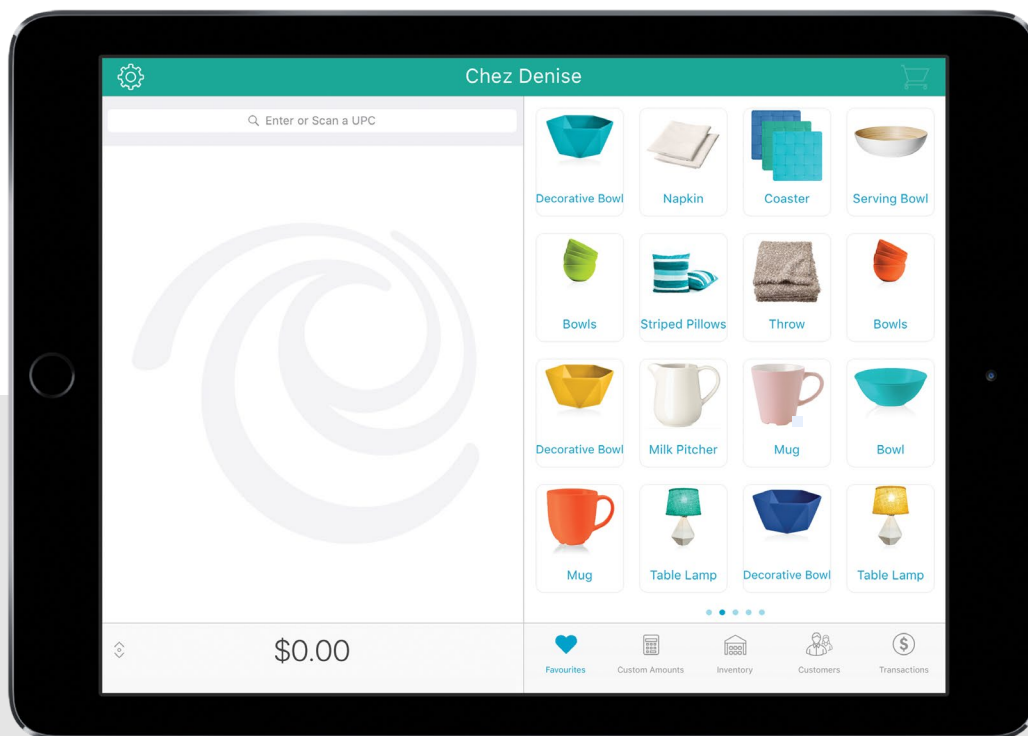




BE PAYMENT READY

PAYD Pro Plus[®] Mobile Solution

Moneris[®] PAYD PIN Pad: Quick Install Guide





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Need help?

Web: moneris.com/support-PAYDProPlus-mobile

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 Moneris PAYD PIN Pad for the PAYD Pro Plus Mobile App on an Apple® iPad®.

The Moneris PAYD® PIN Pad

The customer uses the PAYD PIN Pad to input payment data when prompted during a transaction.



| | |
|---|--|
| 1 | <p>Function keys (F1, F2, F3, and F4)</p> <ul style="list-style-type: none"> ▪ Select the option displayed above the key. ▪ F2 and F3 are used to scroll up and down through menus. |
| 2 | <p>Alpha-Numeric keys</p> <ul style="list-style-type: none"> ▪ Used for data entry (e.g., PINs or tip amounts). |
| 3 | <p>Cancel key </p> <ul style="list-style-type: none"> ▪ Clear a message displayed on the PAYD PIN Pad. ▪ Cancel the transaction. |
| 4 | <p>Correct key </p> <ul style="list-style-type: none"> ▪ Clear data entered on the PAYD PIN Pad. |
| 5 | <p>OK / Enter key </p> <ul style="list-style-type: none"> ▪ Submit data, or acknowledge a message displayed on the PAYD PIN Pad. |

| | |
|----|---|
| 6 | Chip Reader (the slot at the bottom of the PAYD PIN Pad) |
| 7 | Contactless Reader Indicator (green flashing lights) <ul style="list-style-type: none"> ▪ No lights flash: PAYD PIN Pad is in Sleep mode (see page 6) |
| 8 | Display Screen/Contactless Reader <ul style="list-style-type: none"> ▪ WELCOME/BONJOUR screen displays while the PAYD PIN Pad is idle. |
| 9 | Magnetic Stripe Reader (the slot along the top of PAYD PIN Pad) |
| 10 | Micro-USB port (located on the right side) <ul style="list-style-type: none"> ▪ Plug in USB charging cable here (see <i>Charging the PAYD PIN Pad</i> on page 5). |
| 11 | Power button (located on the right side) <ul style="list-style-type: none"> ▪ For power functions, see the <i>Power management and the PAYD PIN Pad</i> section on page 5. ▪ For reset function, press and hold down until the rebooting process starts. |

Power management and the PAYD PIN Pad

Powering on the PAYD PIN Pad

The WELCOME/BONJOUR screen displays when the PAYD PIN Pad is fully powered on (see also *Sleep mode* on page 6).

Power on WITH USB charging cable

1. Plug the USB charging cable into the micro-USB port on the PAYD PIN Pad.
2. Plug the other end of the cable into a powered USB port. (The PAYD PIN Pad beeps and then powers on.)

Power on WITHOUT USB charging cable

- Press the Power button on the side of PAYD PIN Pad.

Note: *The battery must be sufficiently charged.*

Charging the PAYD PIN Pad

1. Plug the small end of USB cable into the PAYD PIN Pad's micro-USB port located on the side near the **F4** key.
2. Plug the other end of the USB cable into a powered USB port. If you are using a USB port on your computer, ensure the computer is turned on.
3. Wait while the PAYD PIN Pad powers up.
4. When you see the TELIUM MENU screen, set the PAYD PIN Pad aside, and leave it to charge for 3 hours.


Maintaining battery charge

- To maintain battery charge while the PAYD PIN Pad is powered on, connect it to an external power source via the USB charging cable provided with the PAYD PIN Pad.
- Power off the PAYD PIN Pad when it is not in use or being charged (see *Powering off the PAYD PIN Pad* on page 7).





Battery icons on the PAYD PIN Pad

Icons display on the WELCOME/BONJOUR screen.

Battery charging

| Icon | Description |
|---|--|
|  | The battery is charging. Charging occurs when the PAYD PIN Pad is connected to an external power source via the USB charging cable provided with the PAYD PIN Pad, and the battery is not already fully charged. |

Battery charge level

| Icon | Description |
|---|--|
|  | 100% or less |
|  | 75% or less |
|  | 50% or less (Contactless reader may not read card.) |
|  | 25% or less (PAYD PIN Pad may power off if it is not connected to an external power source.) |

Sleep mode



The PAYD PIN Pad will go into sleep mode (the hardware manufacturer name/logo will display) and then power off after 10 minutes if the PAYD PIN Pad is not connected to an external power source and is operating under one or more of the following conditions:

- The PAYD PIN Pad is not within the Bluetooth communication range of the Apple iPad with which it is paired.
- The screen saver is active on the Apple iPad with which the PAYD PIN Pad is paired.
- The PAYD Pro Plus App is not open (i.e., actively running) on the Apple iPad with which the PAYD PIN Pad is paired.
- The PAYD PIN Pad's battery is not sufficiently charged (see page 5).

Exiting sleep mode

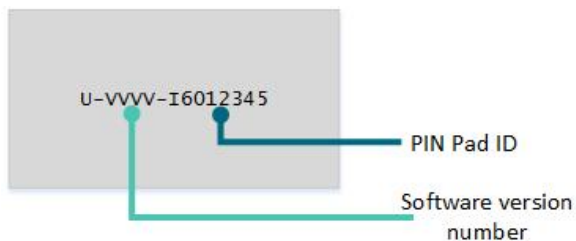
To exit sleep mode, press the Power button on the side of the PAYD PIN Pad, and then wait for the WELCOME/BONJOUR screen to display.

Powering off the PAYD PIN Pad

1. Disconnect the USB charging cable if connected.
2. Simultaneously press and hold down both the yellow  key and the punctuation  key. The PAYD PIN Pad beeps and powers off.

Determining the PAYD PIN Pad software version

The software version appears in the version info screen as the PAYD PIN Pad starts up. Refer to the diagram below to determine the software version on the PAYD PIN Pad.



The VVVV value depicted in this diagram corresponds to the software version, and can be one of three values: **0608**, **0614**, or **1111**. This version will determine which configuration and pairing instructions you should use in later sections of this guide.



Apple iPad

Pairing the PAYD PIN Pad to the Apple iPad

This section contains instructions for pairing the PAYD PIN Pad to an Apple iPad.

Before you get started

Follow the instructions in this section to pair the PAYD PIN Pad to the Apple iPad, based on the PAYD PIN Pad's software version. If you are unsure which software version you are using, power off the PIN Pad (see page 7), power on the PIN Pad (see page 5), and determine its software version (see page 8).













Note: Leave the PAYD PIN Pad connected to the external power source while you perform the pairing steps below. Confirm that the WELCOME/BONJOUR screen is displayed on the PAYD PIN Pad before you proceed.

Note: The following instructions are to be used when pairing the PAYD PIN Pad to an Apple iPad for the first time. Instructions for pairing under different circumstances are contained in the **PAYD Pro Plus Online Help**.

Access the Online Help by tapping the **Settings** button () , then tap **Open Administration**. In PAYD Administration, tap the **Help**  button.

Pairing with version 0608 or 0614

If your Moneris PAYD PIN Pad is using software version 0608 or 0614, follow these steps to pair it with an Apple iPad.

1. Ready your Apple iPad for Bluetooth pairing:
 - a. Turn on your Apple iPad.
 - b. Ensure that your Apple iPad's Bluetooth menu is open and that it is configured to be "discoverable" by another Bluetooth-ready device.
 - c. Set your Apple iPad aside for now.
2. Enable SSP Mode on the PAYD PIN Pad:
 - a. On the PAYD PIN Pad's WELCOME/BONJOUR screen, simultaneously press and hold down the yellow  key and the punctuation  key.
 - b. Wait while the PAYD PIN Pad reboots (this will take several seconds).
 - c. When you see the version information screen, you have 10 seconds to press the red  key and then quickly press the green  key. 
 - d. When you see the TELIUM MENU screen, select **YES (F4)**.
Note: If you see the WELCOME/BONJOUR screen instead, go back to step 2a.
 - e. When you see the PRESS F KEY screen, press the  key.
 - f. When you see the FUNCTIONS menu, press the **2** key to select **BT PAIRING**.
 - g. Press the **6** key to select **Security Mode**.
 - h. Press the **F2** key to highlight **SSP (4)** then press the green  key.
 - i. Wait while the PAYD PIN Pad reboots back to the WELCOME/BONJOUR screen.
3. Access the PAYD PIN Pad's Telium menu:
 - a. Unplug the USB charging cable from the external power source, but leave the cable connected to the PAYD PIN Pad.
 - b. Simultaneously press and hold down both the yellow  key and the punctuation  key to power off the PAYD PIN Pad.
 - c. Wait until the PAYD PIN Pad beeps and powers off.
 - d. Re-plug the USB charging cable back into the external power source.
 - e. Wait while the PAYD PIN Pad beeps and powers up.
 - f. As soon as the version screen displays (shown here), press the red  key, and then quickly press the green  key. 

Note: The version screen displays for 10 seconds.

g. Do one of the following:

- If you see the WELCOME/BONJOUR screen again, repeat steps 3a-f of this procedure.
- If you now see the TELIUM MENU screen (shown here), proceed to step 4.



4. Pair the PAYD PIN Pad with your Apple iPad:

Note: During the following steps, if you do not respond to the screen prompts quickly enough, the PAYD PIN Pad may timeout and reboot back to the WELCOME/BONJOUR screen. If this happens, simply repeat step 2.

a. On the TELIUM MENU screen, press the **F4** key (**YES**).

The PRESS F KEY screen displays.

b. Press the **F** key.

The FUNCTIONS menu displays.

c. Press the **2** key to select **BT PAIRING**.

The BT PAIRING menu displays.

d. Press the **2** key to select **Pair device (iOS)**.

e. When the AVAILABLE DEVICES menu displays:

- If the Apple iPad has previously been paired with the PAYD PIN Pad, go directly to step g.
- If the Apple iPad has never been paired with the PAYD PIN Pad, go to step f.

f. Press the **0** key to select **Search devices**.

The message "Search in progress..." appears, and then a list of Bluetooth discoverable devices appears.

g. Locate the name of the Apple iPad that you want to pair with the PAYD PIN Pad (e.g., may appear as #-your tablet's name), and press the key representing the number (#).

Note: To scroll down the list, press the **F2** key.

h. Do one of the following:

- If the Apple iPad has previously been paired with the PAYD PIN Pad, wait for the "Pairing Success" message to appear on the PAYD PIN Pad, and then go directly to step k.
- If the Apple iPad has never been paired with the PAYD PIN Pad, wait for the PAYD PIN Pad to display the "Start pairing..." screen, then the Bluetooth pairing passkey or code appears. Go to step i.


i. On your Apple iPad, you will see a Bluetooth pairing request with a 6-digit pass code. On the PAYD PIN Pad you will see the same 6-digit code called a passkey.

j. On your Apple iPad, tap **Pair**. On the PAYD PIN Pad, press the green  key.

k. On the PAYD PIN Pad, you will see "Pairing Success" and then the BT PAIRING menu appears.

Note: Your Apple iPad will indicate the PAYD PIN Pad ID is "Connected". (If your Apple iPad prompts you to download or install an app, decline the prompt, and continue the setup steps below.)

If you see "Pairing Failure" (your Apple iPad will display a similar "failure" message), go back to step 4d and retry the pairing steps.





- I. On the PAYD PIN Pad, press the red  key, and then wait while the PAYD PIN Pad reboots back to the WELCOME/BONJOUR screen.
5. Confirm that your Apple iPad is successfully paired with the PAYD PIN Pad:
 - On your Apple iPad's Bluetooth menu, confirm that the 8-digit PAYD PIN Pad ID (e.g., "I6012345") of the PAYD PIN Pad you have just set up is shown as "Connected."

Note: *This PAYD PIN Pad ID can also be found on:*

 - *a label affixed to the underside of the PAYD PIN Pad.*
 - *the version screen, which displays whenever the PAYD PIN Pad is rebooted.*
 - If your Apple iPad prompts you to download or install an app, decline the prompt.
 6. Once you have confirmed that the PAYD PIN Pad you have just set up is paired with your Apple iPad, it needs to be selected within the PAYD Pro Plus App and initialized. Proceed to *Connecting and initializing the PAYD PIN Pad* on page 17.

Pairing with version 1111

If your Moneris PAYD PIN Pad is using software version 1111, follow these steps to pair it with an Apple iPad.

1. Ready your Apple iPad for Bluetooth pairing:
 - a. Turn on your Apple iPad.
 - b. Ensure that your Apple iPad's Bluetooth menu is open and that it is configured to be "discoverable" by another Bluetooth-ready device.
 - c. Set your Apple iPad aside for now.
2. Power on the PAYD PIN Pad. See *Power on WITH USB charging cable* on page 5.
3. At the LANGUAGE/LANGUE screen, select the PIN Pad's display language:
 - Press the **F1** key to select **ENGL** (English).
 - Press the **F4** key to select **FRAN** (French).
4. At the PED SERIAL NUMBER screen, press the green  key.
5. At the BLUETOOTH PAIRING screen, press the **F1** key to select **PAIR**.
6. At the next BLUETOOTH PAIRING screen, press the green  key to select **PAIR IOS**.
7. At the AVAILABLE DEVICES screen, press the green  key to select **SEARCH DEVICES**.
8. When the PAYD PIN Pad finishes searching, the AVAILABLE DEVICES screen is populated with devices. Use the **F2** key to scroll down to your iPad (listed by its name), then press the green  key to select it.
9. Wait for a 6-digit passkey to be generated:
 - a. On the Apple iPad, a "Bluetooth pairing request" with a 6-digit pass key will display.
 - b. On the PAYD PIN pad, the COMPARE KEY: screen with a 6-digit pass key will display.
10. If the passkey is the same on both the PAYD PIN pad and the Apple iPad, tap **Pair** on the Apple iPad's "Bluetooth pairing request". On the PAYD PIN pad (COMPARE KEY: screen), press the **F1** key to select **YES**.
11. Do one of the following:
 - If the "TERMINAL WILL BE REBOOTED..." prompt displays, go to step 12.
 - If the "PAIRING UNSUCCESSFUL" prompt displays, repeat steps 7 – 10 of this procedure.

Note: If a "Pairing Unsuccessful" message displays on the Apple iPad, clear the message on the screen before you attempt another pairing. If you are unable to pair the PAYD PIN Pad after making several attempts (i.e., the "Pairing Unsuccessful" message displays after each attempt), refer to the **PAYD Pro Plus Online Help** tool for assistance in pairing in Legacy mode (search for "Bluetooth Pairing with Legacy Mode").
12. Wait while the PAYD PIN Pad reboots. When the WELCOME/BONJOUR screen displays, proceed to step 13.

13. Confirm that the PAYD PIN Pad is successfully paired to the Apple iPad:

- On your Apple iPad's Bluetooth menu, confirm that the 8-digit PAYD PIN Pad ID (e.g., "ICMP-I6012345") of the PAYD PIN Pad you have just set up is shown as "Connected."



Note: *This PAYD PIN Pad ID can also be found on:*

- *a label affixed to the underside of the PAYD PIN Pad.*
- *the version screen, which displays whenever the PAYD PIN Pad is rebooted.*
- If your Apple iPad prompts you to download or install an app, decline the prompt.

14. Once you have confirmed that the PAYD PIN Pad you have just set up is paired with your Apple iPad, it needs to be selected within the PAYD Pro Plus App and initialized. Proceed to *Connecting and initializing the PAYD PIN Pad* on page 17.

Unpairing the PAYD PIN Pad

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



1. Log out of the PAYD Pro Plus App.
2. Tap the **Settings** icon () on the Apple iPad's main screen.
3. In the Settings menu, tap **Bluetooth**.
4. In the Bluetooth menu, in the MY DEVICES list, tap the **Info** icon () next to the device name.
5. Tap **Forget This Device**.
A confirmation popup appears.
6. Tap **OK**.

The Bluetooth menu reappears, and the PAYD PIN Pad is removed from the MY DEVICES list.

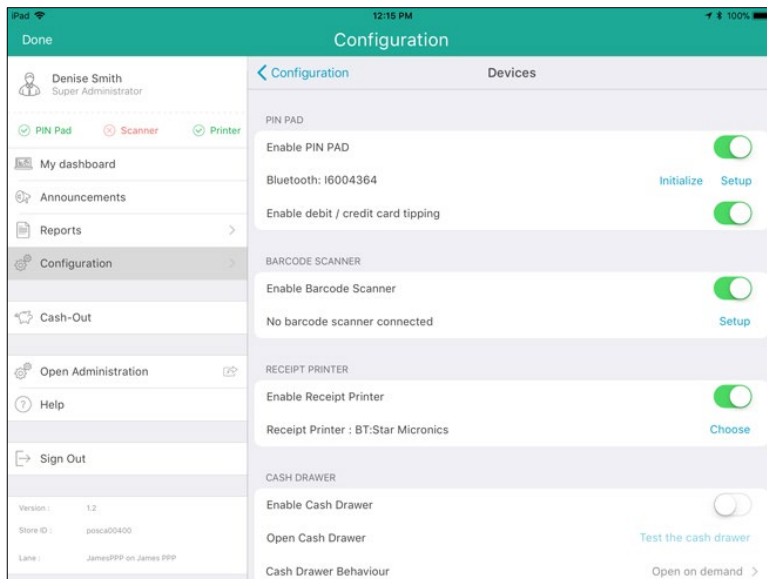
Connecting and initializing the PAYD PIN Pad

Follow these instructions to connect the PAYD PIN Pad to the PAYD Pro Plus App.

Note: Leave the PAYD PIN Pad connected to the external power source while you perform the following steps. Confirm that the WELCOME/BONJOUR screen is displayed on the PAYD PIN Pad before you proceed.

1. Launch the PAYD Pro Plus App: from the Apple iPad's home screen, tap the app's icon ()
2. Log into the PAYD Pro Plus App with your PAYD login credentials, your Quick PIN, or your fingerprint depending on the way you have the login configured.
3. Tap the **Settings** button ()
4. On the main menu, tap **Configuration**.
5. In the Configuration screen, tap **Devices**.
6. On the right pane, toggle the **Enable PIN Pad** switch to the right (Enabled).
7. Tap **Setup**.
8. In the PIN Pad Configuration popup, tap **Bluetooth** (ensure that it has a checkmark), then tap **Finish**.

The Configuration – Devices screen reappears. The PIN Pad's 8-digit ID number appears e.g. "Bluetooth: I6012345".



9. To enable tip prompts for credit and debit card transactions, toggle the **Enable debit / credit card tipping** switch to the right (Enabled). If you don't want tipping prompts to be visible to the customer, leave this switch untoggled.
10. Tap **Initialize**.

A confirmation popup appears.

11. Tap **Yes**.

12. Wait while the PAYD PIN Pad initializes.






Note: *The PAYD PIN Pad display screen shows “PLEASE WAIT” while it is initializing. This might take a few minutes to complete.*

13. Once the initialization has successfully completed, a popup appears informing you the PAYD PIN Pad has been initialized. Tap **OK**.

14. When the WELCOME/BONJOUR screen appears on the PAYD PIN Pad’s display, it is initialized and ready to use. If you encounter any problems, refer to the *Troubleshooting* section on page 19.

Troubleshooting

If a problem occurs and is listed in the table below, follow the instructions in the table. If the problem is still not resolved, call Moneris Customer Care toll-free at [1-866-319-7450](tel:1-866-319-7450).

| Issue | Solution |
|--|---|
| <p>The PAYD PIN Pad is paired to the iPad and appears “Connected” in the iPad’s Bluetooth menu, but in the PAYD Pro Plus App, it appears as “Not connected” ().</p> | <p>The PAYD PIN Pad will need to be “un-paired” and “re-paired” with the iPad. Follow these steps to un-pair the PAYD PIN Pad.</p> <ol style="list-style-type: none"> 1. Sign out of the PAYD Pro Plus App. 2. Power off the PAYD PIN Pad (see <i>Powering off the PAYD PIN Pad</i> on page 7 for more information). 3. Power on the PAYD PIN Pad (see <i>Powering on the PAYD PIN Pad</i> on page 5 for more information). 4. At the version information screen, press the red  key, then press the green  key.  5. On the TELIUM MENU screen, press the F4 key (YES). The PRESS F KEY screen displays. 6. Press the  key. The FUNCTIONS menu displays. 7. Press the 2 key to select BT PAIRING. The BT PAIRING screen displays. 8. On the BT PAIRING screen, press the 3 key to select Remove paired device. 9. On the REMOVE DEVICE screen, press the number that corresponds to the iPad from which you are unpairing. The message “No paired device” appears, and then the screen returns to the BT PAIRING screen. 10. To pair the PAYD PIN Pad to the iPad again, follow the directions in the <i>Pairing the PAYD PIN Pad to the Apple iPad</i> section for the PIN Pad’s software version. <p>Once the PAYD PIN Pad is re-paired, it will be able to connect to the PAYD Pro Plus App.</p> |
| <p>The screen on the PAYD PIN Pad displays the hardware manufacturer name/logo instead of WELCOME/ BONJOUR.</p> | <p>The PAYD PIN Pad is in Sleep mode.</p> <ol style="list-style-type: none"> 1. Press the Power button to wake the PAYD PIN Pad and return it to the WELCOME/BONJOUR screen. 2. To prevent the PAYD PIN Pad from going into Sleep mode and/or powering off when not connected to an external power source, see <i>Sleep mode</i> on page 6. |

| Issue | Solution |
|------------------------------|---|
| The PAYD PIN Pad powers off. | <p>The PAYD PIN Pad may have gone into Sleep mode and then shut down to conserve power.</p> <ol style="list-style-type: none"><li data-bbox="573 411 1287 443">1. To power on the PAYD PIN Pad, press the Power button.<li data-bbox="573 464 1471 562">2. If this does not work (the battery charge may be depleted), connect the PAYD PIN Pad to an external power source via the USB charging cable (see page 5).<li data-bbox="573 583 1422 682">3. To prevent the PAYD PIN Pad from going into Sleep mode and/or powering off when not connected to an external power source, see <i>Sleep mode</i> on page 6. |



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-mobile to:
 - consult the FAQs on how to set up and use PAYD Pro Plus
 - download PAYD Pro Plus guides to assist with getting started, hardware installation, configuration, and usage instructions
- Visit shop.moneris.com 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.



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