

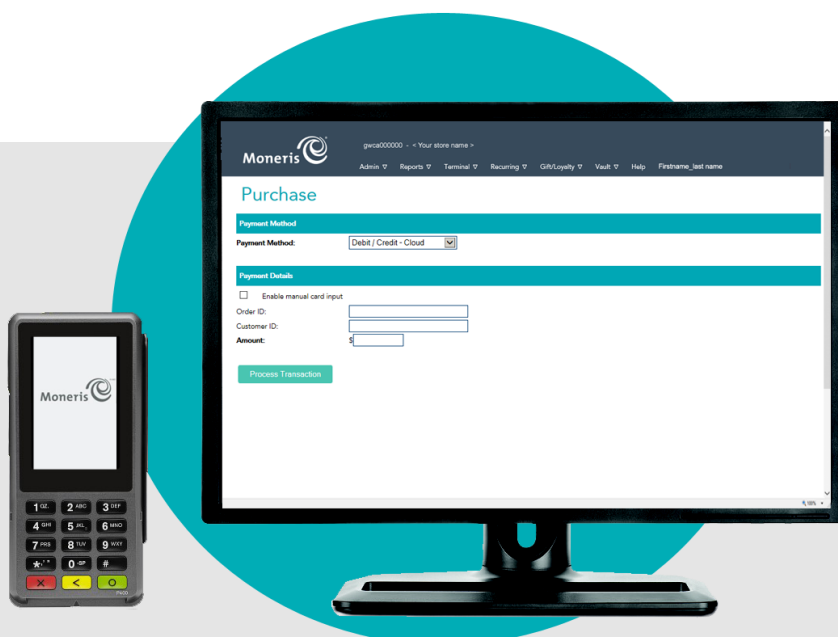


# Moneris®

# P400 PIN Pad

## Merchant Resource Center

## Quick Install Guide





## Need help?

**Web:** [moneris.com/support-gateway](https://moneris.com/support-gateway)

**Email:** [onlinepayments@moneris.com](mailto:onlinepayments@moneris.com)

**Toll-free:** 1-866-319-7450

Record your Moneris merchant ID here:

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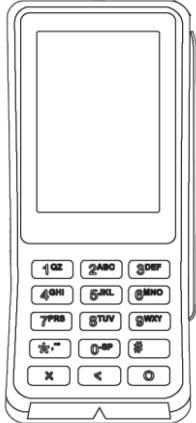
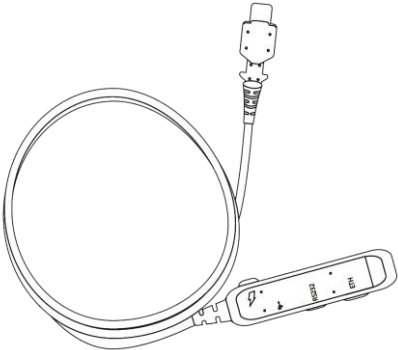
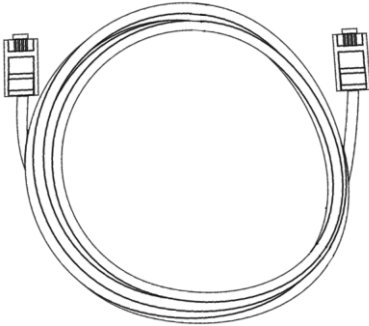
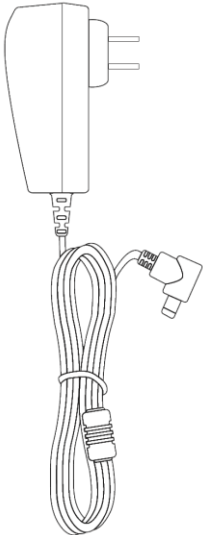


# Setting Up Your PIN Pad

In this section, we go over everything you need to know to set up your Moneris P400 PIN Pad.

# Before you get started

1. Please confirm that you received the following hardware from Moneris:

 <p>P400 PIN PAD</p>	 <p>PIN PAD DONGLE CABLE<sup>1</sup></p>
 <p>ETHERNET CABLE</p>	 <p>POWER ADAPTOR CABLE</p>

<sup>1</sup> This dongle cable is connected to the P400 PIN Pad prior to shipment.

2. Ensure that you have the following elements:

- Merchant Resource Center login credentials (username, store ID, and password).
- Full admin permissions for your Merchant Resource Center user account.
- Computer or mobile device (to access the Merchant Resource Center).

**Note:** *If you want to access the Merchant Resource Center via computer/PC, you must use an up-to-date Web browser (any browser) with cookies enabled.*

- Wired hi-speed Internet access point (e.g., a router/switch/hub/internal wiring – whatever is applicable to the high-speed Internet service at your specific location), to which you will connect the P400 PIN Pad.

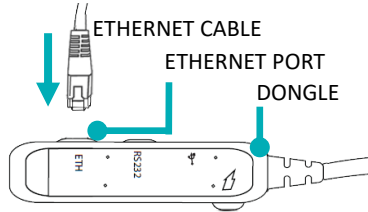
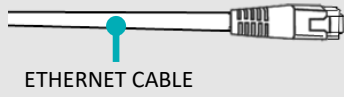
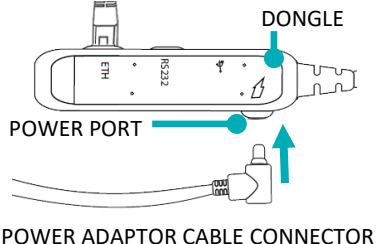
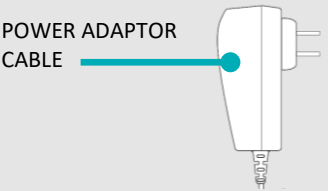
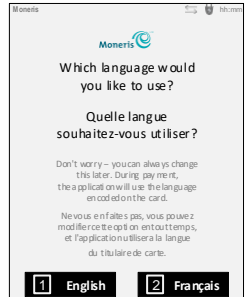
**Note:** *If your LAN has firewall restrictions on IP traffic to the Internet, ensure that the firewall is configured so that the TCP port for SSL = 443. This port must be open to allow the P400 PIN Pad to communicate with Moneris (<https://ipterm.moneris.com>).*

3. Do one of the following:

- If you have all the required hardware and elements, go to [Hardware setup](#) on page 5.
- If any of the above required hardware and/or elements are missing, contact us at **1-866-319-7450**, or email [onlinepayments@moneris.com](mailto:onlinepayments@moneris.com).

# Hardware setup

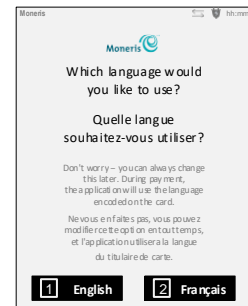
Follow these instructions to set up the P400 PIN Pad to pair with your Merchant Resource Center store via the Moneris Cloud.

1 Connect the P400 PIN Pad to your Ethernet network	
<p>a. Plug the Ethernet cable into the PIN Pad dongle's Ethernet port, labelled as "ETH" on the dongle.</p>	
<p>b. Plug the other end of the Ethernet cable into your wired hi-speed Internet access point (e.g., a router/switch/hub/internal wiring – whatever is applicable to the high-speed Internet service at your specific location).</p> <p><b>Note:</b> If your LAN has firewall restrictions on IP traffic to the Internet, ensure that the firewall is configured so that the TCP port for SSL = 443. This port must be open to allow the P400 PIN Pad to communicate with Moneris (<a href="https://ipterm.moneris.com">https://ipterm.moneris.com</a>).</p>	<p>TO WIRED HI-SPEED INTERNET ACCESS POINT (e.g., a ROUTER) →</p> 
<p>c. Plug the power adaptor cable connector into the PIN Pad dongle's power port, labelled as "⚡" (lightning bolt symbol) on the dongle.</p>	
<p>d. Plug the power adaptor cable into a working power outlet.</p> <p>e. When the P400 PIN Pad starts to power on, go to the next step.</p> <p><b>Note:</b> During its power on cycle, the P400 PIN Pad displays a series of authentication screens (this takes approximately 30 seconds).</p>	
<p>f. When the "Which language would you like to use?" screen displays, go to step 2 (Configure the P400 PIN Pad to connect to the Moneris Cloud) on page 6.</p>	

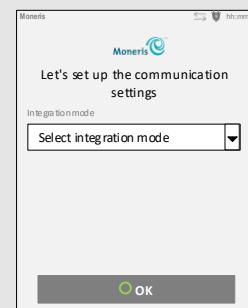
## 2

## Configure the P400 PIN Pad to connect to the Moneris Cloud

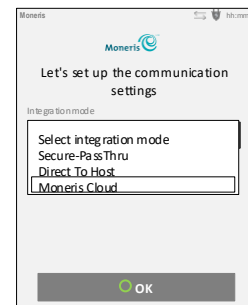
- a. On the "Which language would you like to use?" screen, select a default display language for the P400 PIN Pad:
- To select English, tap **English**.
  - To select French, tap **Français**.



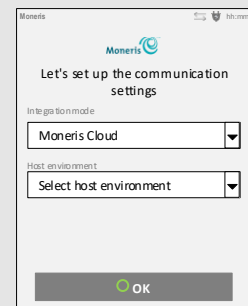
- b. When the "Let's set up the communication settings" screen displays, go to the "Integration mode" parameter, and tap **Select integration mode**.



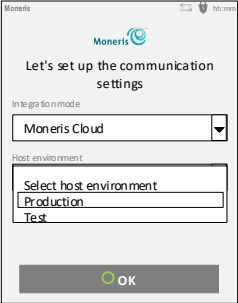
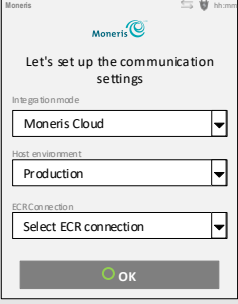


- c. In the expanded "Integration Mode" drop-down, tap **Moneris Cloud**.



- d. Go to the "Host Environment" parameter, and tap **Select host environment**.

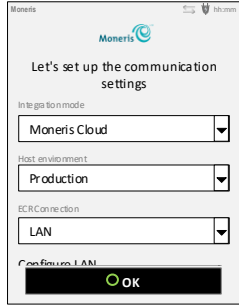
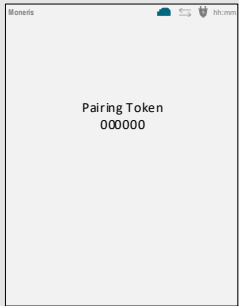




<p>e. In the expanded "Host environment" drop-down, tap <b>Production</b>.</p>	
<p>f. Go to the "ECR Connection" parameter, and tap <b>Select ECR connection</b>.</p>	
<p>g. In the expanded "ECR Connection" drop-down, tap <b>LAN</b>.</p>	
<p>h. Determine whether the P400 PIN Pad should use dynamic IP or static IP to connect to the Moneris Cloud.</p> <p><b>Note:</b> <i>The P400 PIN Pad is set to use dynamic IP by default.</i></p> <ul style="list-style-type: none"> <li>▪ To use dynamic IP, go to <a href="#">Using dynamic IP</a> on page 8.</li> <li>▪ To use static IP, go to <a href="#">Using static IP</a> on page 9.</li> </ul>	

# Using dynamic IP

Now that you have set up the P400 PIN Pad hardware and enabled the basic settings, follow the steps below to enable the P400 to use dynamic IP to connect to the Moneris Cloud.

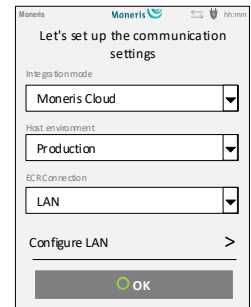
1 Enable the P400 PIN Pad to use dynamic IP	
<p>a. On the "Let's set up the communication settings" screen, tap <b>OK</b>.</p> <p><b>Note:</b> <i>Dynamic IP is enabled by default; therefore, you do not have to configure any dynamic IP parameters.</i></p>	
<p>b. Wait for the "Pairing Token" screen to display (may take up to several seconds), and then pair the P400 PIN Pad with your Merchant Resource Center store (go to <a href="#">Pairing the P400 PIN Pad with your Merchant Resource Center store</a> on page 14).</p> <p><b>Note:</b> <i>If you accidentally press a keypad button and the "Moneris" idle screen displays, simply wait several seconds until the "Pairing Token" screen re-displays; then continue to the pairing procedure as instructed in this step.</i></p> <ul style="list-style-type: none"><li>▪ If the "Pairing Token" screen does not display, go to <a href="#">Pairing token issues</a> on page 22.</li></ul>	

# Using static IP

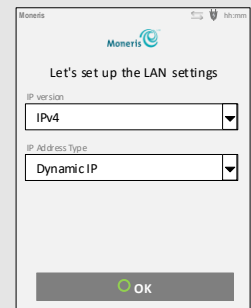
Now that you have set up the P400 PIN Pad hardware and enabled its basic settings, follow the steps below to configure the P400 to use static IP to connect to the Moneris Cloud.

## 1 Configure the P400 PIN Pad to use static IP

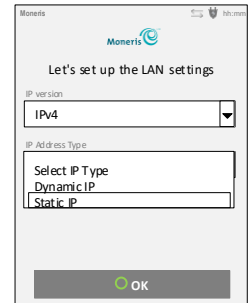
- a. On the "Let's set up the communication settings" screen, scroll down to the bottom of the screen, and tap **Configure LAN**.
- Note:** To scroll down, press your finger on the on-screen "Moneris" logo and slide upwards.



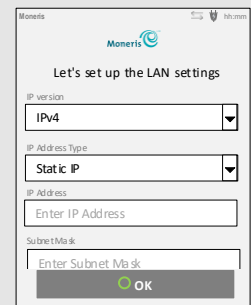
- b. When the "Let's set up the LAN settings" screen displays, go to the "IP Address Type" parameter, and tap **Dynamic IP**.

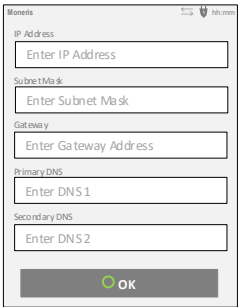


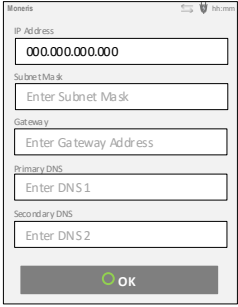




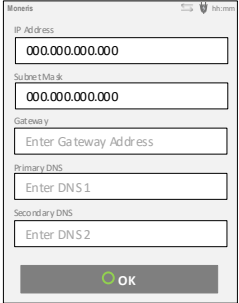

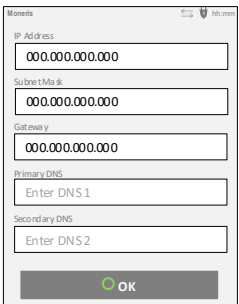

- c. In the expanded "IP Address Type" drop-down, tap **Static IP**.

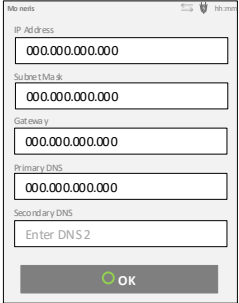

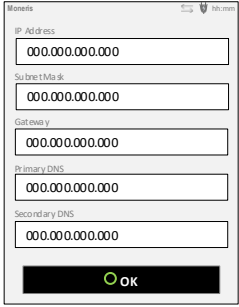
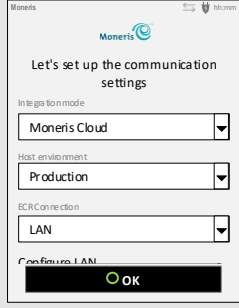


- d. When some of the static IP parameters display (e.g., "IP Address" and "Subnet Mask"), press your finger on the on-screen "Moneris" logo, and slide upwards to display all five static IP parameters.
- Note:** The five static IP parameters are "IP Address", "Subnet Mask", "Gateway", "Primary DNS", and "Secondary DNS" (shown onscreen in the next step).



<p>e. Tap the <b>Enter IP Address</b> field.</p>	
<p>f. When the "Please enter IP address" pop-up displays, key in the IP address (identifies the P400 PIN Pad on your Ethernet network), and tap <b>OK</b>.</p> <p><b>Note:</b> To enter a decimal point, press the asterisk  key. To delete characters, tap <b>Delete</b>.</p>	
<p>g. Tap the <b>Enter Subnet Mask</b> field.</p> <p><b>Note:</b> If you need to scroll down, press your finger on the top of the screen and slide upwards.</p>	
<p>h. When the "Please enter subnet mask" pop-up displays, key in the subnet mask address, and tap <b>OK</b>.</p> <p><b>Note:</b> To enter a decimal point, press the asterisk  key. To delete a displayed value, tap <b>Delete</b>.</p>	

<p>i. Tap the <b>Enter Gateway Address</b> field.</p> <p><b>Note:</b> If you need to scroll down, press your finger on the top of the screen and slide upwards.</p>	
<p>j. When the "Please enter gateway address" pop-up displays, key in the default gateway address (e.g., the IP address of your router/switch/hub), and tap <b>OK</b>.</p> <p><b>Note:</b> To enter a decimal point, press the asterisk <b>*</b> key. To delete a displayed value, tap <b>Delete</b>.</p>	
<p>k. Tap the <b>Enter DNS 1</b> field.</p> <p><b>Note:</b> If you need to scroll down, press your finger on the top of the screen and slide upwards.</p>	
<p>l. When "Please enter DNS" pop-up displays, key in your primary domain name system (DNS) address, and tap <b>OK</b>.</p> <p><b>Note:</b> To enter a decimal point, press the asterisk <b>*</b> key. To delete a displayed value, tap <b>Delete</b>.</p>	

<p>m. Tap the <b>Enter DNS 2</b> field.</p> <p><b>Note:</b> If you need to scroll down, press your finger on the top of the screen and slide upwards.</p>	
<p>n. When the "Please enter DNS" pop-up displays, key your secondary domain name system (DNS) address, and tap <b>OK</b>.</p> <p><b>Note:</b> To enter a decimal point, press the asterisk <b>*</b>, <b>'</b>, <b>"</b> key. To delete a displayed value, tap <b>Delete</b>.</p>	
<p>o. Now that you have configured the P400 PIN Pad's static IP parameters, go to the bottom of the screen, and tap <b>OK</b>.</p>	
<p>p. When the "Let's set up the communication settings" screen displays, tap <b>OK</b>.</p>	

- q. Wait for the "Pairing Token" screen to display (may take up to several seconds), and then pair the P400 PIN Pad with your Merchant Resource Center store (go to [Pairing the P400 PIN Pad with your Merchant Resource Center store](#) on page 14).

**Note:** *If you accidentally press a keypad button and the "Moneris" idle screen displays, simply wait several seconds until the "Pairing Token" screen re-displays; then continue to the pairing procedure as instructed in this step.*

- If the "Pairing Token" screen does not display, go to [Pairing token issues](#) on page 22.



# Pairing the P400 PIN Pad with your Merchant Resource Center store

Now that you have configured the P400 PIN Pad for dynamic or static IP, follow the steps below to pair and initialize the P400 PIN Pad.

## 1 Log into your Merchant Resource Center store

- a. Go to the Merchant Resource Center login page at <https://www3.moneris.com/mpg/>.
- b. On the login page, enter your credentials in the login fields (**Username**, **Store ID**, and **Password**).
- c. Click on the **Submit** button.
- d. When you are logged in, go to step 2 (Pair and initialize the P400 PIN Pad) below.

## 2 Pair and initialize the P400 PIN Pad

- a. On the Merchant Resource Center's menu bar, click on **Admin > Cloud Pairing**.
- b. When the "Cloud Pairing" page displays, go to the "Pinpads" list and locate the terminal ID ("Device ID") of the P400 PIN Pad that you want to pair.

**Note:** The terminal ID is an eight-digit number starting with "P1", which is also printed on a sticker affixed to the P400 PIN Pad.

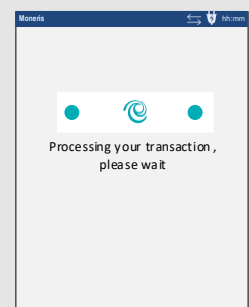
- c. Click on the **Pair** button corresponding to the terminal ID ("Device ID") of the P400 PIN Pad that you want to pair.

**Note:** If your P400 PIN Pad's terminal ID ("Device ID") is not listed, contact Moneris.

- d. When the "Pair device" area displays, enter the following information:
  - In the **Pairing Token** field, enter the token value that is displayed on the P400 PIN Pad screen.
  - In the **Name** field, enter the name identifier (e.g., "lane 1") that you want to assign to the P400 PIN Pad.
- e. Click on the **Pair** button.

**Note:** The "Processing: Device is initializing..." dialog box displays on the "Cloud Pairing" page during the pairing/initialization process.

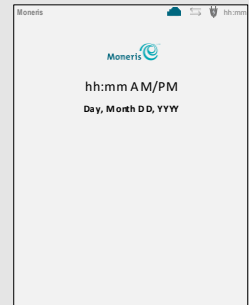
- f. When the P400 PIN Pad displays the "Processing transaction, please wait" screen, wait while the P400 PIN Pad pairs and initializes.





- g. When the "Success: Device was successfully paired" dialog box displays on the "Cloud Pairing" page, click on the dialog's **Close** button.
- If the "Error: null" dialog box displays, go to [Merchant Resource Center error messages](#) on page 22.

- h. When the P400 PIN Pad displays the "Moneris" idle screen, go to the next step.



- i. On the "Cloud Pairing" page in the "Pinpads" area, confirm that the **Status** column of the newly paired P400 PIN Pad indicates the PIN Pad is a "Connected" device (the **Name**, **Serial**, **Last Pair Date**, and **Last Transaction** fields will also display data about the P400 PIN Pad).
- Note:** The **Status** field will display "Connected" as long as the P400 PIN Pad can communicate with the Merchant Resource Center via the Moneris Cloud (e.g., if the paired P400 PIN Pad cannot communicate with the Merchant Resource Center because the Internet connection is broken, the **Status** field will indicate that the P400 PIN Pad is "Not Connected").
- j. The P400 PIN Pad is now ready to be used to process transactions.
- k. Go to [Ready to use the P400 PIN Pad?](#) on page 16.

## Ready to use the P400 PIN Pad?

Now that you have followed the preceding setup steps and successfully paired and initialized your P400 PIN Pad, you may now perform transactions with it.

1. Please review the following sections to learn about some P400 PIN Pad features and optional settings:

### General guidelines and tips on how to use the P400 PIN Pad:

- [General guidelines, tips, and best practices](#) (pages 17 to 18)
- [Status indicators on the screen header](#) (page 17)
- [P400 PIN Pad communications diagnostic](#) (page 18)

### Optional settings:

- [Enabling/disabling tip prompting on the PIN Pad](#) (page 19)
- [Setting Moneris Cloud-paired PIN Pad as default card entry device](#) (page 19)
- [Setting a default Moneris Cloud-paired PIN Pad for your login session](#) (page 20)

2. For detailed information on all of the options available on your P400 PIN Pad and how to use it to perform transactions, consult the ***Moneris Merchant Resource Center User Manual*** (see page 24).

## General guidelines, tips, and best practices

Follow these basic guidelines when performing transactions with the P400 PIN Pad:




- Confirm the P400 PIN Pad is shown as a "Connected" device on your store's **Admin > Cloud Pairing** page.  
**Note:** The P400 PIN Pad device ID (terminal ID) is an eight-digit number starting with "P1", which is printed on a sticker affixed to the P400 PIN Pad.
- Confirm the status indicators on the P400 PIN Pad's screen header (see [Status indicators on the screen header](#) below).

### Status indicators on the screen header

The P400 PIN Pad's communications and power status indicators display in the top right corner of the P400 PIN Pad screen header. Your P400 PIN Pad's header should resemble the labelled header image shown below:



**Note:** This table describes the labelled screen image above.

Label	Icon	Description
1		Blue cloud (Moneris Cloud icon): Indicates the P400 PIN Pad is connected to the Moneris Cloud. <b>Note:</b> If the icon is coloured black, see <a href="#">P400 PIN Pad error icons</a> on page 21.
2		Grey bi-directional arrows (Ethernet icon): Indicates the P400 PIN Pad can detect an Ethernet connection. <b>Note:</b> If the icon is coloured red, see <a href="#">P400 PIN Pad error icons</a> on page 21.
3		Power (plug icon): Indicates the P400 PIN Pad is connected to an external power source.

## P400 PIN Pad communications diagnostic

Follow the steps below to perform a communications diagnostic and display the P400 PIN Pad's current LAN parameters while the P400 PIN Pad is connected to your network.

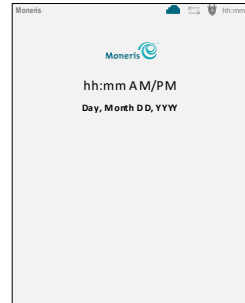
**Note:** LAN parameters include "IP address", "MAC" address, "Boot Mode", "Gateway" address, "DNS 1" address, and "DNS 2" address.

### 1 Access the communications diagnostic screen

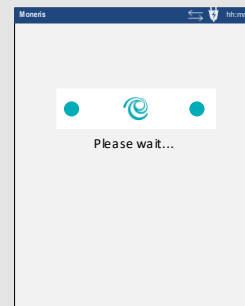
- a. Start on the P400 PIN Pad's "Moneris" idle screen.

**Note:** If another screen is displayed, press the red **X** key until the "Moneris" idle screen displays.

- b. Press and hold down the yellow **<** key.
- c. While holding down the yellow **<** key, press the **4** key once.



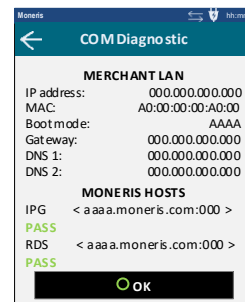
- d. When the "Please wait..." screen displays, wait while the P400 PIN Pad performs a communications diagnostic.



- e. When the "COM Diagnostic" screen displays, you can review the P400 PIN Pad's current LAN parameters ("IP address", "MAC" address, "Boot Mode", "Gateway" address, "DNS 1" address, and "DNS 2" address) as displayed on the screen.

**Note:** The "Moneris Hosts" addresses "IPG" and "RDS" must each show the "PASS" response.

- f. When you are finished, tap the **OK** key to return to the "Moneris" idle screen.



## Configuring optional settings

Once you have initialized the P400 PIN Pad, you may enable one or more optional settings.

### Enabling/disabling tip prompting on the PIN Pad

Follow the steps below to enable/disable tip prompting on any PIN Pad that is allocated to your Merchant Resource Center store.

**Note:** *When enabled, tip prompts display only during debit/credit Purchase transactions for which the PIN Pad is used as the card entry method.*

1. Log into your Merchant Resource Center store (visit <https://www3.moneris.com/mpg>, enter your login credentials in the fields, and click on the **Submit** button).
2. On the menu bar, click on **Admin > Store Settings**.
3. Wait for the "Store Settings" page to display.
4. In the "Tip Settings" area, do one of the following:
  - To enable tip prompting, checkmark the **Enable tip on Pinpad** box.
  - To disable tip prompting, unmark the **Enable tip on Pinpad** box.
5. Click on the **Update Tip Settings** button.
6. When the "success" message displays above the button, the operation is complete.

### Setting Moneris Cloud-paired PIN Pad as default card entry device

Follow the steps below to set Moneris Cloud-paired PIN Pad as the default card entry device for your transactions.

1. Log into your Merchant Resource Center store (visit <https://www3.moneris.com/mpg>, enter your login credentials in the fields, and click on the **Submit** button).
2. On the menu bar, click on **Firstname\_Lastname > Account Settings**.
3. In the "Default Transaction Method" area, go to the "Default Transaction Method" drop-down list, and click on **Cloud**.
4. Click on the **Save Transaction Method** button.
5. When the "success" message displays above the button, the operation is complete.

**Note:** *If you want to set a specific Moneris Cloud-paired PIN Pad as your card entry device, go to [Setting a default Moneris Cloud-paired PIN Pad for your login session](#) on page 20.*

## Setting a default Moneris Cloud-paired PIN Pad for your login session

If two or more PIN Pads are paired with your Merchant Resource Center store via the Moneris Cloud, follow the steps below to set one of the PIN Pads as your default Moneris Cloud-paired card entry device for the duration of your login session.



**Note:** *You must configure this setting each time you start a new login session on the Merchant Resource Center.*

1. Log into your Merchant Resource Center store (visit <https://www3.moneris.com/mpg>, enter your login credentials in the fields, and click on the **Submit** button).
2. On the menu bar, click on **Firstname\_Lastname > Account Settings**.
3. Wait for the "Account Settings" page to display.
4. In the "Cloud Pinpad" area, do the following:
  - a. From the "Cloud Pinpad" drop-down list, select the **<name> - <terminal ID>** of the Moneris Cloud-paired PIN Pad that you want to use by default for the duration of your login session.

**Note:** *The terminal ID for a P400 PIN Pad is an eight-digit number starting with "P1", which is printed on a sticker affixed to the PIN Pad.*
  - b. Click on the **Set Cloud Pinpad** button.
5. When the "success" message displays above the button, the operation is complete.

# Troubleshooting

## P400 PIN Pad error icons

Error icon	Solution
	<p>(Black cloud): Indicates the P400 PIN Pad is not connected to the Moneris Cloud.</p> <ol style="list-style-type: none"><li>1. Ensure your Internet service is available, your network devices are working, and your network cables are properly connected.</li></ol> <p><b>Note:</b> <i>If your LAN has firewall restrictions on IP traffic to the Internet, ensure that the firewall is configured so that the TCP port for SSL = 443. This port must be open to allow the P400 PIN Pad to communicate with Moneris (<a href="https://ipterm.moneris.com">https://ipterm.moneris.com</a>).</i></p> <p><i>To display the P400 PIN Pad's current LAN parameters, perform a communications diagnostic (go to <a href="#">P400 PIN Pad communications diagnostic on page 18</a>).</i></p> <ol style="list-style-type: none"><li>2. If you are attempting to pair the P400 PIN Pad with your Merchant Resource Center store (i.e., the "Pairing Token" screen is displayed), proceed to pair the P400 PIN Pad with your store (go to <a href="#">Pairing the P400 PIN Pad with your Merchant Resource Center store on page 14</a>).</li></ol>
	<p>(Red bi-directional arrows with line crossed): Indicates the P400 PIN Pad is unable to detect an Ethernet connection.</p> <ol style="list-style-type: none"><li>1. Ensure the Ethernet cable is properly connected to the P400 PIN Pad dongle's "ETH" port and your network device (e.g., a router, switch, hub, etc.).</li><li>2. Ensure all your other network cables and devices are properly connected and working.</li></ol>

## Pairing token issues

Issue	Solution
The "Pairing Token" screen does not display on the un-paired P400 PIN Pad.	<p>The P400 PIN Pad is unable to connect to the Moneris Cloud to obtain a pairing token.</p> <ol style="list-style-type: none"><li>1. Ensure your Internet service is available, your network devices are working, and your network cables are properly connected.  <b>Note:</b> <i>If your LAN has firewall restrictions on IP traffic to the Internet, ensure that the firewall is configured so that the TCP port for SSL = 443. This port must be open to allow the P400 PIN Pad to communicate with Moneris (<a href="https://ipterm.moneris.com">https://ipterm.moneris.com</a>). (To display the P400 PIN Pad's current LAN parameters, go to <a href="#">P400 PIN Pad communications diagnostic</a> on page 18.)</i></li><li>2. When the P400 PIN Pad displays its "Pairing Token" screen, proceed to pair the P400 PIN Pad with your store (go to <a href="#">Pairing the P400 PIN Pad with your Merchant Resource Center store</a> on page 14).</li></ol>

## Merchant Resource Center error messages

Error message	Solution
<b>Error: null</b>	<p>The Merchant Resource Center cannot detect the P400 PIN Pad.</p> <ol style="list-style-type: none"><li>1. Click on the <b>Close</b> button to close the "Error: null" dialog box.</li><li>2. Try pairing/initializing again (repeat step 2 on page 14).</li><li>3. If the issue recurs, contact Moneris.</li></ol>





# 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-gateway](https://moneris.com/support-gateway) to:
  - download additional copies of this guide and other resources
  - consult the ***Moneris Merchant Resource Center User Manual*** for detailed information on all of the options available on your P400 PIN Pad and how to use it to perform transactions
  - consult FAQs
- 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**, or email [onlinepayments@moneris.com](mailto:onlinepayments@moneris.com). 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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It is your responsibility to ensure that proper card processing procedures are followed at all times. Please refer to the **Moneris Merchant Operating Manual** (available at: [moneris.com/en/Legal/Terms-And-Conditions](https://moneris.com/en/Legal/Terms-And-Conditions)) and the terms and conditions of your applicable agreement(s) for credit/debit processing or other services with Moneris Solutions Corporation for details.