



Moneris[®] Go Plus

Setting up Your Terminal



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What's in the box

1. Confirm you have received the required hardware. If not, [contact Moneris](#).



Moneris Go Plus



Optional charging base



USB Charging cable



Receipt paper

2. Continue to [Hardware setup](#).

Hardware setup

Install the receipt paper

1. Lift the printer latch up to release the printer cover, then pull the cover back to expose the paper compartment.



2. Insert the receipt paper roll into the paper compartment with the loose end unrolling away from the terminal.
3. Unroll enough paper to extend at least one inch (2.5 cm) past the top of the printer cover.



Note: *If the paper is installed backward, your printouts will be blank.*

4. Close the printer cover and press down to snap it back into place so that the extended paper is held securely.



Hardware setup is complete.

5. Continue to [Charge the battery](#).

Charge the battery

Charge the terminal's internal battery for 3 hours using one of the following methods:

- Use the charging cable
- Use the optional charging base (if you have it)
- Use the optional communication base (available if purchased)

Recommendations: You must use the exact power adaptor and cables provided by Moneris to work with the Moneris Go Plus terminal and base. Failure to do so may affect the operability of, or cause damage to, the equipment. Always plug the charging cable into the power source last to avoid power surges. Use a power bar equipped with surge protection where possible.

Use the charging cable

1. Un-fold the charging cable and insert the micro-USB connector into the USB port on the left side of the terminal.



2. Make sure the AC adaptor is connected to the other end of the charging cable. Plug the AC adaptor into a working electrical outlet.

Note: Use a power bar to avoid electrical surges.



3. The terminal displays the charging screen.
 - a. Wait for the battery charging icon to display. This indicates that the terminal is receiving power and the battery is charging.
 - b. Continue charging the terminal during the rest of the setup procedures.
4. Continue to Power on the terminal.



Use the optional charging base

Use the optional charging base if you have it, otherwise continue to [Power on the terminal.](#)

1. Unfold the charging cable and insert the USB connector into the USB port in the back of the base.

Note: See manual in the box.



2. Make sure the AC adaptor is connected to the other end of the charging cable. Plug the AC adaptor into a working electrical outlet.

Note: Use a power bar to avoid electrical surges.



3. Dock the terminal on the base. Ensure the terminal fits securely over the two prongs on the base.



4. The terminal displays the charging screen.
 - a. Wait for the battery charging icon to display. This indicates that the terminal is receiving power and the battery is charging.
 - b. Continue charging the terminal during the rest of the setup procedures.



5. Continue to [Power on the terminal.](#)

Power on the terminal

1. Locate the thin power button on the left side of the terminal.
2. Press and hold the power button for 3 seconds or until the terminal screen turns on.
 - The terminal powers on.
 - The hardware setup is complete.
3. Continue to [Application setup](#).

Application setup

To set up Moneris Go Plus quickly, simply respond to the prompts on screen. If you need help, follow the step-by-step instructions in each section below.

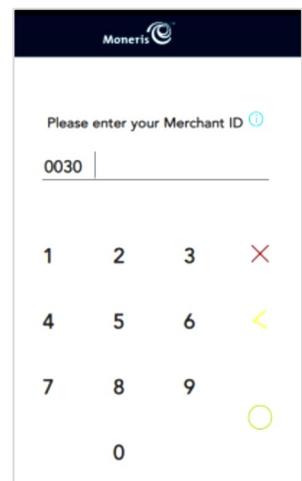
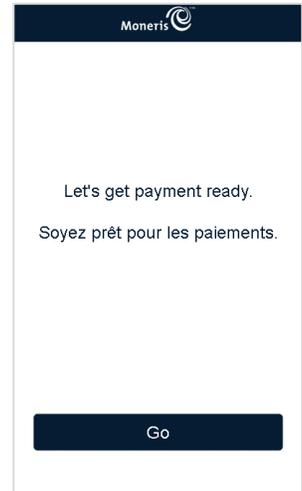
1. Tap **Go**.
2. Wait while the terminal connects to Moneris to obtain your account settings.

For any connection problems, refer to [Troubleshooting](#) on page 24.

Password rules. In the next step, you will be asked to set up a password. Think of a password now while keeping these rules in mind.

- It must be at least 4 characters.
- No more than 2 repeating characters. For example, lou449 is acceptable but lou444 is not.
- No common sequences like 123 or abc. For example, jp126 is acceptable but jp123 is not.

3. Enter your merchant ID using the on-screen keypad then tap the OK  key. You can find your merchant ID in your welcome email from Moneris.



Set up an Admin user

- The Add initial user screen appears. Tap each field and enter the required information. You will automatically be assigned the Admin user role. This user role can access all functions and create new user roles.

Note: *If an Admin user has already been created, the application will skip this step.*

- Language:** Tap **English** or **French**. Your selection will become the default language for all other users. However, other users can change the language if desired.
- Username:** You will need to enter your username each time you use the terminal. Make sure your username is easy to remember and easy to type.
- First name:** Enter your first name.
- Last name:** Enter your last name.
- Email address:** For example, john.smith@company.ca. This field is required for the first user.
- Confirm email:** Enter your email address again.
- Password:** Enter a password you will remember. It must be at least 4 characters long.
- Confirm password:** This field must match the Password field.

When finished, tap **Next**.

+

Add initial user

Let's set up your first user. This user will be an admin user with access to all functions of the application. You will be able to set up other users later through the Settings menu.

Language

English Français

Username

First name

Last name

Email

Confirm email

Password

Confirm password

Next

Review common settings

- Tap **Go** to begin configuring your Moneris Go Plus application.

Note: *If you make any changes to these settings, those changes will be reflected on your other Moneris Go Plus terminals. The settings for all of your Moneris Go Plus terminals will be kept in sync.*

Moneris

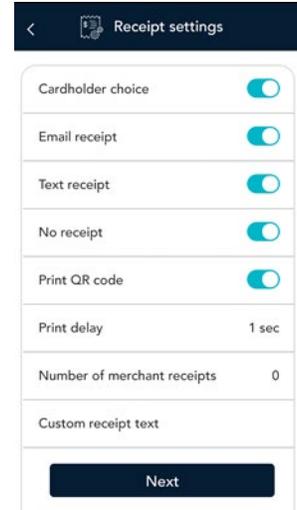
Now let's walk through some commonly configured settings.

When you save settings on a Moneris Go terminal, we'll update any other Moneris Go terminals you may have as well to keep you in sync.

Go

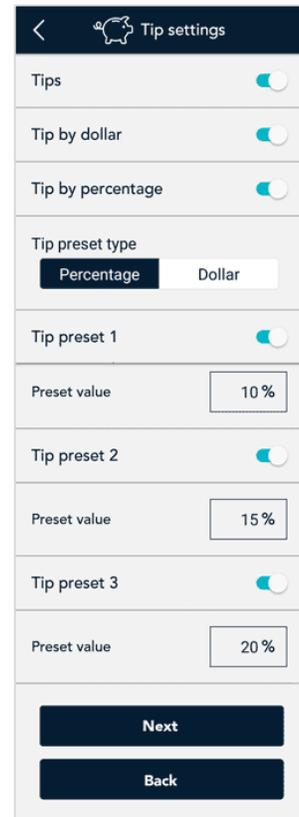
6. Review the Receipt settings screen and choose an action:

- To accept the settings shown and move to the next screen, tap **Next**. You will be able to change the settings later.
- To change the settings, tap each toggle or field:
 - **Customer receipt format:** When “Cardholder choice” is enabled, you can enable or disable the receipt options available to your customers. If Cardholder choice is disabled, the application will automatically print the customer receipt.
 - **Print QR code:** This setting is enabled by default. To stop printing QR codes on all receipts, tap the toggle.
 - **Print delay:** This setting determines the delay (in seconds) between printing the customer receipt and printing the merchant receipt.
 - **Number of merchant receipts:** By default, the terminal will not print a merchant receipt. If you want a receipt for each transaction, tap the field and select a new value (1 or 2 receipts).
 - **Custom receipt text:** Use this setting to add lines of text (headers and footers) to the top and bottom of your customer receipts.
- When finished, tap **Next**.



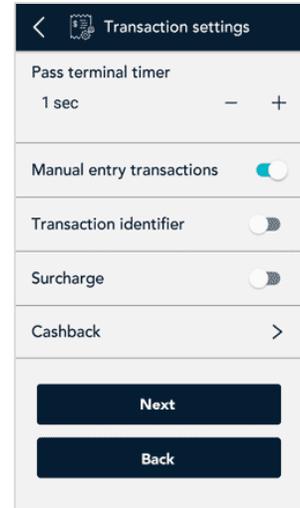
7. Review the Tip settings screen and choose an action:

- To accept the settings shown and move to the next screen, tap **Next**. You will be able to change the settings later.
- To change the settings, tap each toggle or field:
 - **Tips:** Enable this setting to prompt customers to leave a tip. Once you enable Tip Support the tip options will appear.
 - **Tip by dollar:** Enable this setting to allow customers to enter a tip as a dollar amount.
 - **Tip by percentage:** Enable this setting to allow customers to enter a tip as a percentage of the total amount.
 - **Tip pre-set type:** Decide if you want your pre-set tips to be fixed dollar values or percentages of the purchase total, then tap **Dollar** or **Percentage** as required. Depending on your choice, enter dollar amounts (no cents) or percentages for the pre-set tips below.
 - **Tip Pre-set 1:** Enable this setting to allow customers to enter a pre-defined tip. Tap the **Pre-set value** field and enter a percentage or a dollar amount depending on your tip pre-set type above, then tap the checkmark.
 - **Tip Pre-set 2:** Enable this setting to allow customers to enter a pre-defined tip. Tap the **Pre-set value** field and enter a percentage or a dollar amount, then tap the checkmark.
 - **Tip Pre-set 3:** Enable this setting to allow customers to enter a pre-defined tip. Tap the **Pre-set value** field and enter a percentage or a dollar amount, then tap the checkmark.
- When finished, tap **Next**.



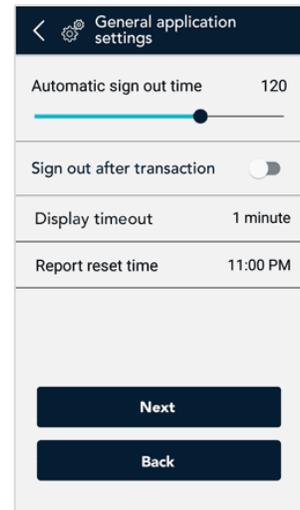
8. Review the Transaction settings screen and choose an action:

- To accept the settings shown and move to the next screen, tap **Next**. You will be able to change the settings later.
- To change the settings, tap each toggle or field:
 - **Pass terminal timer:** When a customer response is needed, the application displays the “Please pass the terminal to your customer” screen for 1 second. Tap the minus sign or plus sign to change this time period.
 - **Manual entry transactions:** This setting allows you to manually enter a card number for email and telephone orders.
 - **Transaction identifier:** Enable this setting to create a custom field which you can use to capture specific information. Once you tap the toggle, a field appears showing “Custom ID”. You can replace “Custom ID” with a name for the type of information you want to record for each transaction. For example, Invoice # or Customer name.
 - **Surcharge:** Enable this setting to charge your customers a fee for *Interac* debit transactions. Once you tap the toggle, a field appears for you to enter the amount of the surcharge.
 - **Cashback:** Enable this setting to offer cashback to customers paying with debit or pre-paid cards.
- When finished, tap **Next**.

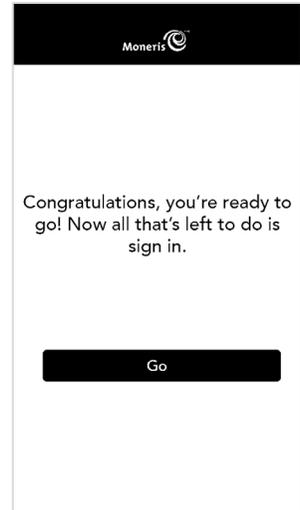


9. Review the General application settings screen and choose an action:

- To accept the settings shown and move to the next screen, tap **Next**. You will be able to change the settings later.
- To change the settings, tap each toggle or field:
 - **Automatic sign out time:** The application will automatically sign you out after 120 minutes of no activity. To change this time period, tap the control bar.
 - **Sign out after transaction:** This option is disabled by default. If you enable it, the application will sign you out after each transaction.
 - **Display timeout:** By default, the terminal goes into sleep mode after 1 minute of no activity in order to save battery power. To increase this time, tap **Display timeout** and select 2 minutes or 5 minutes.
 - **Report reset time:** This is the time when your reports will reset to \$0. To change it, tap the field and set a new time. For example, if you set it for 12:00am, the reports in the application will cover the period from 12:00 a.m. to 11:59 p.m. It is best to set the Report reset time 2 to 3 hours outside of your typical business hours – if you close at 10 p.m. set it for 12 a.m., if you close at 2 a.m. set it for 4 a.m. If you are open 24 hours, choose a logical break point like a shift change.
- When finished, tap **Next**.



10. Tap **Go** to sign in to the application.



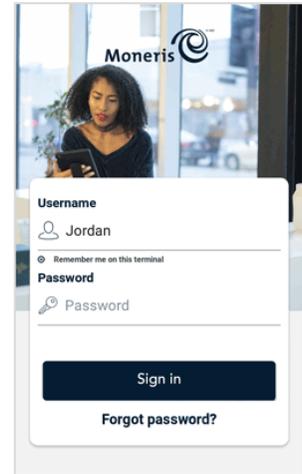
Sign in

To ensure the security and integrity of your terminal, you must sign in before performing any transactions or other functions.

1. Sign in to the application.
 - a. Tap the **Username** field and enter your username.
 - b. Tap **Remember me on this terminal**. The application will remember your username so that you don't have to enter it the next time you sign in.
***Note:** The application will remember the last 3 users who tapped "Remember me on this terminal".*
 - c. Tap the **Password** field and enter the Admin user password you set up in step 3.
 - d. Tap **Sign in**.
2. The application displays the Purchase screen. This is the default screen.

You are ready to process your first sale.

Visit moneris.com/en/support/moneris-go/moneris-go-plus to download the ***Using your terminal*** guide for instructions on using your terminal.



Wireless Communication: Wi-Fi

The terminal is already set up to use long-range cellular communication (4G or 3G) to send and receive information to and from the Moneris host. The terminal communicates via 4G by default for faster communication and uses 3G as a fallback where 4G is not available.

If you set up a Wi-Fi network, the terminal will switch to Wi-Fi when the Wi-Fi signal is stronger. To setup a Wi-Fi network:

1. Press and hold the power button until you see the menu on the right side of the screen, then tap **Base**.

The terminal displays a list of the available Wi-Fi networks.

***Note:** If no networks populate immediately, Wi-Fi may have been turned off and will turn on automatically after a few seconds.*

2. Tap the network to which you want to connect.

The password screen appears.

3. Enter the Wi-Fi password and tap **Connect**.

***Note:** There is 16-character Wi-Fi password limit.*

Setting up and using the Communication Base

Use the optional communication base (if you have it) when there is a weak cellular signal on your terminal. The communication base enables the terminal to communicate with Moneris using your Ethernet connectivity.

Disclaimer: Terminal needs to be used near the communication base. The further away the terminal is from the communication base, will degrade the functionality of the communication base.

Connect the power

1. Unfold the charging cable.
2. Connect the charging cable to the power adaptor.
3. Then turn the communication base upside down and connect the power adaptor cable to the power port in the back of the communication base.



4. Make sure the AC adaptor is connected to the other end of the charging cable. Plug the AC adaptor into a working electrical outlet.

Note: Use a power bar to avoid electrical surges.



Connect the Ethernet cable

1. Uncoil your Ethernet cable; both ends of the cable will look the same.



2. Turn the communication base upside down. Use one end of the cable and insert it into the Ethernet port on the back of the base. The Ethernet cable will clip in when it is inserted correctly.



3. Connect the other end of the Ethernet cable to your Ethernet network infrastructure (modem, router, Ethernet wall ports, other equipment). The Ethernet cable will clip in when it is inserted correctly.



4. Turn the base right side up and dock the terminal on the communication base. Ensure the terminal fits securely over the two prongs on the base.



5. The terminal displays the charging screen.
 - a. Wait for the battery charging icon to display. This indicates that the terminal is receiving power and the battery is charging.
 - b. Continue charging the terminal during the rest of the setup procedures.

The Ethernet cable is now connected



6. Continue to [How to pair the communication base with the terminal.](#)

Pair the communication base with the terminal

Now that the base is connected to your network infrastructure, you need to connect the terminal to the base.

1. Locate the power button on the left side of terminal. Press and hold the power button on the terminal for 3 seconds or until the terminal screen turns on.

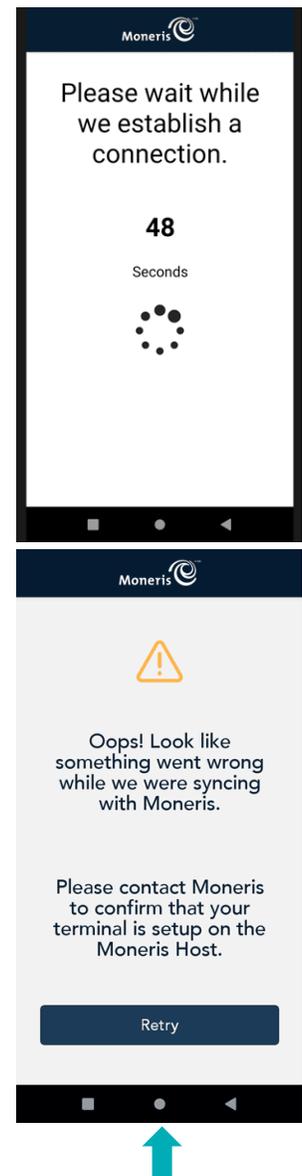
The terminal will continue to charge while on the base.

Note: Red light on the left side of the communication base indicates the terminal is available for pairing.



2. The terminal powers on and the 60 second count down appears. Wait while the terminal attempts to establish a connection to Moneris.

Note: This only applies if the terminal was powered off.



3. The "Oops!" message may appear.

Note: Message appears because there is no established connection.

- a. Ignore this message.
- b. Tap on the white circle in the navigation bar at the bottom to go to the terminal home screen.

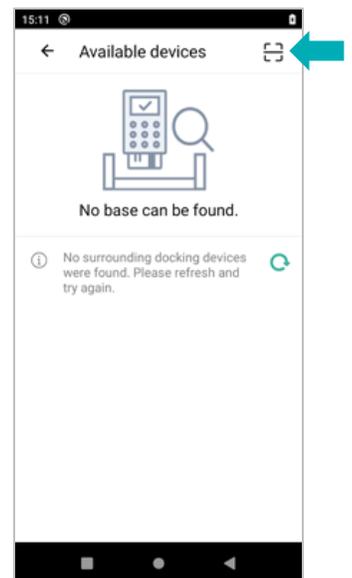
4. Press and hold the power button until you see the menu on the right side of the screen, then tap **Base**.

The “No base can be found.” message appears.

Note: *This message only appears if there are no Wi-Fi connections near by or available.*



5. Tap the **Scanning Box**  located on the top right corner of the screen.
 - a. Lift the terminal off the base.
 - b. Locate the QR code on the back of the base.

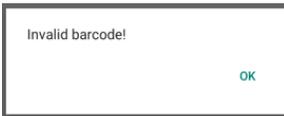


- The screen changes to camera mode, the “Please scan the QR code of base” message appears.

Note: Hold the terminal steady to capture the QR code.

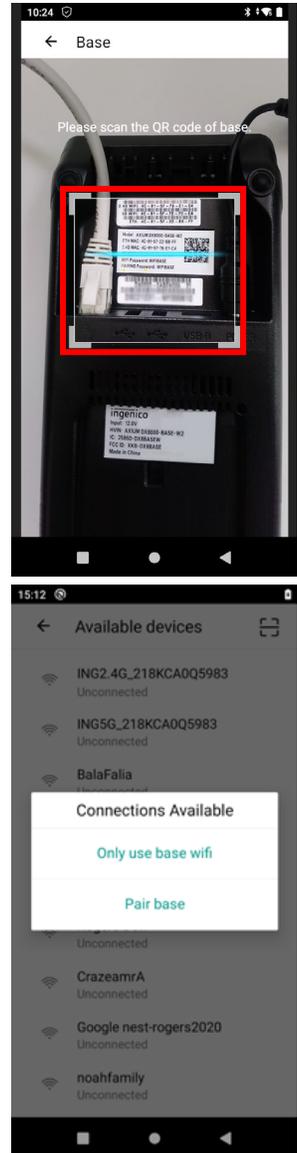
Scan the QR code using the terminal camera.

Note: If the “Invalid barcode!” message appears, tap **OK** and retry.



- When the “Connections Available” message appears, tap **Pair base**.

The “Pairing the base” popup appears.



8. When the “Pair successfully” message appears, tap **OK**.

Note: Green light on the left side of the base indicates base is connected with the paired terminal.

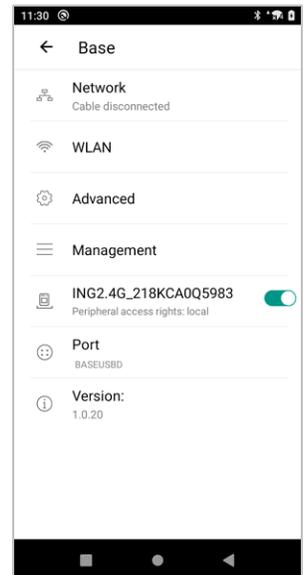
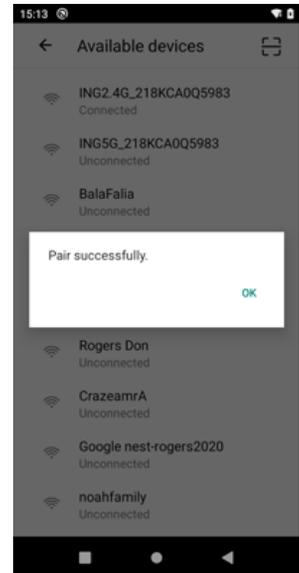
The base connectivity information screen appears.

Note: Base may complete an update.

9. Tap the white circle in the navigation bar at the bottom to go to the terminal screen.

The pairing process is complete.

Note: If the “Communication error, failed to pair the base!” message appears, tap **OK** and retry.



Pair multiple terminals to one base

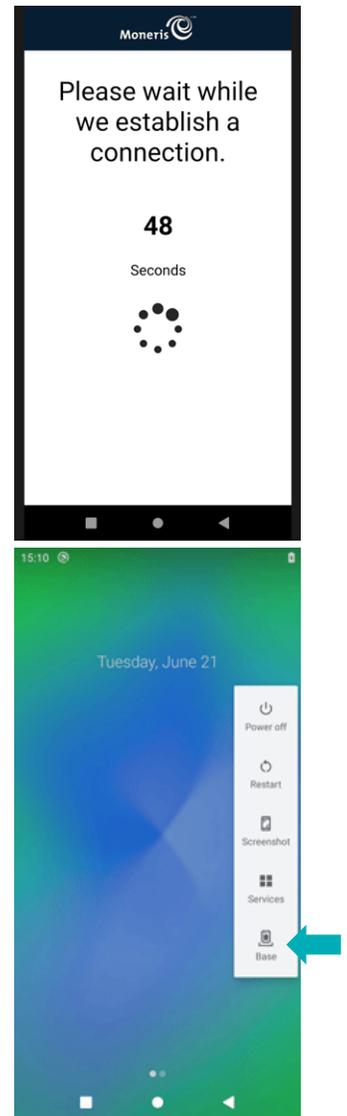
You have already paired the primary terminal. Now, you can pair another terminal to the base. It is important to note that the communication base will only remember the last paired terminal. It is best to use the terminal with the base it is paired with. Follow the instructions below to pair the next terminal.

1. Press and hold the power button on the terminal for 3 seconds or until the terminal screen turns on.

The terminal powers on and the 60 second count down appears. Wait while the terminal attempts to establish a connection to Moneris.

2. Press and hold the power button until you see the menu on the right side of the screen, then tap **Base**.

The “No base can be found.” message may appear.



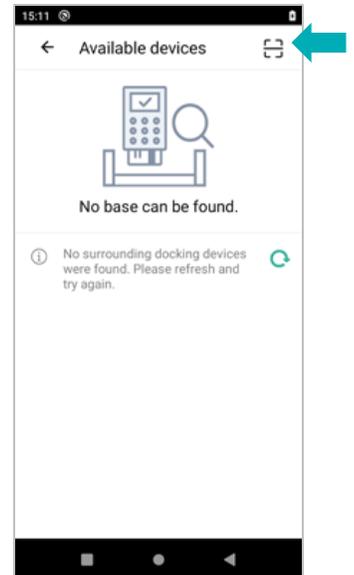
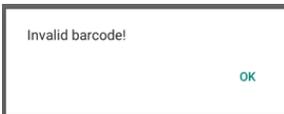
3. Tap the **Scanning Box**  located on the top right corner of the screen.
 - a. Lift the terminal off the base.
 - b. Locate the QR code on the back of the base.

4. The screen changes to camera mode, the “Please scan the QR code of base” message appears.

Note: Hold the terminal steady to capture the QR code.

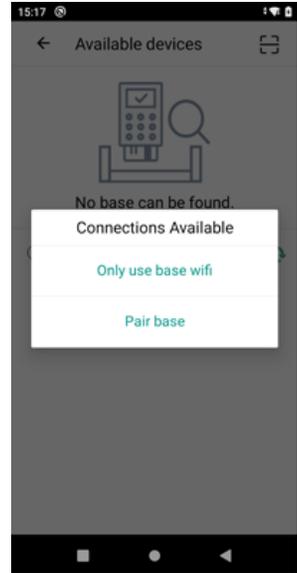
Scan the QR code using the terminal camera.

Note: If the “Invalid barcode!” message appears, tap **OK** and retry.



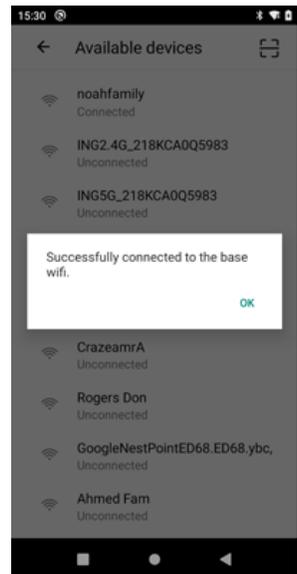
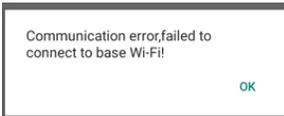
5. When the “Connections Available” pop-up appears, tap **Only use base wifi**.

Note: Terminal should automatically connect to “ING2.4G_XXXXXX”, this is the communication base.



6. When the “Successfully connected to the base wifi.” Message appears, tap **OK**.

Note: If the base Wi-Fi pairing was not successful, the following message will appear:



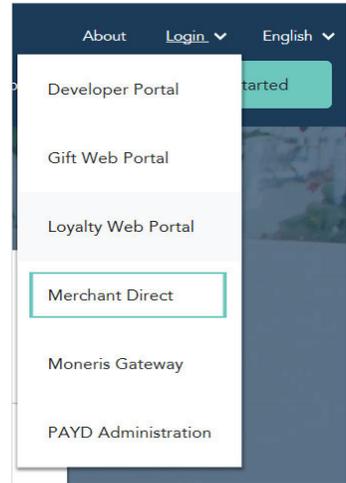
7. Continue to [Application setup](#).

Enroll in Merchant Direct®

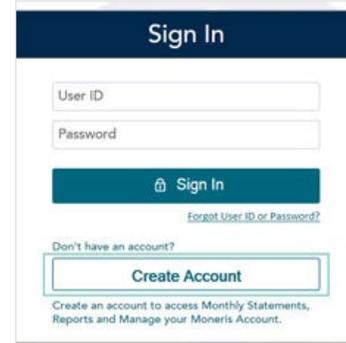
Merchant Direct is the Moneris online tool for accessing all of your merchant reports, including end-of-day reports. To sign up for Merchant Direct, follow these steps.

Note: *If you have already enrolled in Merchant Direct, you do not have to enroll again.*

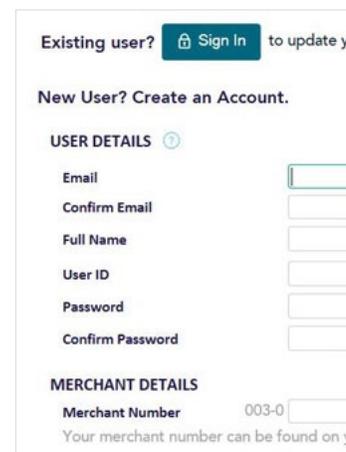
1. Go to moneris.com
2. In the top, right area of the screen, click **Login** and select **Merchant Direct**.



3. Click **Create Account**.



4. Fill in the fields in the online form to complete your enrolment.



Terminal Care and Cleaning

There are a few simple steps to clean and disinfect your terminal. These instructions should be followed to prevent the possibility of damage to your terminal.

Terminal Sanitization Instructions

Important: Never use solvents, detergents or abrasive cleaners.

Cleaning

Terminals should only be cleaned using water and a microfiber cloth. Water should not be directly applied to the terminal. Apply water to the microfiber cloth so it is lightly damp and gently wipe down the terminal.

Disinfecting

After cleaning the terminal, it can be disinfected using a suitable alcohol-based wipe or a disinfectant applied to a microfiber cloth. Do not apply alcohol or disinfectant directly to the device.

Troubleshooting

Error message	Problem and solution
<p>Login failed</p> <p>Whoops! Looks like something went wrong.</p>	<p>Tap OK to clear the message.</p> <p>Enter your username and password exactly as you created them during the Admin user setup.</p>
<p>No connection</p> <p>Whoops. Looks like you're not connected to the Internet</p>	<p>The terminal cannot establish a connection to Moneris.</p> <p>For a 4G connection, follow these steps:</p> <ol style="list-style-type: none"> 1. Tap OK to clear the error message. 2. Swipe down from the top of the screen if needed to reveal the status bar. Check the battery charge level and charge the battery as required. Swipe down again to see the full status panel. Refer to Battery use. 3. Confirm that your terminal is connected to a cellular network by checking for the presence of the cellular network icon  in the status bar. 4. Check the signal strength (number of bars) of the connection. It is best to have at least 2 bars to communicate with Moneris. 5. Restart terminal. Press and hold the power button for about 2 seconds until a menu appears. Tap Reboot, then tap Reboot again to confirm. <p>To troubleshoot a Wi-Fi connection, follow these steps:</p> <ol style="list-style-type: none"> 1. Tap OK to clear the error message. 2. Swipe down from the top of the screen if needed to reveal the status bar. Check the battery charge level and charge the battery as required. Swipe down again to see the full status panel. Refer to Battery use. 3. Ensure that your terminal is within range of your wireless router. 4. Ensure the terminal is connected to the desired Wi-Fi network. 5. Ensure that your Wi-Fi network is working. Tap Mobile data to turn it on  (icon is green with up/down arrows) if the Mobile data is off (icon is grey). Contact your Internet Service Provider or your network helpdesk as needed. 6. Restart your terminal. Press and hold the power button for about 2 seconds until a menu appears. Tap Reboot, then tap Reboot again to confirm.

Merchant support

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/en/support/moneris-go/moneris-go-plus to download additional copies of this guide and to access other Moneris Go Plus resources, including:
 - Videos for setting up and using your terminal
 - The *Using Your Terminal* guide
 - The *Gift Card Program Reference* guide
 - The Moneris Go Plus *Online User Manual*
- Visit shop.moneris.com to purchase point-of-sale supplies and receipt paper
- Visit insights.moneris.com 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.



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Your gift card processing is governed by your agreement for gift card services with Moneris Solutions Corporation. Your loyalty card processing is governed by your agreement for loyalty card services with Moneris Solutions Corporation. Your DCC processing is governed by your agreement for Dynamic Currency Conversion services with Moneris Solutions Corporation. Your credit and/or debit card processing is governed by the terms and conditions of your agreement(s) for merchant credit/debit card processing services with Moneris Solutions Corporation. 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/caftc) and the terms and conditions of your applicable agreement(s) for credit/debit processing or other services with Moneris Solutions Corporation for details.

Moneris Go Plus DX8000 SYT EN (March 2024)