BE PAYMENT READY
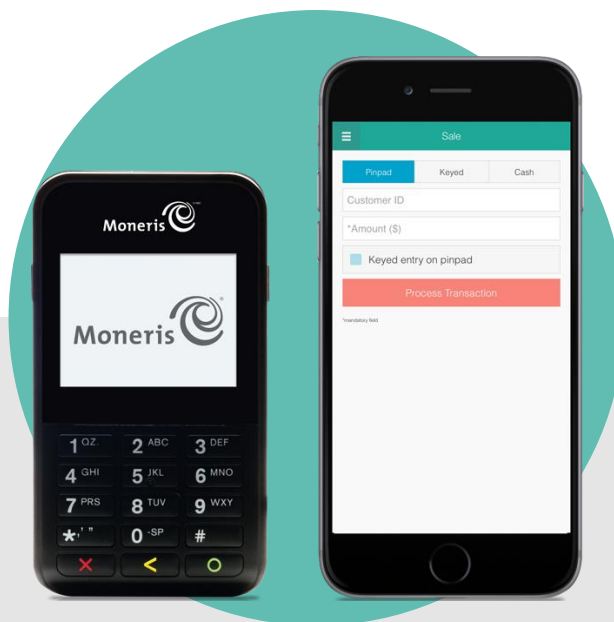
Using PAYD Pro®

Setting up Your e355 for Apple® iPad®, iPhone® and iPod touch®

Quick Install Guide

BE PAYMENT READY

Need help?

Web: moneris.com/support-paydpro

Email: info@getpayd.com

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

Record your Moneris® merchant ID here:

_____

Contents

Setting up Your PIN Pad

In this section, we go over everything you need to know to set up and pair your e355 with an Apple iPad®, iPhone® and iPod touch®.

You can also view our setup videos online at **moneris.com/support-paydpro**.

Introduction

PAYD Pro allows you to accept *Interac®* Debit and credit payments right on your mobile device, just about anywhere your business takes you.

This guide provides instructions on how to pair a Moneris e355 PIN Pad with an Apple iPad, iPhone, and iPod touch (collectively referred to as "mobile device" or "device").

Note: *For instructions on how to use PAYD Administration to manage your PAYD Pro store and any other registered account users, refer to the* **Using Moneris® PAYD Administration** *guide (visit* **moneris.com/support-paydpro** *to download a copy).*

Before you get started

1. Ensure that you have the following components:

    ▪ A mobile device that supports Bluetooth® and/or Wi-Fi connectivity.

    Note: *If you want to pair the e355 via Wi-Fi, ensure that you have access to a secure (non-public) Wi-Fi network using WPA2 encryption.*

    ▪ e355 and USB charging cable (provided in your welcome kit).

    Note: *You will be required to plug this cable into a powered USB port (e.g., on a computer).*

    ▪ The e355's terminal ID (also known as the "PIN Pad ID"), which is an eight-digit alpha-numeric code starting with "**E1**" (e.g., "**E1012345**") that is printed on a label affixed to the underside of the e355.

    Important! You will be required to refer to this terminal ID during the setup procedures.

2. Ensure that you have your PAYD username (employee ID), store ID, and password.

    ▪ If you do not have the required components and IDs, please contact us: call **1-855-423-PAYD (7293)** or email **info@getpayd.com**.

3. Visit the App Store ᔆᴹ, and download/install the latest version of the PAYD App onto your mobile device.

4. Confirm that the PAYD App is closed so that it is not running in the background on your mobile device.

5. Proceed to *Learning about e355 basics* on page 5.

Learning about e355 basics

1. Familiarize yourself with the key elements of the e355:

   Note: *The table below describes the labelled e355 image on the right.*

Label	Description
1	**Charge indicator light** (right side of the e355)
2	**Micro-USB port** (right side of the e355) ▪ Plug the USB charging cable here.
3	**Cancel key** (red) ❌ ▪ Clear a displayed message, or cancel a transaction. ▪ Power off the e355 (press and hold down until the e355 beeps and starts to power off).
4	**Correct key** (yellow) ◀ ▪ Clear data entered on the e355.
5	**OK/Enter key** (green) ⭕ ▪ Submit data or acknowledge a message on the e355. ▪ Power on the e355 (press and hold down until the e355 starts to power on).
6	**Chip Reader** (slot at the bottom of the e355) ▪ Insert debit/credit chip cards into the slot.
7	**Display Screen/Contactless Reader** ▪ To do contactless transactions, tap/wave debit/credit cards over the screen.
8	**Magnetic Stripe Reader** (slot along the top of the e355) ▪ Swipe debit/credit cards in the slot.
9	**Contactless Reader Indicator** (lights up during transactions)

2. Once you have familiarized yourself with the e355, follow the setup procedures for instructions on how to pair the e355 with your mobile device:

   ▪ To pair the e355 via Bluetooth, proceed to page 6.
   ▪ To pair the e355 via Wi-Fi, proceed to page 13.

Pairing a new e355 with your mobile device: Bluetooth

Follow the steps below to pair and initialize the e355 via Bluetooth.

Important! Before you begin this setup procedure, ensure that the PAYD App is closed so that it is not running in the background on your mobile device.

1	**Power on the e355**
a.	Plug the small end of the USB charging cable into the micro-USB port on the e355 (see page 5). **Important!** **Use the USB charging cable provided with the e355. Failure to do so may affect the operability of or cause damage to the e355.**
b.	Plug the other end of the USB charging cable into a powered USB port (e.g., on a computer). *Note:* *Leave the USB charging cable connected to the e355 for the remainder of the e355 setup procedures.*
c.	Wait while the e355 powers on.
d.	When the "LANGUAGE/LANGUE" screen displays, proceed to step 2 (*Ready your mobile device for Bluetooth pairing*) below. LANGUAGE/LANGUE SELECT / CHOISIR 1 - ENGLISH 2 - FRANCAIS
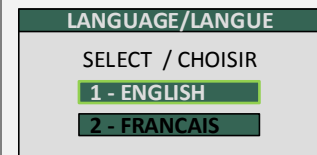
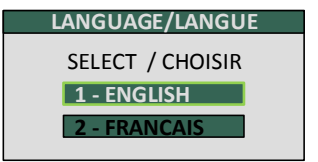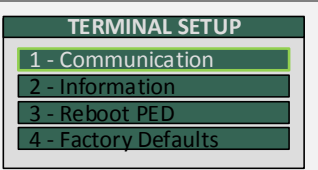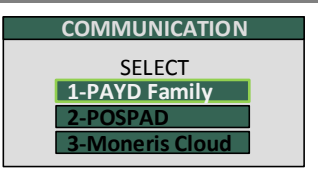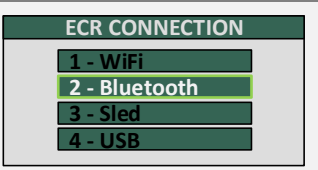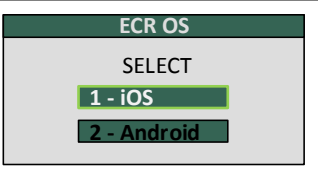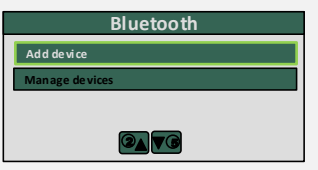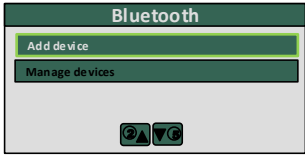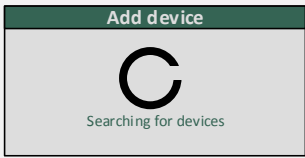| **2**	**Ready your mobile device for Bluetooth pairing**
a.	Power on the mobile device with which you want to pair the e355.
b.	Ensure that Bluetooth is turned on, the mobile device is discoverable, and its Bluetooth settings screen is displayed. *Note:* *If the mobile device has ever been paired with a different e355 or another type of PIN Pad, ensure that the mobile device does not continue to retain the older PIN Pad's terminal ID in its Bluetooth memory (i.e., if necessary, un-pair the older PIN Pad from the mobile device so that it forgets the terminal ID).*
c.	Place the mobile device beside the e355 with which you want to pair it.
d.	Proceed to step 3 (*Configure the e355 for Bluetooth communication*) on page 7.

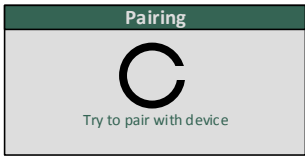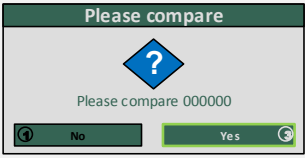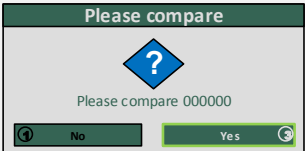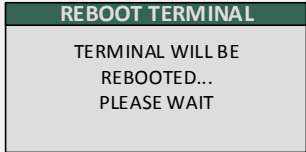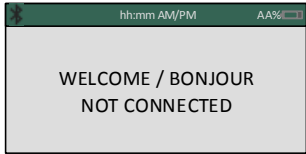|		
3	**Configure the e355 for Bluetooth communication**	
a.	On the "LANGUAGE/LANGUE" screen, press the **1** key (**ENGLISH**).	**LANGUAGE/LANGUE** SELECT / CHOISIR 1 - ENGLISH 2 - FRANCAIS
b.	When the "TERMINAL SETUP" screen displays, press the **1** key (**Communication**).	**TERMINAL SETUP** 1 - Communication 2 - Information 3 - Reboot PED 4 - Factory Defaults
c.	When the "COMMUNICATION" screen displays, press the **1** key (**PAYD Family**).	**COMMUNICATION** SELECT 1-PAYD Family 2-POSPAD 3-Moneris Cloud
d.	When the "ECR CONNECTION" screen displays, press the **2** key (**Bluetooth**).	**ECR CONNECTION** 1 - WiFi 2 - Bluetooth 3 - Sled 4 - USB
e.	When the "ECR OS" screen displays, press the **1** key (**iOS**).	**ECR OS** SELECT 1 - iOS 2 - Android
f.	When the "Bluetooth" screen displays, proceed to step 4 (*Pair the e355 with your mobile device via Bluetooth*) on page 8.	**Bluetooth** Add device Manage devices

4 **Pair the e355 with your mobile device via Bluetooth**	
a. On the "Bluetooth" screen, press the green ⬤ key (**Add device**).	**Bluetooth** Add device Manage devices
b. Wait while the e355 searches for devices with which to pair.	**Add device** ◯ Searching for devices
c. When the "Add device" screen displays, scroll to your mobile device name, and press the green ⬤ key to select it. *Note: To scroll up, press the **2** key; to scroll down, press the **5** key. If your mobile device name is not listed, press the yellow ◀ key, and go back to step 4a.*	**Add device** < mobile device A > < Your mobile device name > < mobile device C >
d. When the "Pair device" screen displays, press the **3** key (**Yes**).	**Pair device** ◆? Pair with <Your mobile device name >? No Yes
e. When the "Pairing" screen displays, wait while the passkey/code is generated.	**Pairing** ◯ Try to pair with device
f. When the "Please compare" screen displays, note the six-digit passkey/code.	**Please compare** ◆? Please compare 000000 No Yes
g. On the mobile device, wait for the "Bluetooth Pairing Request" popup to display (this popup will also include a six-digit passkey/code).	
h. Compare the passkey/code on the e355 and the passkey/code on the mobile device. If the passkeys/codes are identical, go to the next step.	
i. On the mobile device's "Bluetooth Pairing Request" popup, tap **Pair**.	
j. On the e355's "Please compare" screen, press the **3** key (**Yes**).	**Please compare** ◆? Please compare 000000 No Yes

k.	When the "Paired" screen displays, press the green ⬛🟢 key (**OK**).	**Paired** ✓ Pairing established OK
l.	When the "REBOOT TERMINAL" screen displays, wait while the e355 reboots.	**REBOOT TERMINAL** TERMINAL WILL BE REBOOTED… PLEASE WAIT
m.	Wait while the e355 establishes its Bluetooth connection with the mobile device (during this period, the "WELCOME/BONJOUR NOT CONNECTED" screen displays).	hh:mm AM/PM AA%▭ WELCOME / BONJOUR NOT CONNECTED
n.	Proceed to step 5 (*Confirm that your mobile device is successfully paired with the e355*) on page 10.	

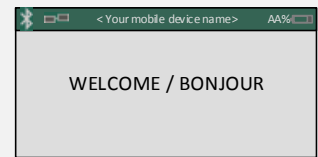| **5**	**Confirm that your mobile device is successfully paired with the e355**

a. When the "CONNECTED TO BT <Your mobile device name >"screen displays, it means the e355 has successfully established a Bluetooth connection with the mobile device. *Note: As long as the e355 can detect the mobile device, the mobile device name will display at five-second intervals at the top centre of the e355 screen (otherwise, the e355's internal clock time "hh:mm AM/PM" will display). The clock time will be synchronized to the correct time when you initialize the e355.*	< Your mobile device name > AA% CONNECTED TO BT < Your mobile device name >
b. When the "WELCOME/BONJOUR" screen displays, go to the next step. *Note: To conserve power, the e355's screen may dim, and/or display "Moneris BE PAYMENT READY", or turn off completely. If this happens, simply continue the setup steps as instructed.*	< Your mobile device name> AA% WELCOME / BONJOUR
c. On your mobile device's Bluetooth settings screen, locate the e355's eight-digit terminal ID, which displays with the prefix "e355-" as in "e355-E1012345" (or sometimes the terminal ID may display simply as "Verifone BTx Host"). *Note: The e355's terminal ID (e.g., "E1012345") is also printed on a label affixed to the underside of the e355.*	
d. On your mobile device's Bluetooth settings screen, confirm that the terminal ID (or "Verifone BTx Host") is shown as a "Connected" device.	
e. Proceed to step 6 (*Initialize the e355 via Bluetooth*) on page 11.	
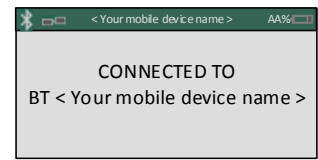
6	**Initialize the e355 via Bluetooth**

a. From your mobile device's home screen, tap the **PAYD** icon (icon) to launch the PAYD App.

- If the "Terms of Use" screen displays, read the terms, and tap the **I Agree** button.
- If at any time the PAYD App requests permission to access data from your mobile device (e.g., location, microphone, or contacts data), allow the PAYD App to access the data.

b. When the PAYD sign-in screen displays, sign into the PAYD App.

- If at any time the "Pinpad has been successfully connected" popup displays, tap the **OK** button to continue.

c. In the PAYD App, start on the "Settings" screen.

   Note: *If another screen is displayed, tap ☰, and then tap **Settings**.*

d. Tap **Pinpad**.

e. Tap the **Bluetooth** button if it is not already selected.

f. When the "Terminal ID:" line item displays the e355's terminal ID (e.g., "E102345"), go to the next step.

   Note: *The terminal ID starts with the prefix "E1" and is also printed on a label affixed to the underside of the e355.*

g. Tap the **Initialize Pinpad** button.
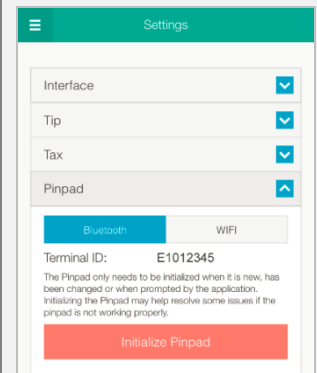
h. When the e355 displays the "PLEASE WAIT" screen, wait while the e355 initializes.

   Note: *During this process, the PAYD App displays the "Initializing Pinpad. This may take a few minutes" screen.*

PLEASE WAIT
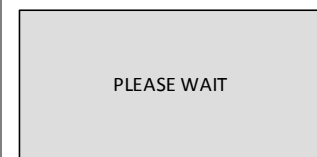
i. When the PAYD App displays the "Initialization was successful. Pinpad is ready to use" popup, tap the **OK** button to continue.

j. When the e355 displays the "WELCOME/BONJOUR" screen, go to the next step.

   Note: *To conserve power, the e355's screen may dim, and/or display "Moneris BE PAYMENT READY", or turn off completely. If this happens, simply continue the setup steps as instructed.*

WELCOME / BONJOUR
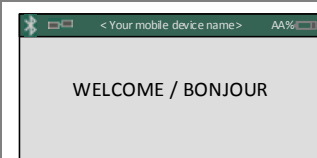
k. Proceed to step 7 (*Set "Pinpad" as the default payment device*) on page 12.

7	Set "Pinpad" as the default payment device

a. In the PAYD App, start on the "Settings" screen.

   Note: *If another screen is displayed, tap* ☰ *, and then tap* **Settings***.*

b. Tap **Interface**.

c. Under "Default payment Device", tap **Pinpad**.

d. Tap ☰ to return to the main menu, and then tap **Sign Out**.

e. When the "Pinpad has been disconnected" popup displays, tap the **OK** button to continue.

f. Proceed to step 8 (*Charge the e355's battery to full capacity*) below.

8	Charge the e355's battery to full capacity

a. Leave the USB charging cable plugged into the e355 and the external power source until the e355's battery has reached optimum charge: at least 90%. (If the USB charging cable is not connected to the e355, connect it now.)

   Note: *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 will blink continuously while the battery is charging.*

   Note: *The battery charge indicator displays on the e355's "WELCOME/BONJOUR" screen. If the e355 screen backlight is dim, and/or "Moneris BE PAYMENT READY" displays, or the backlight turns off completely during charging, simply press the green* ⬛ *key to return to the "WELCOME/BONJOUR" screen.*

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

b. Once the battery has reached optimum charge (at least 90%), you may disconnect the USB charging cable.

🔵 ▭▭   < Your mobile device name>   90% 🔋
WELCOME / BONJOUR
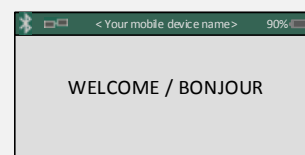
c. The e355 is now ready to process PAYD Pro transactions.

   ▪ For useful tips and recommendations on how to maintain your e355, proceed to *Using the e355: best practices* on pages 25 to 27.

Pairing a new e355 with your mobile device: Wi-Fi

Follow the steps below to pair and initialize the e355 via Wi-Fi.

Important! Before you begin this setup procedure, ensure that the PAYD App is closed so that it is not running in the background on your mobile device.

1	**Power on the new e355**

a.	Plug the small end of the USB charging cable into the micro-USB port on the new e355 (see page 5). **Important! Use the USB charging cable provided with the e355. Failure to do so may affect the operability of or cause damage to the e355.**
b.	Plug the other end of the USB charging cable into a powered USB port (e.g., on a computer). ***Note:*** *Leave the USB charging cable connected to the e355 for the remainder of the e355 setup procedures.*
c.	Wait while the e355 powers on.
d.	When the "LANGUAGE/LANGUE" screen displays, proceed to step 2 (*Ready your mobile device for Wi-Fi pairing*) below.	LANGUAGE/LANGUE SELECT / CHOISIR 1 - ENGLISH 2 - FRANCAIS
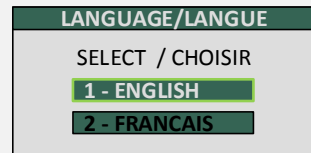
2	**Ready your mobile device for Wi-Fi pairing**

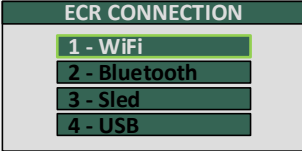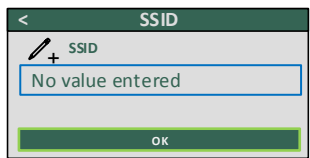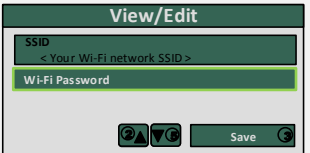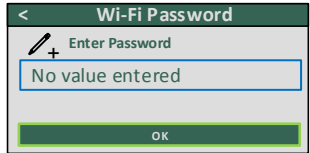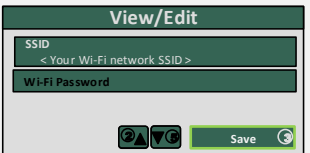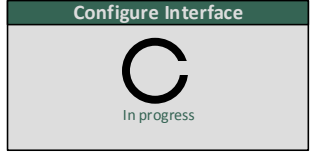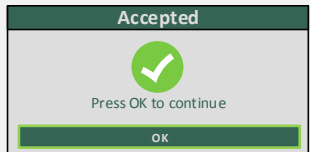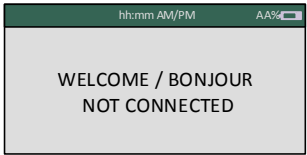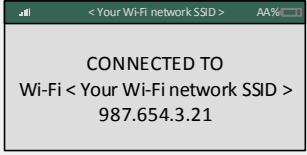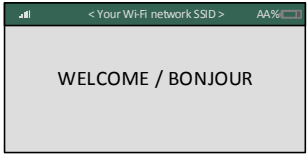|	
a.	Power on the mobile device with which you want to pair the e355.
b.	Determine which is the network that you want to use to pair the e355 with the mobile device: ▪ If you want the mobile device to connect an external Wi-Fi network, configure the mobile device to connect to the network. ***Note:*** *In the upcoming steps, you will be instructed to configure the e355 to connect to the same Wi-Fi network as the mobile device.* **Important! Do not attempt to configure the e355 to connect to a public Wi-Fi network.** ▪ If you want the e355 to connect to the mobile device's personal Wi-Fi hotspot, generate the hotspot from the mobile device now.
c.	Place the mobile device beside the e355 with which you want to pair it.
d.	Proceed to step 3 (*Configure the e355 for Wi-Fi communication*) on page 14.
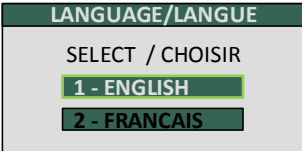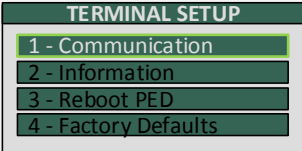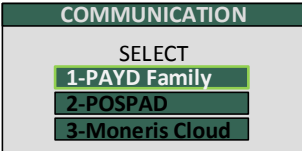
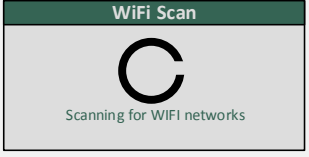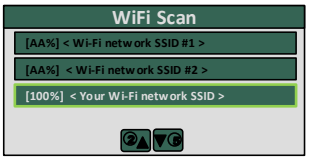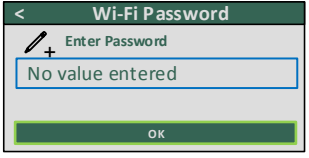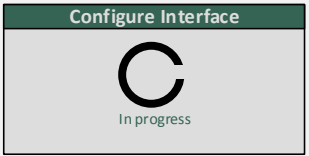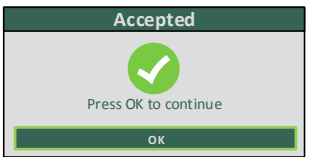|	
3 **Configure the e355 for Wi-Fi communication**	
a. On the "LANGUAGE/LANGUE" screen, press the **1** key (**ENGLISH**).	**LANGUAGE/LANGUE** SELECT / CHOISIR **1 - ENGLISH** **2 - FRANCAIS**
b. When the "TERMINAL SETUP" screen displays, press the **1** key (**Communication**).	**TERMINAL SETUP** 1 - Communication 2 - Information 3 - Reboot PED 4 - Factory Defaults
c. When the "COMMUNICATION" screen displays, press the **1** key (**PAYD Family**).	**COMMUNICATION** SELECT **1-PAYD Family** **2-POSPAD** **3-Moneris Cloud**
d. When the "ECR CONNECTION" screen displays, press the **1** key (**WiFi**).	**ECR CONNECTION** **1 - WiFi** **2 - Bluetooth** **3 - Sled** **4 - USB**
e. When the "WiFi" screen displays, create a profile for the Wi-Fi network to which you want the e355 to connect: • To manually enter the Wi-Fi network name (SSID), proceed to step 4 (*Create a Wi-Fi network profile on the e355: manually entering the SSID*) on page 15. • To scan for the Wi-Fi network name (SSID), proceed to step 5 (*Create a Wi-Fi network profile on the e355: scanning for the SSID*) on page 17. *Note:* Use the scan option only if you are certain that the desired Wi-Fi network is broadcasting its SSID.	**WiFi** ① New ②▲ ▼③ WiFi Scan ③

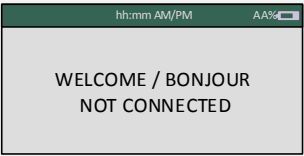| **4**	**Create a Wi-Fi network profile on the e355: manually entering the SSID**

a.	On the "WiFi" screen, press the **1** key (**New**). *Note:* *If you have already configured a Wi-Fi network profile, it will be listed on this screen.*	**WiFi** ① New ②▲▼③ WiFi Scan ③
b.	When the "View/Edit" screen displays, press the green 〇 key (**SSID**).	**View/Edit** SSID Wi-Fi Password ②▲▼③ Save ③
c.	When the "SSID" screen displays, enter the name/SSID of the Wi-Fi network to which you want the e355 to connect, and press the green 〇 key (**OK**). *Note:* *This parameter is case sensitive.To enter small/capital letters and special symbols, see page 28.*	< **SSID** ✎₊ SSID No value entered OK
d.	When the "View/Edit" screen displays, press the **5** key to scroll to **Wi-Fi Password**, and then press the green 〇 key.	**View/Edit** SSID < Your Wi-Fi network SSID > Wi-Fi Password ②▲▼③ Save ③
e.	When the "WiFi Password" screen displays, enter the password of the Wi-Fi network to which you want the e355 to connect, and press the green 〇 key (**OK**). *Note:* *This parameter is case sensitive. To enter small/capital letters and special symbols, see page 28.*	< **Wi-Fi Password** ✎₊ Enter Password No value entered OK
f.	When the "View/Edit" screen displays, press the **3** key (**Save**).	**View/Edit** SSID < Your Wi-Fi network SSID > Wi-Fi Password ②▲▼③ Save ③
g.	When the "Configure Interface" screen displays, wait while the e355 applies the network settings.	**Configure Interface** ⟳ In progress
h.	When the "Accepted" screen displays, press the green 〇 key (**OK**).	**Accepted** ✓ Press OK to continue OK

i. Wait while the e355 establishes its connection to the Wi-Fi network (during this period, the "WELCOME/BONJOUR NOT CONNECTED" screen displays).	hh:mm AM/PM AA%▭ WELCOME / BONJOUR NOT CONNECTED
j. When the "CONNECTED TO Wi-Fi < Your Wi-Fi network SSID >" screen displays, go to the next step. ***Note:*** *Your Wi-Fi network SSID and the e355's IP address (e.g.,"987.654.3.21") display on the screen.*	◢◣ < Your Wi-Fi network SSID > AA%▭ CONNECTED TO Wi-Fi < Your Wi-Fi network SSID > 987.654.3.21
k. When the "WELCOME/BONJOUR" screen displays, proceed to step 6 (*Confirm that the e355 is connected to the Wi-Fi network*) on page 19.	◢◣ < Your Wi-Fi network SSID > AA%▭ WELCOME / BONJOUR

|	
5 **Create a Wi-Fi network profile on the e355: scanning for the SSID**	
a. On the "WiFi" screen, press the **3** key (**WiFi Scan**).	**WiFi** ① New ②▲▼③ WiFi Scan ③
b. When the "WiFi Scan" screen displays, wait while the e355 scans for available Wi-Fi networks.	**WiFi Scan** ◯ Scanning for WIFI networks
c. When the list of available Wi-Fi networks displays, scroll to the Wi-Fi network to which you want the e355 to connect, and press the green ◯ key to select it. *Note: To scroll down, press the **5** key; to scroll up, press the **2** key. If your Wi-Fi network is not listed, press the yellow* `<` *key, and go back to step 5a of this procedure.*	**WiFi Scan** [AA%] < Wi-Fi network SSID #1 > [AA%] < Wi-Fi network SSID #2 > [100%] < Your Wi-Fi network SSID > ②▲▼③

d. When the next screen displays your Wi-Fi network profile settings, press the **3** key (**Add**).	**< Your Wi-Fi network SSID >**
	SSID
	< Your Wi-Fi Network SSID >
	Protocol
	  WPA2
	Key Management
	  AAAAA
	Pairwise cipher
	  AAAAA
	
	②▲▼③ Add ③

e. When the "Wi-Fi Password" screen displays, enter the password for your Wi-Fi network, and press the green ◯ key (**OK**). *Note: This parameter is case sensitive. To enter small/capital letters and special symbols, see page 28.*	**< Wi-Fi Password** ✎₊ Enter Password No value entered OK
f. When the "Configure Interface" screen displays, wait while the e355 applies the network settings. *Note: This process may take up to two minutes.*	**Configure Interface** ◯ In progress
g. When the "Accepted" screen displays, press the green ◯ key (**OK**). ▪ If the "Internal error" screen displays, press the green ◯ key (**OK**), and go back to step 5a of this procedure. ▪ If the "Failed: Wifi already present" screen displays, press the green ◯ key (**OK**) to clear the error screen, and then press the red key ✕ twice.	**Accepted** ✓ Press OK to continue OK

h. Wait while the e355 establishes its connection to the Wi-Fi network (during this period, the "WELCOME/BONJOUR NOT CONNECTED" screen displays).	 hh:mm AM/PM AA%▭ WELCOME / BONJOUR NOT CONNECTED
i. When the "CONNECTED TO Wi-Fi < Your Wi-Fi network SSID >" screen displays, go to the next step. ***Note:*** *Your Wi-Fi network SSID and the e355's IP address (e.g., "987.654.3.21") display on the screen.*	 < Your Wi-Fi network SSID > AA%▭ CONNECTED TO Wi-Fi < Your Wi-Fi network SSID > 987.654.3.21
j. When the "WELCOME/BONJOUR" screen displays, proceed to step 6 (*Confirm that the e355 is connected to the Wi-Fi network*) on page 19.	 < Your Wi-Fi network SSID > AA%▭ WELCOME / BONJOUR

6 **Confirm that the e355 is connected to the Wi-Fi network**

a. On the "WELCOME/BONJOUR" screen, confirm that the Wi-Fi icon (📶) is displayed in the upper left corner on the screen and your Wi-Fi network SSID is displayed at the top centre on the screen.

The network icon (▬ ▬) may display periodically beside the Wi-Fi icon.

Note: *As long as the e355 can connect to the Wi-Fi network, the network SSID will display at five-second intervals at the top centre of the e355 screen (otherwise, the e355's internal clock time "hh:mm AM/PM" will display). The clock time will be synchronized to the correct time when you initialize the e355.*

< Your Wi-Fi network SSID >	AA%
WELCOME / BONJOUR
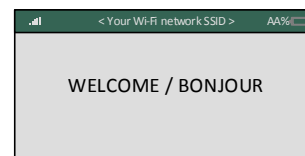
b. Proceed to step 7 (*Pair the e355 with your mobile device via Wi-Fi*) below.

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7 **Pair the e355 with your mobile device via Wi-Fi**

a. From your mobile device's home screen, tap the **PAYD** icon (🔘) to launch the PAYD App.

- If the "Terms of Use" screen displays, read the terms, and tap the **I Agree** button.
- If at any time the PAYD App requests permission to access data from your mobile device (e.g., location, microphone, or contacts data), allow the PAYD App to access the data.

b. When the PAYD sign-in screen displays, sign into the PAYD App.

- If at any time the "Pinpad has been successfully connected" popup displays, tap the **OK** button to continue.

c. In the PAYD App, start on the "Settings" screen.

Note: *If another screen is displayed, tap* ☰ *, and then tap* ***Settings***.
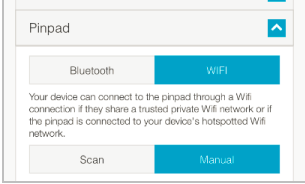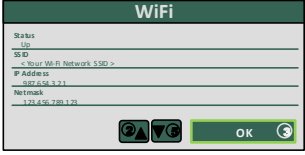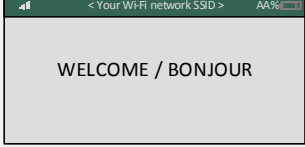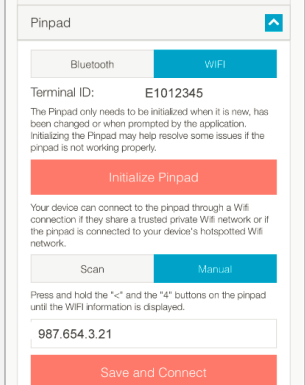
d. Tap **Pinpad**.

e. Tap the **WIFI** button.

f. Register the e355's IP address in the PAYD App:

- To manually enter the e355's IP address, proceed to step 8 (*Manually enter the e355's IP Address*) on page 20.
- To make the PAYD App scan for the e355's IP address, proceed to step 9 (*Scan for the e355's IP Address*) on page 22.

☰	Settings
Interface	⌄
Tip	⌄
Tax	⌄
Pinpad	⌃
Bluetooth	WIFI

Your device can connect to the pinpad through a Wifi connection if they share a trusted private Wifi network or if the pinpad is connected to your device's hotspotted Wifi network.

| 8	Manually enter the e355's IP Address

a.	In the PAYD App, tap the **Manual** button.	
b.	On the e355's "WELCOME/BONJOUR" screen, simultaneously press both the **4** key and the yellow **<** key.	
c.	When the e355 displays the "WiFi" screen, locate the "IP Address" value.	
d.	In the PAYD App's **Pinpad IP** field, enter the e355's IP address.	
e.	On the e355's "WiFi" screen, press the **3** key (**OK**).	
f.	When the e355 displays the "WELCOME/BONJOUR" screen, go to the next step.	
g.	In the PAYD App, tap the **Save and Connect** button.	
h.	In the PAYD App, wait for a response: • If the "Configuring pinpad" screen displays, go to step 8j. • If the "Terminal ID:" line item displays the e355's terminal ID, (e.g., "E1012345"), proceed to step 10 (*Initialize the e355 via Wi-Fi*) on page 23. *Note: If the "Pinpad has been successfully connected" popup displays, tap the OK button to continue.* • If the "Terminal ID:" line item does not display, go to step 8i.	

i.	Tap ≡ to return to the main menu, and then tap **Sign Out**.
j.	Close the PAYD App so that it is not running in the background on the mobile device.
k.	From the mobile device's home screen, tap the **PAYD** icon (⊚) to launch the PAYD App.
l.	When the PAYD sign-in screen displays, sign into the PAYD App. ▪ If at any time the "Pinpad has been successfully connected" popup displays, tap the **OK** button to continue.
m.	In the PAYD App, start on the "Settings" screen. ***Note:*** *If another screen is displayed, tap ≡, and then tap **Settings**.*
n.	Tap **Pinpad**.
o.	Go back to step 8h of this procedure.

9	**Scan for the e355's IP Address**

a. In the PAYD App, tap the **Scan** button.
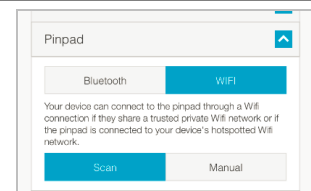
b. When the PAYD App displays the "Scanning. Please wait" screen, wait while the PAYD App attempts to detect the e355's IP address on the Wi-Fi network (this process may take up to a minute).


Scanning. Please wait.
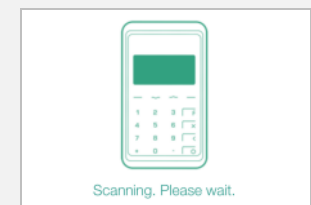
c. In the PAYD App, wait for a response:

- If the "Terminal ID:" line item displays the e355's terminal ID (e.g., "E1012345"), proceed to step 10 (*Initialize the e355 via Wi-Fi*) on page 23.

  Note: If the "Pinpad has been successfully connected" popup displays, tap the **OK** button to continue.

- If the "Terminal ID" line item does not display, go to step 9d.

  Note: If the "No pinpads were found..." popup displays, tap the **OK** button to continue.
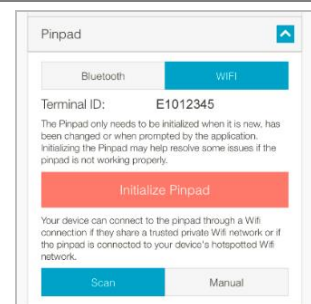
d. Tap ☰ to return to the main menu, and then tap **Sign Out**.

e. Close the PAYD App so that is not running in the background on the mobile device.

f. From the mobile device's home screen, tap the **PAYD** icon (⬤) to launch the PAYD App.

- If at any time the "Pinpad has been successfully connected" popup displays, tap the **OK** button to continue.

g. When the PAYD sign-in screen displays, sign into the PAYD App.

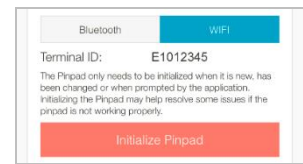h. In the PAYD App, start on the "Settings" screen.

  Note: If another screen is displayed, tap ☰, and then tap **Settings**.
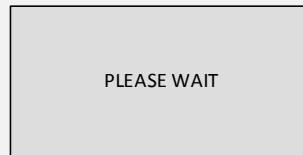
i. Tap **Pinpad**.

j. Go back to step 9c of this procedure.

10 **Initialize the e355 via Wi-Fi**	

|	
a. In the PAYD App, tap the **Initialize Pinpad** button.	

b. When the e355 displays the "PLEASE WAIT" screen, wait while the e355 initializes. *Note:* *During this process, the PAYD App displays the "Initializing Pinpad. This may take a few minutes" screen.*	PLEASE WAIT

c. When the PAYD App displays the "Initialization was successful. Pinpad is ready to use" popup, tap the **OK** button to continue.	

d. When the e355 displays the "WELCOME/BONJOUR" screen, go to the next step.	< Your Wi-Fi network SSID > AA% WELCOME / BONJOUR
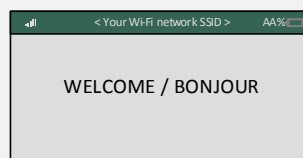
e. Proceed to step 11 (*Set "Pinpad" as the default payment device*) below.	

11 **Set "Pinpad" as the default payment device**	

a. In the PAYD App, start on the "Settings" screen. *Note:* *If another screen is displayed, tap ☰, and then tap* ***Settings***.
b. Tap **Interface**.
c. Under "Default payment Device", tap **Pinpad**.
d. Tap ☰ to return to the main menu, and then tap **Sign Out**. ▪ If the "Pinpad has been disconnected" popup displays, tap the **OK** button to continue.
e. Proceed to step 12 (*Charge the e355's battery to full capacity*) on page 24.

| 12	**Charge the e355's battery to full capacity**

a. Leave the USB charging cable plugged into the e355 and the external power source until the e355's battery has reached optimum charge: at least 90%. (If the USB charging cable is not connected to the e355, connect it now.)

Note: *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 will blink continuously while the battery is charging.*

Note: *The battery charge indicator displays on the e355's "WELCOME/BONJOUR" screen. If the e355 screen backlight is dim and/or "Moneris BE PAYMENT READY" displays during charging, simply press the green* 〔 ◯ 〕 *key to return to the "WELCOME/BONJOUR" screen.*

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

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b. Once the battery has reached optimum charge (at least 90%), you may disconnect the USB charging cable.

            ◌�ıll   < Your Wi-Fi network SSID >   90% ▭

                              WELCOME / BONJOUR

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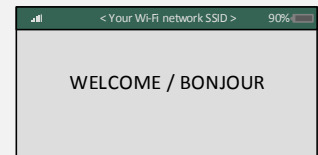
c. The e355 is now ready to process PAYD Pro transactions.

- For useful tips and recommendations on how to maintain your e355, proceed to *Using the e355: best practices* on pages 25 to 27.

Using the e355: best practices

Moneris recommends that you follow these general guidelines to use and maintain your e355.

Things to do before starting a PAYD Pro transaction

1. Ensure that your mobile device is powered on and the PAYD App is closed (i.e., not running in the background on your mobile device).

2. Press the green ⬛⬤ key to ensure that the e355 is powered on and ready (see page 26).

3. Launch the PAYD App on your mobile device, and sign into the PAYD App.

4. Check the e355 communication status indicators to ensure that the e355 is connected to your mobile device and/or the Wi-Fi network (see *Staying within communication range* below).

5. Initiate your transaction.

Staying within communication range

- Keep the e355 and your mobile device in close proximity to each other.

- Do not attempt to perform PAYD Pro transactions near strong sources of electromagnetic interference.

Communication status indicators

The indicators shown below should display on your e355's "WELCOME/BONJOUR" screen when you are ready to perform transactions.

Communication type	e355 screen status indicators
Bluetooth	✳ ▭▪▭ < Your mobile device name > AA% 🔋
Wi-Fi	▂▃▄▅ < Your Wi-Fi network SSID > AA% 🔋

Powering on the e355

Before you perform a PAYD Pro transaction, confirm that the e355 is powered on by pressing the green [green key] key and waiting for a response:

e355 response	e355 status
Beeps and displays the "WELCOME/BONJOUR" screen.	The e355 is powered on and ready to do transactions. **Note:** *After several minutes of inactivity, the e355 will attempt to conserve its power (see* Conserving e355 battery power *below).*
Screen remains dark (the backlight is turned off completely).	The e355 is powered off. Press and hold down the green [green key] key until the e355 starts to power on.

Conserving e355 battery power

If the e355 is powered on but not being used to perform transactions, it will go into an idle state to conserve power (the e355 screen backlight dims and/or "Moneris BE PAYMENT READY" displays).

If you do not initiate a transaction from the PAYD App or press the green [green key] key /the red [red key] key on the e355 keypad, and:

Bluetooth is enabled:

- The e355 will go into a sleep/stand-by state (the screen backlight will turn off completely) for up to several hours[1], and then the e355 will shutdown/power off completely.

Wi-Fi is enabled:

- The e355 will remain in its idle state for as long as the battery is sufficiently charged. [1]

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[1] If the e355 loses its connection with the mobile device for up to 15 minutes (e.g., the e355 is outside its Bluetooth communication range/cannot connect to the Wi-Fi network) , the e355 will shut down/power off completely.

Maintaining battery charge/powering off the e355

- When you are not using the e355 (e.g., at night), connect it to a power source via the USB charging cable, and leave the e355 to recharge to full capacity.   OR

- Power off the e355 by pressing and holding down the red ❌ key until the e355 beeps and starts to shutdown/power off (ensure that the USB charging cable is not connected to a power source).

Charge indicator light

- The charge indicator light is located on right side of e355 (see page 5).
- If the e355 is powered off or it is powered on but goes into a sleep/stand-by state to conserve power (see page 26), the charge indicator light will turn off.

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 e355 to power source.

e355 keyboard: entering numbers, letters, and special characters

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

1. To enter the desired value in a data field, 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
0	0, *, #, \<period>, -, \<space>, +, \<comma>, ', ", !, :, ;, @, =, &, /, \, %, $, (,), ^, _

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-paydpro** to:

    - Consult the FAQs on how to set up and use PAYD Pro.
    - Download PAYD Pro guides to assist with getting started, configuration, and usage instructions.

- Visit **shop.moneris.com** to purchase point-of-sale supplies and accessories.

- Visit **moneris.com/insights** for business and payment news & trends, customer success stories, and quarterly reports & insights.

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(07/18)