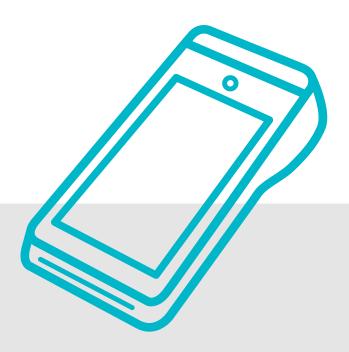# Moneris Terminals

Network Readiness Checklist

Moneris

Need help?

Web: moneris.com/support

Toll-free: 1-866-319-7450

Record your Moneris merchant ID here:

_____

Contents

Welcome

This guide will help you to prepare your network so that your Moneris device can communicate with the Moneris network.

Who should use this guide?

This guide applies to you if your Moneris device will communicate with Moneris using your own network (Ethernet or Wi-Fi) either some or all of the time. If your terminal will communicate using **only** an external network (for example, 3G or 4G cellular service), you do not need to read this guide.

Where to begin?

Identify your Moneris terminal in the table below and go to the corresponding section/page.

Terminal	Go to this section
- Desk5000 - V400c - iCT250 - iWL220 - VX520 - VX820	Terminals using Ethernet Page 3.
- Moneris Go - Moneris Go Plus - Move5000 - V400m	Terminals using Wi-Fi Page 6.

Not sure which terminal you have? Visit our support page at moneris.com/en/support to see images of the terminals.

Looking for the IP addresses to add to your firewall?

To configure your firewall, go directly to:

- Prepare your firewall for the **production** environment on page 8.
- Prepare your firewall for the **test** environment on page 11.

Terminals using Ethernet

Before you install your Moneris terminal, follow these steps to ensure that your Ethernet network (including any Ethernet cabling, modems, routers, etc) is ready to allow your Moneris terminal to communicate with Moneris.

Complete the following questions prior to installing your Moneris terminal(s).

QUESTION	ANSWER
1. Do you have high-speed Internet service installed at your location?	☐ **YES** ☐ **NO**
• If **YES**, go to question 2. • If **NO**, contact your local phone, cable, or other high-speed Internet service provider (ISP).	
2. Connect your Moneris terminal with your modem or router using the 10-foot (3.04-metre) Ethernet cable provided by Moneris. Is the Ethernet cable long enough to reach the location where your terminal will be used?	☐ **YES** ☐ **NO**
• If **YES**, go to question 3. • If **NO**, purchase a longer Ethernet cable from your local computer retailer.	
3. Is the Internet accessible from the modem or router? • Test your Internet service by connecting an Ethernet-enabled laptop or PC to the modem or router and confirm that the Internet is accessible (for example, visit a website or send an e-mail). OR • If you don't have a laptop or PC, contact your ISP to confirm that the Internet service has been activated.	☐ **YES** ☐ **NO**
• If **YES**, go to question 4. • If **NO**, contact your high-speed Internet service provider (ISP) for assistance.	
4. Will the power cable provided with your Moneris terminal reach an active power outlet from the location where your terminal will be used? • Desk/5000 11.5' (3.5m) • V400c: 6' (1.82m) • iWL220: 10' (3.04m) • VX 520: 6' (1.82m) • iCT250: 10' (3.04m) • VX 820 Duet: 8' (2.43m)	☐ **YES** ☐ **NO**
• If **YES**, go to question 5. • If **NO**, use a power bar or contact an electrician to install a new power outlet.	

Continued on the next page.

QUESTION	ANSWER
5. Do you have a telephone jack available to allow processing over dial backup? *Note: This question applies only to iWL220, iCT250, VX 820 Duet, and VX 520.* *Note: To maintain uninterrupted processing during Internet service interruptions, use the dial backup feature. Your Moneris terminal will continue to process transactions using the dial service until Internet service is restored.* *If you are using dial backup, you must use a true analog phone line that connects to a public-switched telephone network (PSTN).*	☐ **YES** ☐ **NO**
• If **YES**, check that the telephone cable provided with the Moneris terminal reaches the telephone jack from the location where the terminal will be used. • iWL220/iCT250/VX 820 Duet/VX 520: 6' (1.8m) • If **NO**, but you wish to have dial backup available for your Moneris terminals, contact your telephone service provider to request the installation of additional telephone jacks.	
6. Do you have a firewall in place?	☐ **YES** ☐ **NO**
• If **YES**, go to question 6b. • If **NO**, go to question 7.	
b. Are there any firewall restrictions on traffic from your LAN to the Internet?	☐ **YES** ☐ **NO**
• If **YES**, to allow messages from the Moneris terminal to pass through your router, you must add **ALL** of the URLs listed on page 8 to the firewall configuration on your router *Note: All traffic is initiated by the Moneris terminal so you will not be required to open any ports for in-bound traffic.* • If **NO**: go to question 7.	
7. Is there an unused port on the modem or router for each Moneris terminal that you are going to install?	☐ **YES** ☐ **NO**
• If **YES**, go to question 8. • If **NO**, consult your network administrator or local computer retailer for help. If you require more ports, additional network equipment can be installed. Consult your network administrator or local computer retailer for help in sourcing additional network equipment.	

Continued on the next page.

QUESTION	ANSWER
8. Does your network use automatic DNS? Your network administrator or the person who configured your router will be able to tell you this.	☐ **YES** ☐ **NO**
• If **YES**, proceed to question 9. • If **NO**, record the addresses of your primary and secondary DNS: Primary DNS _____ Secondary DNS _____	
9. What type of IP addressing does your in-store Ethernet network use? Your network administrator or the person who configured your router will be able to tell you this. • **Dynamic** addressing is the default for most routers. This is the preferred addressing method. • If **Static** IP addressing is used, please ensure that each Ethernet port is properly labelled with a unique static IP address.	☐ **DYNAMIC** ☐ **STATIC**
• If you answered **DYNAMIC** to question 9 and **YES** to all the other questions, then CONGRATULATIONS! You are ready to install your Moneris Ethernet-enabled terminals. • If you answered **STATIC** to question 9 and **YES** to all the other questions, go to <u>Parameters for Static IP</u> on page 10.	
10. Are you using the V400c terminal with an external PINpad on a large network?	☐ **YES** ☐ **NO**

• If you answered **YES** to question 10, follow these recommendations to ensure the terminal and the PINpad can communicate with each other on the network:
   o Assign two IP addresses. Each device (the V400c and the external PINpad) requires its own IP address.
   o Use dynamic IP addressing.
   o Ensure the IP lease time is at least 24hrs.
   o On a network site with multiple subnetworks, assign the V400C and the external PINpad to the same subnetwork.
• If you answered **NO** to question 10, no action is required.	

Terminals using Wi-Fi

QUESTION	ANSWER
1. Do you have high-speed Internet service installed at your location?	☐ **YES** ☐ **NO**
- If **YES**, go to question 2. - If **NO**, contact your local phone, cable, or other high-speed Internet service provider (ISP).	
2. Is the Internet accessible from your modem or router? Test your Wi-Fi service by connecting a Wi-Fi-enabled device (such as a computer, tablet, or smartphone) to the Wi-Fi network and confirm that the Internet is accessible (for example, visit a website or send an e-mail).	☐ **YES** ☐ **NO**
- If **YES**, go to question 3. - If **NO**, contact your high-speed Internet service provider (ISP) for assistance.	
3. Can your Wi-Fi network support additional devices? Your Moneris terminal may experience connectivity issues if there are many other devices connected to your Wi-Fi network.	☐ **YES** ☐ **NO**
- If **YES**, go to question 4. - If **NO**, consider creating a separate Wi-Fi network for your Moneris terminal.	
4. Do you have a firewall in place?	☐ **YES** ☐ **NO**
- If **YES**, go to question 4b. - If **NO**, go to question 5.	
b. Are there any firewall restrictions on traffic from your LAN to the Internet?	☐ **YES** ☐ **NO**
- If **YES**, to allow messages from the Moneris terminal to pass through your router, you must add **ALL** of the URLs listed under Prepare your firewall on page 8 to the firewall configuration on your router ***Note:*** *All traffic is initiated by the Moneris terminal so you will not be required to open any ports for in-bound traffic.* - If **NO**: go to question 5.	
5. Does your network use automatic DNS? Your network administrator or the person who configured your router will be able to tell you this.	☐ **YES** ☐ **NO**
- If **YES**, proceed to question 6. - If **NO**, record the addresses of your primary and secondary DNS: Primary DNS _____ Secondary DNS _____	

Continued on the next page.

Question	Answer
6. What type of IP addressing does your in-store Wi-Fi network use? Your network administrator or the person who configured your router will be able to tell you this.	☐ **DYNAMIC** ☐ **STATIC**
- If you answered **DYNAMIC** to question 6 and **YES** to all the other questions, then CONGRATULATIONS! You are ready to install your Moneris Wi-Fi-enabled terminals. - If you answered **STATIC** to question 6 and **YES** to all the other questions, go to Parameters for Static IP on page 10.	

Prepare your firewall for the <u>production</u> environment

If your firewall is restricted, you will need to add **ALL** of the URLs listed for your network type (public or private) to the firewall configuration on your router to allow messages from the Moneris terminal to pass through.

Public Network

URL (https)	IP ADDRESSES	Port (TCP)
ipg1.moneris.com	23.249.192.33 23.249.200.33	443
ipg2.moneris.com	23.249.192.34 23.249.200.34	443
ipg3.moneris.com	23.249.192.35 23.249.200.35	443
mpg1.moneris.io (new integrations)	23.249.192.193 23.249.200.193 23.249.192.192/29 23.249.200.192/29	443
rdl.moneris.com	23.249.195.67 23.249.203.67	2601
tms.moneris.com	23.249.192.138 23.249.200.138	1124
my.getpayd.com	███████████	443
vcp.moneris.com	74.200.8.222 69.46.115.122	543
tpgl.moneris.com	23.249.200.102 23.249.192.102	443
temterminalsnar01.icloud.ingenico.com	34.86.9.39	7004, 7010, 7042, 7052, 7053
vhqna.verifonehq.net	15.197.154.139 3.33.149.240	443
patterm.moneris.com	███████████	443

Private Network

URL	Port (TCP)
ipgpr1.moneris.com	443
ipgpr2.moneris.com	443
ipgpr3.moneris.com	443

PAX network

Note: Add these resources to your firewall only if you are using a PAX terminal. The resources for PAX are the same for the production and test environments.

URL	IP address	Port
mpush.paxstore.us api.paxstore.us auth.paxstore.us	13.224.34.94	444
	13.224.52.154	443
	13.226.10.188	443
	13.226.238.16	443
	13.226.41.238	443
	54.192.194.200	443
	54.192.49.144	443
	54.230.250.131	443
	99.84.246.4	443
	99.84.69.29	443
mpush1.paxstore.us	52.14.42.201	3000
mpush2.paxstore.us	3.23.55.207	3000

Parameters for Static IP

If your network uses static IP addressing, ensure you have the following information for each of your Moneris terminals. This information can be obtained from your network administrator or the person who configured your router:

Terminal 1	Terminal's static IP Address (one unique address per terminal) _____
	Terminal's Mask ID _____
	Terminal's Gateway Address _____
	Automatic DNS (Yes/No) _____
	Terminal's Primary DNS Address _____
	Terminal's Secondary DNS Address _____
Terminal 2	Terminal's static IP Address (one unique address per terminal) _____
	Terminal's Mask ID _____
	Terminal's Gateway Address _____
	Automatic DNS (Yes/No) _____
	Terminal's Primary DNS Address _____
	Terminal's Secondary DNS Address _____

CONGRATULATIONS! Your Ethernet or Wi-Fi network is ready to work with your Moneris POS terminal.

Prepare your firewall for the <u>test</u> environment

Add the following URLs to the firewall in your test and certification environment.

Moneris resources

URL (https)	Port (TCP)
ipgt1.moneris.com	443
mpg1t.moneris.io	443
rdlt.moneris.com	2601
tmsct.moneris.com	1124
my.getpaydqa.com	443
vcct.moneris.com	543
tpglct.moneris.com	443
temterminalsnar01.preprod. icloud.ingenico.com	7004, 7010, 7042, 7052, 7053
vhqtest.us3.vfivcs.com	443
pattermct.moneris.com	443

PAX network

This section is applicable for PAX terminals only.

Note: *The PAX URLs, IP addresses, and ports for the test environment are the same as the <u>production</u> environment.*

URL	IP address	Port
mpush.paxstore.us api.paxstore.us auth.paxstore.us	13.224.34.94	444
	13.224.52.154	443
	13.226.10.188	443
	13.226.238.16	443
	13.226.41.238	443
	54.192.194.200	443
	54.192.49.144	443
	54.230.250.131	443
	99.84.246.4	443
	99.84.69.29	443
mpush1.paxstore.us	52.14.42.201	3000
mpush2.paxstore.us	3.23.55.207	3000

Merchant support

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

We're only one click away.

- Visit moneris.com/support and select your terminal to:
  - download additional copies of this guide and other resources
  - consult the ***Online Help*** for your terminal to discover all the options available and how to activate them
- Visit shop.moneris.com to purchase point-of-sale supplies and receipt paper
- Visit moneris.com/insights for business and payment news, trends, customer success stories, and quarterly reports & insights

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®. To access Merchant Direct, visit moneris.com, click **Login**, and select **Merchant Direct**.

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