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PAYD PRO PLUS®

Moneris® iPP320 PIN Pad with
PAYD Pro Plus: Quick Install Guide

Moneris

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For more information
and assistance:

Web: **getpayd.com/paydproplus/support**

E-mail: **getpaydsupport@getpayd.com**

Toll-free: **1-855-423-PAYD (7293)**

Record your Moneris merchant ID here:

_____

Contents

Introduction

This guide explains how to install and configure the iPP320 PIN Pad for the PAYD Pro Plus Mobile App on an Apple® iPad®, and for the PAYD Pro Plus In-Store Solution on a laptop or computer.
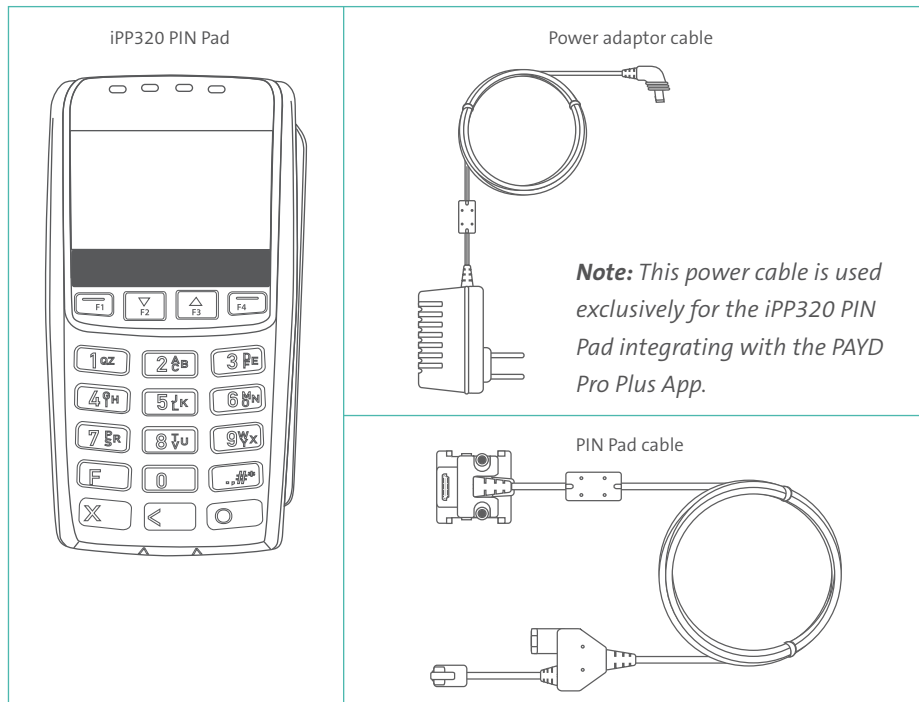
Before you get started

Requirements for PAYD Pro Plus Mobile Solution

To use the iPP320 PIN Pad with the PAYD Pro Plus Mobile Solution on an Apple iPad, please ensure you have the following items:

• High speed Internet access

• A wireless internet router with one or more available Ethernet ports

• A Wi-Fi network to which both the router and the Apple iPad are connected

• The PAYD Pro Plus App downloaded and installed on your Apple iPad

Please confirm you received the following items to use the iPP320 PIN Pad with the PAYD Pro Plus App.

| iPP320 PIN Pad	Power adaptor cable
	Note: This power cable is used exclusively for the iPP320 PIN Pad integrating with the PAYD Pro Plus App.
	PIN Pad cable

Requirements for PAYD Pro Plus In-Store Solution

To use the iPP320 PIN Pad with the PAYD Pro Plus In-Store Solution on a laptop or computer, please ensure you have the following items:

• The PAYD Pro Plus In-Store Solution is optimized to run on **Internet Explorer 11** on a laptop or computer using Windows® 7 or Windows 8. Your laptop or computer must be equipped with seven or more USB ports and a processor, graphics processor and RAM capable of supporting the Windows operating system.

Note: The PAYD Pro Plus In-Store Solution is also compatible with Windows 10, however it has not been optimized to run on Edge, the web browser installed by default with Windows 10. You will need to run Internet Explorer 11 on Windows 10 in order to operate PAYD Pro Plus.

• The login of your Windows operating system must be an Administrator login, or it must be the login of a member of the Administrator's group.

• Your computer must have the Java® Platform installed. To download the latest version of Java, go to **java.com** and click "Free Java Download". Follow the prompts in the Java installation wizard to guide you through the setup.

• Your store must be enabled to accept payment with cards using a PIN Pad.

iPP320 PIN Pad	PIN Pad cable
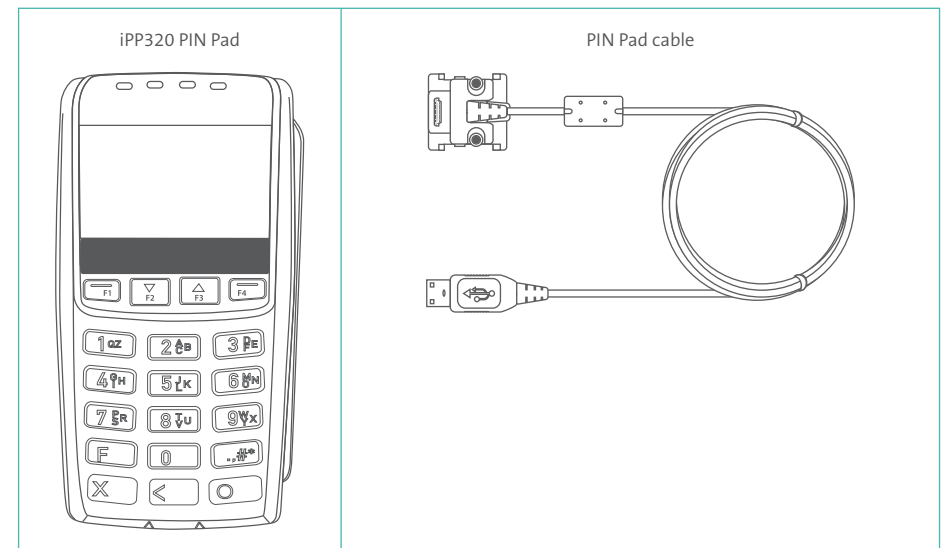
Locating the PIN Pad ID

As you begin the process of setting up the iPP320 PIN Pad to work with your PAYD Pro Plus Mobile Solution, you will need to record the iPP320 PIN Pad ID.

- The PIN Pad ID displays on the screen as the PIN Pad is booting up.
- It is also printed on a sticker attached to the side of the iPP320 PIN Pad (as shown in the diagram here).

```
MON C IPP4  61012345  ■————  8 digit PIN Pad ID

|||||||||||||||||||

S: .          H: 01   02C
K: 26         w: 12345678
```

Setting up the iPP320 PIN Pad for PAYD Pro Plus Mobile Solution

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Setup considerations

Before you begin setting up the iPP320 PIN Pad, consider the following:

- The location where the PIN Pad will be used by your customers must be within reach of:
  - the router (the PIN Pad cable is 2 meters (6.6 feet))
  - a power source (the power adaptor cable is 1.8 meters (6 feet))

Note: If the PIN Pad cable is not long enough, do not connect routers or Ethernet cables together ("daisy chaining"). The iPP320 PIN Pad with the PAYD Pro Plus Mobile Solution does not support this type of configuration. Instead, you should try to situate the router closer to the location where the PIN Pad will be used by your customers.

Connecting the iPP320 PIN Pad cables

1. iPP320 PIN Pad
2. PIN Pad cable
3. Power adaptor cable
4. Power outlet (or surge protector)
5. Junction box
6. Wi-Fi router
7. Wi-Fi signal
8. Apple iPad

Note: You must use the exact power adaptor and cables provided by Moneris to work with the iPP320 PIN Pad. Failure to do so may affect the operability of, or cause damage to, the equipment.

To connect the iPP320 PIN Pad cables:

1. Turn the iPP320 PIN Pad ❶ over so that the back panel is facing you.

2. Plug the HDMI connection of the PIN Pad cable ❷ into the HDMI port on the back of the iPP320 PIN Pad (raise the latch).

3. Optional: Secure the PIN Pad cable to the iPP320 PIN Pad.

   a. Lift the flap exposing the screw holes.

   b. Use a Phillips screwdriver to tighten the screws onto the housing of the HDMI connection.

4. Fold the latch down and press to secure the cable.

5. Connect the other end of the PIN Pad cable to an available Ethernet port on the router ❻.

6. Connect the power adaptor cable ❸ to the junction box ❺ on the PIN Pad cable.

7. Connect the other end of the power adaptor cable ❸ to a power outlet or surge protector ❹.

   The iPP320 PIN Pad boots up to the LANGUAGE/LANGUE screen.

You are now ready to configure the iPP320 PIN Pad's options.

Determining the iPP320 PIN Pad's software version

The software version information appears as the iPP320 PIN Pad is booting up. Use the diagram presented here to determine the software version.

U-VVVV-61012345 ■ ———— 8 digit PIN Pad ID

└———— PIN Pad software version
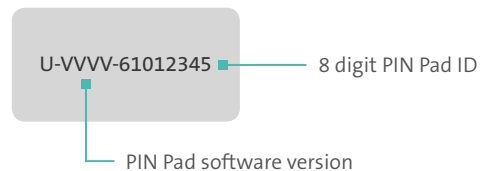
Configuring the iPP320 PIN Pad options

Some configuration needs to be done to the iPP320 PIN Pad to ensure it will work with the router and the PAYD Pro Plus App.

Note: Perform this task with each iPP320 PIN Pad that you ordered for the PAYD Pro Plus App.

Note: These instructions assume you have successfully connected the iPP320 PIN Pad to a power source as described in the Connecting the iPP320 PIN Pad cables *section on page 9. The first time the iPP320 PIN Pad is powered up, it remains at the LANGUAGE/LANGUE screen until the user makes a selection.*

1. At the LANGUAGE/LANGUE screen, select the PIN Pad display language:
   • Press the **F1** key to select English (**ENGL**).
   • Press the **F4** key to select French (**FRAN**).

2. At the MODE screen, press the green ▦ key to select **SPT**.

3. At the COMM TYPE screen, press the **F2** key to scroll down and highlight **ETHERNET**. Once highlighted, press the green ▦ key to select it.

4. At the ETHERNET IP TYPE screen, press the **F4** key to select **DYNAMIC**.

5. At the ENTER IP CONFIG RETRY PERIOD prompt, press the green ▦ key to accept the default value (10 seconds).

6. At the PED SERIAL NUMBER prompt, press the green ▦ key.

   The iPP320 PIN Pad displays "TERMINAL WILL BE REBOOTED...".

7. After the iPP320 PIN Pad reboots, the WELCOME/BONJOUR screen appears.

You are now ready to configure the iPP320 PIN Pad in the PAYD Pro Plus App.

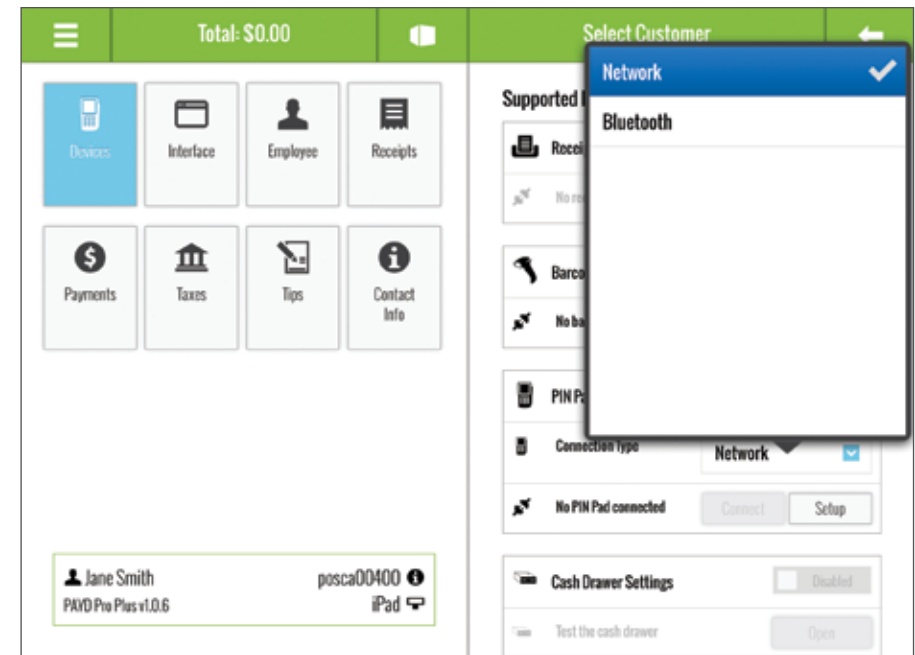# Configuring the iPP320 PIN Pad in the PAYD Pro Plus App

Selecting the iPP320 PIN Pad

Follow the instructions below to select the iPP320 PIN Pad within the PAYD Pro Plus App.

Note: *Perform this task on each Apple iPad to which you wish to connect an iPP320 PIN Pad.*

Note: *This guide explains how to connect one iPP320 PIN Pad to one Apple iPad. If you have more than one iPP320 PIN Pad and iPad, refer to the* PAYD Pro Plus Online Help *for instructions.*

1. Log in to the PAYD Pro Plus App on the Apple iPad you wish to configure.

2. Tap the **Main Menu** (☰) button.

3. On the main menu, tap **Settings**.

4. On the Settings screen, tap **Devices**.

5. On the Devices screen, in the **PIN Pad Terminal** section, slide the **PIN Pad Terminal** slider to the right (Enabled).

6. Tap the **Connection Type** drop-down arrow, and in the popup that appears, select **Network**.

7. Tap outside of the popup to close it.

8. Tap the **Setup** button beside **No PIN Pad connected**.

A PIN Pad Configuration popup appears, and the PAYD Pro Plus App searches for iPP320 PIN Pads on its network. Once an iPP320 PIN Pad is detected, it is displayed in the popup by its assigned IP address (e.g., "192.168.0.103").
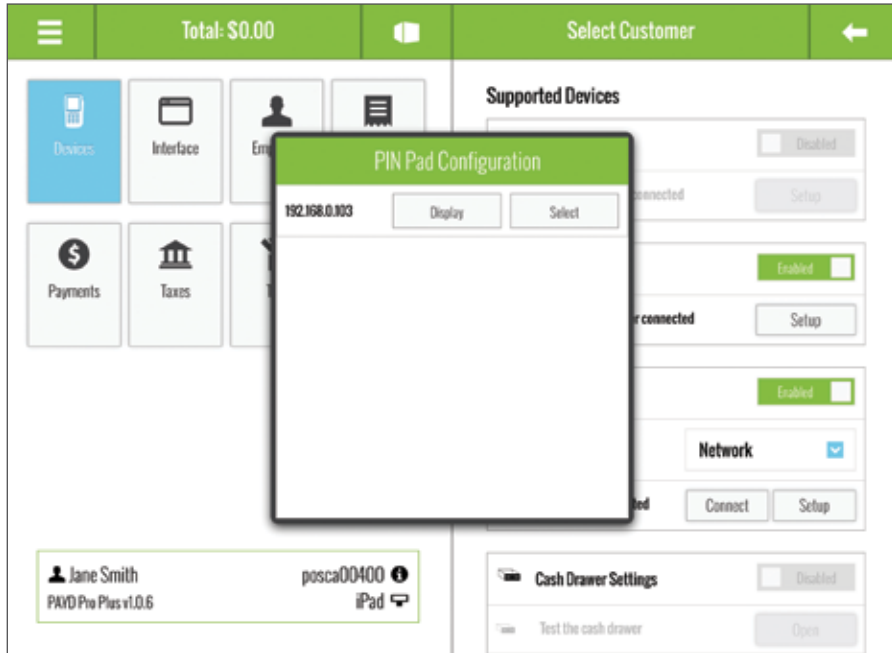
9. Tap the **Display** button beside the PIN Pad's IP address.

The PAYD Pro Plus App attempts to connect to the iPP320 PIN Pad. The PIN Pad ID appears on the iPP320 PIN Pad's display screen. The PIN Pad Configuration popup also displays the PIN Pad ID of the iPP320 PIN Pad it connected to.


10. Match the ID shown in the PIN Pad Configuration popup with the ID on the iPP320 PIN Pad's display screen.

Note: If you missed the PIN Pad ID displayed on the screen, refer to Locating the PIN Pad ID *on page 6 for more information.*

11. Once the match is confirmed, tap **Select** in the PIN Pad Configuration popup.

The PAYD Pro Plus App will finalize the connection with the iPP320 PIN Pad, then the PIN Pad Configuration popup closes. The Devices screen reappears, and you should see the "PIN pad connected" status.
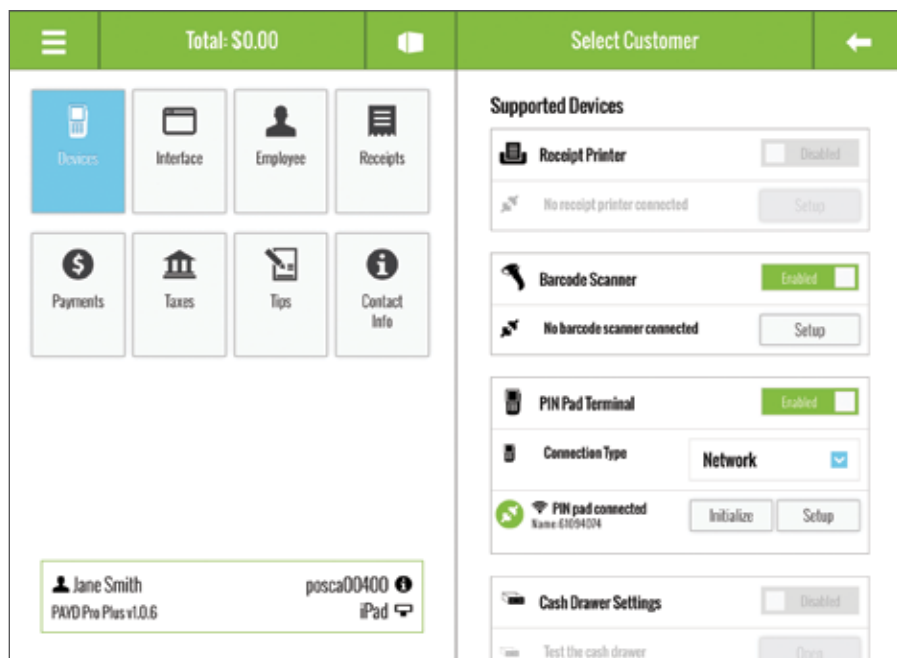
12. Initialize the iPP320 PIN Pad. Proceed to *Initializing the iPP320 PIN Pad* below.

Initializing the iPP320 PIN Pad

Once the iPP320 PIN Pad has been selected, it will need to be initialized. Follow the instructions below.

Note: *Perform this task on each Apple iPad with an iPP320 PIN Pad connected.*

1. In the Settings – Devices screen, in the **PIN Pad Terminal** section, tap the **Initialize** button.

   A Warning popup appears.

2. Tap **Yes**.

   The PAYD Pro Plus App displays "Initializing PIN Pad…". The iPP320 PIN Pad displays "PLEASE WAIT".

3. Once completed, the message "PIN Pad has been successfully initialized" appears on the Apple iPad. Tap the **OK** button.

   The iPP320 PIN Pad returns to the WELCOME/BONJOUR screen and the PAYD Pro Plus App returns to the Settings – Devices screen.

Congratulations! You are now ready to process *Interac* Debit and credit card transactions with the PAYD Pro Plus App and the iPP320 PIN Pad.

Rebooting the iPP320 PIN Pad

On the iPP320 PIN Pad, hold down the yellow ⬅ key and press the alphanumeric ⬛ key at the same time. The iPP320 PIN Pad will beep and restart.

Troubleshooting iPP320 PIN Pad issues in the PAYD Pro Plus App

Issue	Solution
"No Pinpads found" appears in the PIN Pad Configuration popup when searching for an iPP320 PIN Pad.	Try these steps: 1. Refer to *Connecting the iPP320 PIN Pad cables* on page 9 to ensure that: • The iPP320 PIN Pad is connected to power. • The PIN Pad cable is connected to the router. 2. Log out of the PAYD Pro Plus App. 3. Log in to the PAYD Pro Plus App. 4. Repeat the instructions in the *Selecting the iPP320 PIN Pad* section on page 12 beginning at step 8.
"PINPad connection could not be established. If this problem persists please restart the PINPad and Application."	1. Log out of the PAYD Pro Plus App. 2. Restart the Apple iPad. 3. Disconnect and reconnect the iPP320 PIN Pad's power adaptor cable from the junction box. 4. Log in to the PAYD Pro Plus App. 5. Repeat the instructions in the *Selecting the iPP320 PIN Pad* section on page 12.
"PIN Pad initialization error."	Contact Moneris Customer Care toll-free at **1-855-423-PAYD (7293)**.
The router is not within reach of the location where the iPP320 PIN Pad will be used.	Consider relocating the router to a location **closer to the iPP320 PIN Pad's intended point of use**. Consult your network administrator or a local computer retailer for **help in relocating the router**.
The power source is not within reach of the location where the iPP320 PIN Pad will be used.	Consider using an extension cable or a power bar with surge protection, which can get closer to the iPP320 PIN Pad's power adaptor cable.

Setting up the iPP320 PIN Pad for PAYD Pro Plus In-Store Solution

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Downloading and installing the USB driver

Note: In a multi-lane environment, perform this task on each laptop or computer that will use an iPP320 PIN Pad.

1. Open the Internet Explorer web browser.

2. Go to **https://esqa.moneris.com/connect/en/download/drivers/index.html**.

3. Click on the **iPP320 USB Driver** link to download the zip file.

4. Save the file into a folder on your hard drive.

5. Once the file is saved, unzip the file into the save folder on your hard drive.

6. Close any programs that are currently open on your computer.

7. Double-click the unzipped installation file (**IngenicoUSBDrivers_2.60_ setup.exe**) and follow the Installation Wizard prompts to install the driver onto your computer.

   a. At the first installation screen, click **Next**.

   b. At the Choose Install Location screen, accept the default installation directory and click **Next**.

   c. At the USB Driver Parameters screen, leave the fields blank and click **Next**.

   d. At the Advanced Parameters screen, leave the **Uninstall Microsoft Usbser drivers** checkbox checked and the **Command line** field blank and click **Next**.

   e. At the Choose Start Menu Folder screen, accept the default Start folder shown and click **Install**.

   f. Wait while the driver package installs on your computer.

   g. Once the installation completes, click **Finish**.

8. Proceed to the *Connecting the iPP320 PIN Pad to the laptop or computer* section on page 21.

Connecting the iPP320 PIN Pad to the laptop or computer

Note: In a multi-lane environment, perform this task on each laptop or computer that will use an iPP320 PIN Pad.

- **1** iPP320 PIN Pad
- **2** PIN Pad cable
- **3** USB connector
- **4** USB port

To connect the PIN Pad cable to the laptop or computer:

1. Turn the iPP320 PIN Pad **1** over so that the back panel is facing you.

2. Plug the HDMI connection of the PIN Pad cable **2** into the HDMI port on the back of the iPP320 PIN Pad (raise the latch).

3. Optional: Secure the PIN Pad cable to the iPP320 PIN Pad.

   a. Lift the flap exposing the screw holes.

   b. Use a Phillips screwdriver to tighten the screws onto the housing of the HDMI connection.

4. Fold the latch down and press to secure the cable.

5. Connect the other end of the PIN Pad cable **3** to an available USB port on the laptop or computer **4**.

Once connected, Windows will detect the iPP320 PIN Pad and install drivers for it.

Determining the software version

The software version information appears as the iPP320 PIN Pad is booting up. Use the diagram presented here to determine the software version.

POSPAD CANADA

CVVVV-61012345 — 8 digit PIN Pad ID

PIN Pad software version

Verifying the USB driver

Follow the instructions below to determine if the correct USB driver for the iPP320 PIN Pad is installed on your computer.

1. Click the **Start** menu.

2. Right-click **Computer** and select **Manage**.

   The Computer Management screen opens.

3. Click **Device Manager**.

4. Click the arrow in front of **Ports** (**COM & LPT**) to reveal the available ports.

5. In the list of ports, look for *SAGEM Telium*. This is the name of the driver for the iPP320 PIN Pad.

   • If the SAGEM Telium driver is there, proceed to the *Configuring the iPP320 PIN Pad options* instructions on page 24.

   • If not, return to the *Downloading and installing the USB driver* instructions on page 20 and ensure you have correctly installed the USB driver.

Configuring the iPP320 PIN Pad options

1. Power cycle the iPP320 PIN Pad.
   - On the iPP320 PIN Pad, hold down the yellow ◁ key and press the alphanumeric .#▪ key at the same time. The iPP320 PIN Pad will beep and restart.

2. When you see the version information screen, you have 10 seconds to press the red ✖ key, then press the green ✓ key.

   POSPAD CANADA

   CVVVV-61012345

   Note: If the WELCOME/BONJOUR screen appears, repeat step 1 to power cycle the iPP320 PIN Pad.

3. At the LANGUAGE/LANGUE screen, select the PIN Pad display language:
   - Press the **F1** key to select English (**ENGL**).
   - Press the **F4** key to select French (**FRAN**).

4. At the CABLE TYPE screen, press the green ✓ key to select **USB**.

5. At the QR-CODE screen, press the **F4** key to select **OFF**.

6. At the BEEP screen, press the **F1** key to select **ON**.

7. At the TERMINAL ID screen, press the green ✓ key.

8. At the PED SERIAL NUMBER screen, press the green ✓ key.
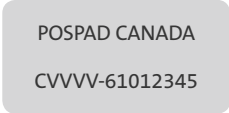
The iPP320 PIN Pad displays a summary of some of the choices you made, then displays the WELCOME/BONJOUR screen.

# Configuring PAYD Pro Plus to use the iPP320 PIN Pad

Since you are an integrated payments merchant, your PAYD Pro Plus In-Store Solution has already been set up to accept payments from an integrated iPP320 PIN Pad. Now you need to make a few changes to the PAYD Pro Plus configuration to complete the integration.

Enabling the iPP320 PIN Pad

Follow the instructions below to enable PAYD Pro Plus to recognize the iPP320 PIN Pad.

Note: In a multi-lane environment, you only need to perform this task on any one of the laptops or computers, as you can control configuration options for all POS lanes for the business in the Lanes screen.

1. From the Moneris PAYD® Administration main screen, click the **Configuration** icon (⚙).

2. On the Configuration menu, click **Lanes**.

3. In the Lanes screen, place a checkmark in the **Use a PIN Pad** checkbox for each lane that will be equipped with an iPP320 PIN Pad.
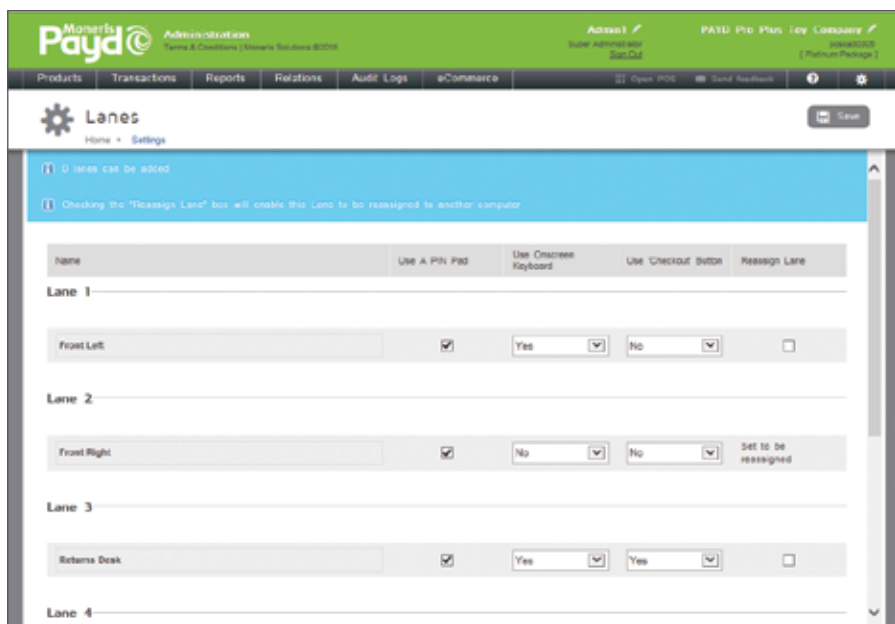
4. Click the **Save** button at the top of the screen.

Setting the iPP320 PIN Pad port

1. From the PAYD Administration screen, click the **Open POS** link in the top right corner of the screen.

   The POS view opens.

   Note: *The POS view might detect the iPP320 PIN Pad and present you with a message to restart your browser. If this message appears, click Okay and close the browser. Repeat step 1 to reopen the POS view and proceed to the next step.*

2. In the POS view, click the **Tools** tab in the bottom right corner of the screen.

3. On the Tools button panel, click the **Hardware Setup** button.

4. In the POS – Hardware Setup popup, click the **PIN Pad** tab.

5. Select the **USB** option beside **PIN pad connection**.
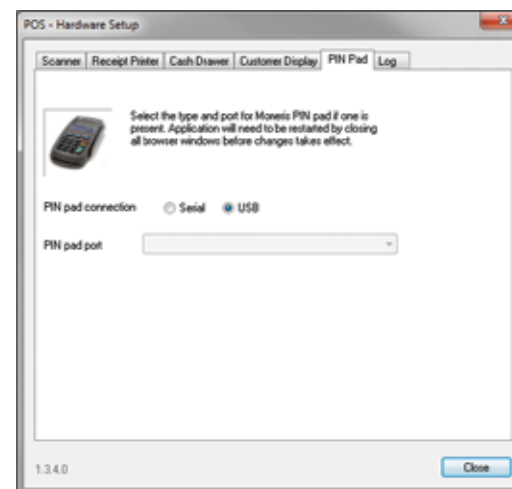
6. Click the **Close** button at the bottom of the popup.

7. Log out of the POS view and PAYD Administration and close the browser.

8. Re-launch your web browser, and log in to the POS view from the Login screen.

Establishing communication with the iPP320 PIN Pad

1. In the POS view, click the **Tools** tab in the bottom right corner of the screen.

2. On the Tools tab, you will see a message indicating that the software is trying to establish communication with the iPP320 PIN Pad. At this point, the PIN Pad status indicator is red ( ).

   • If the countdown reaches 0 before communication is established, proceed to step 3.

   • If the communication is established before the countdown reaches 0, proceed to step 4.

3. At the prompt to reset the PIN Pad, click **Yes**.

   A new countdown will begin as the software tries to communicate. Repeat step 2.

4. Once the communication is established, the screen prompts that it is initializing the PIN Pad, and the iPP320 PIN Pad displays "PLEASE WAIT".

5. Once the initialization completes, the iPP320 PIN Pad displays the WELCOME/BONJOUR screen and the status indicator icon changes to black ( ).

Congratulations! You are now ready to use the iPP320 PIN Pad with the PAYD Pro Plus In-Store Solution.

Troubleshooting iPP320 PIN Pad issues in PAYD Pro Plus In-Store Solution

Issue	Solution
The **"Establishing communication with the PIN pad"** message counts down to 0.	The POS view was unable to communicate with the iPP320 PIN Pad. 1. Click the red PIN Pad status indicator ( ). The Confirm popup appears. 2. Click **Fast**. PAYD Pro Plus will attempt to communicate with the iPP320 PIN Pad again. **If this fails:** 1. Click the red PIN Pad status indicator ( ). The Confirm popup appears. 2. Click **Full**. PAYD Pro Plus will attempt to initialize the iPP320 PIN Pad, then communicate with it again.
"PIN Pad initialization error"	If this message appears, you can attempt to reset the iPP320 PIN Pad connection. 1. In the PIN Pad initialization error popup, click **Yes**. 2. If prompted to run the Java applet, click **Yes**. PAYD Pro Plus will attempt to initialize the iPP320 PIN Pad, then communicate with it again. 3. If problems persist, log out of the POS view and log in again. 4. Follow the instructions in the *Establishing communication with the iPP320 PIN Pad* section on page 28.
Stuck in a loop of being unable to initialize the iPP320 PIN Pad.	If you are unable to initialize the iPP320 PIN Pad, contact Moneris Customer Care toll-free at **1-855-423-PAYD (7293)**.

This table continues on the next page.

Issue	Solution
Stuck in a loop of being unable to communicate with the iPP320 PIN Pad.	If you are unable to communicate with the iPP320 PIN Pad: 1. Log out of the POS view. 2. Power cycle the iPP320 PIN Pad: • On the iPP320 PIN Pad, hold down the yellow `<` key and press the alphanumeric key at the same time. The iPP320 PIN Pad will beep and restart. 3. Follow the instructions in the *Establishing communication with the iPP320 PIN Pad* section on page 28. 4. If problems still persist, contact Moneris Customer Care toll-free at **1-855-423-PAYD (7293)**.

Merchant support

If you need assistance with your payment processing solution, we're here to help, 24/7.

We're only one click away.

- Visit **getpayd.com/paydproplus/support** 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** to purchase point-of-sale supplies and receipt paper
- Visit **moneris.com/insights** for payment news & trends, customer success stories, and quarterly reports & insights

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

One call and a knowledgeable technician is 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) 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**.

Notes

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(03/17)

PPP.IPP320E-MONE