



BE PAYMENT READY

# USING THE MERCHANT RESOURCE CENTER



## Moneris® iPP320 PINpad Setup Guide



**BE PAYMENT READY**

For more information  
and assistance:

Web: [moneris.com/support](https://moneris.com/support)

E-mail: [onlinepayments@moneris.com](mailto:onlinepayments@moneris.com)

Toll-free: **1-866-319-7450**

Record your Moneris merchant ID here:

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# Introduction

This guide provides instructions on how to connect the Moneris iPP320 PINpad to your computer, configure the iPP320 PINpad, and initialize it so that it can be used to process card-present transactions from the Moneris Merchant Resource Center.

**Note:** For instructions on how to use the Merchant Resource Center to process financial transactions, generate reports, and manage store settings including any other registered users, refer to the Merchant Resource Center User Manual (visit [moneris.com/support](https://moneris.com/support) to download a copy).

# Before you get started

1. Please confirm that you received the following:
  - **iPP320 PINpad.**
  - **PINpad cable:** 1 x USB cable and/or 1 x serial cable and power cable.
2. If any of the above required elements are missing, contact us at **1-866-319-7450** or e-mail [onlinepayments@moneris.com](mailto:onlinepayments@moneris.com).
3. Ensure that your Merchant Resource Center store account is activated and you have your store's login credentials.
4. On the computer to which you will connect the iPP320 PINpad, ensure that you have:
  - Full admin permissions for your user account.
  - Internet Explorer 8 or higher.
  - Internet connection (high speed recommended).
  - Java platform installed and enabled (free download available from [java.com](https://java.com)).
5. Do one of the following:
  - If you are using a USB cable to connect the iPP320 PINpad to your computer, proceed to *Using a USB cable* on page 4.
  - If you are using a serial cable to connect the iPP320 PINpad to your computer, proceed to *Using a serial cable* on page 5.

# Hardware setup

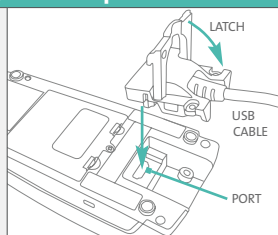
## Using a USB cable

### 1 Download and install the iPP320 USB driver

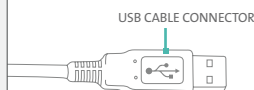
- Visit <https://esqa.moneris.com/connect/en/download/drivers/index.html>.
- Click on **iPP320 USB driver**, and then save the zip file to your computer.
- Unzip and extract the executable (.exe) file, then click on it to begin the installation process.
- Continue clicking **Next** when prompted, then click on **Install**.
- Once the driver is installed, proceed to step 2 (*Connect the USB cable to the iPP320 PINpad and your computer*) below.

### 2 Connect the USB cable to the iPP320 PINpad and your computer

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



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



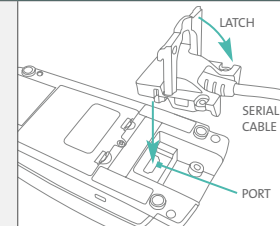
- When the “INIT REQUIRED” screen displays on the iPP320 PINpad, proceed to *Configuring the iPP320 PINpad* on page 6.

**INIT REQUIRED**

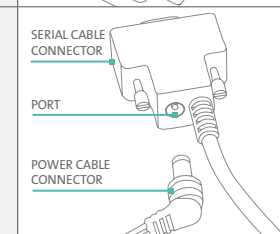
## Using a serial cable

### 1 Connect the serial cable to the iPP320 PINpad and your computer

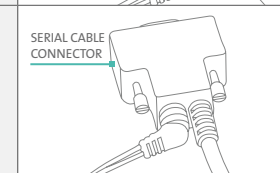
- Plug the serial cable into the empty port on the underside of the iPP320 PINpad.
- Fold the latch down and press to secure the cable connection to the iPP320 PINpad.



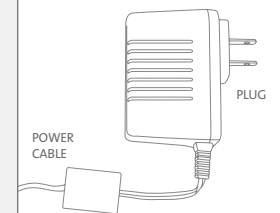
- Plug the power cable connector into the port at the back of the serial cable connector.



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



- Plug the power cable into a working power outlet.
- Wait while the iPP320 PINpad powers on.



- When the “INIT REQUIRED” screen displays on the iPP320 PINpad, proceed to *Configuring the iPP320 PINpad* on page 6.

**INIT REQUIRED**

# Configuring the iPP320 PINpad

## 1 Access the iPP320 PINpad's "MENU" screen

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

INIT REQUIRED

- c. Do one of the following:
- If the "MENU" screen (shown here) is displayed, proceed to step 2 (*Configure the iPP320 PINpad's optional settings*) below.
  - If the "INIT REQUIRED" screen is displayed, repeat steps 1a-b of this procedure.

MENU  
DISPLAY STATUS  
CONFIGURATION

## 2 Configure the iPP320 PINpad's optional settings

- a. When the "MENU" screen displays, press **F2** to scroll to **CONFIGURATION**.

MENU  
DISPLAY STATUS ▲  
CONFIGURATION

- b. Press the green  key to continue.

- c. When the "CONFIGURATION" screen displays, press **F4** (YES).



CONFIGURATION  
NO YES

- d. Press the green  key to continue.

- e. When the "LANGUAGE/LANGUE" menu displays, select a language type:
- For English, press **F1** (ENGL).
  - For French, press **F4** (FRAN).

LANGUAGE/LANGUE  
ENGL FRAN

## Configure the iPP320 PINpad's optional settings... continued

- f. When the "CABLE TYPE" menu displays, select a cable type:
- If you are using a USB cable, simply press the green  key to select **USB**.
  - If you are using a serial cable, press **F2** to scroll to **RS232**, and then press the green  key to select it.


CABLE TYPE  
USB  
RS232

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

QR-CODE  
ON OFF

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

BEEP  
ON OFF

- i. When the "PED SERIAL NUMBER 61012345" screen displays, press the green  key to continue.

PED  
SERIAL NUMBER  
61012345

- j. Wait while the iPP320 PINpad reboots.

PINPAD  
WILL REBOOT  
IN FEW SECONDS,  
PLEASE WAIT

- k. When the "INIT REQUIRED" screen displays, proceed to *Configuring your Merchant Resource Center com port setting on page 8*.

INIT REQUIRED

# Configuring your Merchant Resource Center com port setting

From your computer, do the following:

1. Identify the com port that the iPP320 PINpad 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.

2. 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.

3. Log into the Merchant Resource Center (visit <https://www3.moneris.com/mpg/>), and do the following:

- a. On the menu bar, click on **Firstname\_Lastname > Account Settings**.
- b. Wait for the “Account Settings” page to display.
- c. In the “Pinpad COM Port” area, locate the **Com Port** field, and enter the port number currently being used by the iPP320 PINpad.
- d. Click on the **Save COM Port** button.
- e. When the “update successful” response displays above the button, go to the next step.

4. Log out of the Merchant Resource Center.

5. Close and then restart your Web browser.

6. Proceed to *Initializing the iPP320 PINpad* on page 9.

# Initializing the iPP320 PINpad

1. Log into the Merchant Resource Center (visit <https://www3.moneris.com/mpg/>), and then do the following:

- a. On the menu bar, click on **Terminal > Chip Initialization**.
- b. When “Establishing communication with pinpad” displays on the “Chip Initialization” page, wait.
- c. When “Downloading pinpad parameters from the host” displays on the “Chip Initialization” page, wait.

**Note:** The iPP320 PINpad displays “PLEASE WAIT” during this process (may take up to several minutes to complete).

- If a Moneris “TerminalApplet” warning 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” prompt displays on your computer screen prompting you for permission to allow the Moneris “TerminalApplet” to access a [moneris.com](https://www3.moneris.com/) Web site, select the option to always grant this access.

2. Wait for the Merchant Resource Center to display the “Initialization complete” response.

- If the **Continue** button displays, click on it.

3. When the iPP320 PINpad displays the “WELCOME/BONJOUR” screen, it is ready to be used to process transactions.

**Note:** If the iPP320 PINpad displays the “INIT REQUIRED” screen instead, see *Troubleshooting on page 13*.

4. Proceed to *Ready to use the iPP320 PINpad?* on page 10.

## Ready to use the iPP320 PINpad?

Once the iPP320 PINpad is initialized and ready to be used to perform transactions, you may do any of the following:

- To enable tip prompting on the iPP320 PINpad, see page 11.
- To use the iPP320 PINpad while it is connected to a different computer, see page 12.

## Optional features

### Enabling tip prompts on the iPP320 PINpad

At the point of sale, your customers will be prompted to enter a tip during any debit/credit Purchase for which the payment card is inserted, swiped, or manually entered (keyed) on the iPP320 PINpad.

**Important! Any change that you make to this setting will affect any iPP320 PINpad that is working from your Merchant Resource Center store.**

1. Log into the Merchant Resource Center (visit <https://www3.moneris.com/mpg/>).
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 “update successful” response displays above the button, the operation is complete.

## Using an initialized iPP320 PINpad while it is connected to a different computer

1. To use an initialized iPP320 PINpad with a different computer, do one of the following:

**Note:** When the iPP320 PINpad is powered on and idle, it will display the “WELCOME/BONJOUR” screen.

### iPP320 PINpad with a USB cable

- a. Download and install the USB driver to the other computer (repeat the *Download and install the iPP320 USB driver* steps on page 4).
- b. Connect the PINpad to the other computer (repeat the *Connect the USB cable to the iPP320 PINpad and your computer* steps on page 4).

**Note:** You do not have to configure the iPP320 PINpad settings unless you have switched to a different cable type.

- c. Repeat the setup steps from *Configuring your Merchant Resource Center com port setting* on page 8.

### iPP320 PINpad with a serial cable

- a. Connect the PINpad to the other computer (repeat the *Connect the serial cable to the iPP320 PINpad and your computer* steps on page 5).

**Note:** You do not have to configure the iPP320 PINpad settings unless you have switched to a different cable type.

- b. Repeat the setup steps from *Configuring your Merchant Resource Center com port setting* on page 8.

## Troubleshooting

Issue	Solution
The “INIT REQUIRED” screen continues to display after the Chip Initialization operation has completed.	<p>The iPP320 PINpad was not properly initialized.</p> <ol style="list-style-type: none"><li>1. Power off the iPP320 PINpad:<ul style="list-style-type: none"><li>• If the iPP320 PINpad is connected to your computer via a serial cable, unplug the power cable from the power source.</li><li>• If the PINpad is connected to your computer via a USB cable, disconnect the PINpad cable from your computer.</li></ul></li><li>2. Log out of the Merchant Resource Center, and then close your Web browser.</li><li>3. Log back into the Merchant Resource Center.</li><li>4. Power on the iPP320 PINpad:<ul style="list-style-type: none"><li>• If the PINpad is connected to your computer via a serial cable, plug the power cable back into the power source.</li><li>• If the PINpad is connected to your computer via a USB cable, plug the USB cable back into the USB port on your computer.</li></ul></li><li>5. When the “INIT REQUIRED” screen displays, repeat the setup steps beginning from <i>Initializing the iPP320 PINpad</i> on page 9.</li><li>6. If you are still unable to initialize the iPP320 PINpad, do the following:<ol style="list-style-type: none"><li>a. Try repeating the setup steps beginning from <i>Configuring your Merchant Resource Center com port setting</i> on page 8.</li><li>b. If this does not work, try installing an updated version of the Java platform, and then repeat the <i>Initializing the iPP320 PINpad</i> steps on page 9.</li></ol></li></ol>



Need help?

## Contact us

- Call Moneris Customer Care toll-free at **1-866-319-7450** (24/7),  
OR
- E-mail us at **[onlinepayments@moneris.com](mailto:onlinepayments@moneris.com)**.

## Other resources

- Visit [moneris.com/insights](https://moneris.com/insights) for business advice, payment news & trends, customer success stories, and quarterly reports & insights.

## Notes

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.





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