



Moneris Terminal Initialization Quick Reference

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Moneris Core Terminals (Desk/5000, Move/5000, V400c, V400m)

Moneris Core devices use the term sync or synchronization instead of initialization.

| STEP | ACTION | | | | | | |
|---------------------------------|---|-------|---------|---------------------------------|---|-------------------------|---|
| | Is the Core terminal an Ingenico model (Desk/5000 or Move/5000) or a Verifone model (V400c or V400m)? | | | | | | |
| | <table border="1"><thead><tr><th>IF...</th><th>THEN...</th></tr></thead><tbody><tr><td>Desk/5000, Move/5000</td><td>Press the menu key  or tap the menu icon  in the top-right corner of the screen</td></tr><tr><td>V400c, V400m</td><td>Tap the menu icon  in the top-right corner of the screen</td></tr></tbody></table> | IF... | THEN... | Desk/5000, Move/5000 | Press the menu key  or tap the menu icon  in the top-right corner of the screen | V400c, V400m | Tap the menu icon  in the top-right corner of the screen |
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| Desk/5000, Move/5000 | Press the menu key  or tap the menu icon  in the top-right corner of the screen | | | | | | |
| V400c, V400m | Tap the menu icon  in the top-right corner of the screen | | | | | | |
| 1 | | | | | | | |
| | April 2020 | | | | | | |
| 2 | Tap Settings from the main menu. | | | | | | |
| 3 | Tap Software Update | | | | | | |
| 4 | Tap Sync with Moneris Host . | | | | | | |

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Ingenico Legacy Terminals (ICT250, IWL220, IWL255)

| STEP | ACTION |
|------|--|
| 1 | <ul style="list-style-type: none">a. Press the # key twiceb. Key in 01c. Press the green OK key. |
| 2 | If prompted, swipe the white Admin card. |
| 3 | <p>At the RETAIN CURRENT MERCH SETTINGS? Screen, press the F1 key.</p> <p><i>Terminal communicates with the Moneris host, displaying SENDING/RECEIVING/PROCESSING screens.</i></p> |
| 4 | <p>If prompted PLEASE LOG ON:</p> <ul style="list-style-type: none">a. Press the # key twiceb. Key in 02c. Press the green OK keyd. Swipe the white Admin card when prompted <p><i>Some versions of Ingenico Legacy terminals perform the Log On automatically after Initialization.</i></p> |
| 5 | Device returns to the main screen PURCHASE ENTER AMOUNT. |

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Verifone Legacy Terminals (VX520, VX820, VX810)

| STEP | ACTION |
|------|---|
| 1 | From the Application menu, select Debit & Credit . |
| 2 | Press the green OK key to display the Configuration menu. |
| 3 | Scroll down using the first purple key (VX520) or the down-arrow icon in the bottom-left corner of the screen (VX820). Select Initialize . (F3 on VX520s) |
| 4 | At the "Retain ID?" prompt, select Yes . (F1 on VX520s) <i>Terminal will communicate with the Moneris Host. This may take several minutes. Once Initialization is complete, terminal returns to Transaction menu.</i> |
| 5 | From the Transactions menu, press the green OK key to display the Configuration menu. |
| 6 | Scroll down using the first purple key (VX520) or the down-arrow icon in the bottom-left corner of the screen (VX820). Select Host Logon . (F4 on VX520s) |
| 7 | Key in the Manager Password at the prompt. <i>Terminal will communicate with the Moneris Host. Displays Logon Success before returning to the Transactions menu.</i> |

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Gateway Cloud PIN Pads (iPP320, P400, e355)

| STEP | ACTION |
|------|---|
| 1 | Login to the Moneris Resource Centre |
| 2 | Click on Terminal from the navigation menu bar. |
| 3 | Click on Cloud Initialization . On the Cloud Init page locate the PIN pad device ID (or name) of the paired Cloud mode PIN pad you wish to initialize. |
| 4 | Click on the Initialize button next to it. <i>The PIN pad displays “PLEASE WAIT” as it communicates to the Cloud and our host. This can take up to two minutes.</i> |
| 5 | “Initialization Complete” should display on the MRC page |

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PAYD Pro PIN Pads (iPP320, ICMP, e355)

| STEP | ACTION |
|------|---|
| 1 | Login to the PAYD app on the mobile device. |
| 2 | Tap on the menu button  in the top-left corner. |
| 3 | Tap on Settings |
| 4 | Tap on PIN pad to expand that section |
| | Tap on the Initialize PIN pad button. |
| 5 | <i>The PIN pad displays "PLEASE WAIT" as it communicates to the Cloud and our host. The app displays "Initializing PIN pad. This may take a few minutes."</i> |
| 6 | On the Success popup, tap on the OK button. |

April 2020

PAYD Pro Plus PIN Pads (iPP320, P400, ICMP, e355)

| STEP | ACTION | | | | | | |
|--------------|---|-------|---------|--------------|--|--------|---|
| | Are you using the Desktop PAYD Pro Plus software (installed on a Windows PC) or the Mobile PAYD Pro Plus app? | | | | | | |
| | <table border="1"><thead><tr><th>IF...</th><th>THEN...</th></tr></thead><tbody><tr><td>1 Desktop</td><td><ol style="list-style-type: none">Within the POS screens, double-click on the PIN pad indicatorClick on the Full button at the "How do you want to reset PIN pad?" prompt</td></tr><tr><td>Mobile</td><td><ol style="list-style-type: none">Tap the menu icon  in the top-left corner of the screenTap on ConfigurationTap on DevicesUnder the PIN pad section, tap on Initialize</td></tr></tbody></table> | IF... | THEN... | 1 Desktop | <ol style="list-style-type: none">Within the POS screens, double-click on the PIN pad indicatorClick on the Full button at the "How do you want to reset PIN pad?" prompt | Mobile | <ol style="list-style-type: none">Tap the menu icon  in the top-left corner of the screenTap on ConfigurationTap on DevicesUnder the PIN pad section, tap on Initialize |
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| 2 | <p><i>The PIN pad displays "PLEASE WAIT" as it communicates to the Cloud and our host. The app displays "Initializing PIN pad. This may take a few minutes."</i></p> <p>Return to the main screen and continue with processing.</p> | | | | | | |

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Integrated PIN Pads (iPP320, P400, MX915, ICMP, e355, Owned Devices [CRINDs, Bulloch, Wayne Dressers, etc.]

| STEP | ACTION |
|------|---|
| 1 | <p>The integrator implements PIN pad initialization through their POS software. Common triggers include closing and reopening the POS software or attempting a financial transaction.</p> <p>Please contact the helpdesk for your POS software and ask for assistance with initializing your PIN pad.</p> |

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