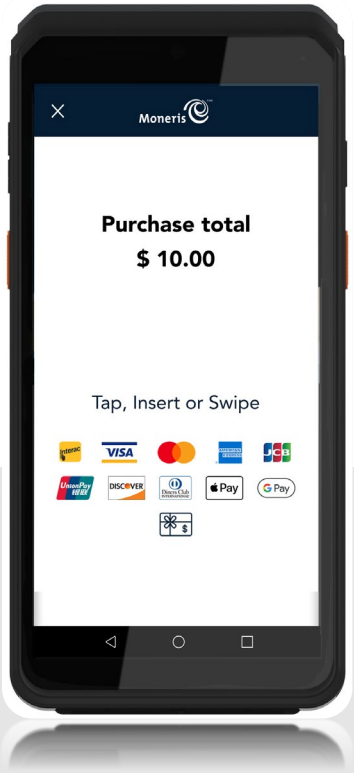
Moneris® Go Slim Integrated

Getting Started Guide



Documentation Version: 1.0.1

Documentation Date: April 30, 2024

Contents

Document Control 3

Introduction 4

- Moneris Go Slim features 4
- Before getting started 4
- Moneris Go Slim hardware checklist 5

Installing the Hardware 7

- Diagram of the front of the Moneris Go Slim 7
- Diagram of the sides and back of the Moneris Go Slim 8
- Connecting the charger to the Moneris Go Slim 9
- Connecting the optional charging base to the Moneris Go Slim 10

Communication 11

- Preparing your firewall (Wi-Fi communication) 11

Configuring the Moneris Go Integrated App 12

- Installing an application to your terminal 12
- Open the Launcher Application 14
- Configure Cloud and Direct 14
- Accessing Integrated app settings 18
- Enabling Wi-Fi 19
- Password rules 19

Maintenance and Care 20

- Power off the terminal 20
- Restart the terminal 20
- Terminal Care and Cleaning 21

Troubleshooting 22

Merchant and Integrator Support 23

Document Control

Rev.	Date	Summary of changes
1.0	1-September-2023	Moneris Go Slim Integrated: Getting Started Guide
1.0.1	April 30, 2024	Introduction: added App to App Integration
		Configuring the Moneris Go Integrated App: added App to App Integration

Introduction

The Moneris Go Slim 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
- Prepare your firewall
- Configure the application and communication settings
- Synchronize the terminal with the Moneris host
- Troubleshoot if needed

Moneris Go Slim features

Key features include:

- PCI security for card entry (PCI PTS v6)
- Multiple card readers:
  - magnetic card reader
  - smart card reader
  - NFS contactless reader
- Front camera (fixed focus, code scanning, 2MP)
- Rear camera (auto focus, flash, code scanning, 8MP)
- Cellular and Wi-Fi
- 6-inch colour/capacitive multi-touch

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	▪ Merchant ID (MID) consisiting of 13 numeric digits beginning with 0030. ▪ Terminal ID (TID) consisting of 8 characters beginning with A2.
Production	▪ Merchant ID (MID) consisiting 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 Slim hardware checklist

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

Note: *Optional charge base and accompanied cable are available upon rental.*

Item	Description
	Integrated Terminal
	USB Type-C Charging Cable
	AC Adapter

Item	Description
	Optional Charging Base (upon rental)
	USB Type-B Charging Cable (included with Changing Base rental)

Installing the Hardware

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

Note: *The optional charging base is available upon rental.*

Diagram of the front of the Moneris Go Slim

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

Label	Hardware Element	Function
1	LCD and Touch Screen	Displays information and allows you to enter information by touching the screen.
2	Front Camera	Scans QR codes on a receipt to help you find a transaction to refund, void, or reprint receipts.
3	Volume Keys	Changes the volume setting for the terminal.
4	Scan Key	Emits red laser beam to scans QR codes on a receipt to help you find a transaction to refund, void, or reprint receipts.
5	USB Type-C Connector	Connects the charging cable.
6	Smart Card Reader	Reads card information when a chip card is inserted

Diagram of the sides and back of the Moneris Go Slim

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

Label	Hardware Element	Function
7	Magnetic Card Reader	Reads card information when a card is swiped.
8	LEDs for Contactless Card	Lights up when tapping a contactless cad.
9	Lamp of Front Scanner	Emits red laser beam to scan.
10	Optical Scanner	Scans QR codes and QR codes on a receipt to help you find a transaction to refund, void, or reprint receipts.
11	Indicate LED of Front Scanner	Red LED beam will scan the bar code.
12	Speaker	Emits sounds from the terminal to be heard.
13	Contactless Reader	Reads card information when a card is tapped.
14	Rear Camera	Scans QR codes on a receipt to help you find a transaction to refund, void, or reprint receipts.

Label	Hardware Element	Function
16	Power Key	Turns the terminal on and off.
17	Scan Key	Red laser beam will emit to scans QR codes on a receipt to help you find a transaction to refund, void, or reprint receipts.
18	Base Charging Interface	Connects the terminal with the optional charging base.
19	Lanyard Hole	Used to attach a strap or loop to the terminal.

Connecting the charger to the Moneris Go Slim

	1. Locate the USB Type-A to USB Type-C charge wire.
	2. Plug the Type-C connector into the left side of the Moneris Go Slim terminal. (the small end)
	3. Plug the USB connector to the USB power source. (Alternatively, use the AC adaptor to connect into a working electrical outlet)

Connecting the optional charging base to the Moneris Go Slim

	1. Locate the USB Type-B charge wire.
	2. Plug the Type-B connector into the back of the Moneris Go Slim terminal charging base. (the square end)
	3. Plug the USB connector to the USB power source. (Alternatively, use the AC adaptor to connect into a working electrical outlet)

Communication

To set up the Moneris Go Slim, 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 Slim to your network, you can do so during the application setup (Configuring the Moneris application).

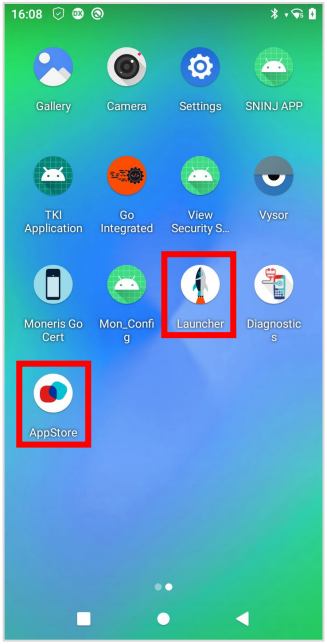
Preparing your firewall (Wi-Fi communication)

Please refer to Merchant Network Readiness Checklist

Configuring the Moneris Go 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.

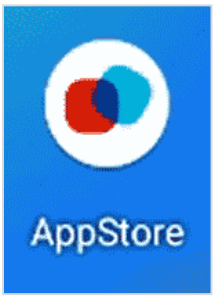


Installing an application to your terminal

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.

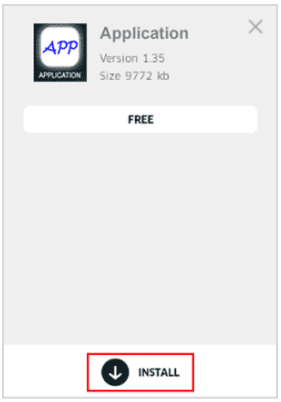


2. From the available applications, tap the application icon you wish to install.

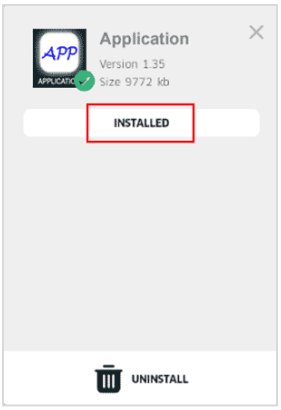
   Wait for the application to open on your terminal.

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.

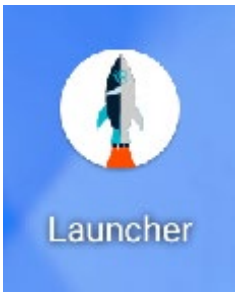
   The application icon is now available on your terminal home screen.

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

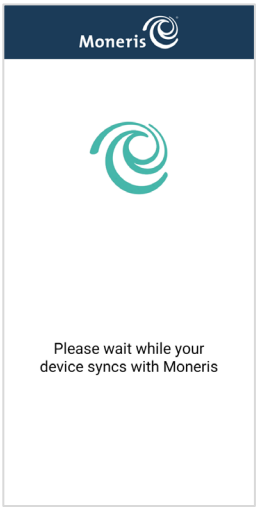
Open the Launcher Application

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 Slim terminal begins.



3. Proceed to next section Configure Cloud and Direct.

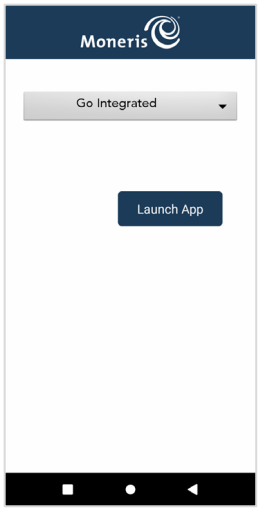
Configure Cloud and Direct

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

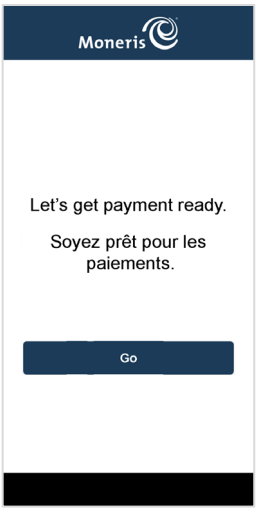
1. Select **Go Integrated** from the dropdown menu.

   Note: *The default selection is Moneris Go.*

   Tap **Launch App** to proceed.

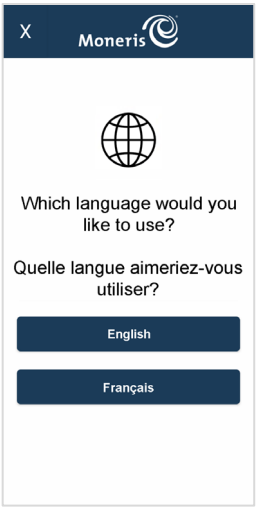


3. Tap **Go** to begin configuring your Moneris Go application.



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.*

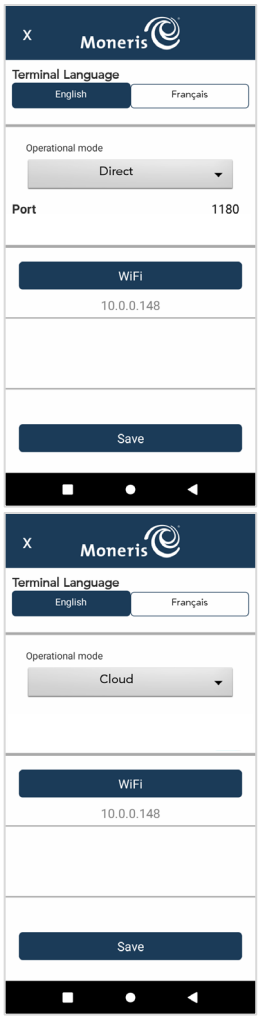
     - **Direct** will display Port default value of 1180

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

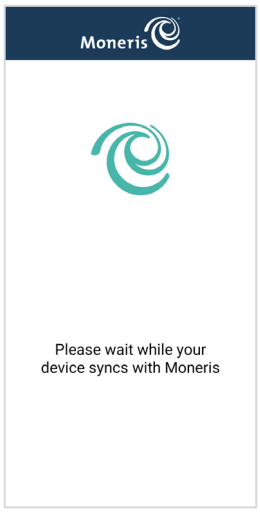
     Note: *If terminal has internet connection, IP Address will be displayed below in green.*

   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.*



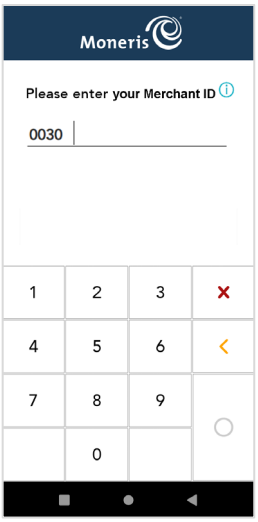
8. Tap on the **Merchant ID** field.

   Enter your Merchant ID number received from TMS.

   Note: *0030 is prepopulated in the field.*

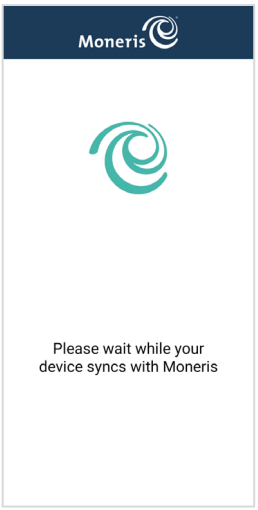
   Note: *You will have only three attempts to enter the Merchant ID.*

   Tap **OK** [**O**].

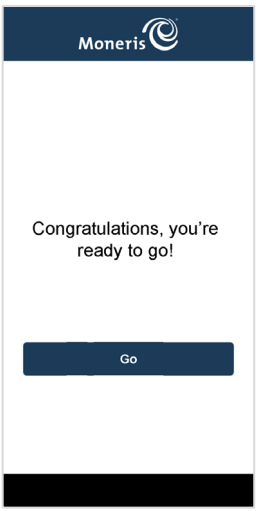


9. Wait while the sync process completes to sync with the Moneris host.

   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.*



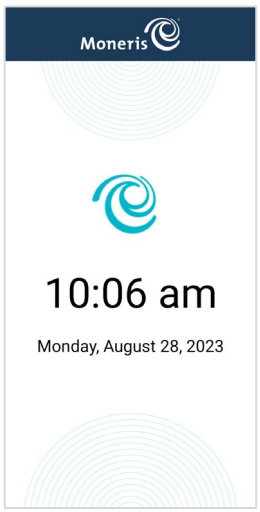
10. Tap **Go** to continue to the integrated mode idle screen.



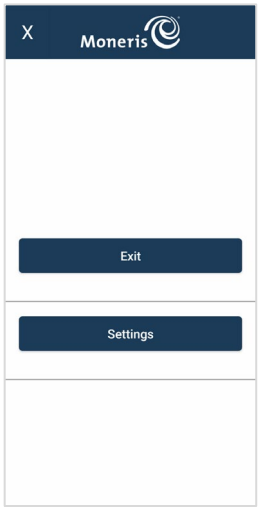
Accessing Integrated app settings

Follow the instructions below to continue with the integrated mode.

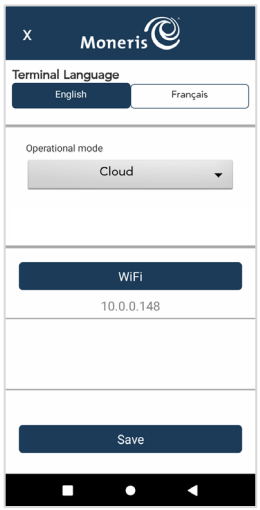
1. From the integrated mode idle screen, swipe inward from the left side of the screen to access settings.



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 Slim as part of the software configuration. It follows on from the communication settings in step 7. 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 to display the Android quick settings menu.
2. Tap the **Wi-Fi** toggle to turn it on.
3. Long press the **Wi-Fi** toggle to open the Android Wi-Fi settings. The device displays a list of available Wi-Fi networks.
4. Tap the Wi-Fi network you want to connect to.

   Note: *Tap **Forget** to deselect the current Wi-Fi network, then select the correct Wi-Fi network.*
5. Enter the password.
6. To configure static IP, follow these steps. Otherwise, skip to step 7.
   a. Scroll down to **IP settings.**
   b. Tap **DHCP** and select Static IP from the menu.
   c. Enter the **static IP**, **gateway IP address**, **DNS IP address** and any other required settings.
7. Tap **Connect.**

Password rules

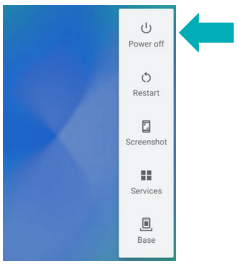
Follow these password rules to maintain the security of your device. Passwords that violate any of these rules will not be accepted by the Moneris application.

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.

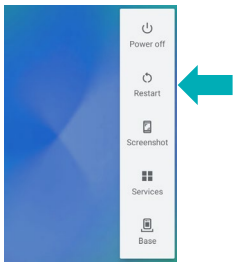
Maintenance and Care

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

Power off the terminal

	1. Press and hold the <Power> button on the right side of the terminal for more than 2 seconds until the menu panel appears.
	2. Press **Power off**. 3. The terminal will turn off.

Restart the terminal

	1. Press and hold the <Power> button on the right side of the terminal for more than 2 seconds until the menu panel appears.
	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 do the device.

Troubleshooting

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

Issue	Solution
Touch screen is slow or unresponsive	▪ Ensure other electronic devices are away from the terminal. ▪ First 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)	Swipe down from the top of the screen to view the status bar. The status bar shows: ▪ 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, Blue-tooth, screen brightness, etc)	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	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 Slim 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.

© 2024 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.

(April 2024)