



BE PAYMENT READY

# PAYD Pro Plus<sup>®</sup>

## In-Store Solution

### Hardware Installation Guide





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**BE PAYMENT READY**

## Need help?

**Web:** [moneris.com/support-PAYDProPlus-instore](https://moneris.com/support-PAYDProPlus-instore)

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

Record your Moneris merchant ID here:

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# Introduction

In this section, we explain the purpose of the guide and provide login instructions.

## Introduction

PAYD Pro Plus® takes your business to the next level with a POS Payment Solution, with great features that helps you run your business efficiently and effectively.

This guide provides you with instructions on how to set-up and install your new hardware to work with your PAYD Pro Plus In-Store Solution.

## Before you get started


Before proceeding with the installation steps in this guide, ensure the following:

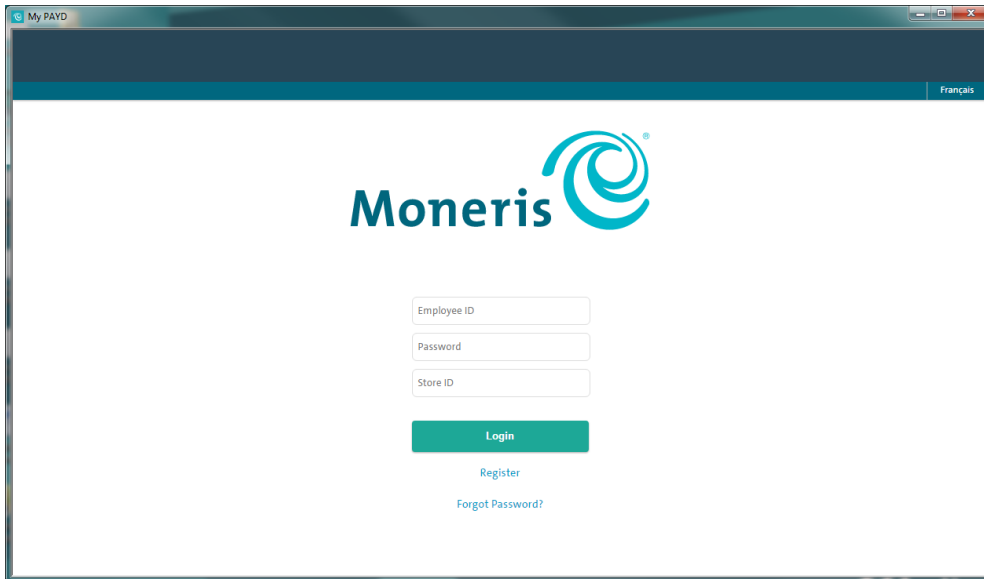
- You have downloaded and installed the PAYD Pro Plus POS program on all laptops/computers that you intend to use to process transactions. For download and installation instructions, refer to the **PAYD Pro Plus In-Store Solution: Getting Started Guide** available for free download at [moneris.com/support-PAYDProPlus-instore](https://moneris.com/support-PAYDProPlus-instore).
- You are able to login to the computer as the Administrator or member of the Administrator's group.
- Perform these tasks while the business is not open to avoid disruption to your business processes.

# Logging in and out

## Logging in to the POS view

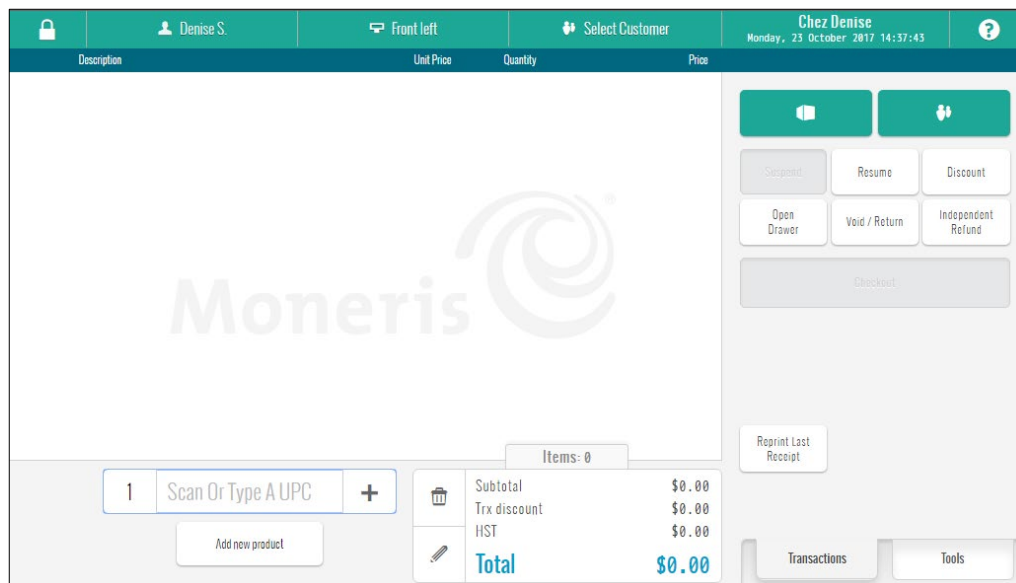
The POS view is where you will be performing the hardware installation. Follow the steps below to login.

1. On your Windows desktop, double-click the PAYD Pro Plus icon ().
2. At the login screen, enter your PAYD login credentials (**Employee ID**, **Password**, and **Store Code**).



3. Click **Login**.

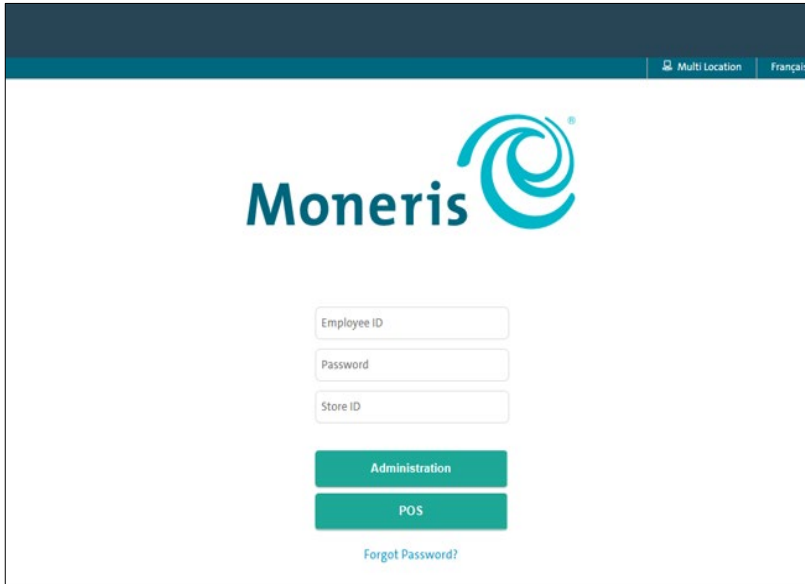
The POS view appears.



## Logging in to Moneris PAYD® Administration

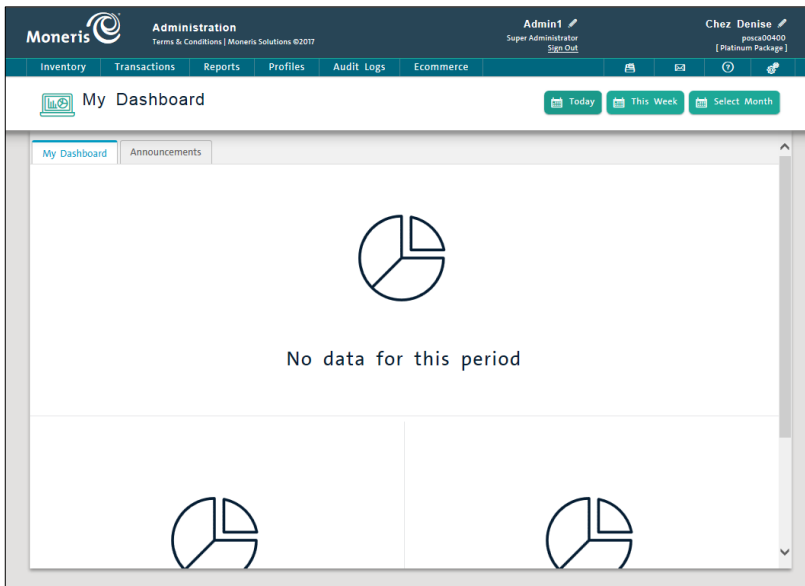
You may be required to login to PAYD Administration to perform administrative tasks. Follow the instructions below to login to PAYD Administration.

1. On your Windows desktop, launch a web browser.
2. In the address bar, enter [my.getpayd.com](https://my.getpayd.com).




3. At the login screen, enter your PAYD login credentials (**Employee ID**, **Password**, and **Store Code**).
4. Click **Administration**.

The PAYD Administration main screen appears.



## Logging out of the POS view

1. Click the lock button () in the top left corner of the POS view.  
The “Authentication” popup appears.
2. Click **Sign Out**.  
The Login screen appears.

## Logging out of PAYD Administration

In the header at the top of the PAYD Administration screen, click the **Sign out** link. The Login screen appears.





# Hardware installation

In this section, we go over the hardware installation instructions for your POS devices.

## Barcode scanner

Follow these instructions to connect your barcode scanner to your computer/laptop, and to configure it within the PAYD Pro Plus In-Store Solution.



1. Log out of PAYD Pro Plus on the computer/laptop to which you want to connect the scanner. See *Logging out of the POS view* on page 6 for more information.
2. Follow the manufacturer's instructions to:
  - a. Connect the cable to the scanner.
  - b. Connect the scanner to the computer/laptop. The scanner beeps when connected, then the computer/laptop detects it and automatically installs the device drivers.

3. Scan a barcode to test the scanner:

**Note:** *This test assigns a barcode to a product. If you are not ready to do that yet, open a text editor program and scan a barcode. If the scanner produces a red beam, beeps, and a string of numbers appears in the text editor, the scanner is working.*

- a. Login to PAYD Administration. See Logging in to Moneris PAYD Administration on page 5 for more information.
- b. From the PAYD Administration main screen, click **Inventory**, then under the **Product** section, click **Product List**.
- c. In the Product Search Results screen, search for a product that contains a barcode on its packaging. Click on the product's name in the Search Results to view the product profile.
- d. In the product profile, click the **IDs** tab.
- e. If multiple IDs are present, click the ID representing the product you are holding.
- f. Click inside the **Supplier UPC** field.
- g. Hold the product's barcode approximately 4 inches from the scanner.

- h. Pull the trigger on the scanner.

The scanner produces a red beam, beeps, and a string of numbers appears inside the **Supplier UPC** field.

The screenshot shows a software window titled "Decorative Bowl" with a sub-header "16066000400 - Creation Date : 06/28/2017 - Administration". The "General" tab is active. The "Status" field is set to "Active". The "Product ID" field contains "16066000400" and has a "Generate" button next to it. The "Supplier" field is set to "Supplier DEF / DEF01". The "Supplier UPC" field contains "645739-1". At the bottom of the window are three buttons: "Save", "Delete", and "Close".

- i. Click the **Save** button.
  - j. Repeat steps c – i to assign barcodes to other products in your store.
4. Repeat steps 1 – 3 to connect scanners to other POS lanes as needed.

## Receipt printer

Follow these instructions to install the receipt printer drivers and connect the receipt printer to your computer/laptop, and to configure it within the PAYD Pro Plus In-Store Solution.

**Important:** Do not plug the receipt printer into the computer/laptop until directed to do so in the instructions on page 11.



**Note:** The receipt printer does not have an ON/OFF (power) switch. The printer power will be turned on for the first time after it is connected to a computer/laptop that is powered on.

1. Log out of PAYD Pro Plus on the computer/laptop to which you want to connect the printer. See [Logging out of the POS view](#) on page 6 for more information.
2. Follow the printer manufacturer's instructions to:
  - a. Install the device drivers on the computer/laptop to which you want to connect the printer.
  - b. Connect cables to the printer and connect the printer to the computer/laptop.

The printer powers on.

c. Load the paper roll into the printer.

3. Install OPOS drivers in Windows:

**Note:** *OPOS drivers are a set of separate drivers that provide the printer with additional functionality. PAYD Pro Plus requires the OPOS drivers for proper receipt formatting and drawer commands.*

a. On your Windows desktop, click **Start > Programs > StarMicronics**.

b. On the StarMicronics menu, click **Star TSP100**, then click **Configuration Utility TSP100**.

c. In the “Select A Printer” popup, click the name of the printer you installed, then click **OK**.

d. In the “Select An Emulation” popup, click **OK** to accept the default (Star Line Mode).

The Star Micronics TSP100 Configuration screen appears.

e. Click **OPOS** on the left side of the screen.

f. Under the **OPOS POSPrinter Device Names** section, click the **Add New** button.

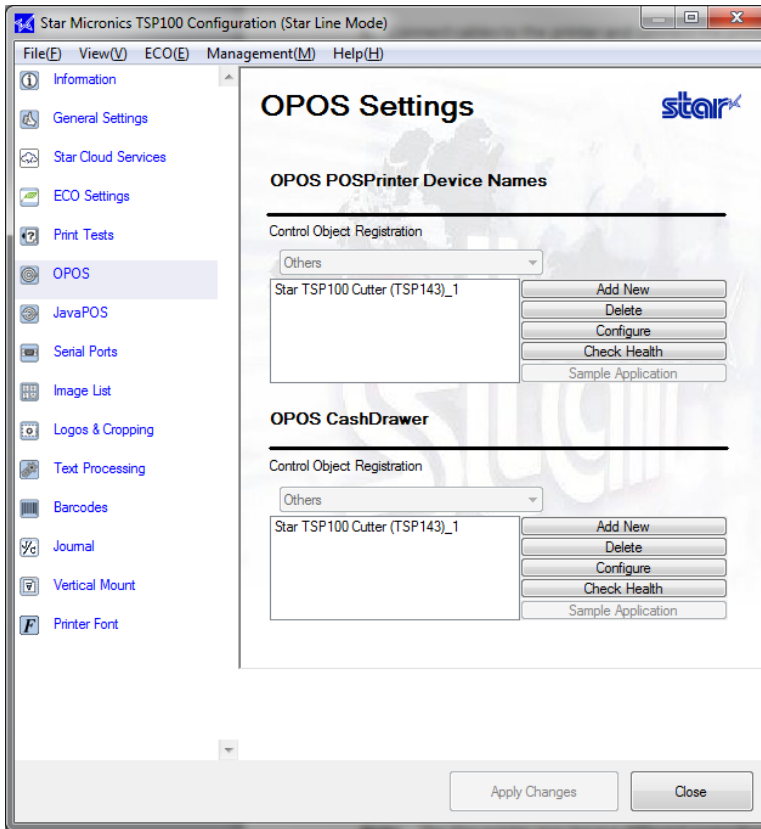
g. In the “Add OPOS Device” popup, click **OK** to accept the defaults.

h. If you have a cash drawer, proceed to step i, otherwise proceed to step k.

i. Under the **OPOS CashDrawer** section, click the **Add New** button.

j. In the “Add OPOS CashDrawer device” popup, click **OK** to accept the defaults.

k. Click the **Apply Changes** button.



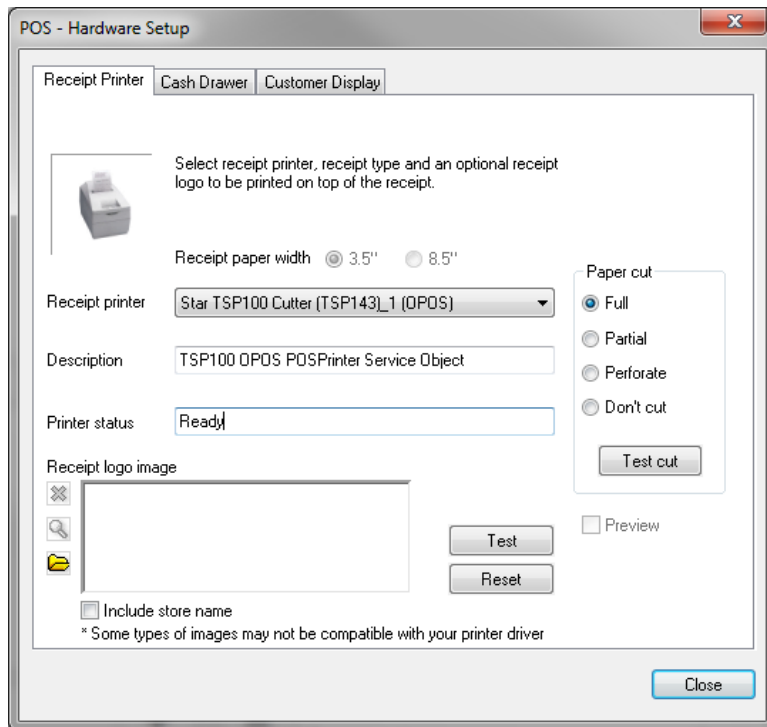
I. Click the **Close** button.

4. Open PAYD Pro Plus. See [Logging in to the POS view](#) on page 4 for more information.
5. Click the **Tools** tab.
6. Click the **Hardware Setup** button.

The “POS – Hardware Setup” popup appears with the **Receipt Printer** tab selected by default.

7. Click the **Receipt Printer** drop-down menu and select your new “Star TSP100 (OPOS)” receipt printer from the list of installed printers.

**Note:** *The Star printer may have a different name than the one displayed here.*



8. Click the **Test** button.  
Your printer will print a sample receipt.
9. Click the **Close** button at the bottom of the “POS – Hardware Setup” popup.
10. Repeat steps 1 – 9 to install printers on other POS lanes as needed.

## Cash drawer

Follow these instructions to connect your cash drawer to your receipt printer, and to configure the cash drawer within the PAYD Pro Plus In-Store Solution.

**Note:** *The cash drawer will not work until the receipt printer has been properly installed and configured (see [Receipt printer](#) on page 10).*

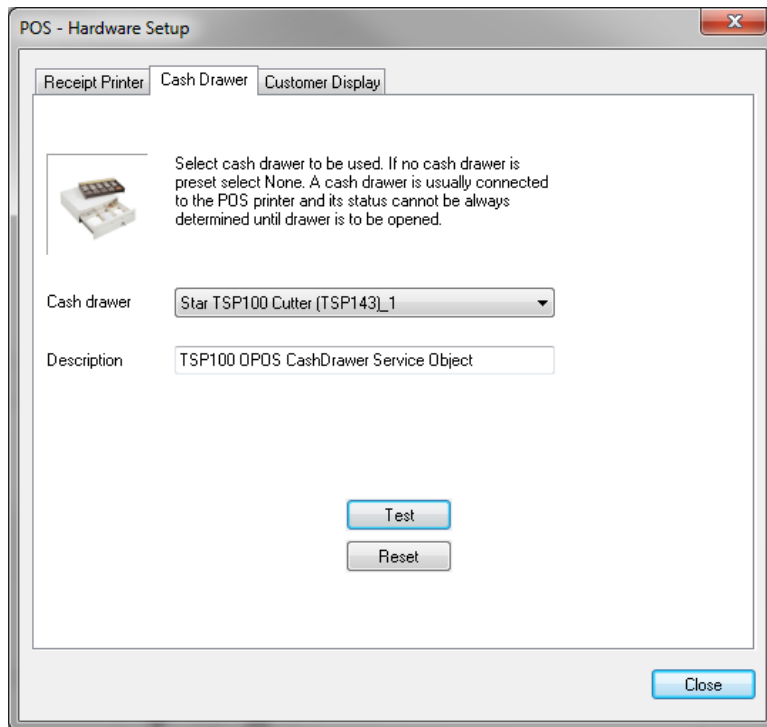


1. Locate the keys and unlock the cash drawer. Ensure the lock remains in the “Unlocked” position for it to open on demand.
2. Plug one end of the cash drawer cable into the port at the back of the drawer.
3. Plug the other end of the cash drawer cable into the port labelled **DK** on the back of the receipt printer.
4. Open PAYD Pro Plus. See [Logging in to the POS view](#) on page 4 for more information.
5. Click the **Tools** tab.
6. Click the **Hardware Setup** button.  
The POS – Hardware Setup popup appears with the **Receipt Printer** tab selected by default.
7. Click the **Cash Drawer** tab.
8. Click the **Cash drawer** drop-down menu and select your new “Star TSP100 (OPOS)” driver from the list of installed drivers.

**Note:** *The driver may have a different name than the one displayed here.*

**Note:** *If the driver name does not appear in the Cash drawer drop-down menu, ensure the OPOS drivers are installed successfully. See [Receipt printer](#) on page 10 for more information.*





9. Click the **Test** button and the cash drawer will open.
10. Click the **Close** button at the bottom of the "POS – Hardware Setup" popup.
11. Repeat steps 1 – 10 to install cash drawers on other POS lanes as needed.

## Dymo LabelWriter

The Dymo LabelWriter can be purchased to print barcode labels. The Dymo must be installed on a laptop or computer, and is accessed via Moneris PAYD Administration.



For information on installing, configuring, and using the Dymo LabelWriter, refer to the **PAYD Pro Plus Online Help** tool available in PAYD Administration.

## Wireless Dymo LabelWriter

A wireless variant of the Dymo LabelWriter can be purchased to print barcode labels. The Dymo must be paired via WiFi with a laptop or computer, and is accessed via Moneris PAYD Administration.



For information on pairing and using the wireless Dymo LabelWriter, refer to the **PAYD Pro Plus Online Help** tool available in PAYD Administration.

## Moneris iPP320 PIN Pad

PAYD Pro Plus can integrate with the iPP320 PIN Pad to process *Interac* debit and credit transactions.



For information on installing and configuring the iPP320 PIN Pad, refer to the ***Moneris iPP320 PIN Pad: Quick Install Guide***. The guide is available for free download at [moneris.com/support-PAYDProPlus-instore](https://moneris.com/support-PAYDProPlus-instore).

## Troubleshooting

If a problem occurs, try restarting the POS device and logging out, then logging back in to PAYD Pro Plus (see page 4 for more information). If the problem continues to occur, and the scenario appears in the table below, follow the instructions in the table's Resolution column. If the problem is still not resolved, call Moneris Customer Care toll-free at **1-855-423-PAYD (7293)**.

**Note:** You can also consult the troubleshooting instructions in the manufacturer's documentation that accompanied the hardware device.

Scenario	Resolution
The receipt printer is not powered on.	<p>The receipt printer does not have an On/Off switch. Ensure the following:</p> <ol style="list-style-type: none"> <li>1. The printer's USB cable is connected to a USB port on the computer/laptop.</li> <li>2. The other end of the USB cable is connected to the port at the rear of the printer. Follow the manufacturer's instructions to ensure a proper connection.</li> <li>3. The printer's power cable is connected to the rear of the printer.</li> <li>4. The printer's power cable is connected to a power outlet. A green LED light will appear when it is receiving power.</li> </ol>
The barcode scanner is not producing a red beam.	<p>The scanner does not have an On/Off switch. Ensure the following:</p> <ol style="list-style-type: none"> <li>1. The scanner cable is connected to the bottom of the scanner wand. Follow the manufacturer's instructions to ensure a proper connection.</li> <li>2. The other end of the scanner cable is connected to a USB port on the computer/laptop. If so, try connecting it to a different port.</li> </ol>
The cash drawer is not opening when I click <b>Test</b> .	<p>Review the following:</p> <ul style="list-style-type: none"> <li>▪ Is the cash drawer unlocked?</li> <li>▪ Is the cash drawer connected to the rear of the receipt printer? See <a href="#">Cash drawer</a> on page 14 for instructions.</li> <li>▪ Is the receipt printer installed and working properly? See <a href="#">Receipt printer</a> on page 10 for instructions.</li> <li>▪ Have you installed OPOS drivers for the cash drawer while you were installing the receipt printer? See <a href="#">Receipt printer</a> on page 10 for instructions.</li> <li>▪ Did you select the correct cash drawer OPOS driver when you were installing the drawer? See <a href="#">Cash drawer</a> on page 14 for instructions.</li> </ul>

Scenario	Resolution
<p>The receipt is not printing when I click <b>Test</b>.</p>	<p>Review the following:</p> <ul style="list-style-type: none"> <li>▪ Is the receipt printer powered on? Review the steps in “The receipt printer is not powered on” in this table for troubleshooting tips.</li> <li>▪ Has the paper been loaded into the printer according to the manufacturer’s instructions?</li> <li>▪ Is the printer lid closed properly?</li> <li>▪ Is there a red error light on the printer? Usually the red error light signifies that the lid is not closed properly, or the paper inside is not properly seated, or the roll is empty.</li> <li>▪ Is the correct OPOS driver installed and selected? See <a href="#">Receipt printer</a> on page 10 for instructions.</li> </ul>



# Merchant support

At Moneris, help is always here for you 24/7.

## If you need assistance with your payment processing solution, we're here to help, 24/7.

We're only one click away.

- Visit [moneris.com/support-PAYDProPlus-instore](https://moneris.com/support-PAYDProPlus-instore) to download additional copies of this guide and other resources
- 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**. 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).





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