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

Need help?

Web: moneris.com/support/PAYDProPlus

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

Record your Moneris merchant ID here:

_____

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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.
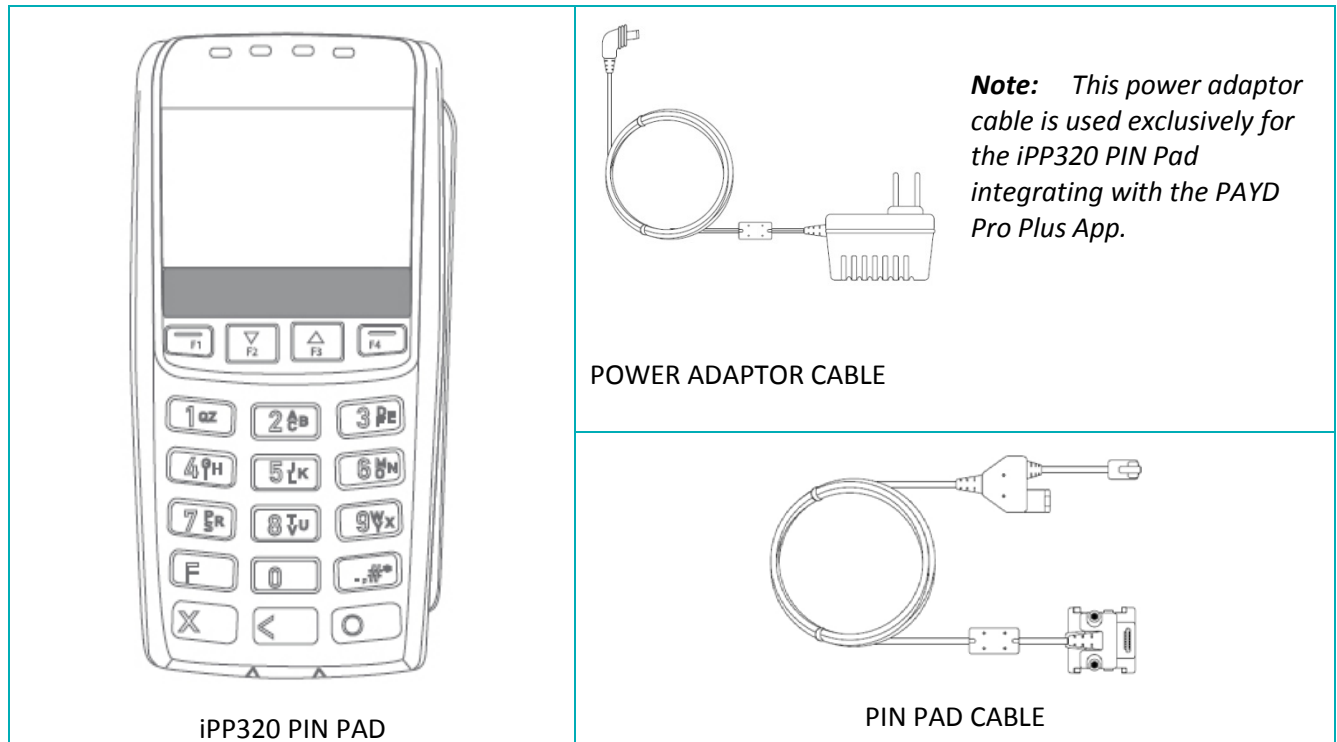
Before you get started

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 from Moneris:

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

POWER ADAPTOR CABLE

iPP320 PIN PAD

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 a laptop or computer using Windows® 7 or higher. Your laptop or computer must be equipped with 7 or more USB ports and a processor, graphics processor and RAM capable of supporting the Windows operating system.

- 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 PAYD Pro Plus store must be enabled to accept payment with cards using a PIN Pad.

Please confirm you received the following items from Moneris:

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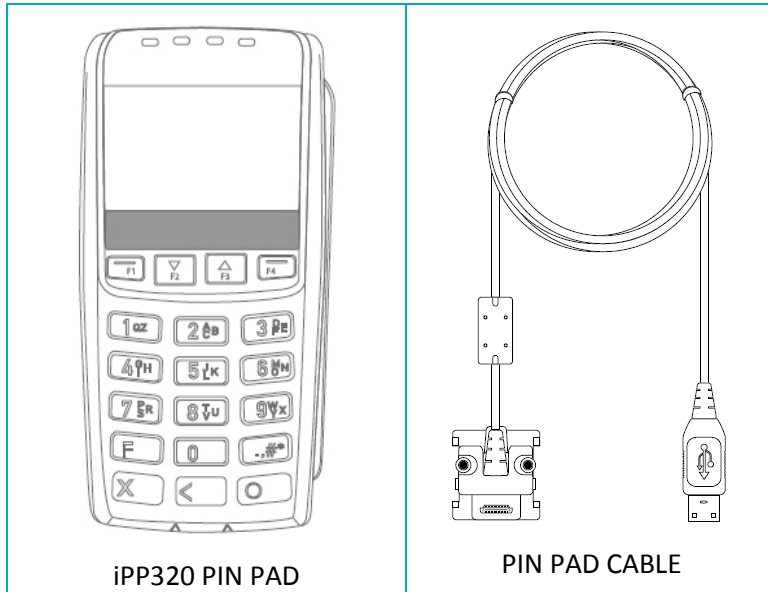
Setting up the iPP320 PIN Pad for PAYD Pro Plus Mobile Solution

In this section, we explain how to set up the iPP320 PIN Pad to work with the PAYD Pro Plus App.

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.*

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 PIN Pad ID.

- The PIN Pad ID displays on the screen as the iPP320 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).

Connecting the iPP320 PIN Pad cables

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.*

LABEL	DESCRIPTION
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

To connect the iPP320 PIN Pad cables:

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 to an available Ethernet port on the router **6** .

2. Connect the power adaptor cable **3** to the junction box **5** on the PIN Pad cable.

6. Connect the other end of the power adaptor cable **3** to a wall outlet or surge protector **4** .

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-VWV-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.*

Important: These steps provide instructions on setting up *dynamic IP communication* on the PIN Pad. If you have multiple PIN Pads and multiple iPads, or if you provide public Wi-Fi for your customers, you should use a separate dedicated IP, and therefore the PIN Pad should be configured for *static IP communication*. Refer to the *PAYD Pro Plus Online Help* for instructions on configuring the PIN Pad for static IP communication.

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 7. 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 iPad to which you wish to connect an iPP320 PIN Pad.

Note: This guide explains how to connect one iPP320 PIN Pad to one 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 iPad you wish to configure.

2. Tap the **Settings** button (⚙).

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

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

5. On the Devices screen, in the **PIN PAD** section, toggle the **Enable PIN Pad** switch to the right (Enabled).

6. Tap **Setup**.

7. In the PIN Pad Configuration popup, in the **CONNECTION TYPE** section, select **Network**.

8. In the **NETWORK ADDRESS** section, tap **Search**.

   The PAYD Pro Plus App searches the network for iPP320 PIN Pads connected to the router, and then displays them.
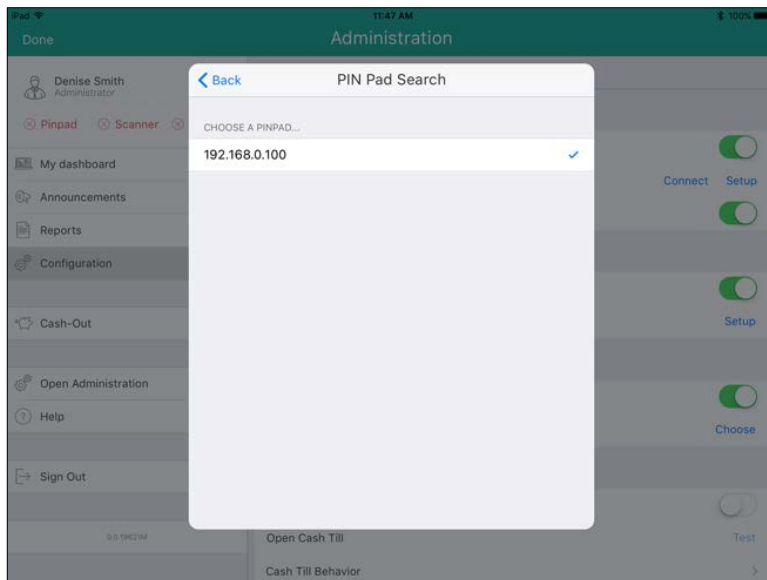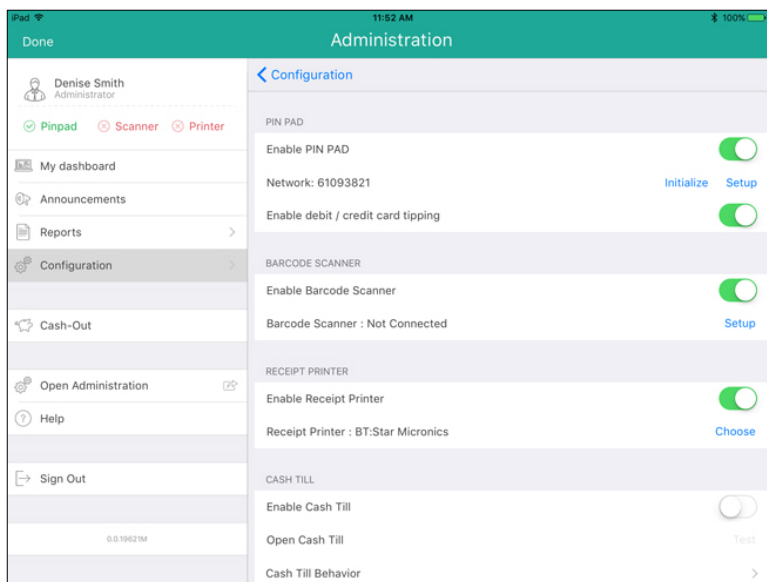

9. Tap the PIN Pad's IP address e.g. "192.168.0.100", then tap **<Back** at the top of the popup.

   The PIN Pad's IP address is now displayed.
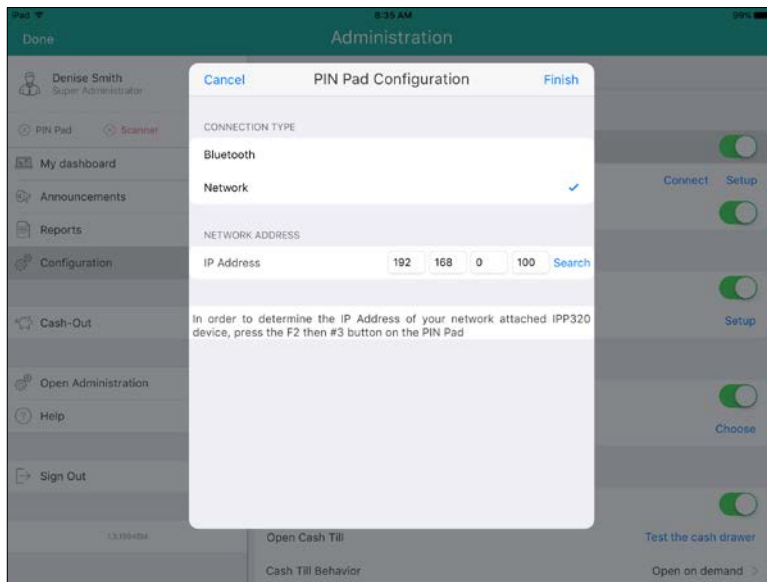
10. Tap **Finish** in the top right corner of the PIN Pad Configuration popup.

    The screen displays "Connecting to PIN Pad". This operation may take a couple minutes.

11. Do one of the following:

    - If you want to enable tips (gratuities) to be collected via the PIN Pad, toggle the **Enable debit/credit card tipping** switch to the right (Enabled).

    OR

    - If you do not wish to collect tips via the PIN Pad, leave the switch alone (not toggled).

12. Initialize the iPP320 PIN Pad. Proceed to *Initializing the iPP320 PIN Pad* on page 12.

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 iPad with an iPP320 PIN Pad connected.*

1. In the Configuration – Devices screen, in the **PIN PAD** section, tap **Initialize**.

   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 iPad. Tap the **OK** button.

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

Congratulations! You are now ready to process *Interac* debit and credit card transactions with your 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 punctuation 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
"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 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 10.

"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 7 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 10 beginning at step 8.

"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.
Unable to process transactions.	If you're using Dynamic IP communication, the IP address given to your PIN Pad by the router may have changed. Refer to the steps in the *Selecting the iPP320 PIN Pad* on page 10 for more information.

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

In this section, we explain how to set up the iPP320 PIN Pad to work with the PAYD Pro Plus In-Store Solution.

Downloading and installing the USB driver

Follow these instructions to set up your iPP320 PIN Pad to use a USB connection to your computer.

*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. Visit **https://github.com/moneris/**.

3. When the "Moneris" page displays, locate the **IPP320-PINpad-USB-driver** link, and click on it.

4. When the "Moneris/IPP320-PINpad-USB-driver" page displays, locate the **TeliumUSBJungoDriverforWindows-v280.zip** listing and click on it.

5. Click the **Download** button and then save the zip file to your computer.

6. Unzip the **TeliumUSBJungoDriverforWindows-v280.zip** file, and click on the bundled executable (.exe) file to begin the installation process.

7. When the installation dialog boxes display, continue clicking the **Next** button as prompted, and then click on the **Install** button.

8. Once the driver is installed, proceed to the *Connecting the iPP320 PIN Pad to the laptop or computer* section below.

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.*

LABEL	DESCRIPTION
1	iPP320 PIN Pad
2	PIN Pad cable
3	USB connection
4	USB port on the back or side of the laptop or computer

To connect the iPP320 PIN Pad cable to the laptop or computer:

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 ❸ to an available USB port on the laptop or computer ❹. 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
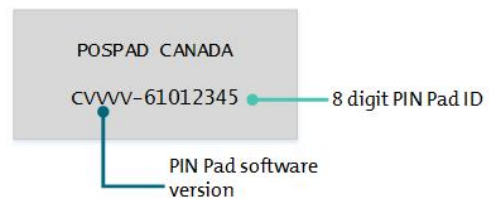
Verifying the USB driver

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 17.
    ▪ If not, return to the *Downloading and installing the USB driver* instructions on page 15 and ensure you have correctly installed the USB driver.

Configuring the iPP320 PIN Pad options

1. Power cycle the iPP320 PIN Pad.

   - On the PIN Pad, hold down the yellow [ ] key and press the punctuation [ ] 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, and then press the green [ ] key.

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

   ```
   POSPAD  CANADA

   CVVVV-61012345
   ```

3. At the LANGUAGE/LANGUE screen, press the **F1** key to select **ENGL**.

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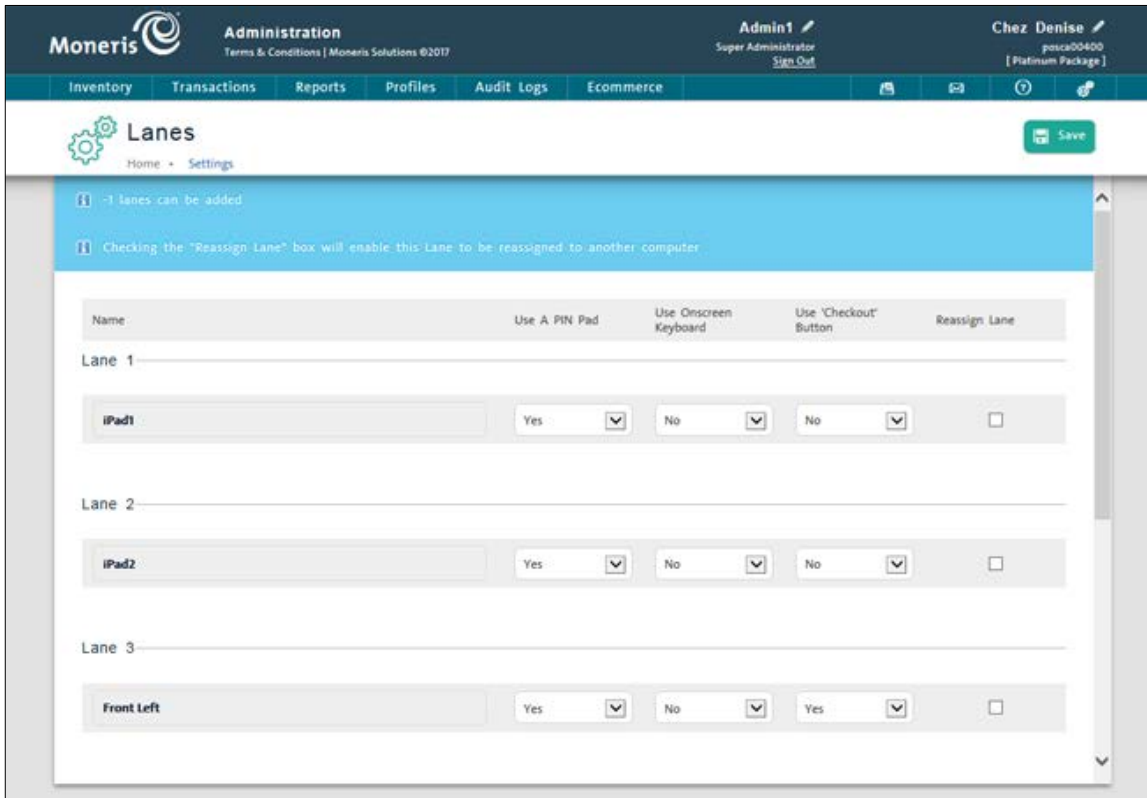
Since you are an integrated payments merchant, your PAYD Pro Plus In-Store Solution has already been set up to accept payments from an integrated iPP320 PIN Pad. Now you need to make a few changes to the PAYD Pro Plus configuration to complete the integration.

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. Login to Moneris PAYD® Administration.

2. From the Moneris PAYD Administration main screen, click the **Configuration** button (![icon]).

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

4. In the Lanes screen, click the **Use a PIN Pad** drop-down menu and select **Yes** for each lane that will be equipped with a PIN Pad.

5. Click the **Save** button at the top of the screen.

Establishing communication with the iPP320 PIN Pad

1. Launch the POS view:

   a. On your Windows desktop, double-click the PAYD Pro Plus icon ( ).

   b. At the login screen, enter your PAYD login credentials (**Employee ID**, **Password**, and **Store Code**).

   c. Click **Login**.

      The POS view appears.

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

   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 ( ).

3. Once communication is established, 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 the PAYD Pro Plus In-Store Solution

Issue	Solution
The **"Establishing communication with the PIN pad"** message never disappears, and the status remains red .	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, and then communicate with it again.
"PIN Pad connection could not be established. If this problem persists please restart the PIN Pad and Application."	If this message appears, you can attempt to reset the iPP320 PIN Pad connection to the POS view. 1. In the PIN Pad initialization error popup, click **Yes**. 2. Click the red PIN Pad status indicator ( ). The Confirm popup appears. 3. Click **Fast**. PAYD Pro Plus will attempt to communicate with the iPP320 PIN Pad again. 4. If problems persist, log out of the POS view and log in again. 5. Follow the instructions in the *Establishing communication with the iPP320 PIN Pad* section on page 19.
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)**.

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: 3. On the PIN Pad, hold down the yellow key and press the punctuation key at the same time. The iPP320 PIN Pad will beep and restart. 4. Log in to the POS view. 5. Follow the instructions in the *Establishing communication with the iPP320 PIN Pad* section on page 19. 6. If problems still persist, contact Moneris Customer Care toll-free at **1-855-423-PAYD (7293)**.

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-PAYDProPlus** 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 business and payment news, trends, customer success stories, and quarterly reports & insights

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

Moneris offers quick, hassle-free on-site setup of your complete iPad POS Solution by our in-house technicians. Contact us at **1-866-MONERIS** to learn more or visit **moneris.com/iPadPOS** to learn more.

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**.

BE PAYMENT READY