



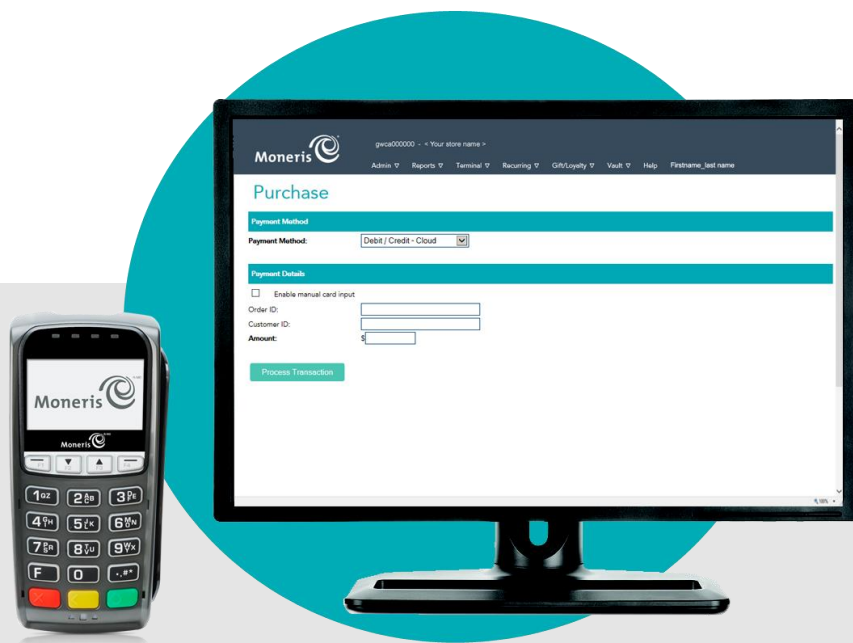
BE PAYMENT READY

# Moneris®

## iPP320 PIN Pad

### Merchant Resource Center

### Quick Install Guide





---

**BE PAYMENT READY**

## 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:

---

# Contents

- Setting Up Your PIN Pad .....2
  - Before you get started .....3
  - Hardware setup: iPP320 PIN Pad using USB cable connection .....5
  - Hardware setup: iPP320 PIN Pad using serial cable connection .....10
  - Hardware setup: iPP320 PIN Pad using Moneris Cloud.....15
  - Configuring optional settings .....22
    - Enabling/disabling tip prompting on the PIN Pad .....23
    - Setting the PIN Pad as the default card entry device .....23
    - Setting a default Moneris Cloud-paired PIN Pad for your login session .....24
  - Troubleshooting .....25
    - iPP320 PIN Pad error messages .....25
    - Merchant Resource Center error messages .....25
- Merchant Support .....26



# Setting Up Your PIN Pad

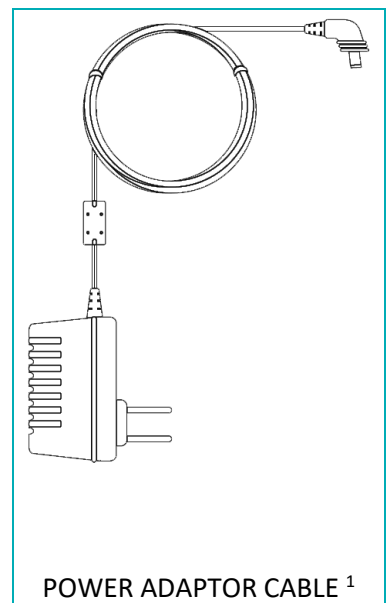
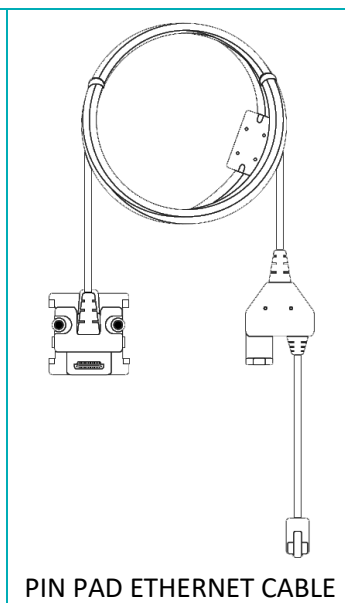
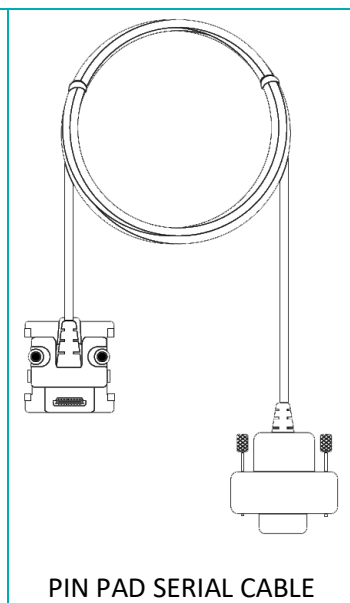
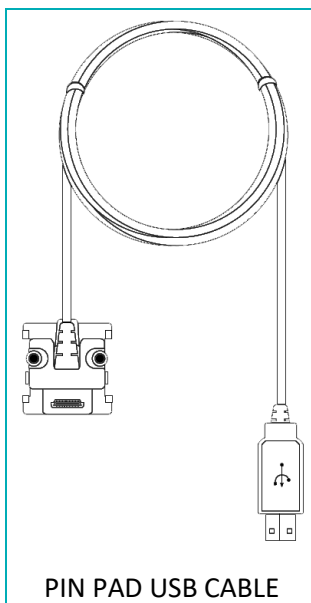
In this section, we go over everything you need to know to set up your Moneris iPP320 PIN Pad.

## Before you get started

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



2. Please confirm that you received one of the following PIN Pad cables from Moneris:



<sup>1</sup> The power adaptor cable is included only with the PIN Pad serial cable or the PIN Pad Ethernet cable.

3. 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.
- **If you received a PIN Pad USB cable:**
  - Computer/PC<sup>2</sup> (to access the Merchant Resource Center).  
***Note:** A Web browser (Internet Explorer 8 or higher) with cookies enabled is required.*
  - Internet connection (high speed recommended).
- **If you received a PIN Pad serial cable:**
  - Computer/PC<sup>2</sup> (to access the Merchant Resource Center).  
***Note:** A Web browser (Internet Explorer 8 or higher) with cookies enabled is required.*
  - Internet connection (high speed recommended).
- **If you received a PIN Pad Ethernet cable (Moneris Cloud):**
  - Computer or mobile device (to access the Merchant Resource Center).  
***Note:** If you want to access the Merchant Resource Center via computer/PC, you must have an up-to-date Web browser (any browser) with cookies enabled.*
  - Internet connection (high speed recommended).
  - Wired hi-speed Internet access point (e.g., a router/switch/hub/internal wiring – whatever is applicable to the high-speed Internet service at your specific location), to which you will connect the iPP320 PIN Pad.  
***Note:** If your LAN has firewall restrictions on IP traffic to the Internet, ensure that the firewall is configured so that the TCP port for SSL = 443. This port must be open to allow the iPP320 PIN Pad to communicate with Moneris (<https://ipterm.moneris.com>).*

4. Do one of the following:

- If you have all the required hardware and elements, go to step 5.
- 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).

5. Based on the PIN Pad cable type that you received, follow the applicable setup procedure as referenced in the table below:

PIN Pad cable type	Setup procedure:
USB	Go to <a href="#">Hardware setup: iPP320 PIN Pad using USB cable connection</a> (page 5).
Serial	Go to <a href="#">Hardware setup: iPP320 PIN Pad using serial cable connection</a> (page 10).
Ethernet	Go to <a href="#">Hardware setup: iPP320 PIN Pad using Moneris Cloud</a> (page 15).

<sup>2</sup> Full admin permissions for your user account with the Java platform installed and enabled (free download available from [java.com](http://java.com)).

# Hardware setup: iPP320 PIN Pad using USB cable connection

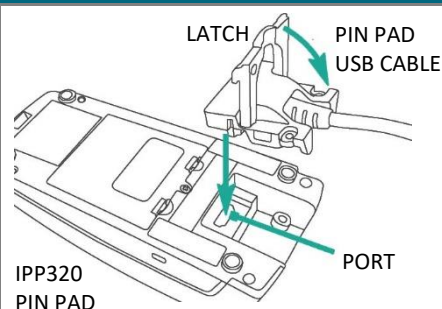
Follow these instructions to set up your iPP320 PIN Pad to use a USB connection to your computer.

## 1 Download and install the iPP320 PIN Pad USB driver

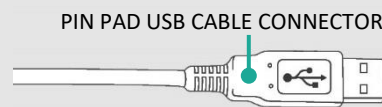
- Visit <https://github.com/moneris/>.
- When the "Moneris" page displays, locate the **iPP320-PINpad-USB-driver** link, and click on it.
- When the "Moneris/iPP320-PINpad-USB-driver" page displays, locate the **TeliumUSBJungoDriverforWindows-v280.zip** listing, and then save the zip file to your computer.
- Unzip the **TeliumUSBJungoDriverforWindows-v280.zip** file, and click on the bundled executable (.exe) file to begin the installation process.
- When the installation dialog boxes display, continue clicking the **Next** button as prompted, and then click on the **Install** button.
- Once the driver is installed, go to step 2 ([Connect the USB cable to the iPP320 PIN Pad and your computer](#)) below.

## 2 Connect the USB cable to the iPP320 PIN Pad and your computer

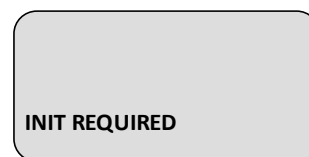
- Plug the PIN Pad USB cable into the empty port on the underside of the iPP320 PIN Pad.
- Fold the latch down and press to secure the cable connection to the iPP320 PIN Pad.



- Plug the PIN Pad USB cable connector into a USB port on your computer.
- Wait while the iPP320 PIN Pad powers on.





- When the "INIT REQUIRED" screen displays on the iPP320 PIN Pad, go to step 3 ([Access the iPP320 PIN Pad configuration menu](#)) on page 6.



## 3

## Access the iPP320 PIN Pad configuration menu

- a. Ensure that the "INIT REQUIRED" screen is displayed.
- b. Press the function keys in the following sequence: **F2**, **F1**, **F3**, and **F4**.
- c. When the "MENU" screen (shown here) displays, go to step 3d of this procedure.
  - If the "INIT REQUIRED" screen displays, go back to step 3b of this procedure.
- d. Press the **F2** key to scroll to **CONFIGURATION**, and press the green  key.
- e. When the "CONFIGURATION" screen displays, press the **F4** key (**YES**).
- f. Press the green  key to continue.
- g. When the "LANGUAGE/LANGUE" screen displays, go to step 4 (Configure the iPP320 PIN Pad for a USB cable connection) on page 7.


 A rectangular screen with a light gray background and a thin black border. The text "INIT REQUIRED" is centered in a bold, black, sans-serif font.
 

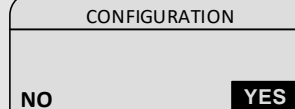
INIT REQUIRED


 A rectangular screen with a light gray background and a thin black border. At the top, the word "MENU" is centered. Below it, "DISPLAY STATUS" and "CONFIGURATION" are stacked vertically, with "CONFIGURATION" highlighted in a black box. A small black downward-pointing triangle is on the right side.
 

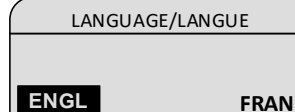
MENU  
DISPLAY STATUS  
CONFIGURATION ▼


 A rectangular screen with a light gray background and a thin black border. At the top, the word "MENU" is centered. Below it, "DISPLAY STATUS" and "CONFIGURATION" are stacked vertically, with "CONFIGURATION" highlighted in a black box. A small black upward-pointing triangle is on the right side.
 

MENU  
DISPLAY STATUS  
CONFIGURATION ▲


 A rectangular screen with a light gray background and a thin black border. At the top, the word "CONFIGURATION" is centered. Below it, the words "NO" and "YES" are displayed. "YES" is highlighted in a black box.
 

CONFIGURATION  
NO YES


 A rectangular screen with a light gray background and a thin black border. At the top, the text "LANGUAGE/LANGUE" is centered. Below it, the words "ENGL" and "FRAN" are displayed. "ENGL" is highlighted in a black box.
 

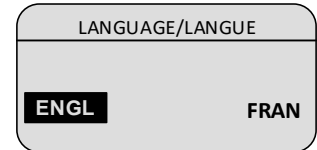
LANGUAGE/LANGUE  
ENGL FRAN



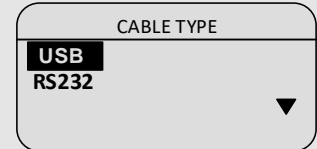
## 4

## Configure the iPP320 PIN Pad for a USB cable connection

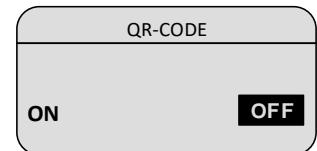
- a. On the "LANGUAGE/LANGUE" screen, select the iPP320 PIN Pad's default display language:
- To enable English as the default language, press the **F1** key (**ENGL**).
  - For enable French as the default language, press the **F4** key (**FRAN**).



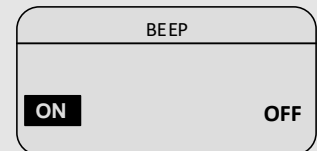
- b. When the "CABLE TYPE" menu displays, press the green  key (**USB**).




- c. When the "QR-CODE" screen displays, press the **F4** key (**OFF**).

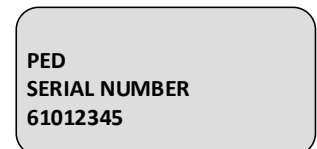


- d. When the "BEEP" screen displays, press the **F1** key (**ON**).

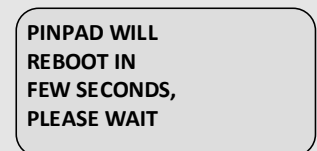


- e. When the "PED SERIAL NUMBER" screen displays, press the green  key to continue.

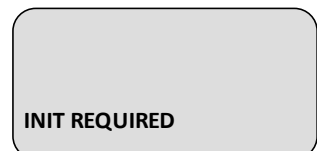
**Note:** The serial number is the iPP320 PIN Pad's terminal ID, which is an eight-digit number that starts with "61" (e.g., "61012345"). The terminal ID is also printed on a sticker affixed to the iPP320 PIN Pad.



- f. Wait while the IPP320 PIN Pad reboots.



- g. When the "INIT REQUIRED" screen displays, go to step 5 (Identify the com port the iPP320 PIN Pad is using when connected to your computer) on page 8.



## 5

**Identify the com port the iPP320 PIN Pad is using when connected to your computer**

- a. Identify which com port the iPP320 PIN Pad is using while it is connected to your computer: This com port will be named "SAGEM TELIUM".

**Note:** If you are unsure about how to identify the com ports used by peripheral devices connected to your computer, refer to the documentation for your computer's operating system.

- b. Identify the "SAGEM TELIUM" com port number.

**Note:** If you are unsure about how to identify com port numbers on your computer, refer to the documentation for your computer's operating system.

- c. Go to step 6 (Configure the Merchant Resource Center com port setting for your user account) below.

## 6

**Configure the Merchant Resource Center com port setting for your user account**

- a. 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).
- b. On the menu bar, click on **Firstname\_Lastname > Account Settings**.
- c. When the "Account Settings" page displays, locate the "Pinpad COM Port" area.
- d. In the **Pinpad COM Port** field, enter the com port (number) that the iPP320 PIN Pad is using while it is connected to your computer.
- e. Click on the **Save COM port** button.
- f. When the "success" message displays above the button, log out of the Merchant Resource Center, and close your browser.
- g. Go to step 7 (Initialize the iPP320 PIN Pad) on page 9.

## 7

## Initialize the iPP320 PIN Pad

- a. 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).
- b. On the menu bar, click on **Terminal > Chip Initialization**.
- c. When "Establishing communication with pinpad" displays on the "Chip Initialization" page, go to the next step.
- d. When "Downloading pinpad parameters from the host" displays on the "Chip Initialization" page, go to the next step.
  - If a Moneris "TerminalApplet" warning dialog box displays on your computer screen, select the option to always trust content from this publisher, and then allow the applet to run.
  - If a "security warning" dialog box displays on your computer screen prompting you for permission to allow the Moneris "TerminalApplet" to access a moneris.com Web site, select the option to always grant this access.
- e. When the iPP320 PIN Pad displays "PLEASE WAIT", wait while the iPP320 PIN Pad initializes (this process may take up to several minutes to complete).
- f. When the Merchant Resource Center displays the "Initialization complete" response, go to the next step.
  - If the **Continue** button displays, click on it.
- g. When the iPP320 PIN Pad displays the "WELCOME/BONJOUR" screen, it is ready to be used to process transactions:
  - To configure supported optional settings, go to [Configuring optional settings](#) on page 22.



PLEASE WAIT



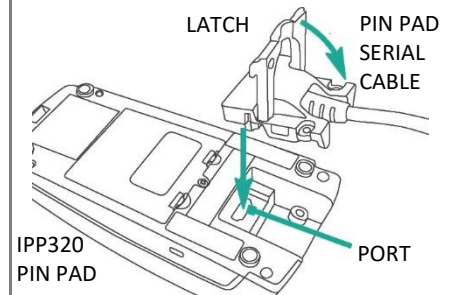
WELCOME/BONJOUR

## Hardware setup: iPP320 PIN Pad using serial cable connection

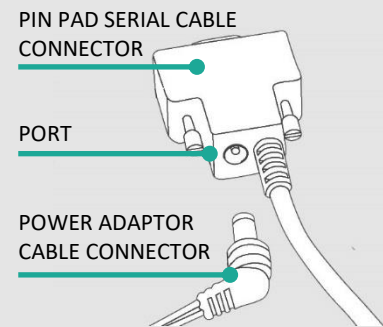
Follow these instructions to set up your iPP320 PIN Pad to use a serial connection to your computer.

### 1 Connect the serial cable to the iPP320 PIN Pad and your computer

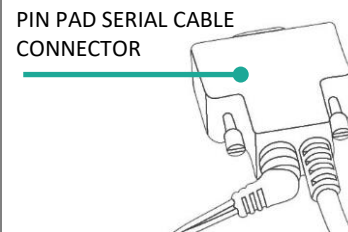
- a. Plug the PIN Pad serial cable into the empty port on the underside of the iPP320 PIN Pad.
- b. Fold the latch down and press to secure the cable connection.



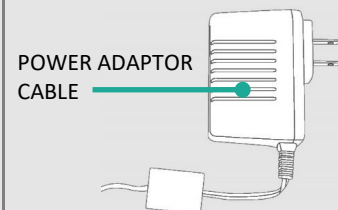
- c. Plug the power adaptor cable connector into the port at the back of the PIN Pad serial cable connector.



- d. Plug the PIN Pad serial cable connector into a serial port on your computer.



- e. Plug the power adaptor cable into a working power outlet.
- f. Wait while the iPP320 PIN Pad powers on.



- g. When the "INIT REQUIRED" screen displays on the iPP320 PIN Pad, go to step 2 ([Access the iPP320 PIN Pad configuration menu](#)) on page 11.

INIT REQUIRED

## 2

## Access the iPP320 PIN Pad configuration menu

- a. Ensure that the "INIT REQUIRED" screen is displayed.
- b. Press the function keys in the following sequence: **F2**, **F1**, **F3**, and **F4**.



 A rectangular screen with a light gray background and a thin black border. The text "INIT REQUIRED" is centered in a bold, black, sans-serif font.
 

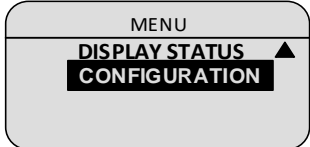
INIT REQUIRED

- c. When the "MENU" screen (shown here) displays, go to step 2d of this procedure.
  - If the "INIT REQUIRED" screen displays, go back to step 2b of this procedure.



 A rectangular screen with a light gray background and a thin black border. At the top, the word "MENU" is centered. Below it, "DISPLAY STATUS" and "CONFIGURATION" are stacked vertically in bold, black, sans-serif font. A small black downward-pointing triangle is on the right side.
 

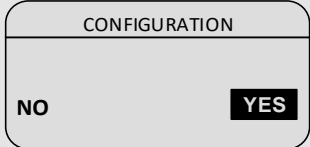
MENU  
DISPLAY STATUS  
CONFIGURATION ▼

- d. On the "MENU" screen, press the **F2** key to scroll to **CONFIGURATION**, and press the green  key.


 A rectangular screen with a light gray background and a thin black border. At the top, the word "MENU" is centered. Below it, "DISPLAY STATUS" and "CONFIGURATION" are stacked vertically in bold, black, sans-serif font. A small black upward-pointing triangle is on the right side.
 

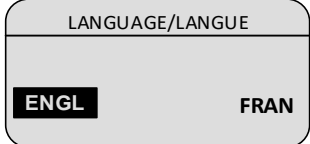
MENU  
DISPLAY STATUS  
CONFIGURATION ▲

- e. When the "CONFIGURATION" screen displays, press the **F4** key (**YES**).
- f. Press the green  key to continue.


 A rectangular screen with a light gray background and a thin black border. At the top, the word "CONFIGURATION" is centered. Below it, "NO" and "YES" are displayed in bold, black, sans-serif font. The "YES" text is enclosed in a black rectangular box.
 

CONFIGURATION  
NO YES

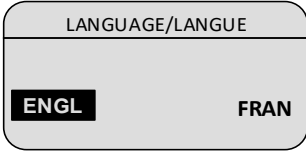

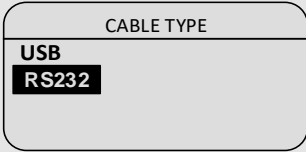
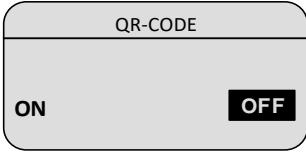
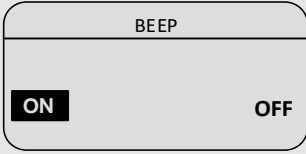


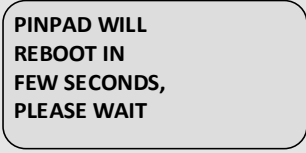

- g. When the "LANGUAGE/LANGUE" screen displays, go to step 3 ([Configure the iPP320 PIN Pad for a serial cable connection](#)) on page 12.


 A rectangular screen with a light gray background and a thin black border. At the top, the text "LANGUAGE/LANGUE" is centered. Below it, "ENGL" and "FRAN" are displayed in bold, black, sans-serif font. The "ENGL" text is enclosed in a black rectangular box.
 

LANGUAGE/LANGUE  
ENGL FRAN

## 3

## Configure the iPP320 PIN Pad for a serial cable connection

<p>a. When the "LANGUAGE/LANGUE" menu displays, select the iPP320 PIN Pad's default display language:</p> <ul style="list-style-type: none"> <li>To enable English as the default language, press the <b>F1</b> key (<b>ENGL</b>).</li> <li>To enable French as the default language, press the <b>F4</b> key (<b>FRAN</b>).</li> </ul>	
<p>b. When the "CABLE TYPE" menu displays, press the <b>F2</b> key to scroll down to <b>RS232</b>, and press the green  key.</p>	
<p>c. When the "QR-CODE" screen displays, press the <b>F4</b> key (<b>OFF</b>).</p>	
<p>d. When the "BEEP" screen displays, press the <b>F1</b> key (<b>ON</b>).</p>	
<p>e. When the "PED SERIAL NUMBER" screen displays, press the green  key to continue.</p> <p><b>Note:</b> The serial number is the iPP320 PIN Pad's terminal ID, which is an eight-digit number that starts with "61" (e.g., "61012345"). The terminal ID is also printed on a sticker affixed to the iPP320 PIN Pad.</p>	
<p>f. Wait while the iPP320 PIN Pad reboots.</p>	
<p>g. When the "INIT REQUIRED" screen displays, go to step 4 (<u>Identify the com port the iPP320 PIN Pad is using when connected to your computer</u>) on page 13.</p>	

## 4

**Identify the com port the iPP320 PIN Pad is using when connected to your computer**

- a. Identify which com port the iPP320 PIN Pad is using while it is connected to your computer: This com port will be named "SAGEM TELIUM".

**Note:** If you are unsure about how to identify the com ports used by peripheral devices connected to your computer, refer to the documentation for your computer's operating system.

- b. Identify the "SAGEM TELIUM" com port number.

**Note:** If you are unsure about how to identify com port numbers on your computer, refer to the documentation for your computer's operating system.

- c. Go to step 5 (Configure the Merchant Resource Center com port setting for your user account) below.

## 5

**Configure the Merchant Resource Center com port setting for your user account**

- a. 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).
- b. On the menu bar, click on **Firstname\_Lastname > Account Settings**.
- c. When the "Account Settings" page displays, locate the "Pinpad COM Port" area.
- d. In the **Pinpad COM Port** field, enter the com port (number) that the iPP320 PIN Pad is using while it is connected to your computer.
- e. Click on the **Save COM port** button.
- f. When the "success" message displays above the button, log out of the Merchant Resource Center, and close your browser.
- g. Go to step 6 (Initialize the iPP320 PIN Pad) on page 14.

## 6

## Initialize the iPP320 PIN Pad

- a. 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).
- b. On the menu bar, click on **Terminal > Chip Initialization**.
- c. When "Establishing communication with pinpad" displays on the "Chip Initialization" page, go to the next step.
- d. When "Downloading pinpad parameters from the host" displays on the "Chip Initialization" page, go to the next step:
  - If a Moneris "TerminalApplet" warning dialog box displays on your computer screen, select the option to always trust content from this publisher, and then allow the applet to run.
  - If a "security warning" dialog box displays on your computer screen prompting you for permission to allow the Moneris "TerminalApplet" to access a moneris.com Web site, select the option to always grant this access.
- e. When the iPP320 PIN Pad displays "PLEASE WAIT", wait while the iPP320 PIN Pad initializes (this process may take up to several minutes to complete).
- f. When the Merchant Resource Center displays the "Initialization complete" response, go to the next step.
  - If the **Continue** button displays, click on it.
- g. When the iPP320 PIN Pad displays the "WELCOME/BONJOUR" screen, it is ready to be used to process transactions:
  - To configure supported optional settings, go to [Configuring optional settings](#) on page 22.



PLEASE WAIT



WELCOME/BONJOUR

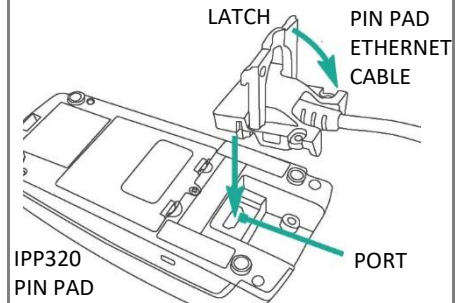


# Hardware setup: iPP320 PIN Pad using Moneris Cloud

Follow these instructions to set up your iPP320 PIN Pad to pair with your Merchant Resource Center store via the Moneris Cloud.

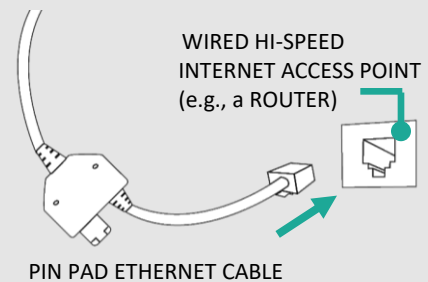
## 1 Connect the iPP320 PIN Pad to your Ethernet network

- a. Plug the PIN Pad Ethernet cable into the port on the underside of the iPP320 PIN Pad.
- b. Fold the latch down and press to secure the cable to the iPP320 PIN Pad.

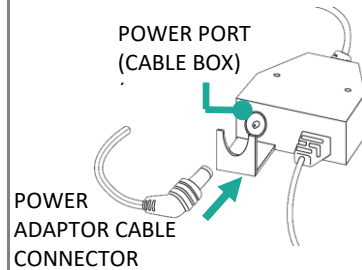


- c. Plug the other end of the PIN Pad Ethernet cable into your wired hi-speed Internet access point (e.g., a router/switch/hub/internal wiring – whatever is applicable to the high-speed Internet service at your specific location).

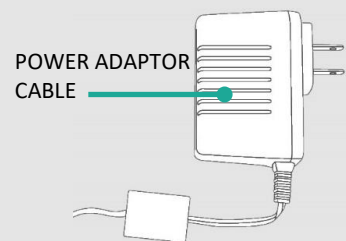
**Note:** If your LAN has firewall restrictions on IP traffic to the Internet, ensure that the firewall is configured so that the TCP port for SSL = 443. This port must be open to allow the iPP320 PIN Pad to communicate with Moneris (<https://ipterm.moneris.com>).



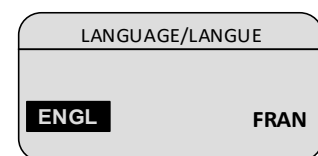
- d. Plug the power adaptor cable connector into the power port on the cable box.



- e. Plug the power adaptor cable into a working power outlet.
- f. When the iPP320 PIN Pad starts to power on, go to the next step



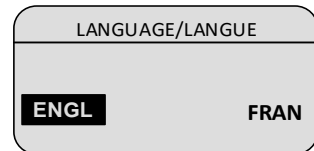
- g. When the "LANGUAGE/LANGUE" screen displays, go to step 2 (Configure the iPP320 PIN Pad for the Moneris Cloud) on page 16.




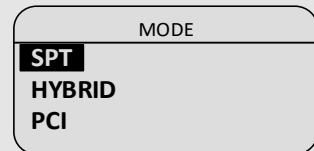
## 2

## Configure the iPP320 PIN Pad for the Moneris Cloud

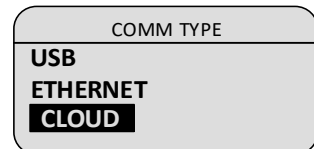
- a. On the "LANGUAGE/LANGUE" screen, select a default display language for the iPP320 PIN Pad:
- To enable English, press the **F1** key (**ENGL**).
  - To enable French, press the **F4** key (**FRAN**).



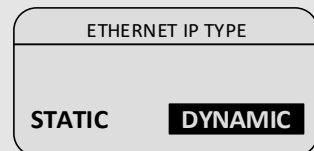
- b. When the "MODE" screen displays, press the green  key (**SPT**).



- c. When the "COMM TYPE" screen displays, press the **F2** key to scroll down to **CLOUD**, and press the green  key to select it.

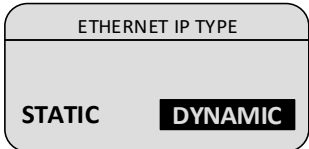



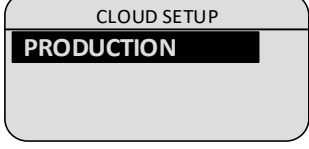

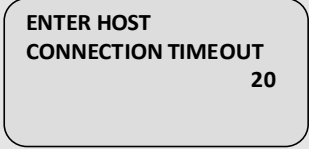





- d. When the "ETHERNET IP TYPE" screen displays, do one of the following:
- To enable dynamic IP, go to step 3 ([Configure the iPP320 PIN Pad for dynamic IP](#)) on page 17.
  - To enable static IP, go to step 4 ([Configure the iPP320 PIN Pad for static IP](#)) on page 18.



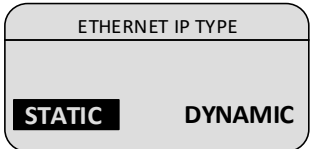





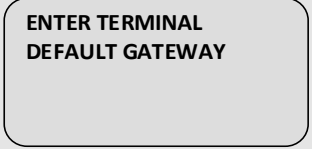

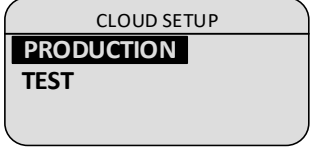

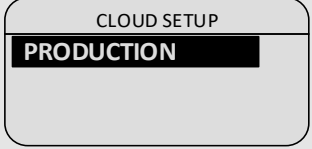

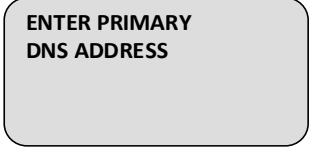
## 3




## Configure the iPP320 PIN Pad for dynamic IP

a. On the "ETHERNET IP TYPE" screen, press the <b>F4</b> key ( <b>DYNAMIC</b> ).	
b. When the "CLOUD SETUP" screen displays, press the green  key ( <b>PRODUCTION</b> ).	
c. When the next "CLOUD SETUP" screen displays, press the green  key ( <b>PRODUCTION</b> ).	
d. When the "ENTER HOST CONNECTION TIMEOUT" screen displays, press the green  key to continue	
e. When the "PED SERIAL NUMBER" screen displays, note the displayed eight-digit serial number (starts with "61").  <b>Note:</b> The serial number is the iPP320 PIN Pad's terminal ID (e.g., "61012345"). You will be instructed to refer to the terminal ID during the upcoming setup steps. (The terminal ID is also printed on a sticker affixed to the iPP320 PIN Pad.)	
f. Press the green  key to continue.  <b>Note:</b> Once the iPP320 PIN Pad reboots, it will briefly display "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT" followed by the "WELCOME/BONJOUR CC" screen.	
g. When the "Pairing Token" screen displays, go to step 5 ( <u>Pair the iPP320 PIN Pad with your Merchant Resource Center store</u> ) on page 20. <ul style="list-style-type: none"> <li>If the "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT" screen displays continuously, see page 25 for troubleshooting.</li> </ul>	

## 4

## Configure the iPP320 PIN Pad for static IP

a. On the "ETHERNET IP TYPE" screen, press the <b>F1</b> key ( <b>STATIC</b> ).	
b. When the "ENTER TERMINAL IP ADDRESS" screen displays, key in the IP address (identifies the iPP320 PIN Pad on your Ethernet network), and press the green  key.	
c. When the "ENTER TERMINAL SUBNET MASK" screen displays, key in the subnet mask address, and press the green  key.	
d. When the "ENTER TERMINAL DEFAULT GATEWAY" screen displays, key in the default gateway address (e.g., the IP address of your router/switch/hub), and press the green  key.	
e. When the "CLOUD SETUP" screen displays, press the green  key ( <b>PRODUCTION</b> ).	
f. When the next "CLOUD SETUP" screen displays, press the green  key ( <b>PRODUCTION</b> )	
g. When the "ENTER PRIMARY DNS ADDRESS" screen displays, key in the primary DNS address, and press the green  key.	

<p>h. When the "ENTER SECONDARY DNS ADDRESS" screen displays, key in the secondary DNS address, and press the green  key.</p>	<div data-bbox="1146 268 1451 415"> ENTER SECONDARY DNS ADDRESS </div>
<p>i. When the "ENTER HOST CONNECT TIMEOUT" screen displays, press the green  key to continue.</p>	<div data-bbox="1146 495 1451 642"> ENTER HOST CONNECT TIMEOUT 20 </div>
<p>j. When the "PED SERIAL NUMBER" screen displays, note the displayed eight-digit serial number (starts with "61").</p> <p><b>Note:</b> The serial number is the iPP320 PIN Pad's terminal ID (e.g., "61012345"). If you are pairing the iPP320 PIN Pad, you will be instructed to refer to the terminal ID during the upcoming setup steps. (The terminal ID is also printed on a sticker affixed to the iPP320 PIN Pad.)</p> <p>k. Press the green  key to continue.</p>	<div data-bbox="1146 722 1451 869"> PED SERIAL NUMBER 61012345 </div>
<p>l. When the "TERMINAL WILL BE REBOOTED..." screen displays, wait while the iPP320 PIN Pad reboots.</p> <p><b>Note:</b> Once the iPP320 PIN Pad reboots, it will briefly display "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT" followed by the "WELCOME/BONJOUR CC" screen.</p>	<div data-bbox="1146 1045 1451 1192"> TERMINAL WILL BE REBOOTED... </div>
<p>m. When the "Pairing Token" screen displays, go to step 5 (<u>Pair the iPP320 PIN Pad with your Merchant Resource Center store</u>) on page 20.</p> <ul style="list-style-type: none"> <li>If the "NO CONNECTION TO THE CLOUD PRESS OK TO CONNECT" screen displays continuously, see page 25 for troubleshooting.</li> </ul>	<div data-bbox="1146 1285 1451 1432"> Pairing Token:  123456 </div>

## Pair the iPP320 PIN Pad with your Merchant Resource Center store

- a. 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).
- b. On the menu bar, click on **Admin > Cloud Pairing**.
- c. When the "Cloud Pairing" page displays, go to the next step.

- d. Ensure that the iPP320 PIN Pad that you want to pair is displaying its "Pairing Token" screen.

**Pairing Token:**

**123456**

- e. On the "Cloud Pairing" page, go to the "Pinpads" list and locate the terminal ID ("Device ID") of the iPP320 PIN Pad that you want to pair.

**Note:** The terminal ID is an eight-digit number starting with "61", which is also printed on a sticker affixed to the iPP320 PIN Pad.

- f. Click on the **Pair** button that corresponds to the terminal ID ("Device ID") of the iPP320 PIN Pad that you want to pair.

**Note:** If your iPP320 PIN Pad's terminal ID ("Device ID") is not listed, contact Moneris.

- g. When the "Pair device" area displays, enter the following information:

- In the **Pairing Token** field, enter the token value that is displayed on the iPP320 PIN Pad screen.
- In the **Name** field, enter the name identifier (e.g., "lane 1") that you want to assign to the iPP320 PIN Pad.

- h. Click on the **Pair** button.

**Note:** The "Processing: Device is initializing..." dialog box displays on the "Cloud Pairing" page during the pairing/initialization process.

- i. When the iPP320 PIN Pad displays the "PLEASE WAIT" screen, wait while the iPP320 PIN Pad pairs and initializes.

**PLEASE WAIT** ↑↓

- j. 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" dialog box displays, see page 25 for troubleshooting.

- k. When the iPP320 PIN Pad displays the "WELCOME/BONJOUR" screen with the indicator "CC" in the upper right corner of the screen, go to the next step.

**Note:** "CC" indicates that the iPP320 PIN Pad has established a connection to the Moneris Cloud.

CC  
WELCOME/BONJOUR

- l. On the "Cloud Pairing" page in the "Pinpads" area, confirm that the **Status** column of the newly paired iPP320 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 iPP320 PIN Pad).

**Note:** The **Status** field will display "Connected" as long as the iPP320 PIN Pad can communicate with the Merchant Resource Center via the Moneris Cloud (e.g., if the paired iPP320 PIN Pad cannot communicate with the Merchant Resource Center because the Internet connection is broken, the **Status** field will indicate that the iPP320 PIN Pad is "Not Connected").

- m. The iPP320 PIN Pad is now ready to be used to process transactions:

- To configure supported optional settings, go to [Configuring optional settings](#) on page 22.

## Configuring optional settings

1. Once you have initialized the iPP320 PIN Pad, you may enable one or more of the following optional settings:

### iPP320 PIN Pad using connection type: USB/serial/Moneris Cloud

- To enable tip prompting on the iPP320 PIN Pad, go to Enabling/disabling tip prompting on the PIN Pad on page 23.
- To set the iPP320 PIN Pad as the default card entry device, go to Setting the PIN Pad as the default card entry device on page 23.

### iPP320 PIN Pad using connection type: Moneris Cloud

- To set an iPP320 PIN Pad to be the default PIN Pad during your login session (i.e., you have more than one Moneris Cloud-paired iPP320 PIN Pad), go to Setting a default Moneris Cloud-paired PIN Pad for your login session on page 24.
2. For detailed information on all of the options available on your iPP320 PIN Pad and how to use it to perform transactions, consult the ***Moneris Merchant Resource Center User Manual*** (see page 27).



## 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 the PIN Pad as the default card entry device

Follow the steps below to set the PIN Pad as the default card entry device for 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, select an option from the "Default Transaction Method" drop-down list:
  - **Pinpad:** Select this option if your iPP320 PIN Pad is connected to a computer via a USB/serial cable.
  - **Cloud:** Select this option if your iPP320 PIN Pad is paired via the Moneris 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 to be your default card entry device for the duration of your login session.

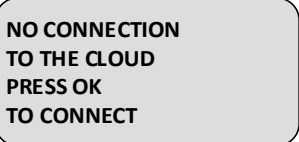



**Note:** You must configure this setting each time you start a new login session on the Merchant Resource Center.

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 iPP320 PIN Pad that you want to use by default for the duration of your login session.



**Note:** The terminal ID for an iPP320 PIN Pad is an eight-digit number starting with "61", which is printed on a sticker affixed to the iPP320 PIN Pad.
  - b. Click on the **Set Cloud Pinpad** button.
5. When the "success" message displays above the button, the operation is complete.

# Troubleshooting

## iPP320 PIN Pad error messages

Error message	Solution
	<p>The iPP320 PIN Pad cannot establish a connection to Moneris.</p> <ol style="list-style-type: none"><li>1. Ensure that your Internet service is available and your Ethernet cables are properly connected.  <b>Note:</b> If your LAN has firewall restrictions on IP traffic to the Internet, ensure that the firewall is configured so that the TCP port for SSL = 443. This port must be open to allow the iPP320 PIN Pad to communicate with Moneris (<a href="https://ipterm.moneris.com">https://ipterm.moneris.com</a>).</li><li>2. Press the green  key to clear the error message.</li><li>3. When the iPP320 PIN Pad displays the "Pairing Token" screen, go to setup step 5 (<u>Pair the iPP320 PIN Pad with your Merchant Resource Center store</u>) on page 20.</li><li>4. If the error message displays again, simultaneously press and hold down both the yellow  key and the  key until the iPP320 PIN Pad starts to reboot.</li><li>5. When the iPP320 PIN Pad displays the "Pairing Token" screen, go to setup step 5 (<u>Pair the iPP320 PIN Pad with your Merchant Resource Center store</u>) on page 20.</li></ol>

## Merchant Resource Center error messages

Error message	Solution
<b>Error: null</b>	<p>The Merchant Resource Center cannot detect the iPP320 PIN Pad.</p> <ol style="list-style-type: none"><li>1. Click on the <b>Close</b> button to close the dialog box.</li><li>2. Retry the Moneris Cloud pairing steps on page 20 (begin at step 5b).</li><li>3. If the error continues to recur after you have made several attempts to pair, simultaneously press and hold down both the yellow  key and the  key until the iPP320 PIN Pad starts to reboot.</li><li>4. Retry the Moneris Cloud pairing steps on page 20 (begin at step 5b).</li></ol>



# 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 iPP320 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](tel: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).



---

**BE PAYMENT READY**

MONERIS, MONERIS BE PAYMENT READY & Design and MERCHANT DIRECT are registered trade-marks of Moneris Solutions Corporation.

All other marks or registered trade-marks are the property of their respective owners.

© 2019 Moneris Solutions Corporation, 3300 Bloor Street West, Toronto, Ontario, M8X 2X2. All Rights Reserved. This document shall not wholly or in part, in any form or by any means, electronic, mechanical, including photocopying, be reproduced or transmitted without the authorized consent of Moneris Solutions Corporation.

This document is for informational purposes only. Neither Moneris Solutions Corporation nor any of its affiliates shall be liable for any direct, indirect, incidental, consequential or punitive damages arising out of use of any of the information contained in this document. Neither Moneris Solutions Corporation or any of its affiliates nor any of our or their respective licensors, licensees, service providers or suppliers warrant or make any representation regarding the use or the results of the use of the information, content and materials contained in this document in terms of their correctness, accuracy, reliability or otherwise.

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.

iPP320\_MRC\_QIG-E (10/2019)