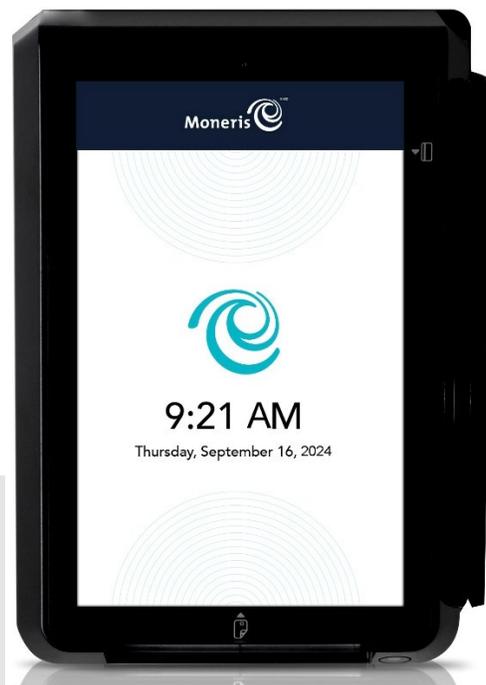




Moneris[®] Go

Unattended

Getting Started Guide



Documentation Version: 1.0
Documentation Date: July 23, 2024

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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 Unattended is a smart solution intended for use with your integrated ECR point of sale application. Key features include:

- PCI security for card entry (PCI PTS 5.x SRED)
- Multiple card readers:
 - integrated magnetic stripe reader
 - integrated chip reader
 - embedded contactless reader
- Front-facing camera (2MP) plus scanner (0.3MP)
- 5-inch TFT display / touch screen
- Environmental parameters:
 - -20°C ~ 70°C (-4°F ~ 158°F) Operating Temperature
 - -30°C ~ 70°C (-22°F ~ 158°F) Storage Temperature
 - 5% ~ 93% Relative Humidity, Non-Condensing
- Wi-Fi (2.4GHz/5GHz), Ethernet and Cellular (4G)

Use this guide to:

- Set up the hardware
- Configure the application and communication settings
- Synchronize the device 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 and production:
- **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 A3
Production	<ul style="list-style-type: none"> Merchant ID (MID) consisting of 13 numeric digits beginning with 0030 Moneris logical terminal ID consisting of 8 characters. Required to process refunds on the Moneris Go Portal

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

Moneris Go Unattended box content

Make sure you have received all the hardware required to install the Moneris Go Unattended.

The box includes:

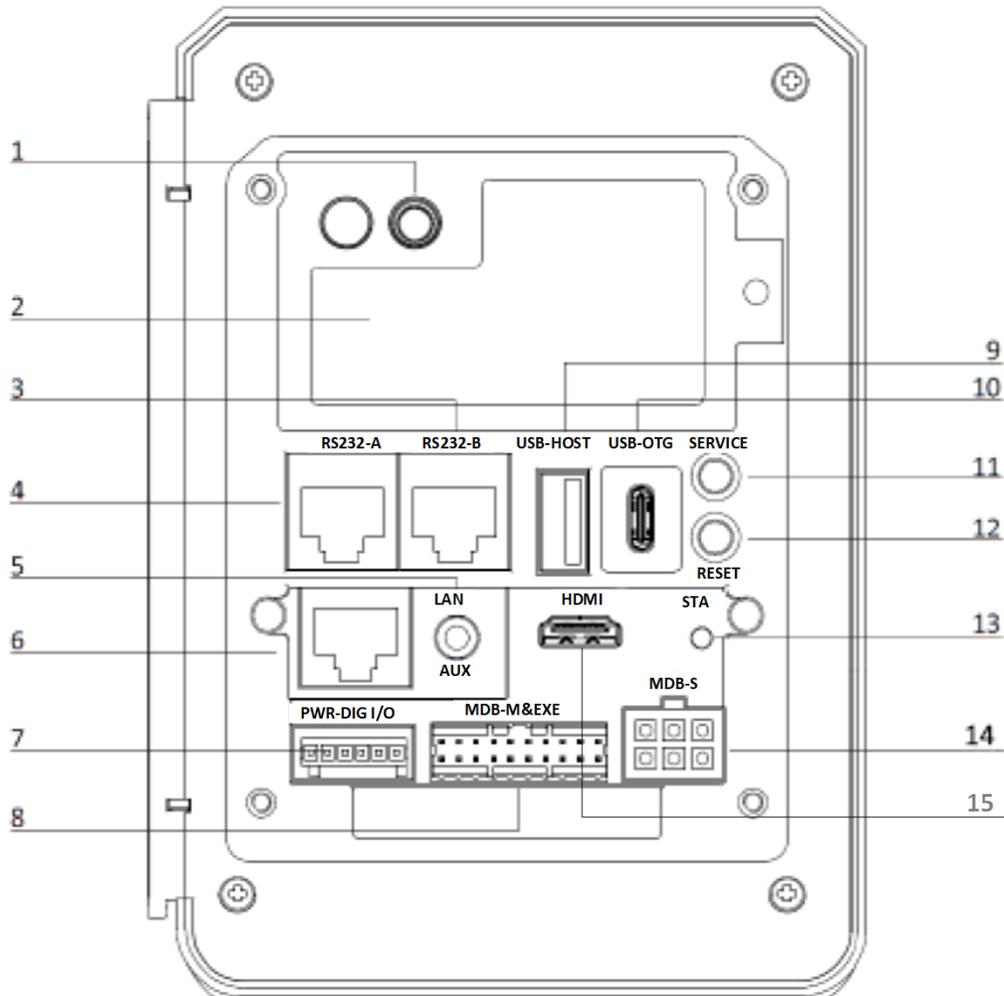
ITEM	DESCRIPTION
	IM30 card reader terminal
	Mounting bracket
ITEM	DESCRIPTION

 A black AC adaptor with a power cord and a connector cable. The adaptor has a label with technical specifications and safety warnings.	AC Adaptor
 A black power cable with a standard AC power plug on one end and a connector on the other.	Power cable
 A small plastic bag containing several metal nuts and screws used for mounting the device.	Nuts and screws for mounting

Installing the hardware

Diagram of the back of the Moneris Go Unattended

Use this diagram to get familiar with the interfaces and ports located in the back of the IM30.



1	Coaxial port (for optional cellular antenna)	9	USB type A port
2	Cellular comm module with SAM/SIM card slots	10	USB type C port
3	RS232-B (host)	11	Service button
4	RS232-A (device)	12	Reset button
5	Auxiliary port (microphone & speaker)	13	Status indicator LED
6	Ethernet port	14	MDB slave port
7	Digital IO port	15	HDMI port
8	Executive & MDB master port		

Connecting the Moneris Go Unattended power



1. Locate the AC adaptor.



2. Locate the power cable.



3. Connect the AC adaptor to the power cable.



4. Plug the power cable connector into the MDB slave port on the back of the IM30.



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

The IM30 will power on.



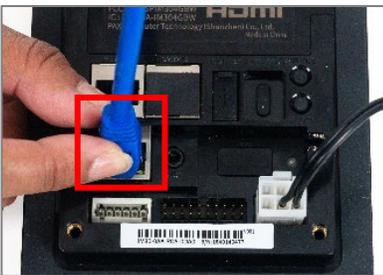
Connecting the Moneris Go Unattended to your network

To set up the IM30, the device must be able to communicate with the Moneris host by Ethernet or Wi-Fi.

Installing the Ethernet cable



1. Connect your Ethernet cable to the LAN port on the back of the IM30.



2. Connect the other end of the cable to the same Ethernet network infrastructure as your ECR.



Communication

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

- Wi-Fi (2.4GHz/5GHz) and Cellular (4G)
- Ethernet (connected through the network and power cable)

By default the Moneris Go Unattended uses dynamic IPs. For static IP, please refer to the section below.

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



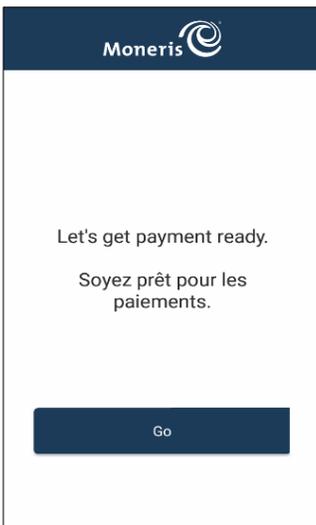
Configuring the Moneris Go application

The Moneris Go payment application will launch automatically when the Moneris Go Unattended is plugged in. Follow each section below to configure the application and to modify communication settings as needed.



1. The Moneris logo appears briefly while the application launches.
No action is required.

Note: *The Moneris Go app should launch automatically. If it doesn't, launch from the Android home screen by tapping the Go Launcher icon.*



2. Tap **Go** to begin set up.



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

Note: *If no selection is made, the terminal will time-out after 60 seconds and return to the “Let’s get payment ready.” screen.*



3. Review the settings and make changes if needed. The Moneris Go Unattended IP address appears below the network (Wi-Fi or Ethernet) that it is connected to.

Note: *If no selection is made, the terminal will time-out after 120 seconds and return to the “Let’s get payment ready.” screen.*

- **Integration method:** This is set to **Direct** since no other integrations methods are currently available.
- **Ethernet:** Tap Ethernet button to configure Ethernet (see screen below).
- **Wi-Fi:** Tap Wi-Fi button to configure Wi-Fi. Go to section [Enabling Wi-Fi](#) for additional steps.
- **Port:** The default port number is 1180. If you need to specify a different port number, tap the port number, then enter a new number.

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

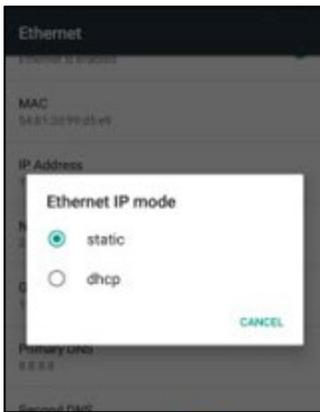


- Toggle to enable Ethernet connectivity (button will turn from grey to green).

Note: The default IP mode is DHCP or Dynamic.

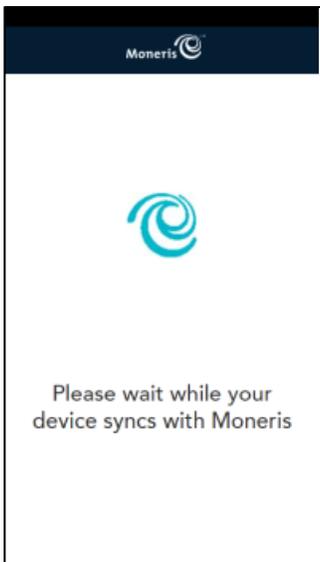
- To switch from Dynamic to Static, scroll down and tap **Ethernet IP mode**.

Note: To return to the screen above, tap the button found on the navigation bar, at the bottom of the screen  .



- Tap **Static**.
- Enter the **static IP address, gateway IP address, DNS IP address, subnet mask** and any other required settings.
- Tap **Connect**.
- Tap **Save** to complete the integration method and communication configuration.

Note: Refer to further details under Section [Enabling Wi-Fi](#).



- Wait while the Moneris Go Unattended syncs with Moneris.

Note: If Sync with Moneris is successful, the Sync complete pop-up screen will appear, allowing you to skip to step 12:

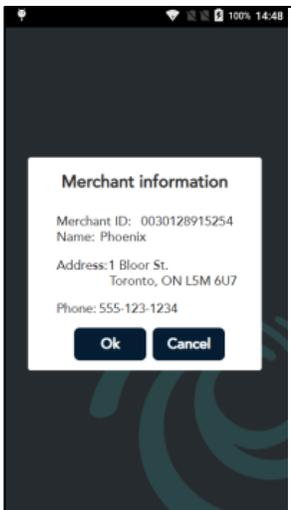




Note: If Sync with Moneris is unsuccessful, a pop-up error message will appear.

11. To resolve, tap **Retry** to access Communication Settings (step 4 above) and attempt to sync once more.

Note: If the Sync is still unsuccessful, troubleshoot by checking the configuration of the device by verifying the device's network settings.



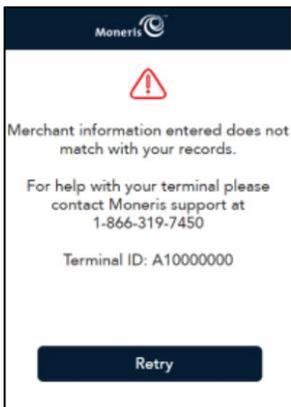
12. Verify that the Merchant ID and address information shown on screen is correct.

- If the information is incorrect, the device may be at the wrong location, or there is an error in the device's profile.
- If the device is at the correct location, contact Moneris to update the device profile, and tap **Cancel**.

For contact information, refer to [Merchant and Integrator support](#).

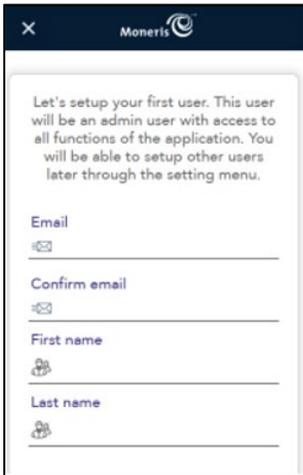
13. If the information is correct, tap **Ok** and skip to step 17.

Note: If no selection is made, the terminal will time-out after 120 seconds and will go to step 14 below.



14. Tap **Retry** to re-attempt the sync.

Note: For first time users, you will need to set up your first/admin user and your security credentials.



15. Tap each field to enter your email address, first name, last name, and password (see notes below). Use the touch screen to scroll down to view the rest of the screen, as shown below.



Note: Tap the **x** in the top left-hand corner of the screen to return to the “Let’s get payment ready” screen. If no selection is made after 5 minutes, the terminal will time-out after and return to the “Let’s get payment ready” screen.

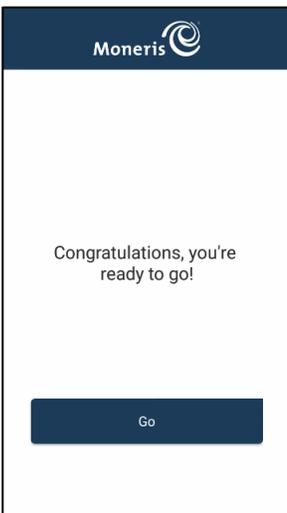
16. Tap **Next**.

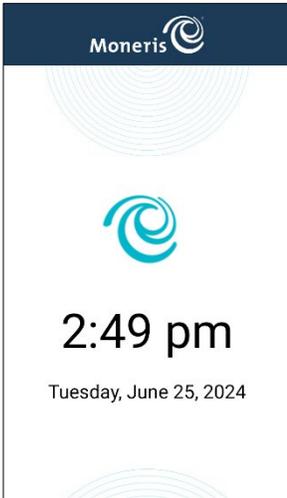
Note: Passwords must meet certain rules to be accepted. For more information, go to [Password rules](#).

Note: If your user ID exists already, the application will skip this step for additional Moneris Go Unattended devices.

17. Tap **Go** to complete setup.

The Moneris Go Unattended configuration is complete.





4. The integrated mode idle screen will appear.

From your ECR, send the “Sync with Moneris” command (refer to the Moneris Go API integration specification if needed). After successfully syncing with Moneris, your device is ready to receive transaction processing requests from your ECR.

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.

Configuring static IP for Ethernet

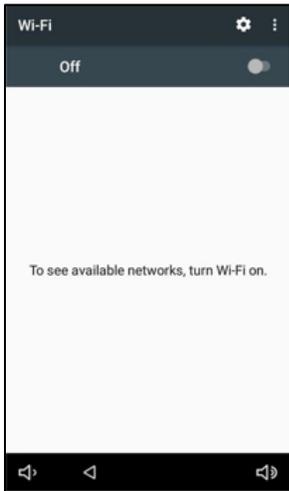
This section explains how to enable static IP for Ethernet on the Moneris Go Unattended as part of the software configuration. It follows on from the communication [settings](#). When you tap Ethernet in the communication settings, the Android settings appear for Ethernet networking. You can now set 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. Reboot the device by following the steps under section [Rebooting the Moneris Go Unattended](#). This must be done to complete the change from dynamic IP to static IP.

Enabling Wi-Fi

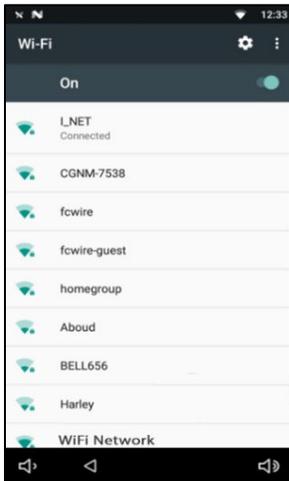
This section explains how to enable Wi-Fi communication on the Moneris Go Unattended as part of the software configuration. When you tap Wi-Fi in the communication settings, the Android settings appear for Wi-Fi. You can now enable Wi-Fi and set up static IP if needed.

Note: *Enabling Static IP for Wi-Fi must be done the first time you connect to the Wi-Fi. To change your Wi-Fi settings after this selection has been made, you will need to “Forget Network” as outlined below (see page 19).*



1. Tap the Wi-Fi toggle to turn it on.

The device searches for and displays a list of available Wi-Fi networks.

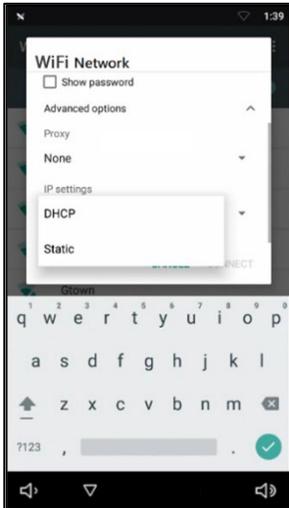


2. Tap the Wi-Fi network you want to connect to. Your ECR must be on the same network.



3. Enter the Wi-Fi password.

To return to the communications settings screen, tap the  button found on the navigation bar at the bottom of the screen.



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 selected static IP, you must reboot the device for the static IP configuration to take effect. Perform the reboot 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 device to “forget” the Wi-Fi network and then repeat the steps above.

Maintenance

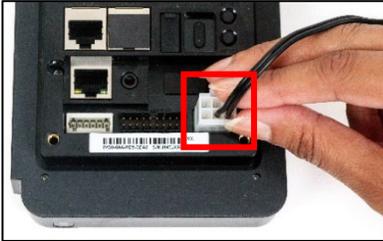
Turning the power off

The Moneris Go Unattended does not have a power button. To power off the Moneris Go Unattended:



Unplug the power cable from the electrical outlet;

OR



Unplug the power cable connector from the MDB slave port in the back of the Moneris Go Unattended.

Rebooting the Moneris Go Unattended



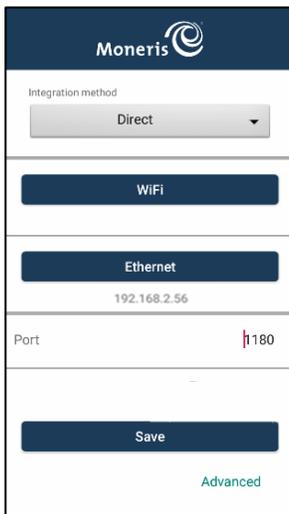
1. Press the **Reset** button on the back of the Moneris Go Unattended.

Returning to the software settings (service mode)



1. On the back of the Moneris Go Unattended, press the **Service** button.

The integration and communications screen appears.

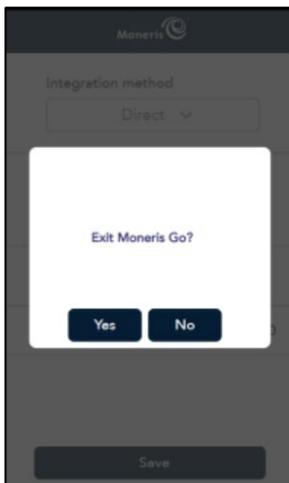


2. Tap **Wi-Fi** or **Ethernet**.

- a. Make any changes required.
- b. Tap the  button found on the navigation bar, at the bottom of the screen to return to the Moneris Go application.
- c. Tap **Save**.

Note: If no selection is made, the terminal will time-out after 120 seconds and return to the idle screen showing the date and time.

Note: Tap **Advanced** to exit the Moneris Go Application and return to the Android home screen. See step 4 below for more information.



3. After tapping **Advanced**, select the following:

- Tap **Yes** to exit the Moneris Go application and return to the Android home screen (see below).

Note: If no selection is made, the terminal will time-out after 60 seconds and return to step 2, shown above.

Note: The email address and password used in section [Configuring the Moneris software](#) are required to complete this step.

- Tap **No** to return to Configuration Settings.



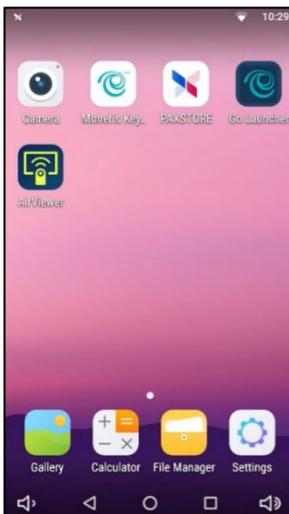
4. Enter user email address and password.

Note: Tap the **x** in the top right-hand corner of the screen to return to step 2 above. If no selection is made after 120 seconds, the terminal will time-out and return to step 2 above.

5. Tap **Go**.

Your device will exit the Moneris Go application and return to Android home screen.

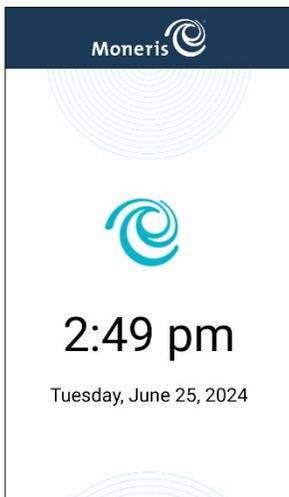
Note: If you have forgotten the password, tap **Forgot password?** Moneris will send you an email message which allows you to reset your password.



You have now exited the Moneris Go application.

To relaunch the Moneris Go application:

6. Click on the **Go Launcher** icon.



The Moneris Go application will start and sync with Moneris. The integrated mode idle screen will appear.

Troubleshooting

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

ISSUE	SOLUTION
Touch screen is slow or unresponsive	<ul style="list-style-type: none">• Make sure the screen is clean and dry.• 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.
Moneris Go application does not automatically launch	<ul style="list-style-type: none">• Tap the Go Launcher icon on the Android home screen.  A screenshot of an Android home screen with a pink-to-purple gradient background. At the top, there are four app icons: Camera, Moneris Go, File Manager, and Settings. Below them is a dock with four icons: Gallery, Calculator, File Manager, and Settings. The Go Launcher icon, which is a green square with a white Wi-Fi symbol, is located in the middle-left area of the screen. The status bar at the top right shows the time as 10:28.

Merchant and Integrator support

To obtain support for the Moneris Go 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.
For technical issues or billing support.	Contact Moneris Customer Care toll-free at 1-866-319-7450.



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MGo Unattended GSG (July 2024)