



Moneris Total Commerce

Wix POS Quick Setup Guide





Need help?

Web: moneris.com

Toll-free: 1-866-319-7450

Record your Moneris merchant ID here:

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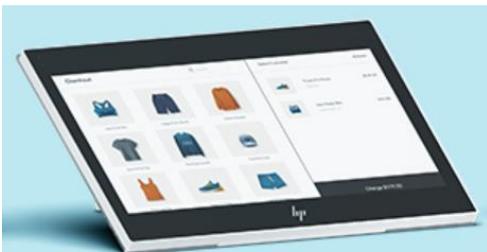


Getting started

In this section, we go over everything you need to know to set up your Wix POS system for Moneris Total Commerce.

Before you get started

1. Please confirm that you received all the necessary items in your

<p>Moneris Go (A920) terminal, USB charging cable, Optional charge base, and Receipt paper roll</p>  <p>Moneris Go terminal USB Charging cable</p> <p>Receipt paper Optional charging base</p>	<p>Cash drawer & RJ-12 cable</p> 	
<p>Tablet & Power adaptor</p> 	<p>Printer paper roll</p> 	<p>Printer & USB cable</p> 
	<p>Scanner & USB cable</p> 	

2. If your terminal will communicate with the Moneris host over high-speed Ethernet, review the **Moneris IP Readiness Checklist** (available at moneris.com/checklist) to ensure that your Ethernet service is ready to support your terminal.

3. Make sure you have the following information:

- Your 13-digit Moneris **Merchant ID** (found in your “Important information” email).

If any of the above required elements are missing, please call Moneris Customer Care at [1-866-319-7450](tel:1-866-319-7450).

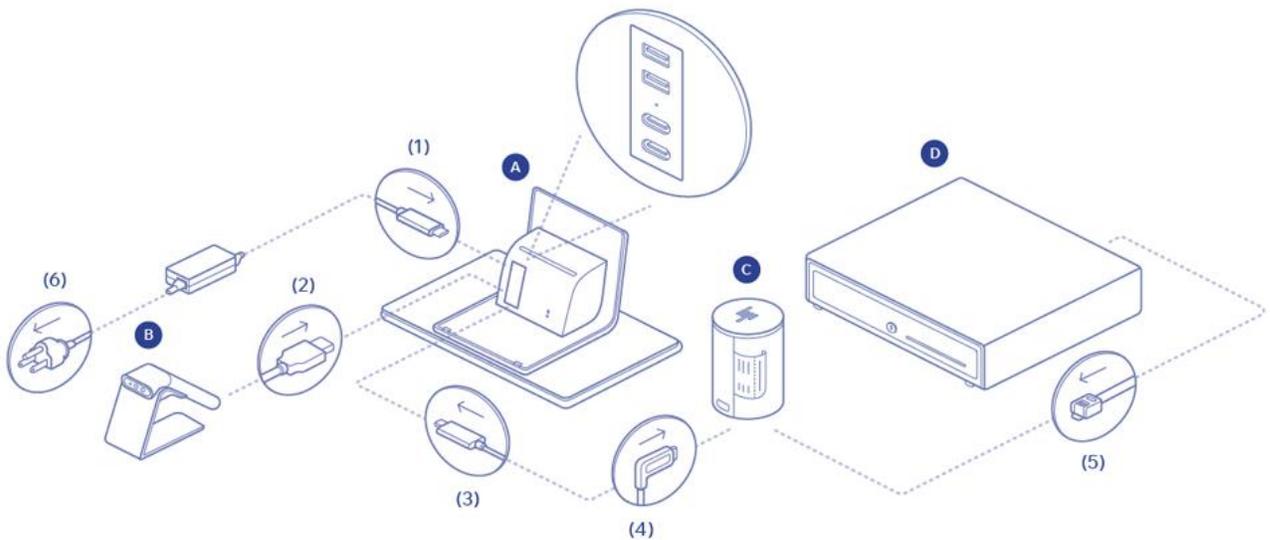
Hardware setup

Set up the Wix POS equipment

Refer to the diagram below and follow the instructions to connect the tablet and point-of-sale (POS) accessories.

Note: This diagram and set of instructions shows all applicable POS accessories. You may not have purchased all of the equipment described and shown here.

1. Place the tablet (A) facedown to provide easy access to the ports.
2. Connect the devices as illustrated:
 - a. **Tablet (A):** Connect the power adaptor to the USB-C port on the tablet (1).
 - b. **Scanner (B):** Connect the USB cable to the USB port on the tablet (2).
 - c. **Printer (C):** Connect the USB-C cable to the USB-C port on the tablet (3). Connect the other end of the USB-C cable to the USB-C port on the printer (4).
 - d. **Cash drawer (D):** Connect the RJ-12 cable to the RJ-12 port on the printer (5).



3. Plug the tablet's power adaptor into a power outlet (6).
4. Proceed to the [Set up the Moneris Go terminal](#) section on page 6.

Set up the Moneris Go terminal

Follow the instructions in this section to set up the Moneris Go terminal.

Install the receipt paper

1. Place the terminal face-down on a clean, dry, flat surface.
2. Lift the printer latch up to release the printer cover, then pull the cover back to expose the paper compartment.
3. Insert the receipt paper roll into the paper compartment with the loose end unrolling from the bottom of the roll and away from the terminal.
4. Unroll enough paper to extend at least one inch (2.5 cm) past the top of the printer cover.
Note: *If the paper is installed backward, your printouts will be blank.*
5. Close the printer cover and press down to snap it back into place so that the extended paper is held securely.
6. Turn the terminal over so that the screen is once again facing up.
You are ready to print receipts and reports.
7. Proceed to the [Charge the battery](#) section on page 7.



Charge the battery

Charge the terminal's internal battery for 3 hours using one of the following methods:

- Charging cable (see below).
- Optional charging base (see page 8)

Recommendations: You must use the exact power adaptor and cables provided by Moneris to work with the Moneris Go terminal and base. Failure to do so may affect the operability of, or cause damage to, the equipment. Always plug the charging cable into the power source last to avoid power surges. Use a power bar equipped with surge protection where possible.

Use the charging cable

Follow these instructions to connect the USB charging cable directly to the terminal.

1. Un-fold the charging cable and insert the micro-USB connector into the USB port on the left side of the terminal.



2. Make sure the AC adaptor is connected to the other end of the charging cable. Plug the AC adaptor into a working electrical outlet on a power bar.



3. The terminal displays the charging screen.
 - a. Wait for the battery icon to display the lightning bolt symbol. This indicates that the terminal is receiving power, and the battery is charging.
 - b. Continue charging the terminal during the rest of the setup procedures.
 - c. Go to the Power on the terminal section on page 8.



Use the optional charging base

Follow these instructions to connect the USB cable to the optional charging base.

1. Unfold the charging cable and insert the USB connector into the USB port in the back of the base.
2. Make sure the AC adaptor is connected to the other end of the charging cable. Plug the AC adaptor into a working electrical outlet on a power bar.
3. Dock the terminal on the base. Ensure that the metal contacts on the underside of the terminal fit securely over the leads prong on the base.



4. The terminal displays the charging screen.
 - a. Wait for the battery icon to display the lightning bolt symbol. This indicates that the terminal is receiving power and the battery is charging.
 - b. Continue charging the terminal during the rest of the setup procedures.
 - c. Go to the [Power on the terminal](#) section below.



Power on the terminal

Follow the instructions below to power on the Go terminal.

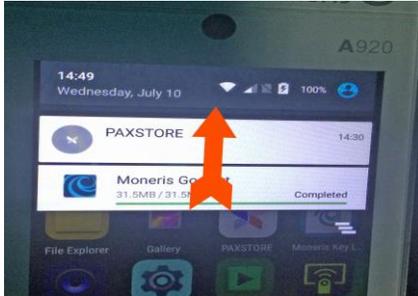
1. Locate the thin rectangular power  button on the right side of the terminal.
2. Press and hold the power button for about 2 seconds until the screen illuminates.
The terminal powers on and the home screen appears.
3. Proceed to the [Connect the terminal to Wifi](#) section below.

Connect the terminal to Wifi

The terminal will need to be connected to the Wifi network in your location to complete the setup. Follow the instructions below to connect your Go terminal to Wifi.

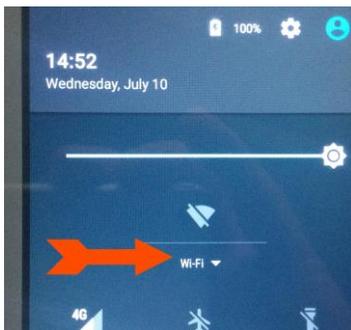
1. On the terminal's home screen, place your finger near the top of the screen and swipe/drag your finger downwards.

A small status bar appears with the date/time, battery icon, and a network icon.



2. Tap the network icon.

A settings screen appears.



3. Tap **Wi-Fi**, and wait while the terminal searches for available Wifi networks.
4. Once the list of available networks appears, tap the network for your business.
5. Use the on-screen keyboard to enter the Wifi password to connect to the network, then tap the checkmark.
6. Once your terminal connects to the network, tap the circle icon at the bottom of the screen to exit the Wifi setup.

You should now see the Wifi icon at the top of the screen appear as solid white.

7. Proceed to the [Application setup](#) section below.

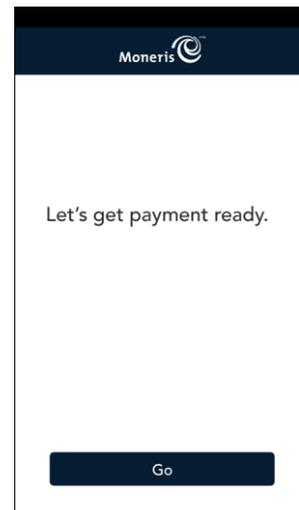
Application setup

To set up Moneris Go quickly, simply respond to the prompts on screen. If you need help, follow the step-by-step instructions below.

Note: Merchants must register with the Moneris Go Portal if not already done. Registration Instructions for the Go Portal can be found in the **Moneris Go Portal Reference Guide**, located at <https://www.moneris.com/en/support/moneris-go/moneris-go-portal>.

Note: The Moneris credentials for the Go terminal and Go Portal are not the same as the Wix POS application credentials, and will not work to sign you in to the Wix POS application, and vice-versa.

1. At the Let's get payment ready prompt, tap **Go**.
2. Wait while the terminal connects to Moneris to obtain your account settings.
Password rules: In the next steps (in the [Set up an Admin user](#) section), you will be asked to set up a password. Think of a password now while keeping these rules in mind:
 - It must be at least 4 characters.
 - No more than 2 repeating characters. For example, lou449 is acceptable but lou444 is not.
 - No common sequences like 123 or abc. For example, jp126 is acceptable but jp123 is not.



3. Enter your Moneris merchant ID using the on-screen keypad then tap the green **OK**  key. You can find your merchant ID in your welcome email from Moneris.

The Add initial user screen appears. Proceed to the [Set up an Admin user](#) section on page 10.



Set up an Admin user

You are required to set up an Admin user on the Moneris Go terminal. Follow the instructions below to create this Admin user profile.

1. Tap each field and enter the required information. You will automatically be assigned the Admin user role. This user role can access all functions and create new user roles.

Note: *If an Admin user has already been created, the application will skip this step.*

- **Language.** Tap **English** or **Français**. Your selection will become the default language for all other users. However, other users can change the language if desired.
 - **Username.** You will need to enter your username each time you use the terminal. Make sure your username is easy to remember and easy to type.
 - **First name.** Enter your first name.
 - **Last name.** Enter your last name.
 - **Email address.** For example, *john.smith@company.ca*. This field is required for the first user.
 - **Confirm email.** Re-enter the same email address to confirm it.
 - **Password.** Enter a password you will remember. It must be at least 4 characters long.
 - **Confirm password.** Re-enter the same password to confirm it.
2. When finished, tap **Next**.
A common settings setup prompt appears.
 3. Close out of the Moneris Go application and return to the terminal's home screen.
 4. Proceed to the [Download the Go Integrated app](#) section below.

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Add initial user

Let's set up your first user. This user will be an admin user with access to all functions of the application. You will be able to set up other users later through the Settings menu.

Language

English Français

Username

First name

Last name

Email

Confirm email

Password

Confirm password

Next

Download the Go Integrated app

Follow the instructions below to download the Go Integrated app from the PAXSTORE on your Go terminal.

1. From the terminal's home screen, tap the **PAXSTORE** icon.
2. In the Paxstore, tap inside the search field at the top of the screen and use the on-screen keyboard to type in "Go Integrated", then tap the search icon (a magnifying glass) in the bottom right corner of the screen.
3. When the search results appear, tap **GET** beside Go Integrated.
The application begins downloading.
4. Once the download and installation completes, tap **OPEN** beside Go Integrated.
The application opens and you are prompted to get payment ready.
5. Proceed to the [Cloud mode integration](#) section on the next page.

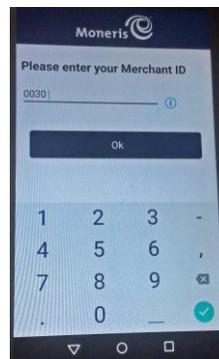
Cloud mode integration

Your Moneris Go terminal must be set into Cloud mode in order to integrate with the Wix POS equipment. Follow the instructions below to place your Go terminal into Cloud mode.

1. At the Let's get payment ready prompt, tap **Go**.
2. At the language prompt, select the terminal language you wish to use, e.g., tap **English**.
3. In the next screen, tap the **Operational mode** drop-down menu and select **Cloud**.
4. Slide the **Print on ECR:** toggle to the right.
5. Tap the **Save** button at the bottom of the screen.



6. Wait while the terminal processes the changes.
7. If the terminal prompts for the merchant ID, use the on-screen keyboard to enter the last 9 digits of your Moneris Merchant ID, then tap **OK**.
8. Wait while the terminal connects and syncs with Moneris.
9. Once complete, put the Go terminal aside for now and proceed to the [Power on the Wix POS tablet](#) section below.



Power on the Wix POS tablet

Follow the instructions below to power on the Wix POS tablet.

1. Locate the power button on the bottom right corner of the tablet.
2. Press and hold the power button for five seconds.
3. Once the Wix logo appears, the tablet is powered on.



The hardware setup is complete. Proceed to the [Logon to your Wix account](#) section below.

Logon to your Wix account

The first time you power on your Wix POS tablet, you will need to do some basic configuration, then you can logon. Follow the instructions below to logon to Wix POS for the first time.

Note: All subsequent logons use a PIN and are not covered in this guide; these are just the initial steps for the first-time logon.

1. **Power on** the Wix POS tablet (described in the [Power on the Wix POS tablet](#) section on the previous page).
2. At the Welcome/Language Selection screen, tap **English**.
3. In the next screen, a default time zone is displayed. Do one of the following:
 - If this is the correct time zone for your business, proceed to step 4.
 - If this is not your time zone, tap **Change Time Zone** and select the time zone in which your business is located.
4. Tap the **Continue** button.
A logon prompt appears.
5. At the logon prompt, enter your email address associated with your Wix account, then tap the **Continue with Email** button.
6. Once done, tap the **Continue** button.
The Welcome screen appears.
7. Click the **Let's Go** button.
The system syncs and updates settings. When the Checkout screen appears, you are ready to begin using Wix POS.

Integrate the Go terminal with Wix POS

Follow these steps to integrate the Moneris Go terminal with the Wix POS tablet.

Install tablet updates

Before you proceed with terminal integration, you need to ensure the Wix POS tablet is up to date with the latest software. Follow the instructions below to update the tablet.

Note: *If no updates are available, then your tablet is on the latest version. You can skip these steps and proceed to the [Pair the Go terminal with Wix POS](#) section below.*

1. In the Wix POS app on the tablet, tap the main menu, then tap **Settings**.
2. Scroll down and select **App & Tablet**.
3. In the App & Tablet screen, look for the **Software Update** section.
4. Tap **Check for Updates**.
5. Follow any on-screen prompts to update the tablet and software.
6. Once the updates have been completed, you are ready to connect the Moneris payment method with Wix. Proceed to the [Pair the Go terminal with Wix POS](#) section below.

Pair the Go terminal with Wix POS

Before you begin, you should have the Moneris Go terminal powered on and connected to Wifi. On the Go terminal, locate the sticker on the side that displays the terminal ID (an 8-digit alphanumeric value beginning with 'A').

1. From the Wix POS checkout screen on the tablet, tap the network  icon.
2. In the Connect Moneris Go Terminal screen, tap **Pair a New Network Reader**.
3. Tap inside the **Enter 8-digit code** field and use the on-screen keyboard to enter the 8-digit terminal ID shown on the sticker on the side of the Go terminal.
4. Tap the **Pair Reader** button on the top right corner of the screen.
Once the Go terminal has been paired, it will appear in the **Available card readers** list.
5. Tap **Connect** beside the Go terminal in the list.
Its status should change to "Connected".
6. Tap the **Done** button in the top right corner of the screen.

Remove a paired Go terminal

In the event that you need to unpair a Go terminal, follow these instructions.

1. From the Wix POS checkout screen on the tablet, tap the network  icon.
2. In the Connect Moneris Go Terminal screen, locate the terminal you wish to remove in the **Available card readers** list.

3. Long press on the **Connect/Connected** status and slide it to the left.

This reveals a Remove button.

4. Tap the **Remove** button.

A confirmation popup appears.

5. Tap **Remove**.

The terminal disappears from the Available card readers list.

Reconnect a previously paired Go terminal

If you have already paired a Go terminal to the tablet before and it loses connection, or it gets connected to another POS, you have the option to reconnect that previously paired Go terminal. Follow the instructions below to re-pair a Go terminal.

1. From the Wix POS checkout screen on the tablet, tap the network  icon.
2. In the Connect Moneris Go Terminal screen, locate the terminal you wish to reconnect with in the **Available card readers** list.
3. Tap **Connect**.
4. Once the terminal displays the “Connected” status, tap **Done** in the top right corner of the screen.

Next steps

Now that you have the WIX POS equipment set up and your Go terminal is ready to process payment, you can begin setting up the Wix application. To get started, visit <https://support.wix.com/en/retail-pos-7046310> and review their help articles and FAQs.



Merchant support

At Moneris, help is always here for you 24/7.

If you need assistance with your payment processing solution, we're here to help, 24/7.

We're only one click away.

- Visit moneris.com/support to:
 - download additional copies of this guide and other resources
- Visit shop.moneris.com to purchase point-of-sale supplies and receipt paper
- Visit moneris.com/insights for business and payment news, trends, customer success stories, and quarterly reports & insights

Need us on-site? We'll be there.

One call and a knowledgeable technician can be on the way. Count on minimal disruptions to your business as our Field Services provide assistance with your payment terminals.

Can't find what you are looking for?

Call Moneris Customer Care (available 24/7) toll-free at **1-866-319-7450**. We'll be happy to help.

You can also send us a secure message 24/7 by logging in to Merchant Direct® at moneris.com/mymerchantdirect.



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