



# Moneris Core<sup>®</sup>

## Semi-Integrated

### Setting up Your Integration



# Contents

- Before getting started ..... 2**
- Moneris Core Semi-Integrated..... 3**
  - Features .....3
  - What to do next.....3
- Semi-integration methods ..... 4**
  - Available integration options by terminal .....4
  - Cable connections for wired terminals.....4
- Setting up Core Semi-Integrated on your terminal ..... 5**
- Setting up a Wi-Fi connection on your terminal ..... 9**
- Troubleshooting semi-integration ..... 10**
- Moneris Merchant support..... 11**
  - Financial and operational support.....11
  - Integration support .....11

## Before getting started

Before setting up your Moneris terminal for semi-integration, you must do the following:

- Set up your terminal's hardware and software.
- For wireless terminals: Disable cellular communication, enable Wi-Fi, and set up a Wi-Fi connection.
- When using an IP network, ensure that your terminal always uses the same IP address in order to maintain a connection to your POS. You can accomplish this in 2 ways. Choose one:
  - Configure the network setup on your Moneris terminal to use static IP addressing. At the Main menu, tap **Settings, Communication, and Communications setup**, then follow the prompts. For help, find your terminal in the list below and refer to the **Setting up your Software** guide. That guide provides instructions for setting up a static IP network connection.
  - Continue to use dynamic IP addressing, which is the default on your Moneris terminal, but configure your router to always assign the same IP address to the terminal. Contact your network team / IT department for assistance if needed.
- Ensure you can process transactions in order to verify your terminal is connected to your own network and to the Moneris Host.

Consult the guides below for assistance:

### V400m wireless terminal

These guides are available at [moneris.com/en/support/devices/v400m](https://moneris.com/en/support/devices/v400m) :

***Moneris Core V400m Setting up Your Hardware***

***Moneris Core V400m Set up Your Software***

***Moneris Core V400m Using your terminal***

### V400c countertop terminal

These guides are available at [moneris.com/en/Support/Devices/V400c](https://moneris.com/en/Support/Devices/V400c) :

***Moneris Core V400c Setting up Your Hardware***

***Moneris Core V400c Set up Your Software***

***Moneris Core V400c Using your terminal***

### Move/5000 wireless terminal

These guides are available at [moneris.com/en/Support/Devices/Move-5000](https://moneris.com/en/Support/Devices/Move-5000):

***Moneris Core Move/5000 Setting up Your Hardware***

***Moneris Core Move/5000 Set up Your Software***

***Moneris Core Move/5000 Using your terminal***

### Desk/5000 countertop terminal

These guides are available at [moneris.com/en/Support/Devices/Desk-5000](https://moneris.com/en/Support/Devices/Desk-5000):

***Moneris Core Desk/5000 Setting up Your Hardware***

***Moneris Core Desk/5000 Set up Your Software***

***Moneris Core Desk/5000 Using your terminal***

# Moneris Core Semi-Integrated

Moneris Core Semi-Integrated is a function that allows you to easily integrate your Moneris terminal with your point of sale (POS) application creating a secure and convenient payment environment for you and your customers.

**Note:** *This guide is meant to be used in conjunction with documentation from your POS provider.*

## Features

With Moneris Core Semi-Integrated, you can use your secure PCI-compliant terminal to:

- allow customers to enter their payment card information by tapping, inserting, or swiping their card
- allow customers to enter a tip on the terminal, including tipping on the final dollar amount or on the pre-tax subtotal (when configured)

## What to do next

- To review the different methods of integration (USB, Ethernet, and Wi-Fi), along with cable connections, refer to [Semi-integration methods](#) on page 4.
- To enable semi-integration on your Moneris terminal and configure the integration settings, proceed to [Setting up Core Semi-Integrated on your terminal](#) on page 5.

## Semi-integration methods

There are 3 methods for integrating your Moneris terminal with your POS: USB, Ethernet, and Wi-Fi.

Integration method	Description
Ethernet	This method uses your local Ethernet network to connect your Moneris terminal to your POS.
Wi-Fi	This method uses your local Wi-Fi network to connect your Moneris terminal to your POS.  <b>Important:</b> Cellular communication (4G) must be disabled. If your wireless terminal switches to a cellular network, the connection to your POS will be lost.
USB	This method uses a USB cable to connect your Moneris terminal to your POS.

## Available integration options by terminal

The available integration methods vary according to your terminal as shown in this table.

Integration method	V400c and Desk/5000 wired terminals	V400m and Move/5000 wireless terminals
Ethernet	✓	✗
Wi-Fi	✗	✓
USB	✓	✗

## Cable connections for wired terminals

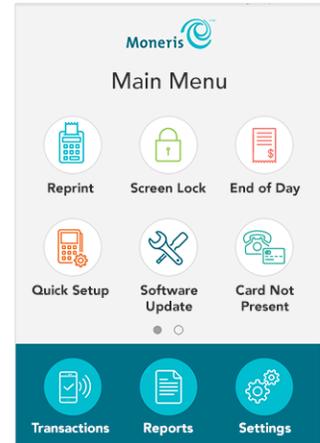
Integration method	Desk/5000	V400m
USB	Remove the back cover to access the USB port.  Plug one end of the USB cable into the micro USB port in the back of the terminal and plug the other end into your POS hardware.	Plug one end of the USB cable into the micro USB port on the multi-port box and plug the other end into your POS hardware.
Ethernet	Plug one end of the Ethernet cable into the Ethernet port on the multi-port box and plug the other end into your network infrastructure (hub / switch / router / internal wiring).	

# Setting up Core Semi-Integrated on your terminal

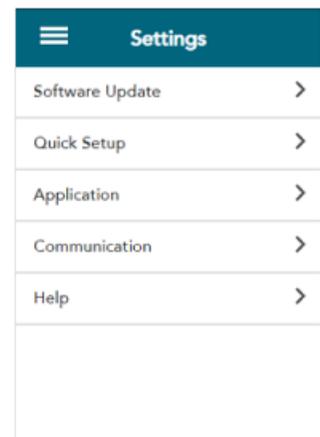
Follow these steps to enable Core Semi-Integrated on your Moneris terminal and to configure the integration settings to meet the needs of your business.

The instructions begin at the main menu. If you do not see the main menu, review the ***Using your Terminal*** guide to understand terminal navigation. (Refer to Before getting started on page 2 in the document.)

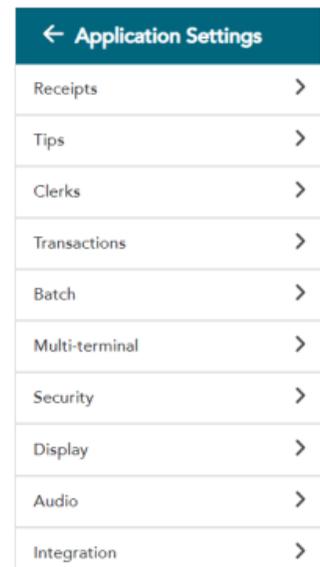
1. Tap **Settings**.



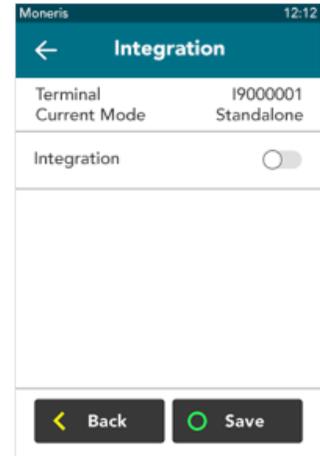
2. Tap **Application**.



3. Tap **Integration**.

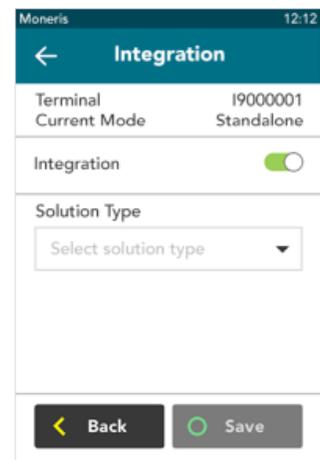


4. Tap the **Integration** toggle to enable integration.



The Integration toggle becomes green and the Solutions Type field appears.

5. Tap the **Solution Type** field and select **Core Semi-Integrated**.



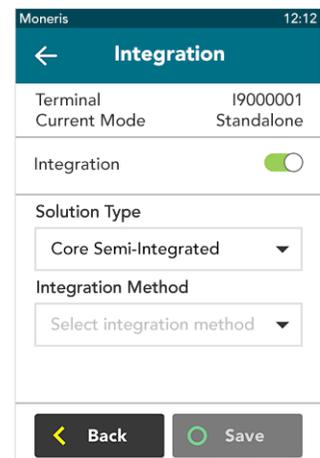
6. Tap the **Integration Method** field, then tap **USB, Ethernet, or Wi-Fi**.

For more information about these integration methods, refer to [Semi-integration methods](#) on page 4, as well as [Available integration options by terminal](#) on page 4.

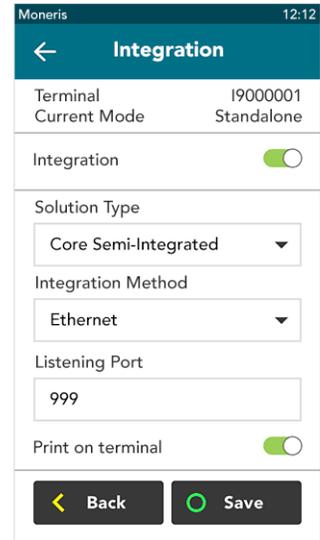
- If you are using a wired terminal (V400c or Desk/5000), choose **Ethernet** and go to step 7; or choose **USB** and go to step 8.
- If you are using a wireless terminal (V400m or Move/5000), the default value is Wi-Fi. Select **Wi-Fi** if not already selected, and then go to step 9.

**Important: Cellular (4G) communication must be disabled. If your wireless terminal switches to a cellular network, the connection to your POS will be lost.**

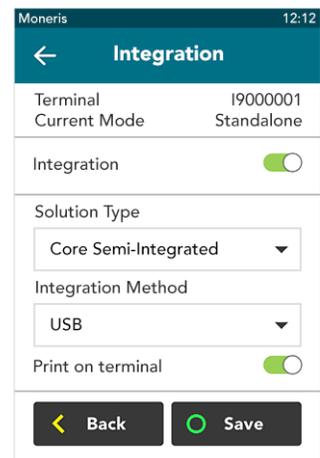
- To disable cellular communication and to enable Wi-Fi communication, refer to [Setting up a Wi-Fi connection on your terminal](#) on page 9.



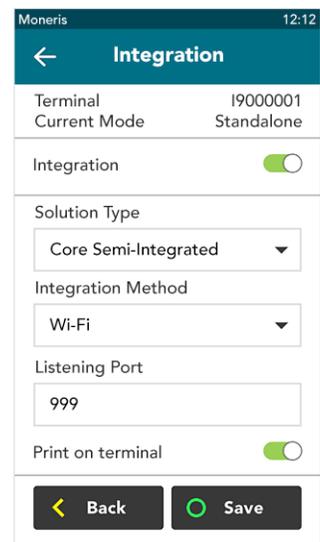
7. You selected Ethernet. To implement Ethernet integration, your Moneris terminal and your POS must be physically connected by an Ethernet network.
  - a. If you haven't already done so, connect one end of the Ethernet cable to the multi-port box of your Moneris terminal. Connect the other end to your network infrastructure or directly to your POS, as applicable.
  - b. On the screen, tap the **Listening Port** field and change the default port number if required.
  - c. Tap the **Print on terminal** toggle to disable/enable support for printing receipts on the terminal. This option is enabled by default. If you disable it, all receipts will print on your POS printer.
  - d. Tap **Save**.
  - e. Go to step 10.



8. You selected **USB**. To implement USB integration, your Moneris terminal and your POS must be physically connected by a USB cable.
  - a. Connect one end of a USB cable to your Moneris terminal. Connect the other end directly to your POS device.
  - b. On the screen, tap the **Print on terminal** toggle to disable/enable support for printing receipts on the terminal. This option is enabled by default. If you disable it, all receipts will print on your POS printer.
  - c. Tap **Save**.
  - d. Go to step 10.



9. You selected Wi-Fi. To implement Wi-Fi integration, your Moneris terminal and your POS must be on the same Wi-Fi network. To complete the integration, follow these steps.
  - a. Tap the **Listening Port** field and change the default port number if required.
  - b. Tap the **Print on terminal** toggle to disable/enable support for printing receipts on the terminal. This option is enabled by default. If you disable it, all receipts will print on your POS printer.
  - c. Tap **Save**.
  - d. Go to step 10.



After you tap **Save**, the terminal returns to the Application Settings menu. The “Settings Saved” notification also appears.

10. Press the menu key on the keypad to return to the main menu.

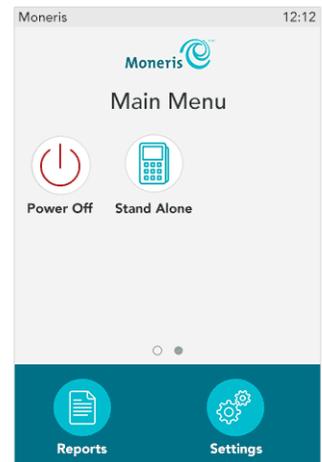
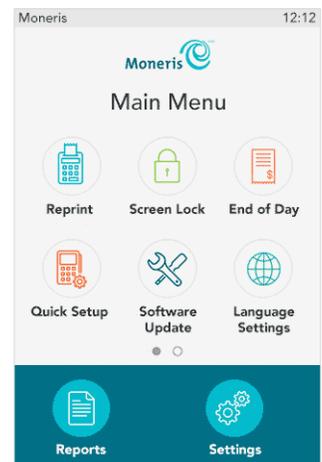
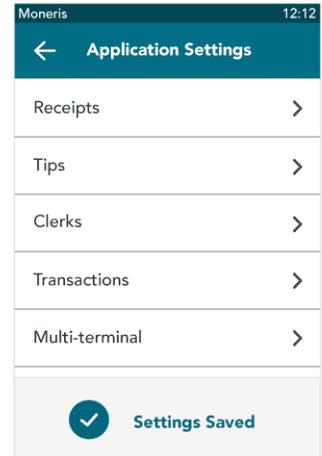
- On the Move/5000 and Desk/5000 terminals, press the menu  key.
- On the V400m and V400c terminals, press the pound **#** key.

11. The terminal returns to the Main menu.

**Note:** When the terminal is in semi-integrated mode, the Transactions icon no longer appears on the Main menu. All transactions are initiated from your POS.

12. To toggle back to standalone mode, as required:

- a. On the Main menu, swipe left to view the second screen.
- b. Tap **Standalone**.



## Setting up a Wi-Fi connection on your terminal

When you power up your wireless terminal for the first time, you are prompted to set up a Wi-Fi connection. To review the instructions, refer to the *Setting up your software* guide (see [Before Getting Started](#) on page 2).

**Important: Cellular (4G) communication must be disabled. If your wireless terminal switches to a cellular network, the connection to your POS will be lost.**

If you did not set up a Wi-Fi connection during your initial setup, or you need to disable cellular communication, follow these steps.

1. On the Main menu, tap **Settings**.
2. On the Settings menu, tap **Communication**
3. On the Communication menu, tap **Communication Setup**.
4. Tap the **Cellular** toggle to disable it.
5. Tap the **Wi-Fi** toggle to enable Wi-Fi.  
The Scan Networks option appears.
6. Tap **Scan Networks** to search for available Wi-Fi networks.  
The terminal displays a list of networks found.
7. Tap the network you would like to connect to.
8. Tap the **Wi-Fi password** field and enter the password, then tap **OK**.
9. Tap **Save** to connect to the selected network.
10. Press the green key multiple times until you return to the Communication Setup menu.
11. Press the menu key (  /  ) to return to the Main menu.

For additional instructions (for example, you wish to use a static IP, or your network is hidden), refer to the *Setting up your software* guide (see [Before Getting Started](#) on page 2 of this guide).

# Troubleshooting semi-integration

Review the scenarios below and follow the suggested solution.

Problem	Suggested solution
<p><b>The terminal is unable to connect to the Moneris host</b></p>	<ol style="list-style-type: none"> <li>1. Toggle your terminal back to standalone mode. On the Main menu, swipe left to display the second screen, and then tap <b>Standalone</b>.</li> <li>2. Refer to the “Troubleshooting terminal communication” section in the <b>Setting up your Software</b> guide for your terminal. See <a href="#">Before getting started</a> on page 2 in this guide.</li> </ol>
<p><b>Your terminal is unable to receive information from your POS</b></p>	<p>Ensure that your terminal is properly connected to your POS.</p> <p><b>All terminals using an IP network</b></p> <p>Ensure that your terminal always uses the same IP address in order to maintain a connection to your POS. You can accomplish this in 2 ways. Choose one:</p> <ul style="list-style-type: none"> <li>▪ Configure the network setup on your Moneris terminal to use static IP addressing. At the Main menu, tap Settings, Communication, and Communications setup, then follow the prompts. For help, find your terminal in the list below and refer to the Setting up your Software guide. That guide provides instructions for setting up a static IP network connection.</li> <li>▪ Continue to use dynamic IP addressing, which is the default on your Moneris terminal, but configure your router to always assign the same IP address to the terminal. Contact your network team / IT department for assistance with this if needed.</li> </ul> <p><b>Wired terminals</b></p> <ul style="list-style-type: none"> <li>▪ Make sure all Ethernet/USB cables are securely connected to the terminal and to your POS/network infrastructure and that the Ethernet port is working.</li> <li>▪ Check the integration settings on your terminal. Refer to <a href="#">Setting up Core Semi-Integrated on your terminal</a> on page 5.</li> </ul> <p><b>Wireless terminals</b></p> <ul style="list-style-type: none"> <li>▪ Check the Communication Setup screen for the following items. Refer to <a href="#">Setting up a Wi-Fi connection on your terminal</a> on page 9 if needed. <ul style="list-style-type: none"> <li>▪ Make sure that <b>Cellular</b> communication is disabled and that <b>Wi-Fi</b> is enabled.</li> <li>▪ Make sure your terminal is connected to a Wi-Fi network. If your terminal is connected via Wi-Fi, the name of the Wi-Fi network will appear under <b>Scan Networks</b>.</li> <li>▪ It’s recommended that your POS and your terminal are on the same LAN.</li> </ul> </li> <li>▪ Check the integration settings on your terminal. Refer to <a href="#">Setting up Core Semi-Integrated on your terminal</a> on page 5.</li> </ul>

# Moneris Merchant support

## Financial and operational support

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).

## Integration support

Contact your POS provider.



MONERIS, MONERIS BE PAYMENT READY & Design and MERCHANT DIRECT are registered trade-marks of Moneris Solutions Corporation. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. INTERAC is a registered trade-mark of Interac Inc. AMERICAN EXPRESS is a registered trade-mark of American Express Company. VISA is a trademark owned by Visa International Service Association and used under license. All other marks or registered trade-marks are the property of their respective owners.

© 2020 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.

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/support](https://moneris.com/support)) and the terms and conditions of your applicable agreement(s) for credit/debit processing or other services with Moneris Solutions Corporation for details.