

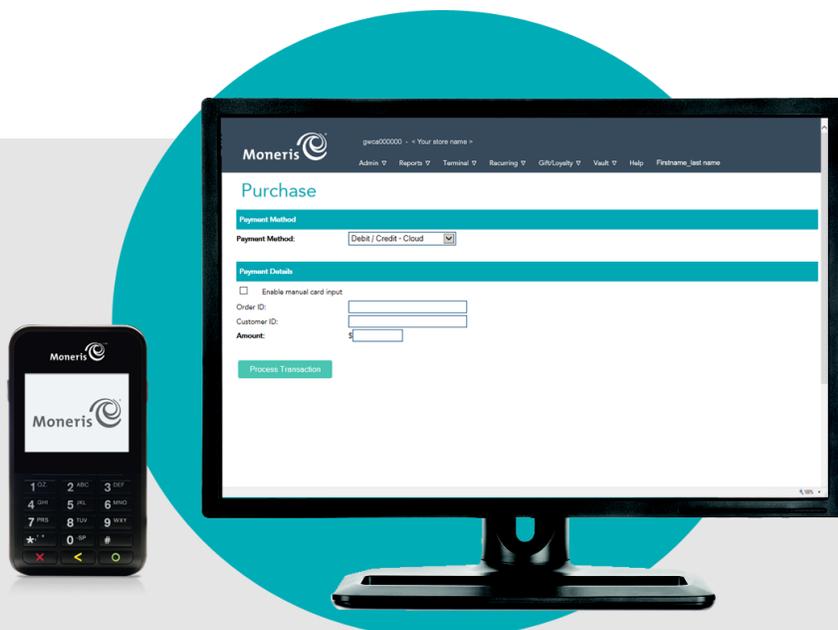


# Moneris®

## e355 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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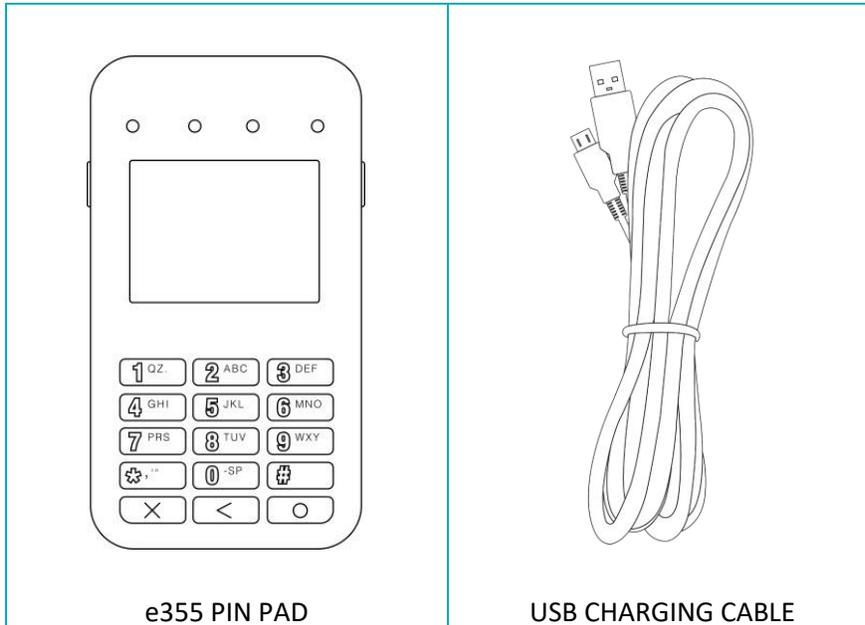


# Setting Up Your PIN Pad

In this section, we go over everything you need to know to set up your Moneris e355 PIN Pad.

## Before you get started

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



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).
- Powered USB port (required for charging the e355 PIN Pad).

**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.

- Hi-speed Internet access.
- Access to a secure (non-public) Wi-Fi network that uses WPA2 encryption (for the e355 PIN Pad).

**Note:** You must know the Wi-Fi network password and SSID (name).

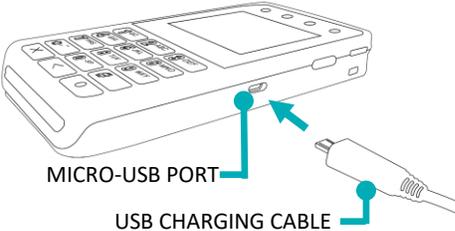
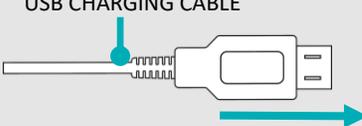
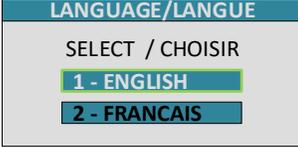
**Note:** If your Wi-Fi network has firewall restrictions on IP traffic to the Internet, ensure the firewall is configured so that the TCP port for SSL = 443. This port must be open to allow the e355 PIN Pad to communicate with Moneris (<https://ipterm.moneris.com>).

3. Do one of the following:

- If you have all the required hardware and elements, go to [Hardware setup](#) on page 4.
- 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).

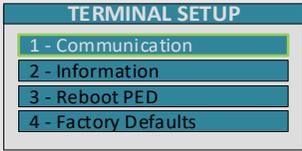
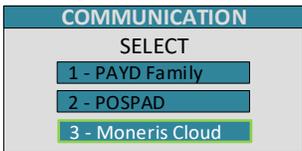
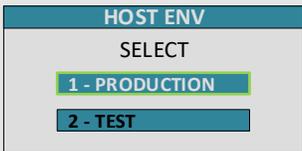
# Hardware setup

Follow these instructions to set up the e355 PIN Pad to pair with your Merchant Resource Center store via the Moneris Cloud.

1 Power on the e355 PIN Pad	
<p>a. Plug the small end of the USB charging cable into the micro-USB port located on the right side of the e355 PIN Pad.</p>	 <p>MICRO-USB PORT</p> <p>USB CHARGING CABLE</p>
<p>b. Plug the larger end of the USB charging cable into a powered USB port (e.g., on your computer).</p> <p>c. Wait while the e355 PIN Pad powers on.</p>	 <p>USB CHARGING CABLE</p>
<p>d. When the "LANGUAGE/LANGUE" screen displays, go to step 2 (<a href="#">Configure the e355 PIN Pad to connect to the Moneris Cloud</a>) on page 5.</p>	 <p>LANGUAGE/LANGUE</p> <p>SELECT / CHOISIR</p> <p>1 - ENGLISH</p> <p>2 - FRANCAIS</p>

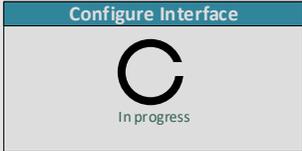
## 2

### Configure the e355 PIN Pad to connect to the Moneris Cloud

<p>a. On the "LANGUAGE/LANGUE" screen, select a default display language for the e355 PIN Pad:</p> <ul style="list-style-type: none"> <li>To enable English as the default, press the <b>1</b> key (<b>ENGLISH</b>).</li> <li>To enable French as the default, press the <b>2</b> key (<b>FRANCAIS</b>).</li> </ul>	
<p>b. When the "TERMINAL SETUP" screen displays, press the <b>1</b> key (<b>Communication</b>).</p>	
<p>c. When the "COMMUNICATION" screen displays, press the <b>3</b> key (<b>Moneris Cloud</b>).</p>	
<p>d. When the "HOST ENV" screen displays, press the <b>1</b> key (<b>PRODUCTION</b>).</p>	
<p>e. When the "WiFi" screen displays, determine how you want to make the e355 PIN Pad connect to the desired Wi-Fi network:</p> <ul style="list-style-type: none"> <li>To make the e355 PIN Pad scan for the Wi-Fi network SSID (name), go to step 3 (<a href="#">Scan for the desired network SSID</a>) on page 6.</li> </ul> <p><b>Note:</b> <i>If the network is not broadcasting its SSID, you must manually key in all the network parameters yourself (see option below).</i></p> <ul style="list-style-type: none"> <li>To manually key in the Wi-Fi network SSID (name) yourself, go to step 4 (<a href="#">Manually enter all the Wi-Fi network parameters</a>) on page 8.</li> </ul>	

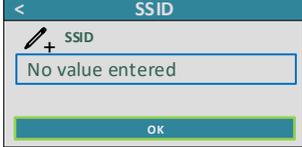
### 3

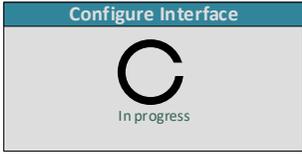
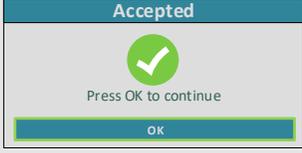
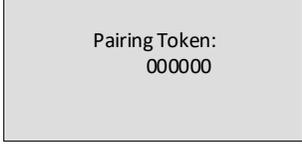
## Scan for the desired network SSID

<p>a. On the "WiFi" screen, press the <b>3</b> key (<b>WiFi Scan</b>).</p>	
<p>b. When the "WiFi Scan" screen displays, wait while the e355 PIN Pad scans for available Wi-Fi networks.</p>	
<p>c. When a list of available network SSIDs displays, scroll to the network to which you want the e355 PIN Pad to connect (one or more networks may be listed), and press the green  key to select it.</p> <p><b>Note:</b> To scroll up, press the <b>2</b> key; to scroll down, press the <b>5</b> key. If the desired Wi-Fi network is not listed, press the yellow  key, and go back to step 3a of this procedure.</p>	
<p>d. When the screen showing details about the selected Wi-Fi network displays, press the <b>3</b> key (<b>Add</b>).</p>	
<p>e. When the "Wi-Fi Password" screen displays, key in the Wi-Fi network password, and press the green  key.</p> <p><b>Note:</b> The password is case sensitive. (For instructions about how to key in small/capital letters and special symbols, go to <a href="#">Keying in numbers, letters, and special characters</a> on page 13.)</p>	
<p>f. When the "Configure Interface" screen displays, wait while the e355 PIN Pad applies the network settings.</p>	
<p>g. When the "Accepted" screen displays, press the green  key to continue.</p>	

<p>h. When the "NO CONNECTION TO THE CLOUD" screen displays, wait while the e355 PIN Pad connects to the Moneris Cloud.</p> <p><b>Note:</b> <i>It should take the e355 PIN Pad several seconds to progress to the next screen (see next).</i></p>	 <p>The screenshot shows a mobile device screen with a status bar at the top containing signal strength, a Wi-Fi icon, and the text '&lt; Your Wi-Fi network SSID &gt;' and 'AA%'. The main content area of the screen displays the text 'NO CONNECTION TO THE CLOUD' in a simple, sans-serif font.</p>
<p>i. When the "WELCOME/BONJOUR" screen displays, wait while the pairing token is generated (see next step).</p>	 <p>The screenshot shows a mobile device screen with a status bar at the top containing signal strength, a Wi-Fi icon, and the text '&lt; Your Wi-Fi network SSID &gt;' and 'AA%'. The main content area of the screen displays the text 'WELCOME / BONJOUR' in a simple, sans-serif font.</p>
<p>j. When the "Pairing Token" screen displays (may take up to several seconds), pair the e355 PIN Pad with your Merchant Resource Center store (go to <a href="#">Pairing the e355 PIN Pad with your Merchant Resource Center store</a> on page 10).</p> <p><b>Note:</b> <i>If you accidentally press a keypad button and the "WELCOME/BONJOUR" screen displays again, simply wait several seconds until the "Pairing Token" screen re-displays; then continue to the pairing procedure as instructed in this step.</i></p>	 <p>The screenshot shows a mobile device screen with a status bar at the top containing signal strength, a Wi-Fi icon, and the text '&lt; Your Wi-Fi network SSID &gt;' and 'AA%'. The main content area of the screen displays the text 'Pairing Token: 000000' in a simple, sans-serif font.</p>

## 4 Manually enter all the Wi-Fi network parameters

<p>a. On the "WiFi" screen, press the <b>1</b> key (<b>New</b>).</p>	
<p>b. When the "View/Edit" screen displays, press the green  key (<b>SSID</b>).</p>	
<p>c. When the "SSID" screen displays, key in the SSID (name) of the Wi-Fi network to which you want the e355 PIN Pad to connect, and press the green  key (<b>OK</b>).</p> <p><b>Note:</b> <i>The SSID is case sensitive. (For instructions about how to key in small/capital letters and special symbols, go to <a href="#">Keying in numbers, letters, and special characters</a> on page 13.)</i></p>	
<p>d. When the "View/Edit" screen displays, scroll down to <b>Wi-Fi Password</b>, and press the green  key.</p>	
<p>e. When the "Wi-Fi Password" screen displays, key in the Wi-Fi network password, and press the green  key.</p> <p><b>Note:</b> <i>The password is case sensitive. (For instructions about how to key in small/capital letters and special symbols, go to <a href="#">Keying in numbers, letters, and special characters</a> on page 13.)</i></p>	
<p>f. When the "View/Edit" screen displays, press the <b>3</b> key (<b>Save</b>).</p>	

<p>g. When the "Configure Interface" screen displays, wait while the e355 PIN Pad applies the settings.</p>	
<p>h. When the "Accepted" screen displays, press the green  key.</p>	
<p>i. When the "NO CONNECTION TO THE CLOUD" screen displays, wait while the e355 PIN Pad connects to the Moneris Cloud.</p> <p><b>Note:</b> It should take the e355 PIN Pad several seconds to progress to the next screen (see next step).</p>	
<p>j. When the "WELCOME/BONJOUR" screen displays, wait while the pairing token is generated (see next step).</p>	
<p>k. When the "Pairing Token" screen displays (may take up to several seconds), pair the e355 PIN Pad with your Merchant Resource Center store (go to <a href="#">Pairing the e355 PIN Pad with your Merchant Resource Center store on page 10</a>).</p> <p><b>Note:</b> If you accidentally press a keypad button and the "WELCOME/BONJOUR" screen displays again, simply wait several seconds until the "Pairing Token" screen re-displays; then continue to the pairing procedure as instructed in this step.</p>	

# Pairing the e355 PIN Pad with your Merchant Resource Center store

Now that you configured the e355 PIN Pad to connect to a Wi-Fi network and display the pairing token, follow the steps below to pair and initialize the e355 PIN Pad and make it ready to process transactions.

## 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 e355 PIN Pad](#)) below.

## 2 Pair and initialize the e355 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 e355 PIN Pad that you want to pair.

**Note:** The terminal ID is an eight-digit number starting with "E1", which is also printed on a sticker affixed to the e355 PIN Pad.

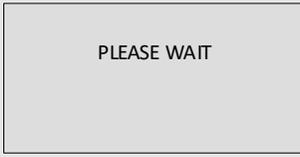
- c. Click on the **Pair** button corresponding to the terminal ID ("Device ID") of the e355 PIN Pad that you want to pair.

**Note:** If your e355 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 e355 PIN Pad screen.
  - In the **Name** field, enter the name identifier (e.g., "lane 1") that you want to assign to the e355 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 e355 PIN Pad displays the "PLEASE WAIT" screen, wait while the e355 PIN Pad pairs and initializes.



PLEASE WAIT

- 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" message displays, go to [Troubleshooting](#) on page 19.

- h. When the e355 PIN Pad displays the "WELCOME/BONJOUR" 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 e355 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 e355 PIN Pad).

**Note:** *The **Status** field will display "Connected" as long as the e355 PIN Pad can communicate with the Merchant Resource Center via the Moneris Cloud (e.g., if the paired e355 PIN Pad cannot communicate with the Merchant Resource Center because the Internet connection is broken, the **Status** field will indicate that the e355 PIN Pad is "Not Connected").*

- j. Go to step 3 (Charge the e355 PIN Pad's battery to full capacity) on page 12.

## 3

**Charge the e355 PIN Pad's battery to full capacity**

- a. Leave the USB charging cable plugged into the e355 PIN Pad and the external power source until the e355 PIN Pad's battery has reached optimum charge: at least 90%.
  - If the USB charging cable is not connected to the e355 PIN Pad, please connect it now.
- b. Note the following:
  - It may take up to 3 hours to reach optimum charge depending on the battery's current charge status.
  - The orange light above the micro-USB port blinks continuously while the battery is charging.
  - The battery charge indicator displays in the top right corner of the "WELCOME/BONJOUR" screen.
  - While the e355 PIN Pad is not in use, its backlight may dim and/or "Moneris BE PAYMENT READY" may display.

**Important! Use the USB charging cable provided to work with the e355 PIN Pad. Failure to do so may affect the operability of or cause damage to the e355 PIN Pad.**

- c. Once the battery reaches at least 90% charge, you may disconnect USB charging cable from the e355 PIN Pad.



- d. The e355 PIN Pad is now ready to be used to process transactions.
- e. Go to [Ready to use the e355 PIN Pad?](#) on page 14.

## Keying in numbers, letters, and special characters

Press the appropriate e355 PIN Pad keys to enter numbers, letters, and special symbols.

To key in the desired value in a data field:

1. Press the key that corresponds to the value that you want to enter (press the key repeatedly as necessary until the desired value is displayed in the field. Refer to the table below for the full list of corresponding values.)
2. Once a value is successfully entered, proceed to enter the next value.

**Note:** The SSID (network name) and password parameters are case sensitive (i.e., if your network SSID and password contain capital and small letters, you must enter capital and small letters in the data fields). To delete/correct the last entered value, press the yellow  key.

Key	Enters this value
1	1, Q, Z, <period>, q, z
2	2, A, B, C, a, b, c
3	3, D, E, F, d, e, f
4	4, G, H, I, g, h, i
5	5, J, K, L, j, k, l
6	6, M, N, O, m, n, o
7	7, P, R, S, p, r, s
8	8, T, U, V, t, u, v
9	9, W, X, Y, w, x, y
0	0, *, #, <period>, -, <space>, +, <comma>, ', ", !, :, ;, @, =, &, /, \, %, \$, (, ), ^, _

## Ready to use the e355 PIN Pad?

Now that you have followed the preceding setup steps and successfully paired and initialized your e355 PIN Pad, you can now perform transactions with it.

1. Please review the following sections to learn about some e355 PIN Pad features and optional settings:

### General guidelines and tips on how to use the e355 PIN Pad:

- [General guidelines, tips, and best practices](#) (pages 15 to 16)
  - [Status indicators on "WELCOME/BONJOUR" screen header](#) (page 15)
  - [Displaying Wi-Fi network status details](#) (page 15)
  - [Power management](#) (page 16)

### Optional settings:

- [Enabling/disabling tip prompting on the PIN Pad](#) (page 17)
  - [Setting Moneris Cloud-paired PIN Pad as default card entry device](#) (page 17)
  - [Setting a default Moneris Cloud-paired PIN Pad for your login session](#) (page 18)
2. For detailed information on all of the options available on your e355 PIN Pad and how to use it to perform transactions, consult the ***Moneris Merchant Resource Center User Manual*** (see page 22).

## General guidelines, tips, and best practices

Follow these basic guidelines when performing transactions with the e355 PIN Pad:

- Confirm the e355 PIN Pad is shown as a "connected" device on your store's **Admin > Cloud Pairing** page.
 

**Note:** The e355 PIN Pad device ID (terminal ID) is an eight-digit number starting with "E1", which is printed on a sticker affixed to the e355 PIN Pad.
- Stay within range of the Wi-Fi network to which you configured the e355 PIN Pad to connect.
- Do not use the e355 PIN Pad near strong sources of electromagnetic interference (see [Sources of electromagnetic interference](#) on page 20).
- To conserve battery charge, power off the e355 PIN Pad when it is not in use, or use the USB charging cable to connect the e355 PIN Pad to a powered USB port (e.g., on a computer).
 

**Note:** For power off/power on instructions, see [Power management](#) on page 16.
- Ensure the battery is charged to at least 25% capacity.

### Status indicators on "WELCOME/BONJOUR" screen header

The e355 PIN Pad's communication and power indicators display in the header on the "WELCOME/BONJOUR" screen. If your e355 PIN Pad is paired and connecting to a Wi-Fi network, the header should look like the labelled image shown below:



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

Label	Description
1	Wi-Fi signal strength indicator bars (up to five): indicates a Wi-Fi network connection is established.
2	Network connection icon: indicates a connection to the Moneris Cloud.
3	Wi-Fi SSID (name) of network to which the e355 PIN Pad is presently connected. <b>Note:</b> The network name and clock time (hh:mm) display alternately at brief intervals. For additional status information about the Wi-Fi network, see <a href="#">Displaying Wi-Fi network status details</a> below.
4	Battery charge percentage and battery icon. (See also <a href="#">Charge indicator light</a> on page 16).

### Displaying Wi-Fi network status details

Follow the steps below to display Wi-Fi network status details (including IP address and mask address) when the e355 PIN Pad is configured to connect to a Wi-Fi network.

- Ensure that the e355 PIN Pad is powered on ("WELCOME/BONJOUR" screen or "Moneris BE PAYMENT READY" screen should display).
- Simultaneously press both the **4** key and the yellow **<** key, and wait until the "WiFi" screen displays (see image on the right):
- When you are finished, press the **3** key to return to the "WELCOME/BONJOUR" screen.



## Power management

When the e355 PIN Pad is powered on but not in use, it will display the "Moneris BE PAYMENT READY" screen saver and/or go into power conservation mode regardless of whether it is connected to a power source. When the e355 PIN Pad is in power conservation mode, the screen backlight dims.

**Note:** *If you do not intend to perform transactions for an extended period and the e355 PIN Pad is not connected to a power source, you can conserve battery charge by powering off the e355 PIN Pad (see [Powering off the e355 PIN Pad](#) below).*

### Powering off the e355 PIN Pad

1. Ensure the e355 PIN Pad is not connected to a power source (disconnect the USB charging cable if connected).
2. Press and hold down the red  key until the e355 beeps and starts to shutdown/power off.

### Powering on the e355 PIN Pad

- With USB charging cable:  
Connect the USB charging cable to the e355 PIN Pad and a powered USB port (e.g., on a computer).
- Without USB charging cable:  
Press and hold down the green  key until the e355 PIN Pad starts to power on.

### Charge indicator light

The charge indicator light is located near the micro-USB port on right side of e355 PIN Pad. The light changes colour depending on the charge status of the e355 PIN Pad as indicated in the table below.

**Note:** *See also [Status indicators on "WELCOME/BONJOUR" screen header](#) on page 15.*

Light colour	Description
Orange	Battery is charging (blinking light).
Green	Battery charge is moderate to high.
Yellow	Battery charge is moderate to low.
Red	Battery charge is critically low. Connect the e355 PIN Pad to power source.

## Configuring optional settings

Once you have initialized the e355 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.

## 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 e355 PIN Pad terminal ID is an eight-digit number starting with "E1", 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

## e355 PIN Pad error messages

Error message	Solution
 <p>NO CONNECTION TO THE CLOUD</p>	<p>The e355 PIN Pad cannot connect to the Moneris Cloud.</p> <ol style="list-style-type: none"> <li>1. Confirm that your Internet service is available and your Wi-Fi network is connected to the Internet.</li> </ol> <p><b>Note:</b> If everything is working correctly, the header on your "WELCOME/BONJOUR" screen should look like the one shown in <a href="#">Status indicators on "WELCOME/BONJOUR" screen header (page 15)</a>.</p> <p><b>Note:</b> If you need to perform a Purchase or Pre-Authorization right away, try capturing the card data using keyed entry (without a PIN Pad) or a dedicated magnetic stripe reader.</p> <ol style="list-style-type: none"> <li>2. If the error persists, please contact Moneris.</li> </ol>
 <p>UNABLE TO CONNECT TO WIFI NETWORK PRESS OK TO CONNECT</p>	<p>The e355 PIN Pad cannot re-establish a connection to the Wi-Fi network.</p> <ol style="list-style-type: none"> <li>1. If the battery charge is too low (e.g., 10% or less), use the USB charging cable to connect the PIN Pad to a powered USB port (e.g., on a computer), and allow the battery to charge to at least 25% before you attempt to use the PIN Pad again.</li> <li>2. Ensure you are operating the e355 PIN Pad within range of the Wi-Fi network to which it is configured to connect, and then press the green  key.</li> <li>3. Confirm that the Wi-Fi network connection is re-established (see <a href="#">Status indicators on "WELCOME/BONJOUR" screen header on page 15</a>).</li> </ol>

## Merchant Resource Center error messages

Error message	Solution
<p><b>Error: null</b></p>	<p>The Merchant Resource Center cannot detect the e355 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 10).</li> </ol>

## Sources of electromagnetic interference

Listed below are some common sources of electromagnetic interference that may impair the operability of the e355 PIN Pad:

- Motors and compressors
- Computer screens and televisions
- Radio transmitters and other wireless devices operating at 2.4GHz (e.g., Wi-Fi devices, wireless routers, cordless phone bases, etc.) - at least 2 m (6.5 feet) away
- Microwave ovens - at least 3 m (10 feet) away
- Anti-theft barriers, etc.
- Elevator shafts
- Cash registers
- Blenders and food processors
- Air conditioning units, ventilation fans
- Large, metal, horizontal or vertical surfaces (e.g., appliances, metallic blind or countertops, etc.)



# 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 e355 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.

e355\_MRC\_QIG-E (01/2024)