



Moneris[®] Go Plus

Integrated

Getting Started Guide



Documentation Version: 1.0.1

Documentation Date: December 15, 2023

Contents

- Document Control3**
- Introduction4**
 - Moneris Go Plus features4
 - Before getting started4
 - Moneris Go Plus hardware checklist5
- Installing the Hardware7**
 - Diagram of the front of the Moneris Go Plus7
 - Diagram of the back of the Moneris Go Plus.....7
 - Connecting the charger to the Moneris Go Plus.....8
 - Connecting the optional charging base to the Moneris Go Plus.....8
- Communication10**
 - Preparing your firewall (Wi-Fi communication)10
- Configuring the Moneris Go Plus Integrated App11**
 - Installing an application to your terminal.....11
 - Open the Launcher Application.....13
 - Configure Cloud and Direct13
 - Accessing Integrated app settings17
 - Enabling Wi-Fi19
 - Password rules19
- Setting up and using the Communication Base20**
 - Connect the power.....20
 - Connect the Ethernet cable20
 - Pair multiple terminals to one base25
- Maintenance and Care.....29**
 - Power off the terminal29
 - Restart the terminal29
 - Terminal Care and Cleaning30
- Troubleshooting31**
- Merchant and Integrator Support.....32**

Document Control

Rev.	Date	Summary of changes
1.0	September 21, 2023	Moneris Go Plus Integrated Getting Started Guide
1.1	December 15, 2023	Introduction: added App to App Integration
		Configuring the Moneris Go Integrated App: added App to App Integration

Introduction

The Moneris Go Plus is a smart solution with App to App Integration, Cloud Integration, Direct Integration intended for your point of sale application.

Use this guide to:

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

Moneris Go Plus features

Key features include:

- PCI security for card entry (PCI PTS v6)
- Multiple card readers:
 - integrated magnetic stripe
 - integrated chip
 - digital wallet
 - embedded contactless reader
- Front camera (fixed focus, code scanning, 2MP)
- Rear camera (auto focus, flash, code scanning, 8MP)
- 6-inch colour/capacitive multi-touch
- Thermal receipt printer

Before getting started

Make sure you have received these items:

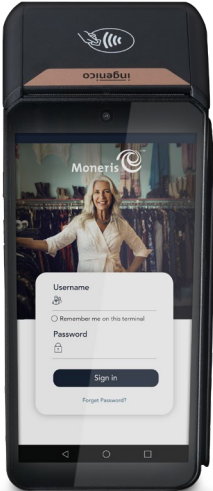

- Hardware
- A set of Moneris test cards
Note: *Not applicable for production - QA*
- Account credentials for test or production including:
 - Merchant ID
 - Terminal ID
- **Go Portal account for test or production (refer to Go Portal account creation). For National customers please refer to your Client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

Environment	Account credentials
Test	<ul style="list-style-type: none"> Merchant ID (MID) consisting of 13 numeric digits beginning with 0030. Terminal ID (TID) consisting of 8 characters beginning with A2.
Production	<ul style="list-style-type: none"> Merchant ID (MID) consisting of 13 numeric digits beginning with 0030. Moneris terminal ID consisting of 8 characters beginning with A2.

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

Moneris Go Plus hardware checklist

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

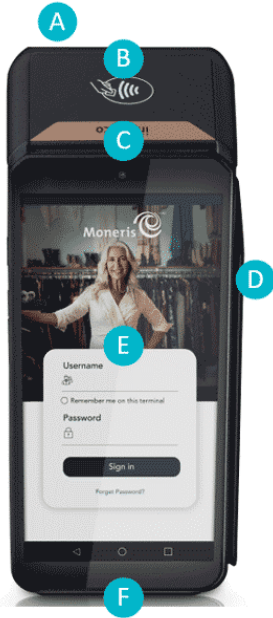
Item	Description
	Integrated terminal
	USB Type-C charging cable and AC Adapter

Item	Description
	Charging base

Installing the Hardware

Diagram of the front of the Moneris Go Plus

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



Label	Hardware Element	Function
A	Printer	Prints receipts and reports.
B	Contactless reader	Reads card information when a card is tapped.
C	Front camera	Scans QR codes on a receipt to help you find a transaction to refund, void, or reprint receipts.
D	Magnetic stripe reader	Reads card information when a card is swiped.
E	Touch screen display	Displays information and allows you to enter information by touching the screen.
F	Chip card reader	Reads card information when a chip card is inserted.





Diagram of the back of the Moneris Go Plus

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




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

Connecting the charger to the Moneris Go Plus

	<p>1. Unfold the charging cable.</p>
	<p>2. Insert the micro-USB connector into the USB port on the left side of the terminal.</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.</p> <p>Note: Use a power bar to avoid electrical surges.</p>
	<p>4. The terminal displays the charging screen.</p> <ul style="list-style-type: none">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.

Connecting the optional charging base to the Moneris Go Plus

	<p>5. Unfold the charging cable.</p>
---	--------------------------------------

	<p>6. Insert the USB connector into the USB port in the back of the base.</p>
	<p>7. Make sure the AC adaptor is connected to the other end of the charging cable. Plug the AC adaptor into a working electrical outlet.</p> <p>Note: Use a power bar to avoid electrical surges.</p>
	<p>8. Dock the terminal on the base. Ensure the terminal fits securely over the two prongs on the base.</p>
	<p>9. The terminal displays the charging screen.</p> <ol style="list-style-type: none"> 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.

Communication

To set up the Moneris Go Plus, 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 Plus to your network, you can do so during the application setup ([4.0 Configuring the Moneris application](#)).

Preparing your firewall (Wi-Fi communication)

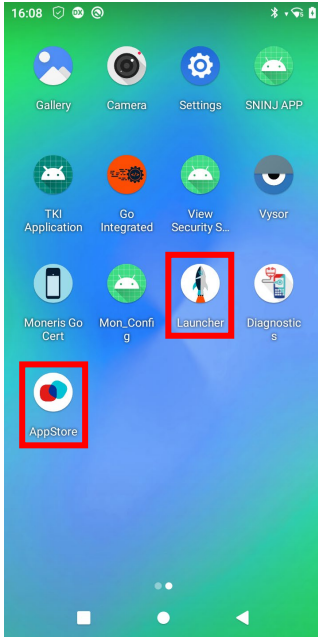
Please refer to [Merchant Network Readiness Checklist](#)



Configuring the Moneris Go Plus Integrated App

To use the App to App, Cloud or Direct integration mode, you need to download the Go Integrated application from the AppStore. 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 App to App, Cloud or Direct) and to modify communication settings as needed.



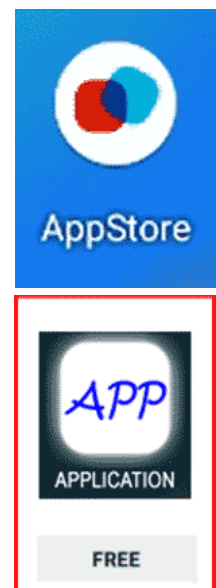
Installing an application to your terminal

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

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

The AppStore 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.

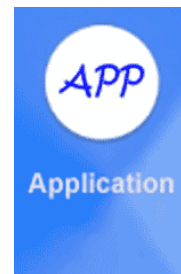
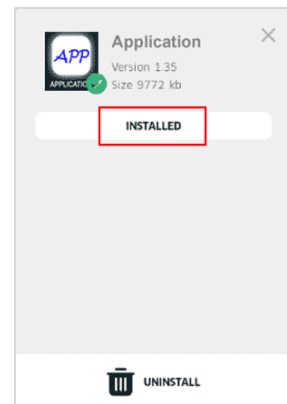
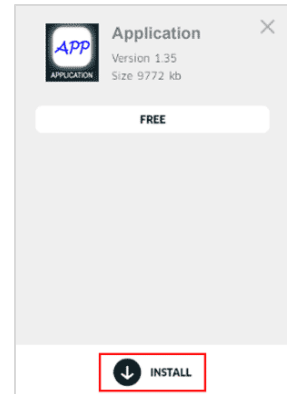
It will take a few moments to complete the installation to your terminal.

Once the application is installed, the screen will change the status to **INSTALLED** with a green check mark.

4. Tap on the **X** on the top right corner of the screen to exit the application.

The application icon is now available on your terminal home screen.

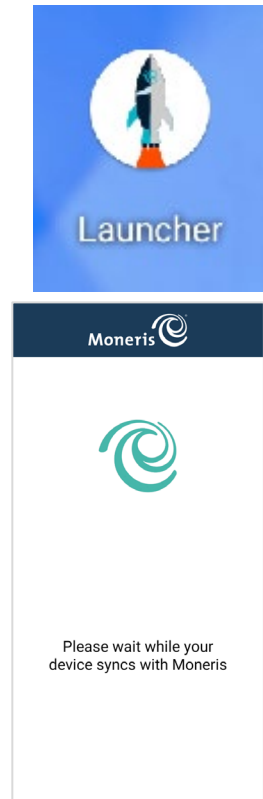
5. You will need to work with your application provider to obtain instructions on how to configure and use the application.



Open the Launcher Application

Ensure the Go Integrated application is downloaded from the AppStore.

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



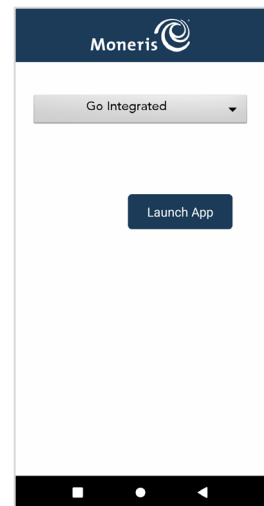
Configure Cloud and Direct

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

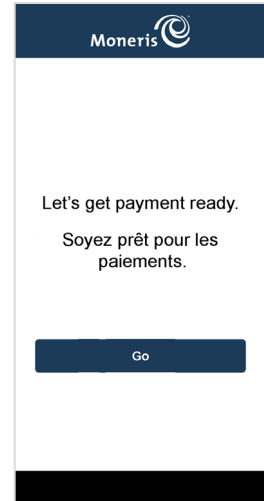
1. Select **Go Integrated** from the dropdown menu.

Note: *The default selection is Moneris Go.*

Tap **Launch App** to proceed.

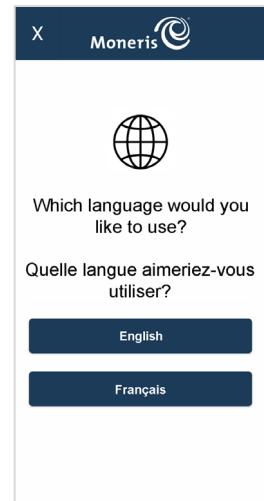


3. Tap **Go** to begin configuring your Moneris Go application.



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 Plus 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 on 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

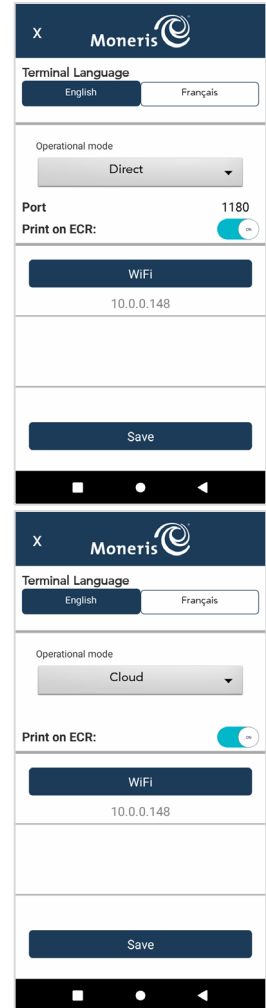
Note: *You may need to configure these features in the Android setup then return to this screen to continue.*

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.

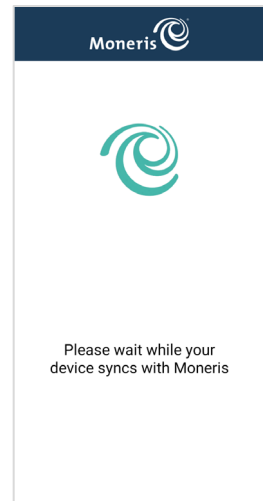
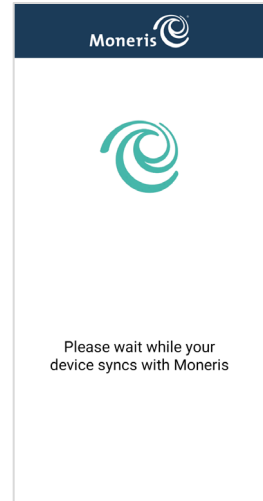
Note: 0030 is prepopulated in the field.

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

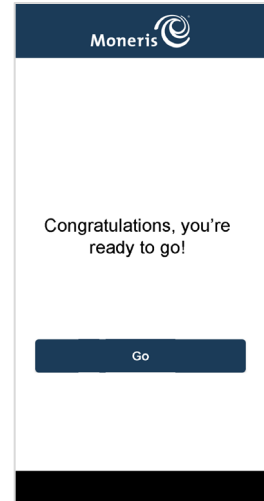
Tap **OK** [0].

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.



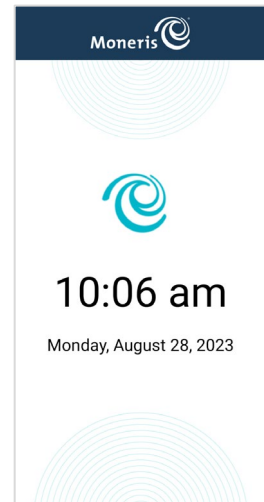
10. Tap **Go** to continue to the integrated mode idle screen.



Accessing Integrated app settings

Follow the instructions below to continue with the integrated mode.

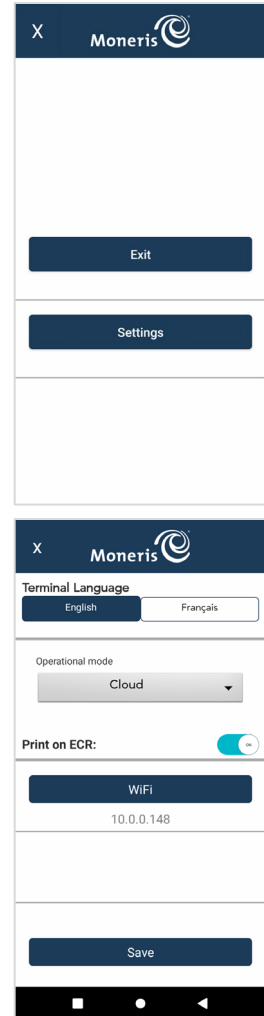
1. From the integrated mode idle screen, swipe inward from the left side of the screen to access settings.



2. Select **Settings** and enter the default passcode
 - a. For QA: 123456
 - b. For Production: 212324

Note: 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 Plus as part of the software configuration. It follows on from the communication settings in step 6 above. When you tap Wi-Fi in the communication settings, the Android settings appear for Wi-Fi.

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 a 16-character Wi-Fi password limit.*

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.

Length	8 to 16 characters
Composition	At least 1 number, 1 alpha character, and 1 non-alphanumeric character
Repeating characters	No more than two repeating characters. For example, 22 is acceptable but 222 is not.
Avoid common sequences	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.

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

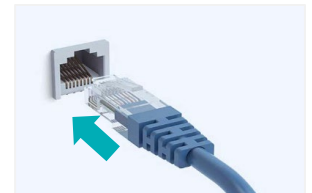
1. Uncoil your Ethernet cable; both ends of the cable will look the same.



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.



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.

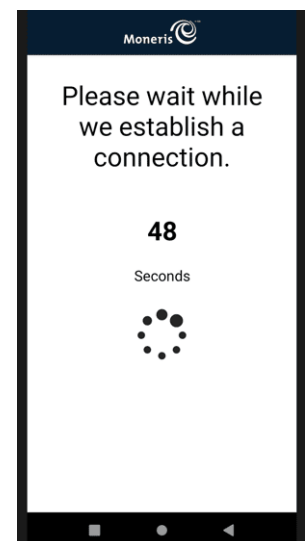
The terminal will continue to charge while on the base.

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.

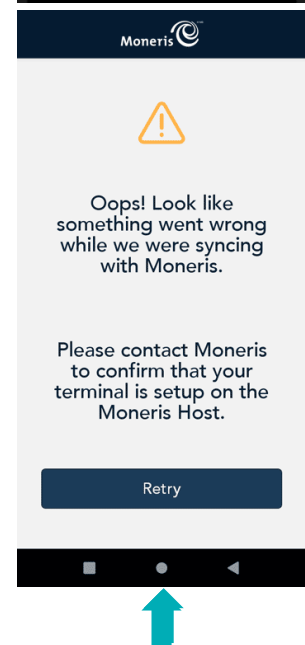
Note: This only applies if the terminal was powered off.



3. The "Oops!" message may appear.

Note: Message appears because there is no established connection.


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

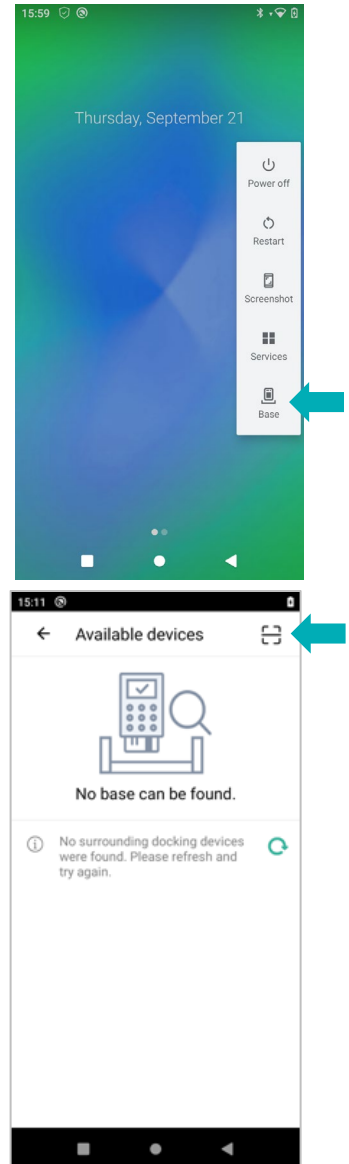


4. Press and hold the power button until you see the menu on the right side of the screen, then tap **Base**.

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.

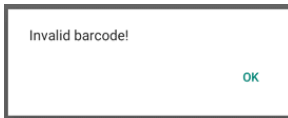


- The screen changes to camera mode, the “Please scan the QR code of base” message appears.

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

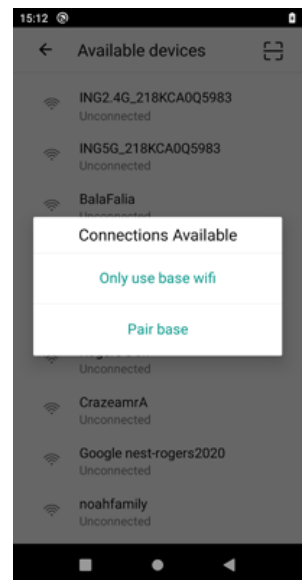
Scan the QR code using the terminal camera.

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.

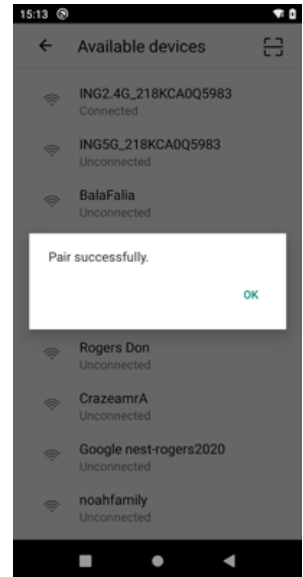


8. When the “Pair successfully” message appears, tap **OK**.

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

The base connectivity information screen appears.

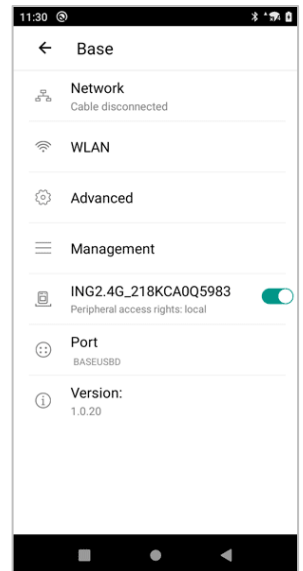
Note: Base may complete an update.



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.

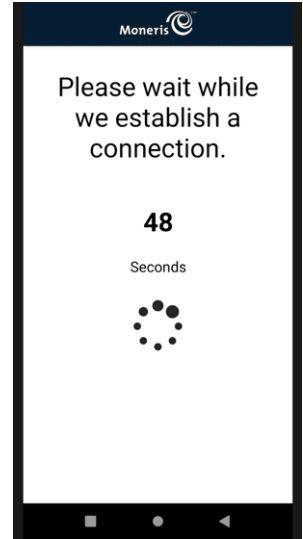


Pair multiple terminals to one base

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.

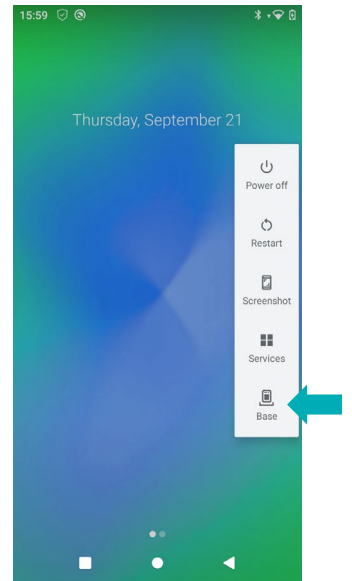
1. Press and hold the power button on the terminal for 3 seconds or until the terminal screen turns on.


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

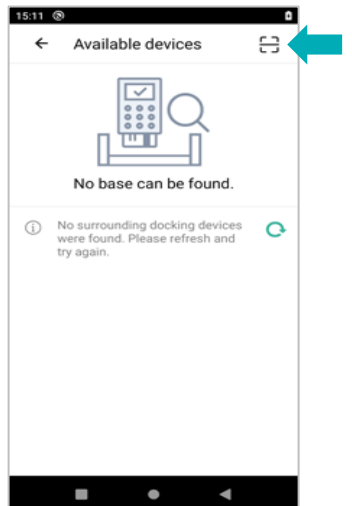


2. Press and hold the power button until you see the menu on the right side of the screen, then tap **Base**.

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.

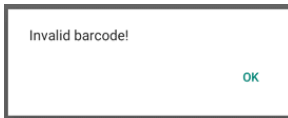


- The screen changes to camera mode, the “Please scan the QR code of base” message appears.

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

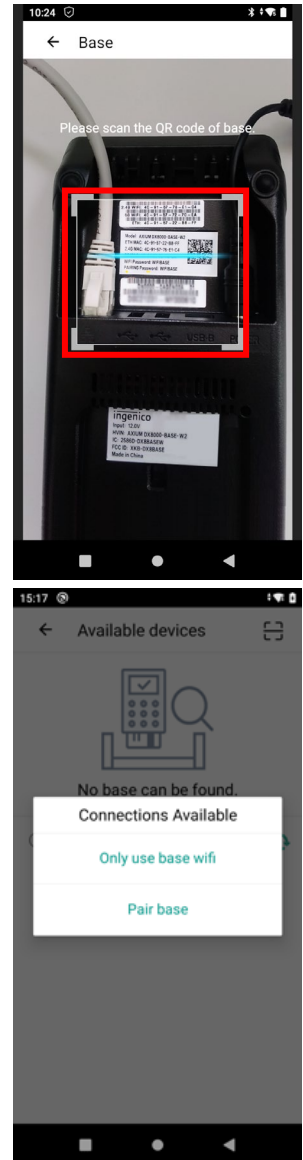
Scan the QR code using the terminal camera.

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



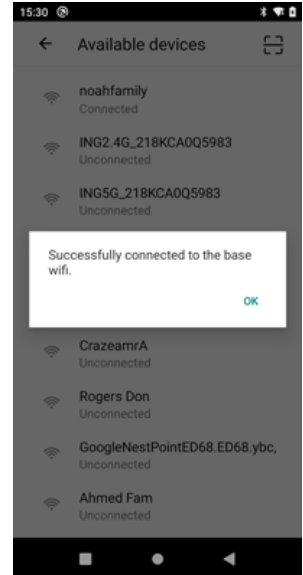
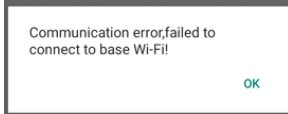
- When the “Connections Available” pop-up appears, tap **Only use base wifi**.

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**.


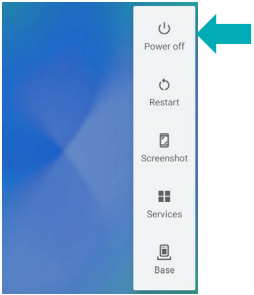
Note: *If the base Wi-Fi pairing was not successful, the following message will appear:*




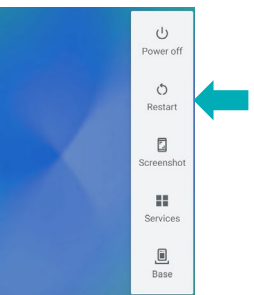
Maintenance and Care

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

Power off the terminal

	<ol style="list-style-type: none">1. Press and hold the <Power> button on the left side of the terminal for more than 2 seconds until the menu panel appears.
	<ol style="list-style-type: none">2. Press Power off.3. The terminal will turn off.

Restart the terminal

	<ol style="list-style-type: none">1. Press and hold the <Power> button on the left side of the terminal for more than 2 seconds until the menu panel appears.
	<ol style="list-style-type: none">2. Press Restart.3. The terminal will turn off and turn back on.

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 Plus terminal, together with suggested solutions.

Issue	Solution
Touch screen is slow or unresponsive	<ul style="list-style-type: none"> ▪ Ensure other electronic devices are away from the terminal. ▪ Confirm that the surface of the screen is free from liquids. ▪ If there is a protective film over the screen, remove it. ▪ Check for any metallic objects touching the screen. ▪ Check for any sources of magnetic waves near the device and move them further away.
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"> ▪ connection mode (4G or Wi-Fi icon), ▪ signal strength (if using Wi-Fi, ensure that your network signal is strong) ▪ battery charge level (charge the battery as needed) ▪ review the IP Checklist
Unable to swipe down further to view the full Android terminal settings (Wi-Fi, Bluetooth, screen brightness, etc)	<ol style="list-style-type: none"> 1. Exit from cloud integration mode. 2. At the sign-in screen, swipe down from the top of the screen.
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 Plus unattended 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.



NOTICE OF CONFIDENTIALITY. This document contains information that is the proprietary and confidential property of Moneris. The recipient agrees to maintain this information in confidence and not reproduce or otherwise disclose this information.

MONERIS, MONERIS BE PAYMENT READY & Design and MERCHANT DIRECT are registered trade-marks of Moneris Solutions Corporation. All other marks or registered trade-marks are the property of their respective owners.

© 2023 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 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) and the terms and conditions of your applicable agreement(s) for credit/debit processing or other services with Moneris Solutions Corporation for details.

(December 2023)