



# Moneris<sup>®</sup> Go

# Integrated

## Getting Started Guide



Documentation Version: 1.0  
Documentation Date: September 1, 2023

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# Document Control

Rev.	Date	Summary of changes
1.0	1-September-2023	DX8000 Integrated GSG

# Introduction

The Moneris Go is a smart solution with cloud integration intended for your point-of-sale application. Key features include:

- PCI security for card entry (PCI PTS v5)
- Multiple card readers:
  - integrated magnetic stripe
  - integrated chip
  - digital wallet
  - embedded contactless reader
- Front camera (fixed focus, code scanning, 0.3MP)
- Rear camera (auto focus, flash, code scanning, 5MP)
- Cellular and Wi-Fi (2.4GHz band only)
- 5-inch HD IPS capacitive display
- Thermal receipt printer

Use this guide to:

- Set up the hardware
- Configure the application and communication settings
- Synchronize the terminal with the Moneris host
- Troubleshoot if needed

## Before getting started

Make sure you have received these items:

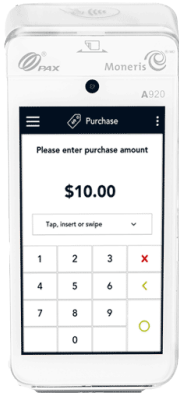

- Hardware
- A set of Moneris test cards  
*Note: Not applicable for production - QA only*
- Account credentials for test or production including:
  - Merchant ID
  - Terminal ID
- **Go Portal account for test or production (refer to Go Portal account creation). For National customers please refer to your Client Consultant.**


Environment	Account credentials
Test	<ul style="list-style-type: none"> <li>Merchant ID (MID) consisting of 13 numeric digits beginning with 0030</li> <li>Associated Store ID (alphanumeric, typically beginning with mogo- or gwca-)</li> <li>Terminal ID (TID) consisting of 8 characters beginning with A1</li> </ul>
Production	<ul style="list-style-type: none"> <li>Merchant ID (MID) consisting of 13 numeric digits beginning with 0030</li> <li>Associated Store ID (alphanumeric, typically beginning with mogo- or gwca-)</li> <li>Moneris terminal ID consisting of 8 characters beginning with A1</li> </ul>

If anything is missing, contact your Moneris Client Consultant for assistance with ordering equipment and setting up the related test account(s).

## Moneris Go hardware checklist

Make sure you have received all the hardware required to install the terminal.

Item	Description
	Integrated terminal
	USB Micro-B charging cable

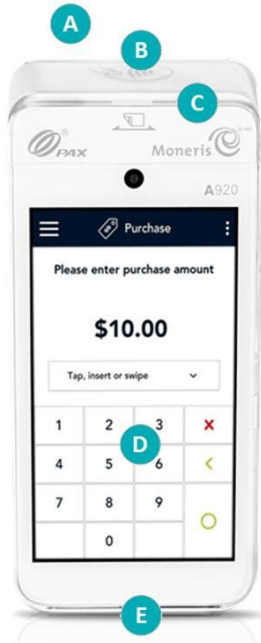
Item	Description
	Optional charging base

# Installing the Hardware

Get to know your Moneris Go terminal and follow steps to connect the charger or the optional charging base.

## Diagram of the front of the Moneris Go

Use this diagram to get familiar with the interfaces and ports located in the front of the Moneris Go.



Label	Hardware Element	Function
A	Printer	Prints receipts and reports.
B	Contactless reader	Reads card information when a card is <u>tapped</u> .
C	Magnetic stripe reader	Reads card information when a card is <u>swiped</u> .
D	Touch screen display	Displays information and allows you to enter information by touching the screen.
E	Chip card reader	Reads card information when a chip card is <u>inserted</u> .




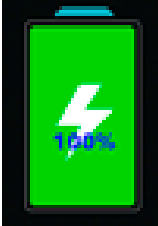
## Diagram of the back of the Moneris Go

Use this diagram to get familiar with the interfaces and ports located on the sides and back of the Moneris Go.




Label	Hardware Element	Function
F	Rear camera	Scans QR codes on a receipt to help you find a transaction to refund, void, or reprint receipts.
G	Metal contacts	Connect the terminal with the optional charging base





## Connecting the charger to the Moneris Go

	<ol style="list-style-type: none"><li>1. Un-fold the charging cable.</li></ol>
	<ol style="list-style-type: none"><li>2. Insert the USB Micro-B connector into the USB port on the left side of the terminal.</li></ol>
	<ol style="list-style-type: none"><li>3. Make sure the AC adaptor is connected to the other end of the charging cable. Plug the AC adaptor into a working electrical outlet on a power bar. <b>Note:</b> Use a power bar to avoid electrical surges.</li></ol>
	<ol style="list-style-type: none"><li>4. The terminal displays the charging screen.<ol style="list-style-type: none"><li>a. Wait for the battery icon to display the lightning bolt symbol. This indicates that the terminal is receiving power and the battery is charging.</li><li>b. Continue charging the terminal during the rest of the setup procedures.</li></ol></li></ol>

## Connecting the optional charging base to the Moneris Go

	<ol style="list-style-type: none"><li>1. Un-fold the charging cable.</li></ol>
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	<p>2. Insert the USB connector into the USB port in the back of the base.</p>
	<p>3. Make sure the AC adaptor is connected to the other end of the charging cable. Plug the AC adaptor into a working electrical outlet on a power bar.</p>
	<p>4. Dock the terminal on the base. Ensure that the metal contacts on the underside of the terminal fit securely over the leads prong on the base.</p>
	<p>5. The terminal displays the charging screen.</p> <ol style="list-style-type: none"> <li>Wait for the battery icon to display the lightning bolt symbol. This indicates that the terminal is receiving power and the battery is charging.</li> <li>Continue charging the terminal during the rest of the setup procedures.</li> </ol>

## Communication

To set up the Moneris Go, the terminal must have internet access and be able to communicate with Moneris. This is made possible through the included SIM and cellular capabilities. If you wish to use Wi-Fi to connect the Moneris Go to your network, you can do so during the application setup ([Configuring the Moneris application](#)). Please note, the Moneris Go supports only the 2.4GHz band for Wi-Fi.

### Preparing your firewall (Wi-Fi communication)

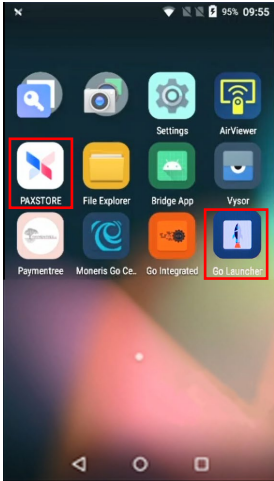
Please refer to [Merchant Network Readiness Checklist](#)



# Configuring the Moneris Go Integrated App

To use the Cloud or Direct integration mode, you need to download the Go Integrated application from the PAXSTORE. The Go Launcher application can be used to select a default Moneris application to launch on start up.

Follow each section below to download applications, configure the Integrated application (for Cloud or Direct) and to modify communication settings as needed.



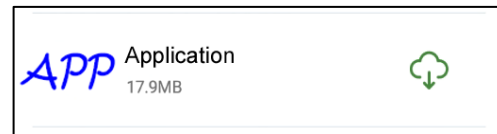
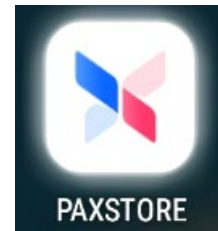
## Installing an application to your terminal

Follow the instructions below to install and launch your application choice on your terminal.

1. Tap on the **PAXSTORE** icon from the terminal home screen.

The PAXSTORE will launch and display all available applications.

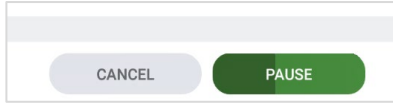
2. From the available applications, tap the application icon you wish to install.



3. Tap on **INSTALL** to begin the installation process.

It will take a few moments to complete the installation to your terminal.

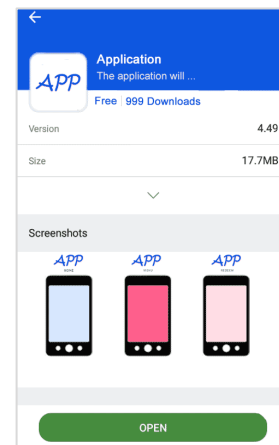
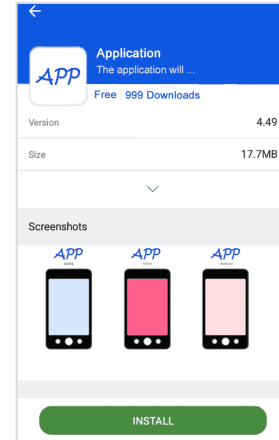
**Note:** Tap **CANCEL** to stop the installation process.



**Note:** The installed application icon will display on your home screen for future use.

4. Tap **OPEN** to launch the application.

**Note:** Once the application is installed on your terminal, it may launch automatically.

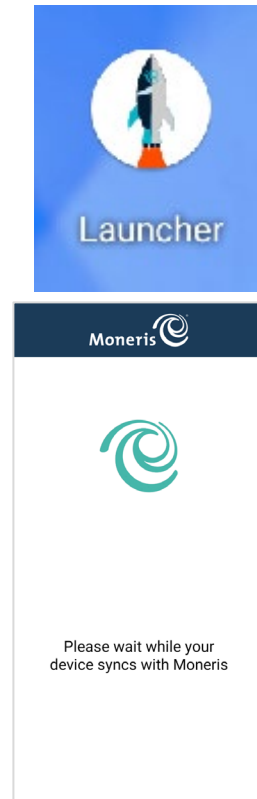


5. The new application is ready to use.

## Open the Launcher Application

Ensure the Go Integrated application is downloaded from the PAXSTORE.

1. From the main screen on your terminal, locate the Launcher icon.
2. Wait while the sync process on your Moneris Go terminal begins.
3. Proceed to next section Configure Cloud and Direct.



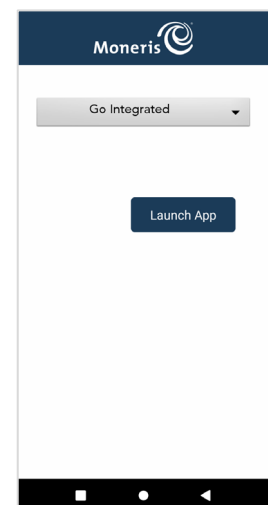
## Configure Cloud and Direct

The Launcher application will continue the sync process for a few seconds. Then the application is ready to continue.

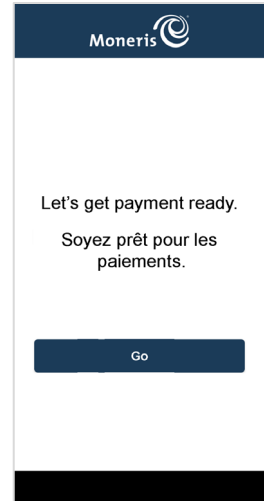
1. Select **Go Integrated** from the dropdown menu.

**Note:** *The default selection is Moneris Go.*

Tap **Launch App** to proceed.

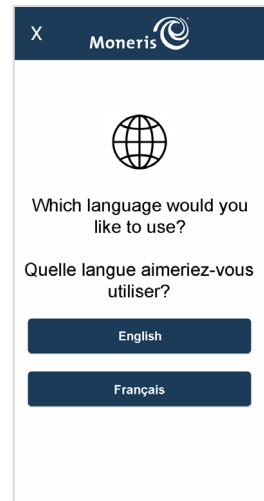


3. Tap **Go** to begin configuring your Moneris Go application.



4. Tap **English** or **Français** to select language for the initial integrated setup.

**Note:** *This screen is used (by the technician) to setup the language for the initial integrated setup only.*



5. Tap **English** or **Français** to select the language for the integrated Moneris Go Slim terminal to communicate with Moneris.

6. Select the communication settings:

- **Operational mode:** Choose between **Direct** or **Cloud**

**Note:** *The default option is Disabled.*

- **Direct** will display Port default value of 1180

**Note:** *An error message is displayed for an invalid Port number between 0 and 1179.*

- **Print to ECR:** Toggle between **On** or **Off**

**Note:** *Cardholder choice should be enabled in Receipts settings.*

- **On** will not print a physical receipt when cardholder selects print
- **Off** will print a physical receipt when cardholder selects print

**Note:** *The ECR will always receive transaction response.*

- **Wi-Fi:** Tap **Dynamic** or **Static IP Address** for ECR connection

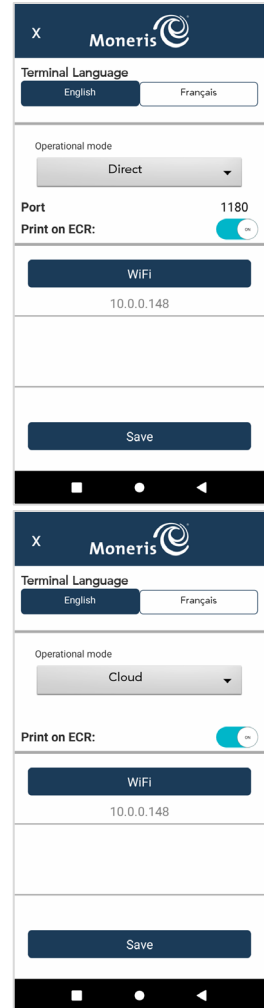
**Note:** *You may need to configure these features in the Android setup then return to this screen to continue.*

**Note:** *If terminal has internet connection, IP Address will be displayed below in green.*

- **Ethernet:** Tap **Dynamic** or **Static IP Address** for ECR connection

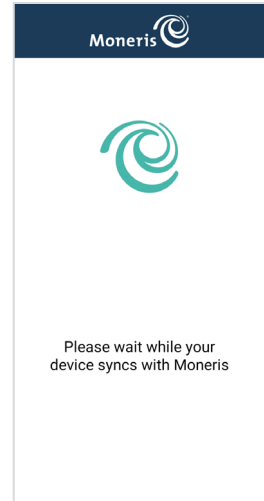
**Note:** *If terminal has internet connection, IP Address will be displayed below in green.*

Tap **Save** to accept the terminal language and integrated setup configuration.



7. Wait while the sync process begins to retrieve the Moneris Merchant ID.

**Note:** If the sync process is not successful, “Account not activated” message appears to contact Moneris support.



8. Tap on the **Merchant ID** field.

Enter your Merchant ID number received from TMS.

**Note:** 0030 is prepopulated in the field.

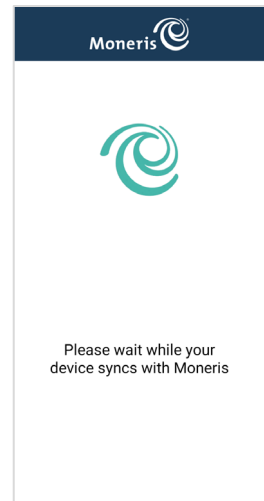
**Note:** You will have only three attempts to enter the Merchant ID.

Tap **OK** [0].



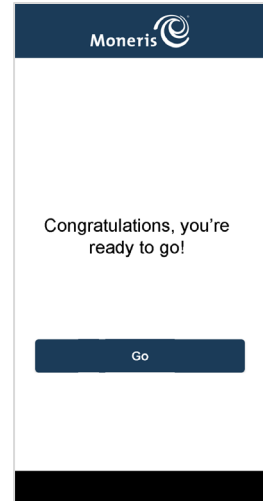
9. Wait while the sync process completes to sync with the Moneris host.

**Note:** If the sync process is not successful, “Sync with Moneris failed” message appears. Tap **Retry**, this will take you back to the communication settings.





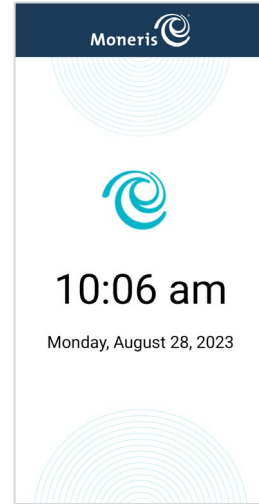
10. Tap **Go** to continue to the integrated mode idle screen.



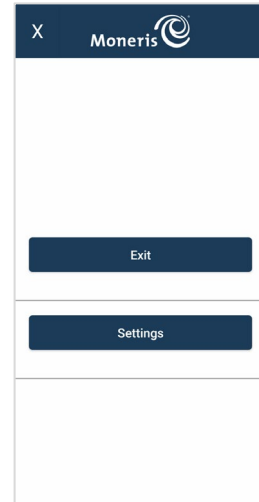
## Accessing Integrated app settings

Follow the instructions below to continue with the integrated mode.

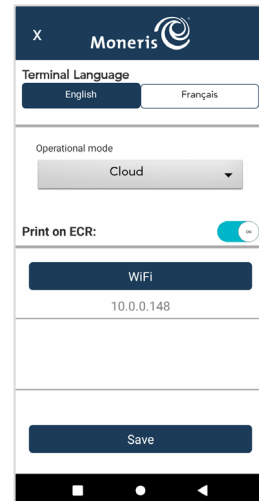
1. From the integrated mode idle screen, swipe inward from the left side of the screen to access settings.



2. Select **Settings** and enter the default passcode
  - a. For QA: 123456
  - b. For Production: 212324Note: passcodes will be modifiable in Go Portal in a future update



3. From this screen you can access the integrated app setup options to change your integration mode and more.



## Enabling Wi-Fi

This section explains how to enable Wi-Fi communication on the Moneris Go as part of the software configuration. It follows on from the communication settings in [step 6](#). When you tap Wi-Fi in the communication settings, the Android settings appear for Wi-Fi. You can now enable Wi-Fi and set up static IP if needed.

1. Swipe down from the top of the screen.  
You may need to swipe down again to see the full panel.
2. Tap the Wi-Fi network you want to connect to.  
The terminal displays a list of available Wi-Fi networks.
3. Tap **MORE SETTINGS** on the bottom of the terminal screen.
4. To configure a hidden network, follow these steps. Otherwise, skip to step 5.
  - a. Tap on the three dots on the top right corner of the screen.
  - b. Tap **Add network** from the list.
  - c. Tap on the **Network name** field and manually enter the network name you want to connect to.
  - d. Tap on the **Security** dropdown menu.
  - e. Tap on the applicable security type from the available options.
  - f. Tap on the **Password** field and enter the password.
  - g. Tap **SAVE**.
5. To access the Static IP settings, if necessary, follow these steps. Otherwise, skip to step 8.
  - a. Tap and hold on the Wi-Fi network of your choice until the popup appears.
  - b. Tap on **Modify network**.
  - c. Tap on the small box to place a checkmark for **Advanced options**.
  - d. Scroll down and tap on the **IP setting** dropdown menu.
  - e. Tap **Static**.
  - f. Tap **SAVE**.
6. Tap on the circle at the bottom of the screen to exit.

## Password rules

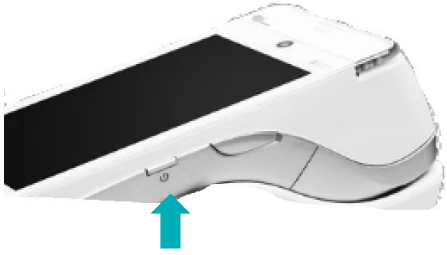
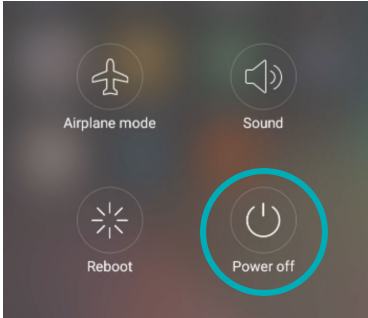
Follow these password rules to maintain the security of your device. Passwords that violate any of these rules will not be accepted by the Moneris application.

<b>Length</b>	8 to 16 characters
<b>Composition</b>	At least 1 number, 1 alpha character, and 1 non-alphanumeric character
<b>Repeating characters</b>	No more than two repeating characters. For example, 22 is acceptable but 222 is not.
<b>Avoid common sequences</b>	Avoid sequences like 123 or abc that are easy to guess. For example, 12 is acceptable but 123 is not. Ab is acceptable but abc is not.

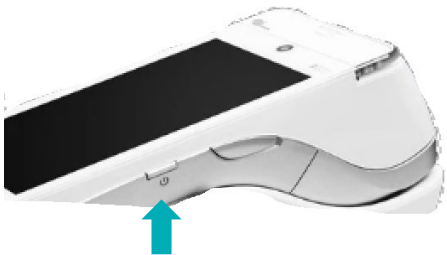
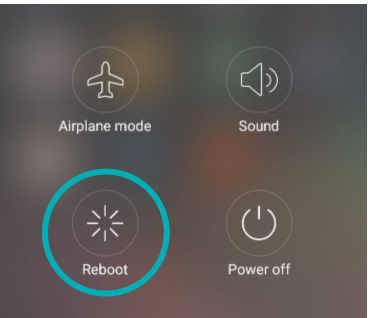
# Maintenance and Care

This section will provide you with instructions for terminal maintenance and care.

## Power off the terminal

 A photograph of a white handheld terminal. A blue arrow points to a small power button on the right side of the device.	<ol style="list-style-type: none"><li>1. Press and hold the &lt;Power&gt; button on the right side of the terminal for more than 2 seconds until the menu panel appears.</li></ol>
 A screenshot of the terminal's menu panel. It shows four icons: Airplane mode (airplane), Sound (speaker), Reboot (circular arrows), and Power off (power button). The Power off icon is circled in red.	<ol style="list-style-type: none"><li>1. Tap <b>Power off</b>. The Power off icon appears on its own.</li><li>2. Tap <b>Power off</b> again to confirm you want to shut down the terminal.</li><li>3. The terminal will turn off.</li></ol>

## Reboot the terminal

 A photograph of a white handheld terminal. A blue arrow points to a small power button on the right side of the device.	<ol style="list-style-type: none"><li>1. Press and hold the &lt;Power&gt; button on the right side of the terminal for more than 2 seconds until the menu panel appears.</li></ol>
 A screenshot of the terminal's menu panel. It shows four icons: Airplane mode (airplane), Sound (speaker), Reboot (circular arrows), and Power off (power button). The Reboot icon is circled in red.	<ol style="list-style-type: none"><li>2. Tap <b>Reboot</b>. The Reboot icon appears on its own.</li><li>3. Tap <b>Reboot</b> again to confirm you want to shut down and reboot the terminal.</li><li>4. The terminal will turn off and restart.</li></ol>

## 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

This section lists possible issues that may occur while setting up your Moneris Go terminal, together with suggested solutions.

Issue	Solution
Touch screen is slow or unresponsive	<ul style="list-style-type: none"> <li>▪ Ensure other electronic devices are away from the terminal.</li> <li>▪ Confirm that the surface of the screen is free from liquids.</li> <li>▪ If there is a protective film over the screen, remove it.</li> <li>▪ Check for any metallic objects touching the screen.</li> <li>▪ Check for any sources of magnetic waves near the device and move them further away.</li> </ul>
Connection issues. How to determine connection mode (4G or Wi-Fi)	<p>Swipe down from the top of the screen to view the status bar.</p> <p>The status bar shows :</p> <ul style="list-style-type: none"> <li>▪ connection mode (4G or Wi-Fi icon),</li> <li>▪ signal strength (if using Wi-Fi, ensure that your network signal is strong)</li> <li>▪ battery charge level (charge the battery as needed</li> <li>▪ review the <a href="#">IP Checklist</a></li> </ul>
Unable to swipe down further to view the full Android terminal settings (Wi-Fi, Bluetooth, screen brightness, etc)	<ol style="list-style-type: none"> <li>1. Exit from cloud integration mode.</li> <li>2. At the sign-in screen, swipe down from the top of the screen.</li> </ol>
Terminal begins 60 second countdown when placed in cloud mode	<p>The terminal is trying to communicate using cellular service, but the SIM card is missing or not properly seated.</p> <p>Contact Moneris for assistance.</p>
Wi-Fi issues (IP Checklist)	<p>Refer to firewall rules in the Moneris Go Integration guide Merchant Network Readiness Checklist</p> 

## Merchant and Integrator Support

To obtain support for the Moneris Go solution, follow these directions.

Situation	Directions
You are an integrator developing an integrated solution	Contact your assigned Client Consultant or Client Integration Specialist.
You are a Merchant configuring a third party application or POS software that connects to Go.	Contact your integration provider for any additional configuration steps.
You are a Merchant facing transaction or payment acceptance issues. Your transactions in Go Portal or Merchant Direct are not synchronized with your POS software.	Contact your integration provider for detailed transaction error information and support. Your integrator may request you contact Moneris for additional troubleshooting.
You are a Merchant facing transaction or payment acceptance issues. Your transactions are being declined by Moneris or the issuer.	Contact Moneris Customer Care toll-free at 1-866-319-7450.
You are a Merchant facing hardware technical issues.	Contact Moneris Customer Care toll-free at 1-866-319-7450.
You are a Merchant with settlement or billing issues.	Contact Moneris Customer Care toll-free at 1-866-319-7450.





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(September 2023)