, to scan barcodes.

1. Unpack the scanner (and charge cradle, if ordered) from the packaging.
2. Locate the scanner's documentation included in its box.
3. Follow the applicable manufacturer's instructions to insert the batteries, seat it in its cradle, and charge the scanner.
4. Login to the PAYD Pro Plus App (see [Signing into the PAYD Pro Plus App](#) on page 3 for more information).
5. Tap the **Settings** button ().
6. On the Settings menu, tap **Configuration**.
7. On the Configuration screen, tap **Devices**.
8. On the right pane, in the **BARCODE SCANNER** section, toggle the **Enable Barcode Scanner** switch to the right to enable it.
9. Tap **Setup**.  
A Scanner Setup popup appears.
10. Configure the scanner:
  - a. Scan the barcode labelled **Reset to Factory Default**.  
The scanner beeps and powers off.

- b. Power the scanner on again.
- c. Scan the barcode labelled **Set to iOS Mode**.
- d. Tap outside of the Scanner Setup popup to close it.
- e. Tap **<Configuration** at the top of the right pane.
- f. Log out of the PAYD Pro Plus App (refer to [Signing out of the PAYD Pro Plus App](#) on page 4) and proceed to step 11.

11. Pair the scanner with your Apple iPad:

- a. Access the Apple iPad's Settings screen.
- b. Ensure that your Apple iPad's Bluetooth menu is open, that Bluetooth is enabled, and that the Apple iPad is configured to be "discoverable" by another Bluetooth-ready device.
- c. On your Apple iPad's Bluetooth menu, tap the scanner's name (e.g., "Socket CHS") in the OTHER DEVICES list.
- d. Wait while the Apple iPad pairs with the scanner. When the scanner appears in the MY DEVICES list and its status is showing as "Connected", the scanner has been paired successfully.
- e. Close out of the Settings screen and proceed to step 12.

12. Login to the PAYD Pro Plus App again (refer to [Signing into the PAYD Pro Plus App](#) on page 3 for more information).

13. Tap the **Settings** button ()

14. On the Settings menu, tap **Configuration**.

15. On the Configuration screen, tap **Devices**.

16. In the right pane of the Devices screen, the barcode scanner will be automatically detected and the status will change from "Not connected" to display the scanner's name e.g., "Socket CHS".

17. Tap **<Configuration** at the top of the right pane to save your work and return to the Configuration screen.

The system will save the configuration.

The Bluetooth barcode scanner is ready to use with the PAYD Pro Plus App. If you encounter any problems, refer to the [Troubleshooting](#) section on page 21.

**Note:** Consult the scanner's documentation to enable its 'Always On' mode. This mode ensures the scanner is always on and ready to scan. The Always On mode only works when the scanner is seated inside its cradle.

## Setting up the Star mobile Bluetooth receipt printer

Use the mobile Bluetooth receipt printer to print receipts when transactions are completed. Follow the instructions below to set up the mobile Bluetooth receipt printer with your Apple iPad.



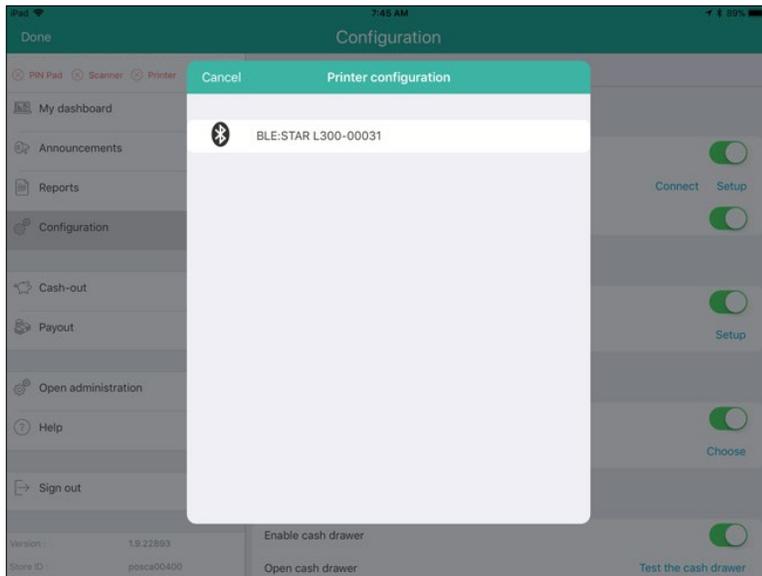
**IMPORTANT:** Keep the receipt printer's documentation (Easy Setup Guide) for future use. It contains instructions for paper roll setup and battery pack connection that may be required in the future. The Easy Setup Guide also contain a QR code that provides access to the printer's online hardware manual. Scan that QR code with a camera on your mobile device to access the manufacturer's hardware manual.

**Note:** A Bluetooth receipt printer can only be paired with one Apple iPad at a time. If you need to pair the receipt printer with another Apple iPad, first unpair the receipt printer from the Apple iPad to which it is currently paired. Refer to the [Unpairing devices](#) instructions on page 20 for more information.

1. Unpack the receipt printer from its packaging.
2. Follow the manufacturer's instructions to attach the printer's battery pack, load the paper roll, and adjust the paper guide.
3. Follow the manufacturer's instructions to charge the printer's battery.
4. (Optional) Follow the manufacturer's instructions to wrap the Ferrite Core around the printer's USB cable. The Ferrite Core helps to reduce unnecessary radio wave interference.
5. Press the **Power/MODE** (  ) button on the top of the printer.  
The display lights up, displaying the printer's Bluetooth, battery, paper, and online status.
6. Login to the PAYD Pro Plus App (refer to [Signing into the PAYD Pro Plus App](#) on page 3 for more information).

7. Tap the **Settings** button (  ).
8. On the Settings menu, tap **Configuration**.
9. On the Configuration screen, tap **Devices**.
10. In the Configuration – Devices screen, in the **RECEIPT PRINTER** section, toggle the **Enable receipt printer** switch to the right (Enabled).
11. Tap **Choose** beside **No receipt printer connected**.

The Printer configuration popup appears.



12. Tap the name of your printer in the list of available devices.

**Note:** *The printer will be listed as STAR L300-xxxxx, where xxxxx represents the last five digits of the printer’s serial number.*

The popup closes and the status changes from “Not connected” to display the printer name e.g., “STAR L300-xxxxx”.

13. Leave the printer connected to a power source to charge.

**Note:** *The manufacturer recommends five hours to achieve a full charge, but it may take longer depending on the ambient temperature and the power source to which you are connected.*

The mobile Bluetooth receipt printer is ready to work with the PAYD Pro Plus App. If you encounter any problems, refer to the [Troubleshooting](#) section on page 21.

## Setting up the Star desktop Bluetooth receipt printer

Use the desktop Bluetooth receipt printer to print receipts when transactions are completed. Follow the instructions below to set up the desktop Bluetooth receipt printer with your Apple iPad.



**IMPORTANT:** Keep the receipt printer’s documentation for future use. It contains instructions for installation and auto-connection that may be required in the future.

**Note:** A desktop Bluetooth receipt printer can only be paired with one Apple iPad at a time. If you need to pair the receipt printer with another Apple iPad, first unpair the receipt printer from the Apple iPad to which it is currently paired. Refer to the [Unpairing devices](#) instructions on page 20 for more information.

1. Unpack the receipt printer from its packaging.
2. Connect the receipt printer’s power cable(s) and insert the paper roll following the manufacturer’s instructions as applicable.
3. Pair the receipt printer with your Apple iPad:
  - a. Power on your receipt printer.
  - b. Power on your Apple iPad.
  - c. Go into the Apple iPad’s Settings screen.
  - d. Ensure that your Apple iPad’s Bluetooth menu is open, that Bluetooth is enabled, and that the Apple iPad is configured to be “discoverable” by another Bluetooth-ready device.

- e. On the rear of the receipt printer, hold down the red **PAIR** button for 5 seconds until the LED flashes green. You have 60 seconds to pair the receipt printer to the Apple iPad.
  - i. On your Apple iPad's Bluetooth menu, tap the receipt printer's name (e.g., "Star Micronics") in the OTHER DEVICES list.
  - ii. Wait while the Apple iPad pairs with the receipt printer. When the receipt printer appears in the MY DEVICES list and its status is showing as "Connected", the receipt printer has been paired successfully.
- f. Proceed to step 4.

4. After pairing, power off the receipt printer and turn it back on to complete the connection.

5. Login to the PAYD Pro Plus App (see [Signing into the PAYD Pro Plus App](#) on page 3 for more information).

6. Tap the **Settings** button ()

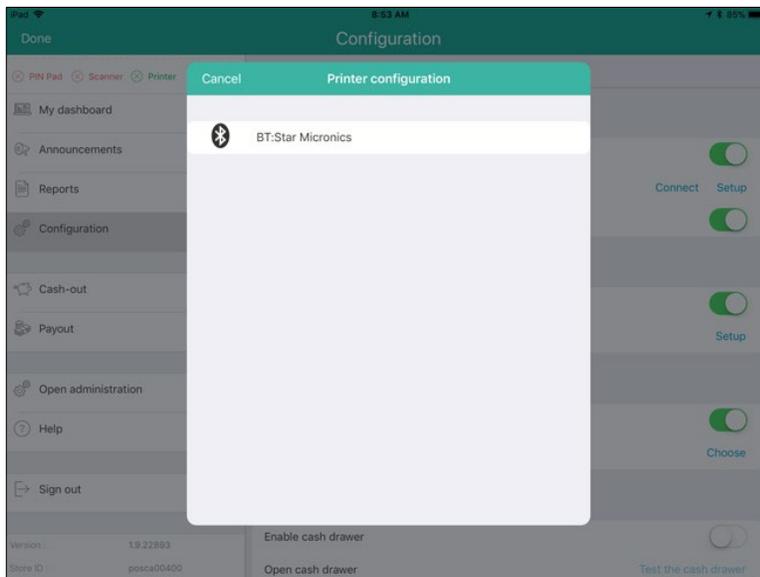
7. On the Settings menu, tap **Configuration**.

8. On the Configuration screen, tap **Devices**.

9. On the right pane, under the **RECEIPT PRINTER** section, toggle the **Enable Receipt Printer** switch to the right to enable it.

10. Tap **Choose** beside **Receipt Printer**:

The Printer configuration popup appears.



11. Tap the name of your Bluetooth receipt printer in the list. The popup closes and the status changes from "Not connected" to display the printer name e.g., "Star Micronics".

**Note:** If you have multiple receipt printers from which to choose, select the receipt printer that is closest to you for the best results.

12. If you have a cash drawer connected, refer to [Connecting the cash drawer](#) on page 13 for more information. If you are not using a cash drawer with your receipt printer, proceed to step 13.
13. Tap **<Configuration** at the top of the right pane to save your work and return to the Configuration screen. The Bluetooth receipt printer is ready to work with the PAYD Pro Plus App. If you encounter any problems, refer to the [Troubleshooting](#) section on page 21.

## Connecting the cash drawer

The cash drawer connects to the back of the desktop Star receipt printer (via the cable provided with the cash drawer). When a receipt is printed, the cash drawer receives a command to open from the receipt printer. Follow the instructions below to connect the cash drawer to the printer.



**Note:** The cash drawer does not need to be paired with the Apple iPad or with the PAYD Pro Plus App. The cash drawer only connects to the desktop receipt printer therefore it does not require Bluetooth pairing.

**Note:** The cash drawer does NOT connect to the mobile Bluetooth receipt printer.

1. Unpack the cash drawer from its packaging. Store the keys somewhere safe.
2. Ensure you situate the cash drawer on a flat, stable surface.
3. Connect the cable to the cash drawer following the manufacturer's instruction.
4. Connect the other end of the cable to the appropriate port on the back of the receipt printer.
5. Login to the PAYD Pro Plus App (refer to [Signing into the PAYD Pro Plus App](#) on page 3 for more information).
6. Tap the **Settings** button ().
7. On the Settings menu, tap **Configuration**.
8. On the Configuration screen, tap **Devices**.
9. On the right pane, under the **CASH TILL** section, toggle the **Enable Cash Till** switch to the right to enable it.
10. Use the **Cash Till Behavior** selector to configure the settings to control when the cash drawer opens. Select one of the following options:
  - **Open on demand** – select this option to open the cash drawer only on demand. This is the default setting.
  - **Open on any sale** – select this option to open the cash drawer for every sale.
  - **Open on cash sale** – select this option to open the cash drawer only when cash is used for payment.
  - **Open on cash sale and on demand** – select this option to open the cash drawer only when cash is used for payment, or on demand.

- **Open on any sale and on demand** - select this option to open the cash drawer for every sale, or on demand.

11. To test the cash drawer's connectivity, tap **Test**.

- If the cash drawer opens, proceed to step 12.
- If you encounter problems, please refer to the [Troubleshooting](#) section on page 21.

12. Tap **<Configuration** at the top of the right pane to save your work and return to the Configuration screen.

## DYMO LabelWriter (Wired)

The wired DYMO LabelWriter can be purchased to accompany your PAYD Pro Plus App. The DYMO LabelWriter must be installed on a laptop or computer, and is accessed via Moneris PAYD Administration to print barcode labels for your products.



**Note:** The DYMO LabelWriter does not need to be paired, nor does it operate with, the Apple iPad.

Follow the instructions below to download and install drivers for the DYMO LabelWriter.

1. Log in to the laptop or computer to which you wish to connect the DYMO LabelWriter.
2. Follow the manufacturer's instructions to do the following:
  - Connect the USB and power cables to the rear of the DYMO LabelWriter;
  - Install the spool of labels in the printer;
  - Connect the power cable to a power source.
3. Download the driver for your label printer from [DYMO.com](http://DYMO.com). Be sure to download the driver appropriate to your printer and your version of Windows.
  - a. When prompted to run or save the download file, click **Save**.
  - b. Once the driver file is saved to your hard drive, open the folder that contains your downloaded file.
4. Right-click on the driver installation file and choose **Install**.
5. If you receive the Open File - Security Warning dialogue box, click **Run**.
6. Review the DYMO software license agreement, then place a checkmark in the **I accept the terms** checkbox and click **Install**.

A DYMO Label Writer Setup dialogue box appears, displaying the progress.

7. When prompted, connect the USB cable from the DYMO printer to an available USB port on your laptop or computer, then click **Finish**.

The setup wizard completes its task and disappears.

For information on using the DYMO LabelWriter, refer to the ***PAYD Pro Plus Online Help*** tool available in PAYD Administration and search for the topic called 'Using the DYMO LabelWriter'.

## Wireless DYMO LabelWriter

A wireless variant of the DYMO LabelWriter can be purchased to print barcode labels. The DYMO must be paired via Wi-Fi connection with a laptop, or wired up to a computer, and is accessed via Moneris PAYD Administration.



Follow the instructions below to download and install drivers for the DYMO LabelWriter.

1. Log in to the laptop or computer to which you wish to connect the DYMO LabelWriter.
2. Follow the manufacturer's instructions to do the following:
  - Add the DYMO LabelWriter to your network automatically using WPS, or manually using a configuration utility;
  - Install the spool of labels in the printer;
  - Connect the power cable to a power source.
3. Download the driver for your label printer from [dymo.com](https://www.dymo.com). Be sure to download the driver appropriate to your printer and your computer.
  - a. When prompted to run or save the download file, click **Save**.
  - b. Once the driver file is saved to your hard drive, open the folder that contains your downloaded file.
4. Right-click on the driver installation file and choose **Install**.
5. If you receive the Open File - Security Warning dialogue box, click **Run**.

6. Review the DYMO software license agreement, then place a checkmark in the **I accept the terms** checkbox and click **Install**.

A DYMO Label Writer Setup dialogue box appears, displaying the progress.

7. When prompted, connect the USB cable from the DYMO printer to an available USB port on your laptop or computer, then click **Finish**.

The setup wizard completes its task and disappears.

For information on using the wireless DYMO LabelWriter, refer to the **PAYD Pro Plus Online Help** tool available in PAYD Administration.

Once the wireless DYMO LabelWriter driver is installed, follow the manufacturer's instructions to add the printer to your network and connect to it wirelessly; alternatively if you connected it to a desktop computer via cables, the manufacturer provides instructions for connecting with and operating the printer as well. DYMO provides an English video that explains the wireless connection process. Click [here](#) to access this video.

## Moneris PIN Pads

The PAYD Pro Plus App can operate with 3 different PIN Pads: the iPP320 PIN Pad, the e355 PIN Pad, or the PAYD PIN Pad.



For information on installing and configuring the PIN Pads, refer to the following documents:

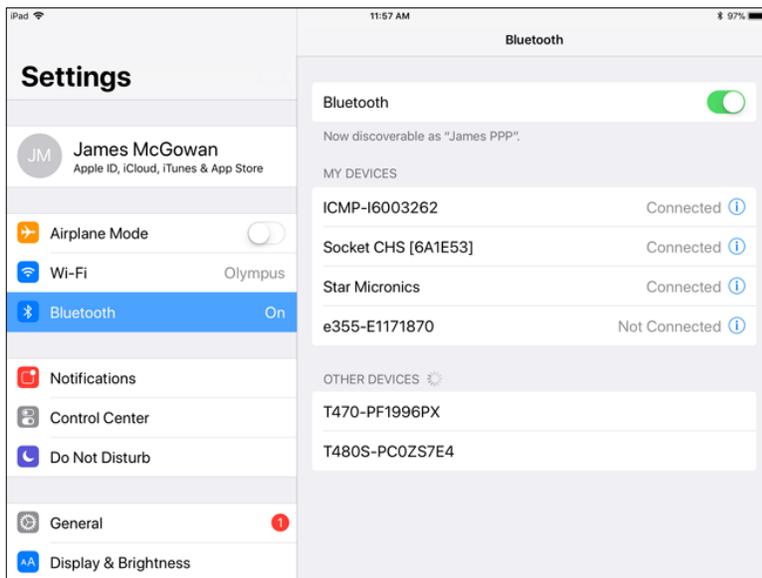
- The iPP320 PIN Pad: **Moneris® iPP320 PIN Pad: Quick Install Guide.**
- The e355 PIN Pad: **Moneris® e355 PIN Pad: Quick Install Guide.**
- The Moneris PAYD PIN Pad: **Moneris® PAYD PIN Pad: Quick Install Guide.**

All three of these guides are available for free download at [moneris.com/support-PAYDProPlus-mobile](https://moneris.com/support-PAYDProPlus-mobile).

## Unpairing devices

It may become necessary to unpair a device from your Apple iPad in order to pair it to another Apple iPad. Use the steps below as a guide for performing this task.

1. Log out of the PAYD Pro Plus App (refer to [Signing out of the PAYD Pro Plus App](#) on page 4).
2. Tap the **Settings** icon (  ) on the Apple iPad's main screen.
3. In the Settings menu, tap **Bluetooth**.
4. In the Bluetooth menu, in the MY DEVICES list, tap the **Info** icon (  ) next to the device name.



5. Tap **Forget This Device**.  
A confirmation popup appears.
6. Tap **OK**.  
The Bluetooth menu reappears, and the device is removed from the MY DEVICES list.

## Troubleshooting

If a problem occurs, try restarting the Bluetooth device and closing and reopening the PAYD Pro Plus App. If the problem continues to occur, and the scenario appears in the table below, follow the instructions in the table's Resolution column. If the problem is still not resolved, call Moneris Customer Care toll-free at **1-855-423-PAYD (7293)**.

**Note:** You can also consult the troubleshooting instructions in the manufacturer's documentation that accompanied the hardware device.

Scenario	Resolution
The desktop Bluetooth receipt printer is not powered on.	<ol style="list-style-type: none"> <li>1. Ensure that the power cable is connected to the back of the receipt printer and is plugged into a working power source.</li> <li>2. Turn the receipt printer on using the power switch on the side of the receipt printer.</li> <li>3. Consult the receipt printer's documentation for further information.</li> </ol>
The desktop Bluetooth receipt printer is not showing up in the list of devices in my Bluetooth menu.	<ol style="list-style-type: none"> <li>1. Ensure the receipt printer is powered on.</li> <li>2. Turn off and turn on Bluetooth on your Apple iPad to see if the list of Bluetooth devices refreshes and displays the receipt printer.</li> <li>3. Hold down the red <b>PAIR</b> button on the back of the receipt printer. Check the device list to see if the receipt printer name appears.</li> </ol>
The mobile Bluetooth receipt printer is not showing up in the list of devices in my Bluetooth menu.	<p>That is okay initially. The mobile Bluetooth receipt printer does not show up in the list of devices in the iPad's Bluetooth menu until it has been selected within the PAYD Pro Plus App. Refer to <a href="#">Setting up the Star mobile Bluetooth receipt printer</a> on page 8 for instructions, starting at step 5.</p> <p>Ensure that the printer is powered on, and that you see the Bluetooth status indicator on the printer's display.</p> <p>If the printer still does not appear, power off the printer and power it back on by pressing the <b>Power/MODE</b> () button on the top of the printer.</p>
The mobile receipt printer is not powering on.	<ul style="list-style-type: none"> <li>▪ Ensure that the printer's battery pack is loaded correctly. Follow the manufacturer's instructions to load the battery pack into the printer.</li> <li>▪ Ensure that the printer's battery is charged. Follow the manufacturer's instructions to charge the battery.</li> </ul>

Scenario	Resolution
I tested my cash drawer but it didn't open.	<p>Check the following items to ensure your cash drawer is working:</p> <ul style="list-style-type: none"> <li>▪ Is the cable that connects the cash drawer to the desktop receipt printer securely plugged into the port at the rear of the printer as per the manufacturer's instructions?</li> <li>▪ Is the cable that connects the cash drawer to the receipt printer securely plugged into the port at the rear of the cash drawer?</li> <li>▪ Is the cash drawer locked?</li> <li>▪ Is the Bluetooth receipt printer paired to the Apple iPad?</li> <li>▪ Is the Bluetooth receipt printer showing "Connected" in the Configuration – Devices screen?</li> </ul>
My Bluetooth barcode scanner is not showing up in the list of devices in my Bluetooth menu.	<ol style="list-style-type: none"> <li>1. Ensure that the scanner battery is installed correctly and that the battery has been charged according to the manufacturer's instructions.</li> <li>2. Follow the instructions in the <a href="#">Setting up the Bluetooth barcode scanner</a> section on page 6 in this guide.</li> <li>3. If it is still not working, try to reset the scanner back to factory defaults and try configuring it again. Scan the <b>Reset to Factory Default</b> barcode in the <b>BARCODE SCANNER</b> section of the Configuration - Devices screen.</li> <li>4. Refer to the <a href="#">Setting up the Bluetooth barcode scanner</a> section on page 6 in this guide for more help.</li> </ol>
The Bluetooth barcode scanner is not producing a red beam.	<ol style="list-style-type: none"> <li>1. Ensure that the scanner battery is installed correctly and that the battery has been charged according to the manufacturer's instructions.</li> <li>2. Press the smaller round button on the top of the scanner. The scanner should beep twice.</li> <li>3. Press the large ovular trigger button on the top of the scanner to see if a red light appears.</li> <li>4. If that doesn't work, refer to the manufacturer's instructions.</li> </ol>

Scenario	Resolution
<p>I completed a transaction, but the cash drawer did not open.</p>	<ol style="list-style-type: none"> <li>1. Ensure the cash drawer is properly connected to the desktop receipt printer.</li> <li>2. Ensure the printer is powered on.</li> <li>3. Ensure the cash drawer is not locked.</li> <li>4. Ensure the cash drawer has been enabled in the Configuration – Devices screen. For more information on enabling the cash drawer, refer to the <a href="#">Connecting the cash drawer</a> section on page 13.</li> </ol>
<p>My Bluetooth barcode scanner is paired to the Apple iPad in its Bluetooth menu, however the device status symbol shows “Not Connected” (  ) within the PAYD Pro Plus App.</p>	<ol style="list-style-type: none"> <li>1. Ensure the scanner is powered on.</li> <li>2. Tap the <b>Settings</b> button (  ).</li> <li>3. On the Settings menu, tap <b>Configuration</b>.</li> <li>4. On the Configuration screen, tap <b>Devices</b>.</li> <li>5. Ensure the <b>Enable Barcode Scanner</b> switch is toggled to the right (Enabled).</li> <li>6. Tap the <b>Setup</b> button, and in the Scanner Setup popup, scan the two barcodes.</li> <li>7. Tap outside of the Scanner Setup popup.</li> <li>8. The symbol should change to “Connected” (  ).</li> </ol>
<p>My Bluetooth receipt printer is paired to the Apple iPad in the Bluetooth menu, however the device status symbol shows “Not Connected” (  ) within the PAYD Pro Plus App.</p>	<ol style="list-style-type: none"> <li>1. Ensure the receipt printer is powered on.</li> <li>2. Tap the <b>Settings</b> button (  ).</li> <li>3. On the Settings menu, tap <b>Configuration</b>.</li> <li>4. On the Configuration screen, tap <b>Devices</b>.</li> <li>5. Ensure the <b>Enable Receipt Printer</b> switch is toggled to the right (Enabled).</li> <li>6. Tap <b>Choose</b>.</li> <li>7. In the Printer configuration popup, tap the name of your receipt printer.</li> <li>8. The symbol should change to “Connected” (  ).</li> </ol>

Scenario	Resolution
The DYMO LabelWriter is not powered on.	<p>The DYMO LabelWriter does not have an On/Off switch. Ensure the following:</p> <ol style="list-style-type: none"> <li>1. The DYMO’s USB cable is connected to a USB port on the computer/laptop.</li> <li>2. The other end of the USB cable is connected to the port at the rear of the unit. Follow the manufacturer’s instructions to ensure a proper connection.</li> <li>3. The DYMO’s power cable is connected to the rear of the printer.</li> <li>4. The DYMO’s power cable is connected to a power outlet.</li> </ol> <p>A blue power light will appear on the front of the DYMO LabelWriter when it is receiving power.</p>
I am having trouble pairing my Moneris PAYD PIN Pad to the Apple iPad.	Consult the <b>Moneris® PAYD PIN Pad: Quick Install Guide</b> for pairing instructions. This guide is available for free download at <a href="http://moneris.com/support-PAYDProPlus-mobile">moneris.com/support-PAYDProPlus-mobile</a> .
I am having trouble selecting my iPP320 PIN Pad in the PAYD Pro Plus App.	Consult the <b>Moneris® iPP320 PIN Pad: Quick Install Guide</b> for instructions on connecting and selecting the PIN Pad in the PAYD Pro Plus App. This guide is available for free download at <a href="http://moneris.com/support-PAYDProPlus-mobile">moneris.com/support-PAYDProPlus-mobile</a> .
I am having trouble selecting my e355 PIN Pad in the PAYD Pro Plus App.	Consult the <b>Moneris® e355 PIN Pad: Quick Install Guide</b> for pairing instructions, and instructions on connecting and selecting the PIN Pad in the PAYD Pro Plus App. This guide is available for free download at <a href="http://moneris.com/support-PAYDProPlus-mobile">moneris.com/support-PAYDProPlus-mobile</a> .
My receipts are coming out blank.	Ensure the paper is loaded into the printer’s paper well properly (follow the manufacturer’s instructions to load the paper into the printer). The printers use thermal receipt paper, and if the wrong side is exposed, the paper comes out blank.
I’m not able to connect my cash drawer to the mobile Bluetooth receipt printer.	That is correct. It is not possible to connect a cash drawer to the mobile receipt printer. You require a desktop receipt printer to which you can connect a cash drawer.



# 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.

- To access the **PAYD Pro Plus Online Help** tool:
  - For context-sensitive help from within PAYD Administration, click the **Help** icon ()
  - For the full webhelp, from within a context-sensitive help window, tap the '**Show**' link in the top left corner of the window. The full webhelp table of contents will appear on the left side of the window.
- Visit [moneris.com/support-PAYDProPlus-mobile](https://moneris.com/support-PAYDProPlus-mobile) to:
  - consult the FAQs on how to set up and use PAYD Pro Plus
  - download PAYD Pro Plus guides to assist with getting started, hardware installation, configuration, and usage instructions
- Visit [shop.moneris.com](https://shop.moneris.com) to purchase point-of-sale supplies and receipt paper
- Visit [moneris.com/insights](https://moneris.com/insights) for business and payment news, trends, customer success stories, and quarterly reports & insights

## Need us on-site? We'll be there.

One call and a knowledgeable technician can be on the way. Count on minimal disruptions to your business as our Field Services provide assistance with your payment terminals.

## Can't find what you are looking for?

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](https://moneris.com/mymerchantdirect).



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## BE PAYMENT READY

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