



# Moneris® Go PIN Pad

## Getting Started Guide



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# Document control

Version	Date	Section	Summary of changes
1.0	July 23, 2024	All sections	Initial release

# Introduction

The Moneris Go PIN Pad is a smart PIN Pad solution intended for use with your integrated ECR point of sale application. Key features include:

- PCI security for card entry (PCI PTS 6.x SRED)
- Multiple card readers:
  - integrated magnetic stripe reader
  - integrated chip reader
  - embedded contactless reader
- Front-facing camera (0.3MP, terminal goes into sleep mode when no one is detected in camera view and awakes when the camera detects a person)
- 4-inch TFT display screen
- Environmental parameters:
  - 0°C ~ 50°C (32°F ~ 122°F) Operating Temperature
  - -20°C ~ 70°C (-4°F ~ 158°F) Storage Temperature
  - 5% ~ 93% Relative Humidity, Non-Condensing
- Wi-Fi (2.4GHz/5GHz) and Ethernet

## 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 A5</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 A5</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 PIN Pad box content

Make sure you have received all the hardware required to install the Moneris Go PIN Pad terminal.

The box includes:

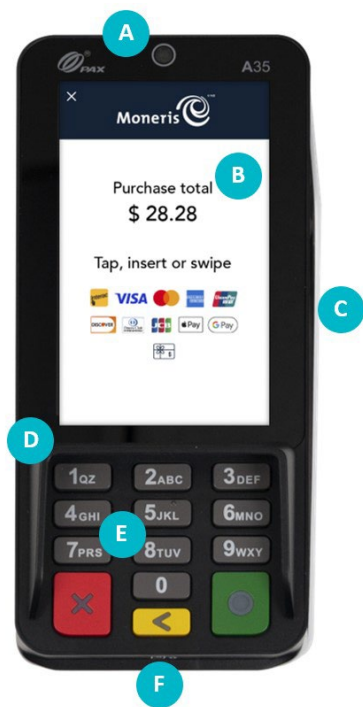
Item	Description
	A35 Terminal
	A35 Combo cable Type-C male to gigabit LAN + Type-C mother base: power input + communication (braided + aluminum shielding + magnetic ring) Length = 3 Metres
	USB-A to Type-C USB DC = 1 Metre
Quick Setup Guide available at:	Standard P5V/1A Power Supply, USB Type-A port, US plug <a href="https://pax.us/support">pax.us/support</a>

## Installing the hardware

Get to know your Moneris Go PIN Pad terminal and follow steps to connect the power cable and to your network.

### Diagram of the front of the Moneris Go PIN Pad

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



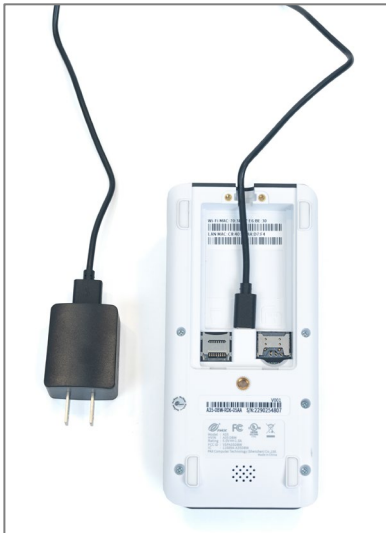
Label	Hardware Element	Function
A	Camera	Activates when motion is sensed
B	Contactless reader	Reads card information when a card is tapped.
C	Magnetic stripe reader	Reads card information when a card is swiped.
D	Privacy shield	Ensures you to enter information with privacy.
E	Keypad	Allows you to press on keypad to input information.
F	Chip card reader	Reads card information when a chip card is inserted.
	Anti-theft	Allows you to insert a lock to prevent theft. Located beside the cord opening at the top. <b>Note:</b> <i>Anti-theft hardware not included.</i>

## Connecting the Moneris Go PIN Pad

The terminal's power supply is connected using the communication cable provided via USB outlet located under the battery plate.



1. Use a screwdriver to remove the two screws located at the top of the plate.



2. Insert the USB C cable into the USB C outlet on the terminal. Make sure the wire is placed securely in the guides located near the exit, at the top of the terminal.



3. Replace the battery plate and screws securely using a screwdriver. Ensure the other end of the cable is securely plugged into the DC adapter.

**Note:** Your terminal is now ready to be used by plugging it into an electrical outlet.



## Connecting the Moneris Go PIN Pad to your network

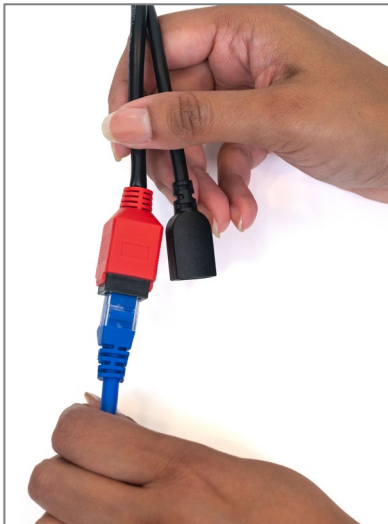
To set up the Moneris Go PIN Pad, the terminal must be able to communicate with the Moneris host by Wi-Fi or Ethernet. If you want to use Wi-Fi to connect the Moneris Go PIN Pad to your network, you can do so during the application setup ([Configuring the Moneris Go Integrated App](#)).

### Installing the Ethernet cable



**Note:** An external Ethernet cable is not included.

1. Connect the power and network cable to the terminal by connecting the USB C cable to the USB C outlet on the terminal, located under the back battery plate.



2. Connect your Ethernet cable to the Ethernet outlet attached to the power and network cable.



3. Connect the other end of the Ethernet cable to your network router or switch.



4. Connect the USB C and DC power adapter to the USB C female port on the network and power cable.



5. Plug the other end of the power cable into a working power outlet.

# Communication

The Moneris Go PIN Pad can communicate with the Moneris host using these 2 methods. Both require Internet access:

- Wi-Fi (2.4GHz or 5GHz)
- Ethernet (connected through the network and power cable)

By default the Moneris Go PIN Pad uses dynamic IPs. For static IP, please refer to the next section called Preparing your firewall.

## Preparing your firewall (Wi-Fi and Ethernet connection)

Please refer to Merchant Network Readiness Checklist to ensure proper firewall exemptions are in place for terminal communication

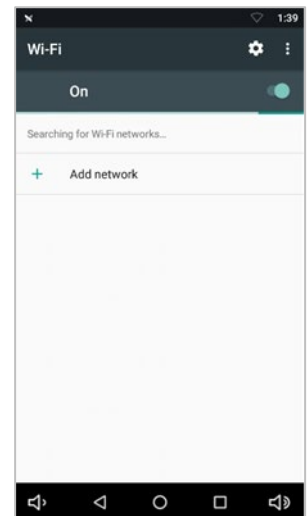


## Enabling Wi-Fi

This section explains how to enable Wi-Fi communication on the Moneris Go PIN Pad as part of the software configuration. 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.

**Note:** If you wish to enable static IP for Wi-Fi, you must do so at the same time you connect to your Wi-Fi network.

1. Tap the **Wi-Fi** toggle to turn it on.  
The terminal searches for and displays a list of available Wi-Fi networks.
2. Tap the Wi-Fi network you want to connect to. Your ECR must be on the same network.
3. Enter the Wi-Fi password.
4. To configure static IP, follow these steps. Otherwise, skip to step 5.
  - a. Tap **Advanced options** and scroll down.
  - b. Tap **DHCP** and choose **Static** instead.
  - c. Enter the **static IP address**, **gateway IP address**, **DNS IP address**, and network prefix.

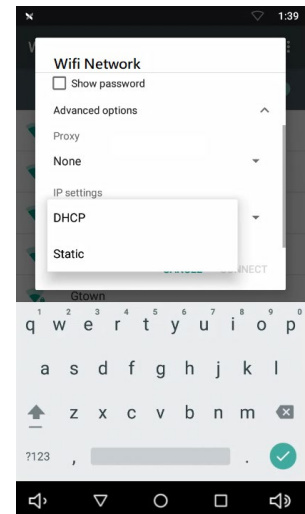


5. Tap **Connect**.

**Note:** If you are setting up Wi-Fi in response to the “Sync with Moneris failed” message, tap the back button in the navigation bar at the bottom of the screen to return to the setup steps.

**Note:** If you selected static IP, you must reset the terminal for the static IP configuration to take effect. Perform the reset at the end of the application configuration and before syncing with Moneris from your ECR.

**Note:** When changing from dynamic IP to static IP after initial Wi-Fi setup, you must tell the terminal to “forget” the Wi-Fi network and then repeat the steps above.



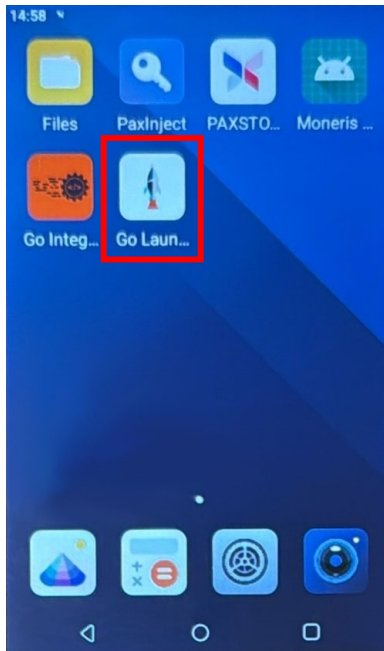
## Configuring static IP for Ethernet

This section explains how to enable static IP for Ethernet on the Moneris Go PIN Pad as part of the software configuration. When you tap Ethernet in the communication settings, the Android settings appear for Ethernet networking. You can now set up static IP if needed.

1. Scroll down and tap **Ethernet IP mode**.
2. Tap **Static**.
3. Enter the **static IP address**, **gateway IP address**, **DNS IP address**, **subnet mask**, and any other required settings.
4. Tap **Connect**.
5. Reset the terminal by following the steps under section reset the terminal. This must be done to complete the change from dynamic IP to static IP.

## Configuring the Moneris Go Integrated App

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



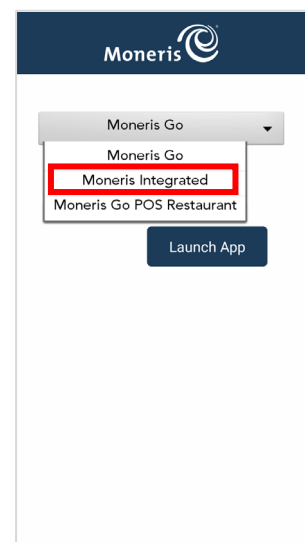
## Access Integrated app settings and configure Cloud and Direct

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

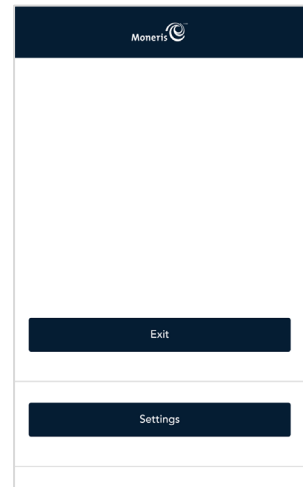
1. Select **Moneris Integrated** from the dropdown menu.

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

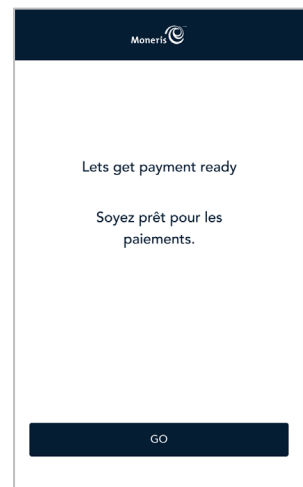
Tap **Launch App** to proceed.



2. Tap **Settings**.

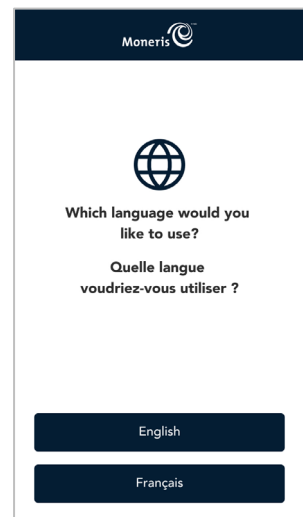


3. Tap **GO** to begin configuring your Moneris Go application.



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 PIN Pad terminal to communicate with Moneris.

6. Select the communication settings:

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

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

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

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

**Note:** An error message is displayed if an Operational mode is not selected.

- **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:** The Ethernet button is only displayed if the device and/or hardware supports Ethernet connectivity.

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

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

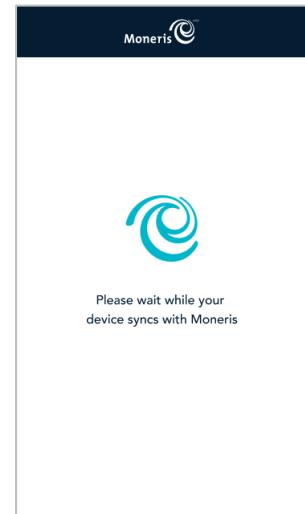
The screenshot shows the Moneris Go PIN Pad terminal configuration screen. At the top, there's a header with the Moneris logo. Below it, the 'Terminal Language' section has two buttons: 'English' (selected) and 'French'. The 'Operational Mode' section has a dropdown menu currently showing a blank option. The 'Port' field is set to 1180. There are two buttons for network connectivity: 'Wifi' and 'Ethernet'. At the bottom, there is a 'Save' button.

This screenshot shows the configuration screen with 'Direct' selected in the 'Operational Mode' dropdown. The 'Port' field remains at 1180. The 'Wifi' button is now active and displays the IP address '192.168.1.250' in green text below it. The 'Ethernet' button is also visible. A 'Save' button is at the bottom.

This screenshot shows the configuration screen with 'Cloud' selected in the 'Operational Mode' dropdown. The 'Port' field is still 1180. The 'Wifi' button is active and shows the IP address '192.168.1.250' in green. The 'Ethernet' button is also present. A 'Save' button is at the bottom.

- 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.



- 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.

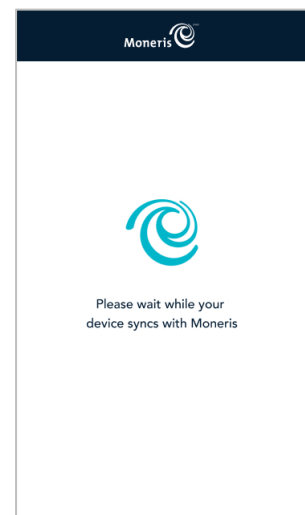
Tap **OK** [O].

A screenshot of a mobile application interface for entering a Merchant ID. At the top is a dark blue header with the Moneris logo. Below the header, the text "Please enter your Merchant ID" is followed by a blue information icon. A text input field contains the value "0030". Below the input field is a numeric keypad with four columns. The first three columns contain digits 1-9 and 0. The fourth column contains a red 'X' icon, a yellow left arrow icon, and a green circle icon.

1	2	3	✖
4	5	6	⬅
7	8	9	◯
	0		

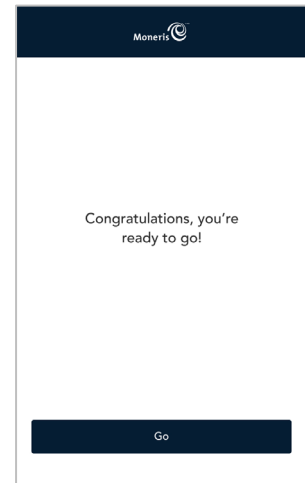
- Wait while the sync process completes to sync with the Moneris host.

**Note:** If the sync process is not successful, “Sync with Moneris failed” message appears. Tap **Retry**, or you may need to contact Moneris support.

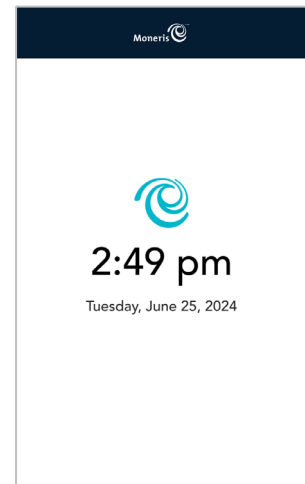




11. Tap **Go** to continue.

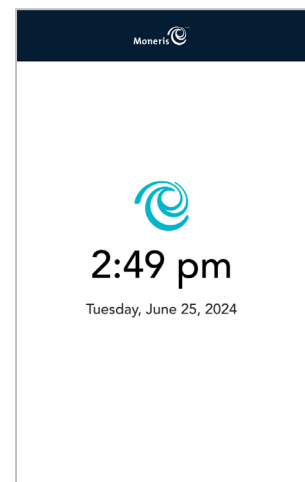


12. The integrated mode idle screen will appear.



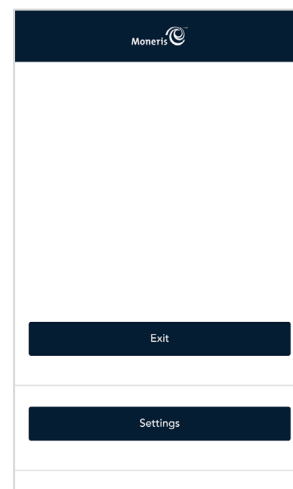
## Exit the Integrated app

1. From the idle screen, swipe from left to right.



2. Tap **Exit**.

The home screen will display.



## Maintenance and Care

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

### Power off the terminal

The Moneris Go PIN Pad does not have a power button.



To power off the Moneris Go PIN Pad:

1. Unplug the power cable from the electrical outlet.

### Reset the terminal

The Moneris Go PIN Pad does not have a power button.



To reset the Moneris Go PIN Pad:

1. Press and hold the 'X' (red) and 'O' (green) buttons together for 5-8 seconds and the terminal will reset.

## 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 PIN Pad together with suggested solutions.

Issue	Solution
Touch screen is slow or unresponsive	<ul style="list-style-type: none"><li>▪ Ensure other electronic terminals 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 terminal and move them further away.</li></ul>
Connection issues. How to determine connection mode (4G or Wi-Fi)	Swipe down from the top of the screen to view the status bar. The status bar shows : <ul style="list-style-type: none"><li>▪ connection mode (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, 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	The terminal is trying to communicate using cellular service, but the SIM card is missing or not properly seated. Contact Moneris for assistance.
Wi-Fi issues (IP Checklist)	Refer to firewall rules in the Moneris Go Integration guide Merchant Network Readiness Checklist 

## 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.
For technical issues or billing support.	Contact Moneris Customer Care toll-free at 1-866-319-7450.



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MGo PIN Pad Integrated GSG (July 2024)