

Moneris

Moneris® Go Terminal (Victa) Integrated.

Getting Started Guide

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Documentation Date: October 19, 2026

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Document Control

Rev.	Date	Section	Summary of changes
1.0.0	March 6, 2026	All sections	Initial release
1.1.0	May 14, 2026	All sections	Formatting and screen updates
1.2.0	October 19, 2026	Configuration for App-to-App Integrated Merchants	New section
		Configuration for Cloud and Direct Integrated Merchants	Updated process steps and images

Introduction

The Moneris Go Terminal is a smart solution with cloud integration intended for your point-of-sale application. 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 (auto focus, barcode/QR scanning, 5MP)
- Bottom camera (fixed focus, barcode/QR scanning, 2MP)
- Cellular, Wi-Fi and Bluetooth (4G LTE)
- 6.7-inch (17 cm) HD IPS capacitive display
- 3.5 mm audio jack
- Thermal receipt printer

Use this guide to:

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

Before getting started

Make sure you have received these items:

- Hardware
- A set of Moneris test cards

  Note: *Not applicable for production - QA only*
- Account credentials for test or production including:
  - Merchant ID
  - Terminal ID
- Ensure to have a Go Portal account for test or production (refer to **Go Portal** account creation). Without this account, the user will not be able to set up the terminal.

For National customers please refer to your Client Consultant.

Environment	Account credentials
Test	▪ Merchant ID (MID) consisting of 13 numeric digits beginning with 0030 ▪ Associated Store ID (alphanumeric, typically beginning with mogo- or gwca-) ▪ Terminal ID (TID) consisting of 8 characters beginning with A7
The merchants are expected to work with the Client Consultant.	

Environment	Account credentials
Production	▪ Merchant ID (MID) consisting of 13 numeric digits beginning with 0030 ▪ Associated Store ID (alphanumeric, typically beginning with mogo- or gwca-) ▪ Moneris terminal ID consisting of 8 characters beginning with A7
The merchants are expected to work with their Moneris Service Manager.	

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

Moneris Go Terminal box content

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

Ensure to only use cables provided by Moneris.

The box includes:

Item	Description
	Integrated terminal
	USB charging cable and adaptor
	Optional charging & communication base
	Receipt paper

Installing the Hardware

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

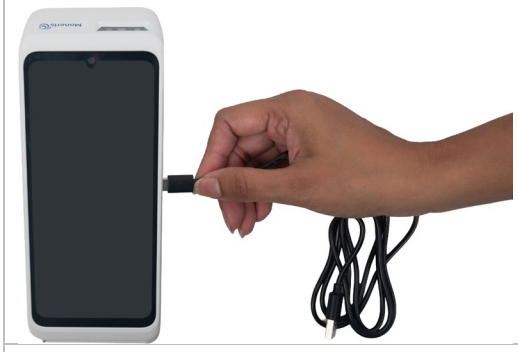
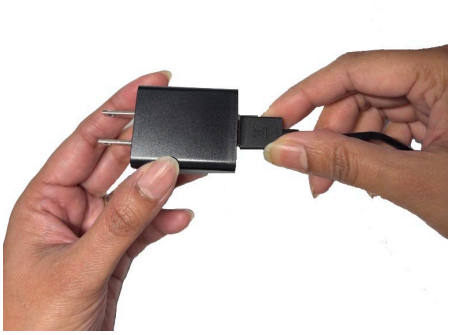
Diagram of the front of the Moneris Go Terminal

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



Label	Hardware Element	Function
A	Printer	Prints receipts and reports.
B	Front Camera	Takes selfie style pictures.
C	Volume control	Increases or decreases the audio of the terminal.
D	Camera and Barcode Scanner	Scans QR codes on a receipt to help you find a transaction to refund, void, or reprint receipts and able to take pictures.
E	Contactless reader	Reads card information when a card is tapped.
F	Magnetic stripe reader	Reads card information when a card is swiped.
G	Chip card reader	Reads card information when a chip card is inserted.

Connecting the charger to the Moneris Go Terminal

	1. Unfold the charging cable and insert the micro-USB connector into the USB port on the right side of the terminal.
	2. Make sure the AC adaptor is connected to the other end of the charging cable.
	3. Plug the AC adaptor into a working electrical outlet. ***Note:*** *Use a power bar to avoid electrical surges.*
	4. The terminal displays the charging screen. a. Wait for the battery 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 or communication base to the Moneris Go Terminal

	1. Unfold the charging cable and insert the USB-C connector into the USB port in the back of the base.
	2. Connect the other end of the charging cable, which is the USB-A connection to a computer or laptop. If using a power adaptor, then plug USB-A to a power adaptor then into a working electrical outlet. ***Note:*** *Use a power bar to avoid electrical surges.*
	3. Dock the terminal on the base. Ensure that the terminal fits securely over the base.
	4. The terminal displays the charging screen. a. 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 Terminal, 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 Terminal to your network, you can do so during the application setup (Configuring the Moneris Go Integrated App). Please note, the Moneris Go Terminal supports 2.4GHz and 5GHz band for Wi-Fi.

Preparing your firewall (Wi-Fi communication)

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

Enabling Wi-Fi

This section explains how to enable Wi-Fi communication on the Moneris Go Terminal as part of the software configuration. It follows on from the communication settings in step 4. 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 settings menu.
2. Tap **Internet**.
3. Tap the **Wi-Fi** toggle to turn it on.
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. Tap the gear icon beside the Wi-Fi network name.
   b. Tap the pencil icon on the top right corner.
   c. Tap **Advanced options**.
   d. Tap **DHCP** on the IP settings section.
   e. Tap **Static**.
   f. Enter the network parameters.
   g. Tap **SAVE**.
7. Tap **DONE**.

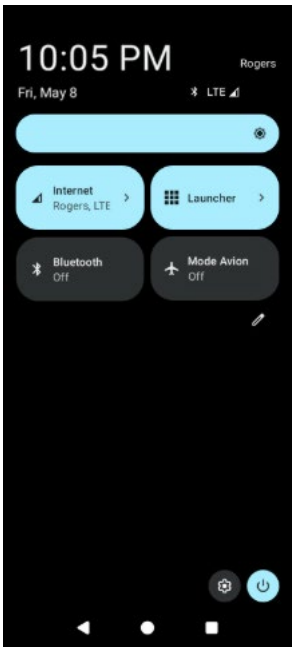
Configuration for App-to-App Integrated Merchants

Download and install the third party application from the Go App Marketplace.

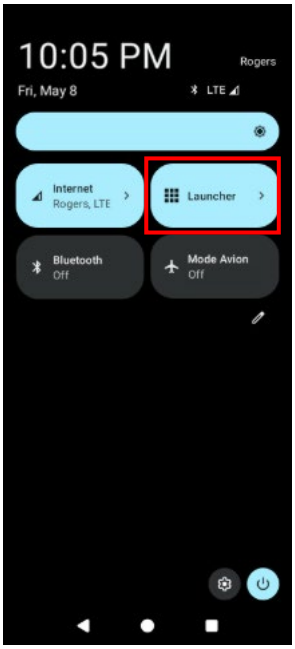
***Note**: This is a two-step process.*

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

1. On your terminal, expand the top navigation drawer by swiping on the screen from top to bottom.

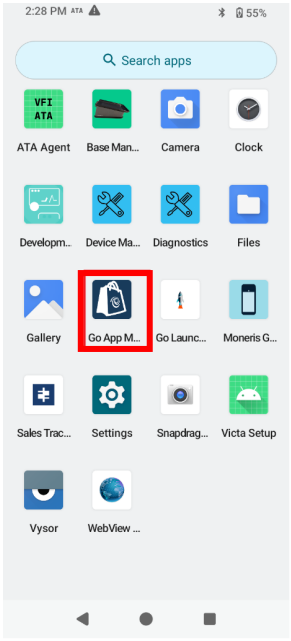


2. Tap **Launcher**.



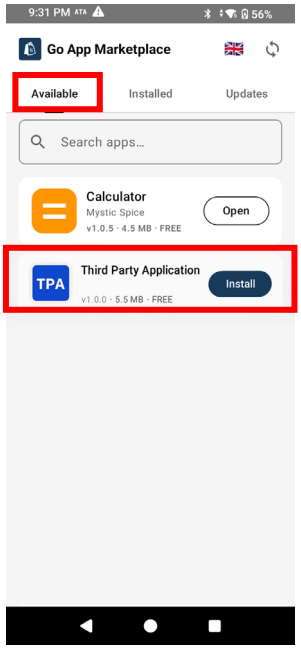
3. Tap the **Go App Marketplace** icon from the app list.

   The Go App Marketplace will launch and display all available applications.



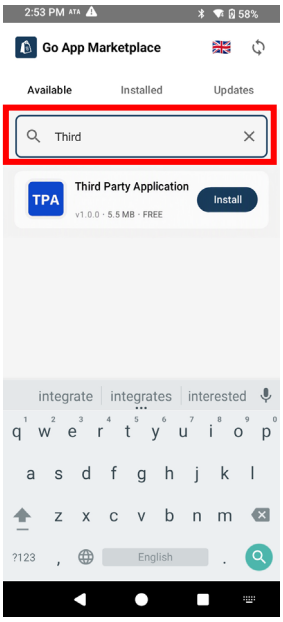
4. From the **Available** applications, find the third party application of your choice to install.

   ***Note**: The image displayed is an example for your reference.*



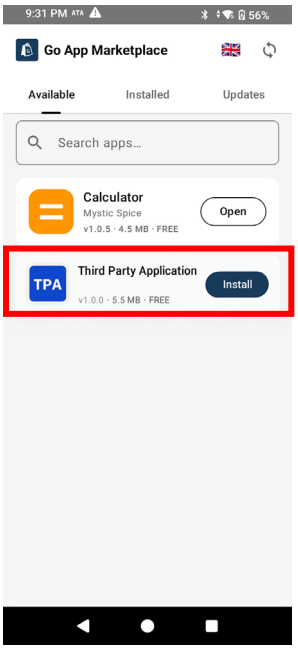
Note: *If the application does not appear in the list, tap the* ***Search*** *field and enter the name of the third party application of your choice. The application appears in the search result.*

Note: *In this example, the name "Third Party Application" has been used as an example.*

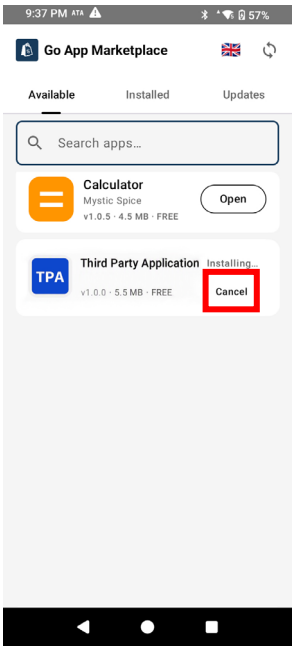


5. Tap **Install** to begin the installation process.

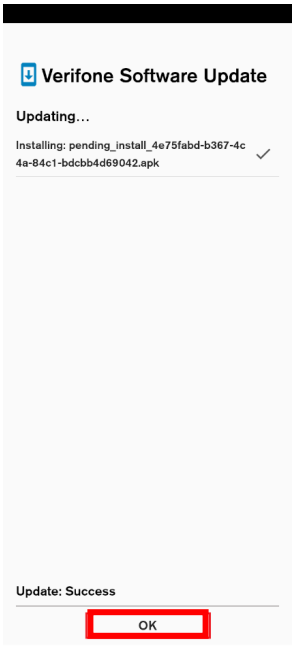
   It will take a few moments to complete the installation on your device.



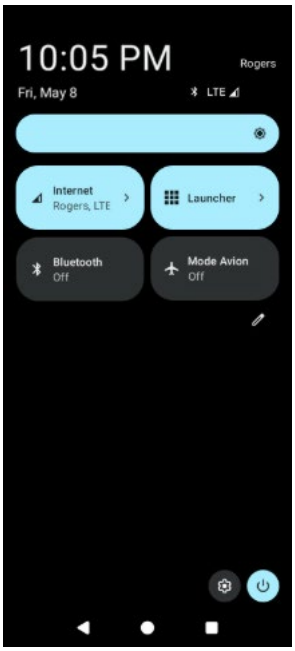
Note: *If you no longer wish to proceed with the installation, tap* ***Cancel*** *to stop the process.*



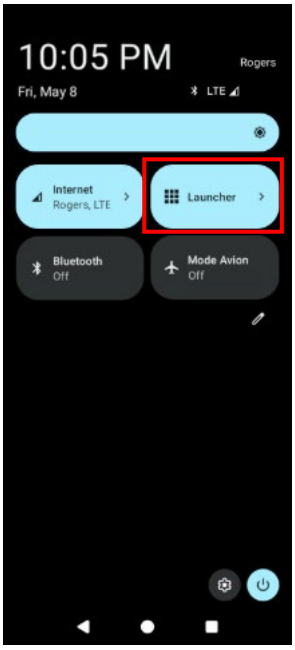
6. Wait for the application to finish installing. When the update shows **Success**, tap **OK**.



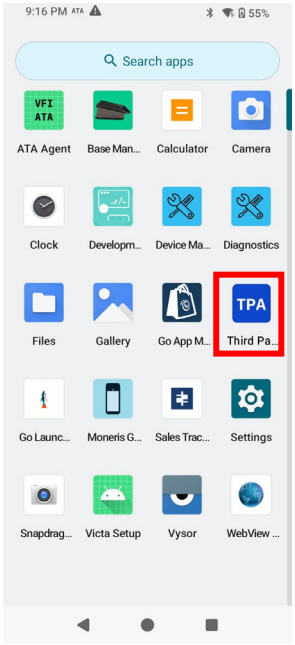
7. Expand the top navigation drawer again by swiping on the screen from top to bottom.



8. Tap **Launcher**.



The installed third party application icon is displayed on your device screen.

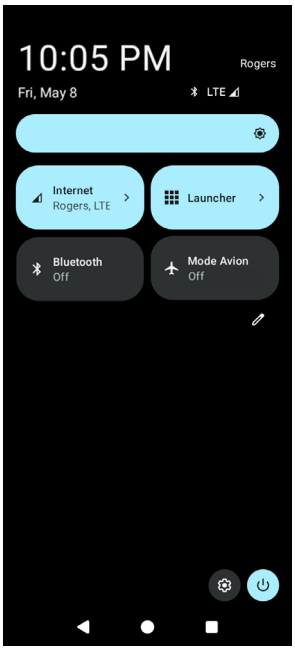


9. Proceed to the next step.

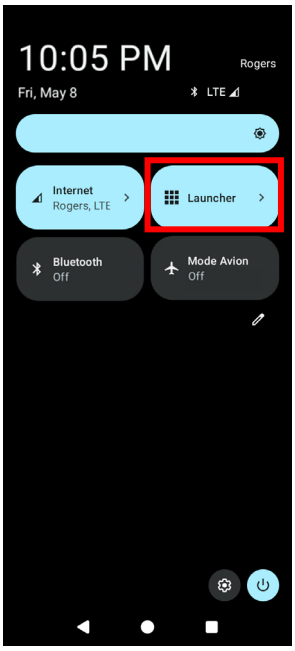
Open the Launcher

Follow the instructions below to launch the third party application of your choice that you just downloaded from the Go App Marketplace (only for App-to-App Integrators).

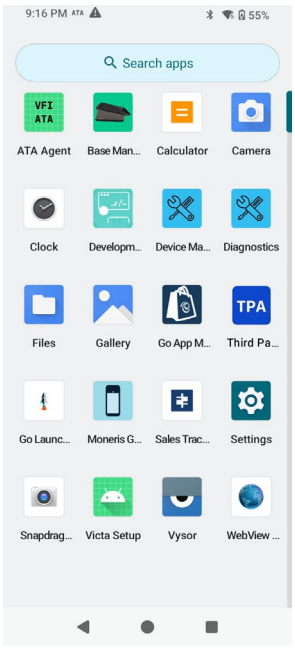
1. On your terminal, expand the top navigation drawer by swiping on the screen from top to bottom.



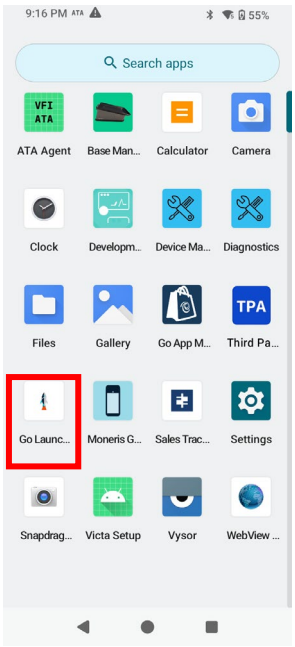
2. Tap **Launcher**.



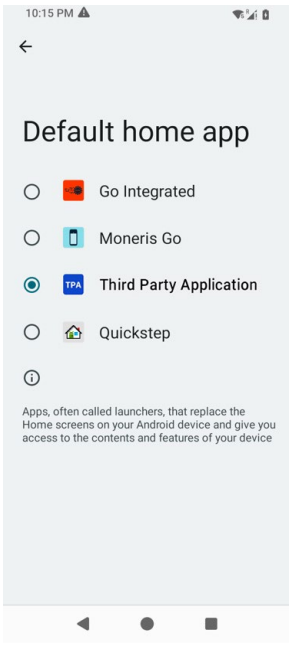
3. The home screen with all applications will appear.



4. Tap **Go Launcher**.

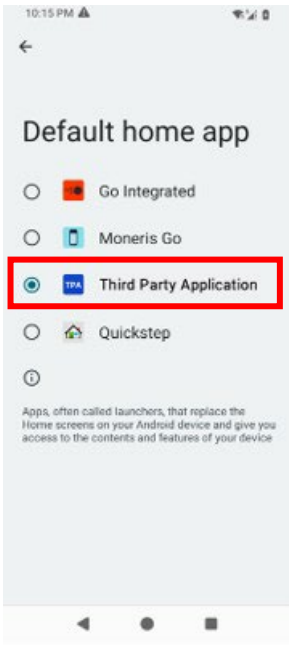


5. The Default home app will open.



6. Tap the **Third Party Application** of your choice to set as the default application to launch on device startup.

   ***Note**: If the third party application does not appear in the list, please contact your integrator.*



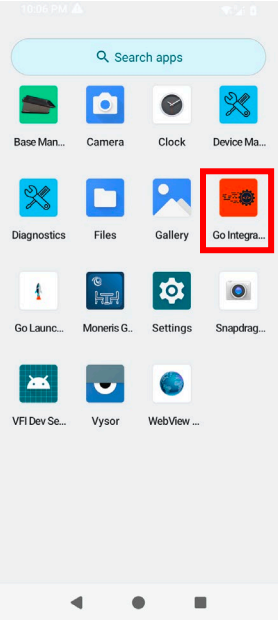
7. Wait while the sync process on your Moneris Go Terminal begins. The third party application will launch.

   ***Note**: Please follow the third party POS provided user manuals to setup the downloaded third-party application.*

Configuration for Cloud and Direct Integrated Merchants

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

***Note**: This is a three-step process.*

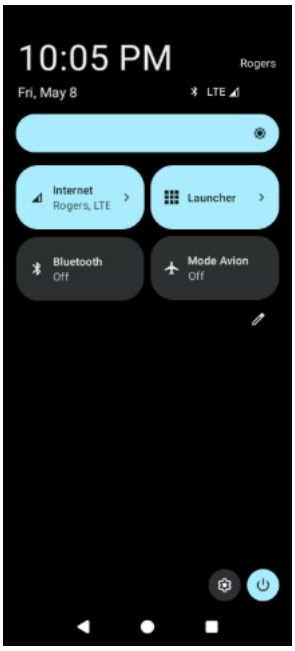


Download and install the Go Integrated Application from the Go App Marketplace

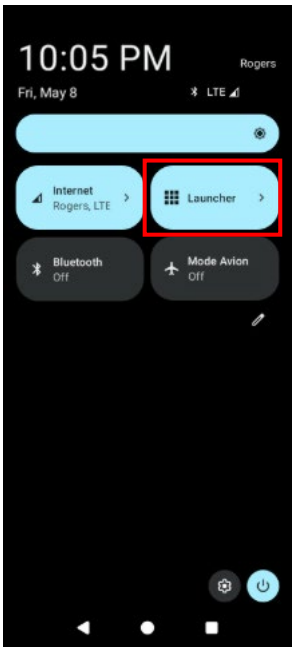
This procedure is applicable for the **Moneris Go Terminal (Victa)** device in Cloud or Direct Integration modes.

Follow the instructions below to download and install the Go Integrated application on your device.

1. On your terminal, expand the top navigation drawer by swiping on the screen from top to bottom.

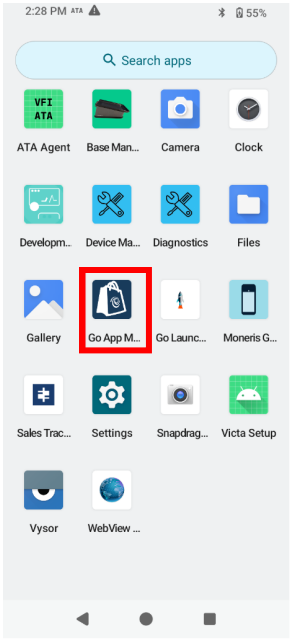


2. Tap **Launcher**.

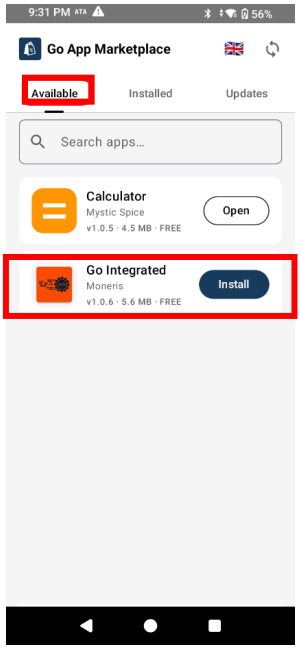


3. Tap the **Go App Marketplace** icon from the app list.

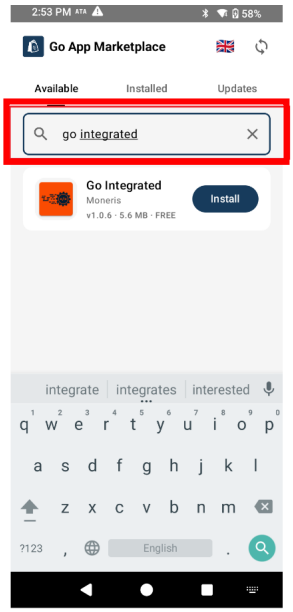
   The Go App Marketplace will launch and display all available applications.



4. From the **Available** applications, find the “Go Integrated” application to install.

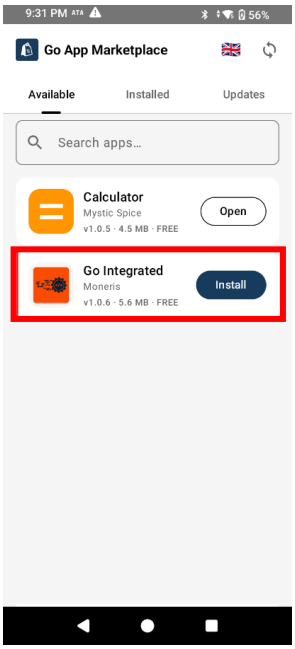


Note: *If the application does not appear in the list, tap the* ***Search*** *field, enter "Go Integrated". The application appears in the search result.*

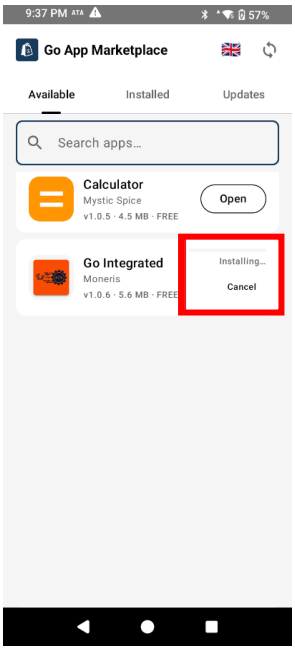


5. Tap **Install** to begin the installation process.

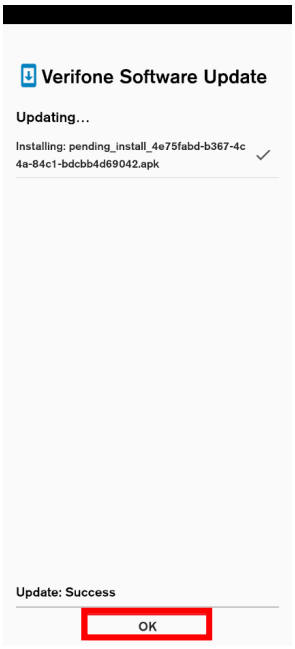
   It will take a few moments to complete the installation on your device.



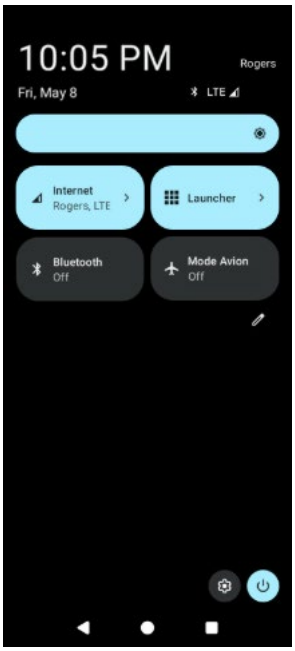
Note: *If you no longer wish to proceed with the installation, tap* ***Cancel*** *to stop the process.*



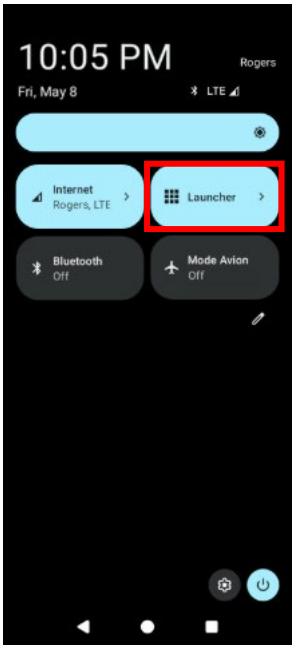
6. Wait for the application to finish installing. When the update shows **Success**, tap **OK**.



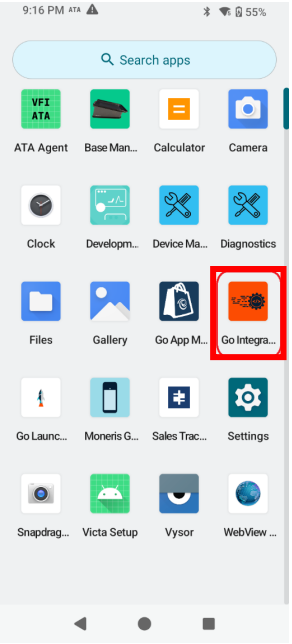
7. Expand the top navigation drawer again by swiping on the screen from top to bottom.



8. Tap **Launcher**.



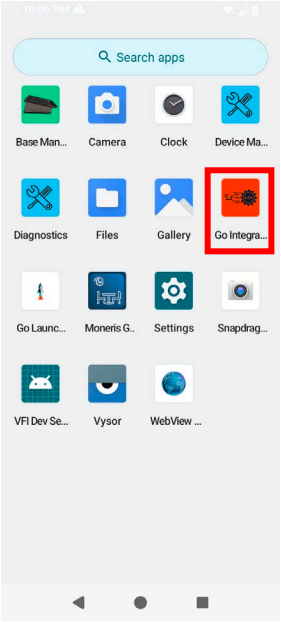
The installed “Go Integrated” application icon is displayed on your device screen.



9. Proceed to the next step.

Configuring the Moneris Go Integrated App

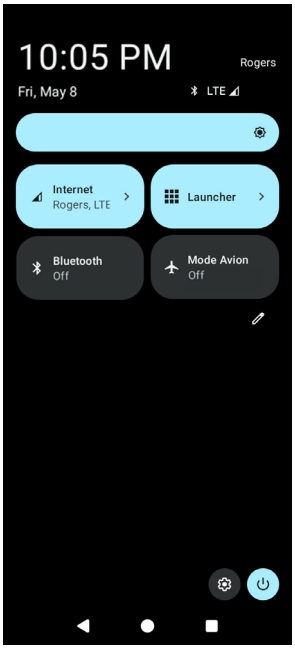
Follow the instructions below to configure the Go Integrated application (for Cloud or Direct) and to modify communication settings as needed.



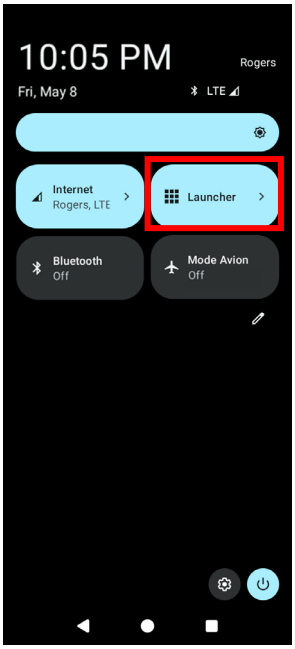
Open the Launcher

Follow the instructions below to launch the Go Integrated application (only for Direct and Cloud Integrators).

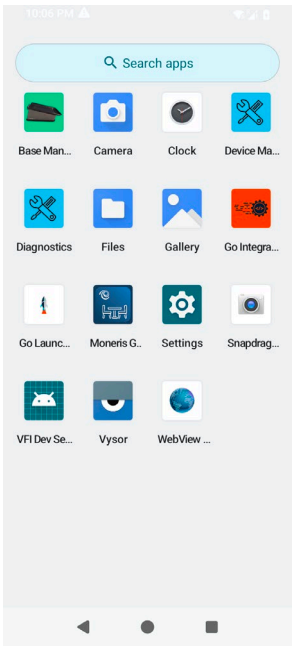
1. On your terminal, expand the top navigation drawer by swiping on the screen from top to bottom.



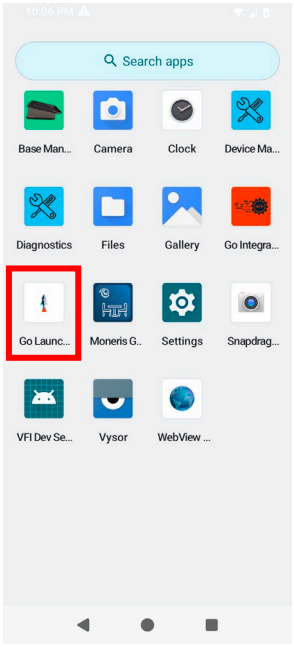
2. Tap **Launcher**.



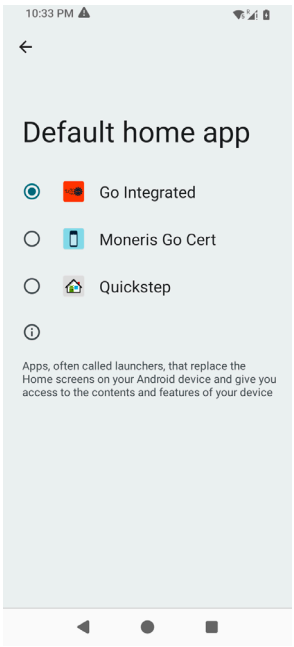
3. The home screen with all applications will appear.



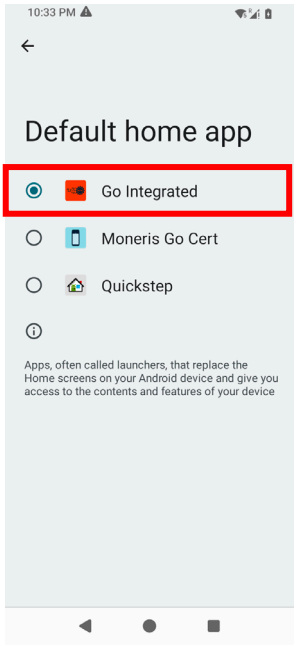
4. Tap **Go Launcher**.



5. The Default home app will open.



6. Tap **Go Integrated**.

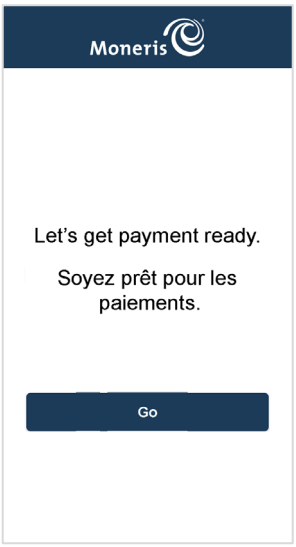


7. Wait while the sync process on your Moneris Go Terminal begins. The Moneris Go Integrated application will launch.

   Proceed to Configure Cloud and Direct.

Configure Cloud and Direct

1. Tap **Go** to begin configuring your Moneris Go Integrated application.

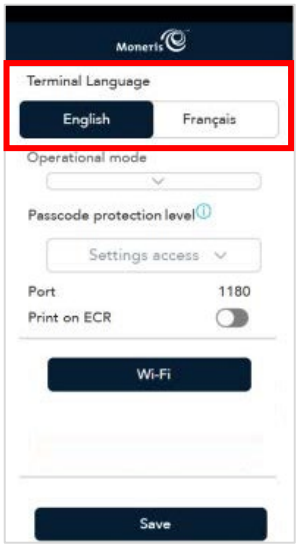


2. Tap **English** or **Français** to select language for the initial integrated setup.

   Note: *This screen is used (by the technician) to set up the language for the initial integrated setup only.*



3. Tap **English** or **Français** to select the language for the integrated Moneris Go Terminal to communicate with Moneris.

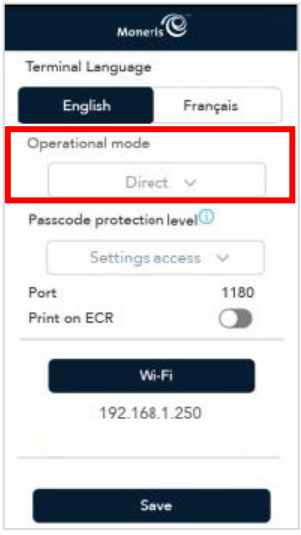


4. Select the communication settings:
   - **Operational mode:** Choose between **Direct** or **Cloud**

     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.*

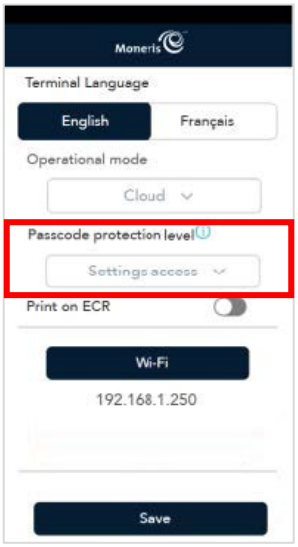


   - **Passcode protection level**: Choose between **Menu access** or **Settings access**.

     Passcode protection level determines where in the Moneris App a passcode is required. Both options use the same passcode; they differ in what that passcode protects.

     Menu access: A passcode is required to open the menu by swiping left from the idle screen. This protects the whole menu, including **Exit, Support** and **Settings**. The menu is the only route to **Exit**; this also prevents anyone from accidentally exiting the Moneris App and reaching the terminal home screen.

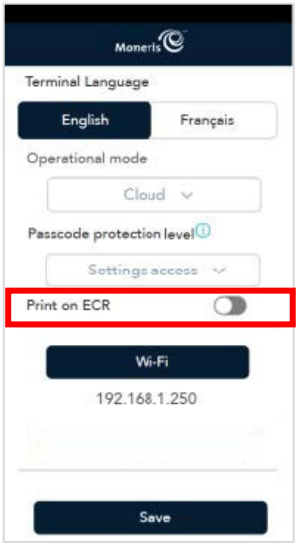
     Settings access: A passcode is required to open the Settings screen from the menu. This protects terminal configuration that includes the terminal language, operational mode, port, passcode protection level, Wi-Fi and Ethernet. The menu itself is not protected, so merchants can Exit the Moneris App without entering a passcode.



Default passcodes: Test/QA: 123456
For production passcode, please contact your service manager.

Note: *The default option is Menu access.*

Note: *If Menu access is selected, you will need to enter the Passcode to exit the application after swiping left on the idle screen.*



- **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

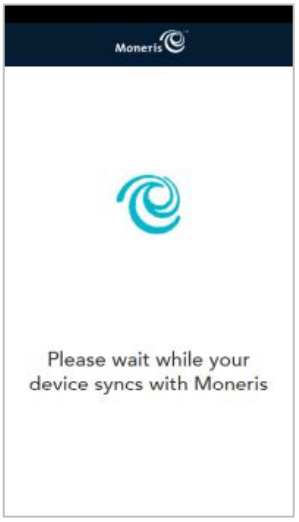
  Note: *You may need to configure these features in the Android setup then return to this screen to continue.*

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

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

6. Wait while the sync process begins to retrieve the Moneris Merchant ID.

   Note: *If the sync process is unsuccessful, "Account not activated" message appears to contact Moneris support.*



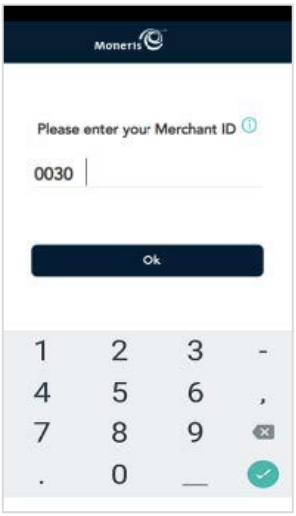
7. Tap the **Merchant ID** field.

   Enter your Merchant ID number.

   Note: *0030 is prepopulated in the field.*

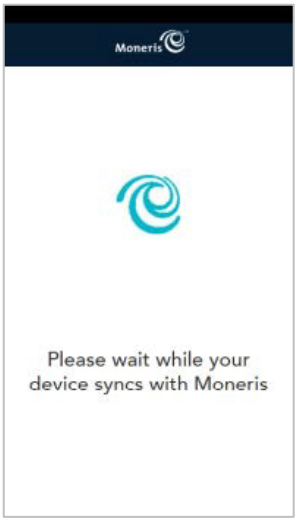
   Note: *You will have only three attempts to enter the Merchant ID.*

   Tap **OK** or **checkmark**.

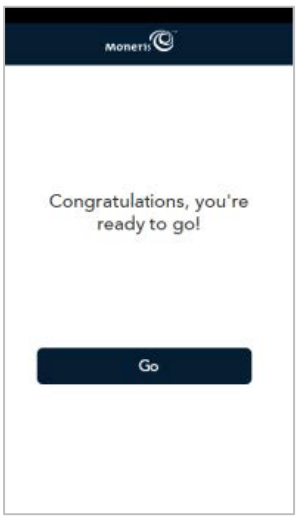


8. Wait while the sync process completes to sync with the Moneris host.

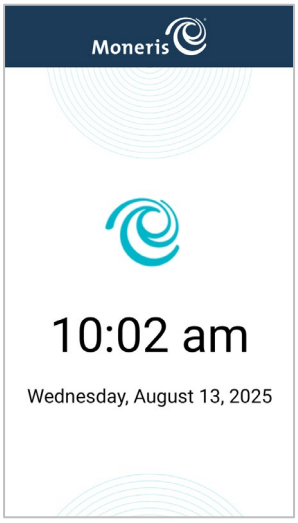
   Note: *If the sync process is not successful, "Sync with Moneris failed" message appears. Tap* ***Retry****, or you may need to contact Moneris support.*



9. Tap **Go** to continue.

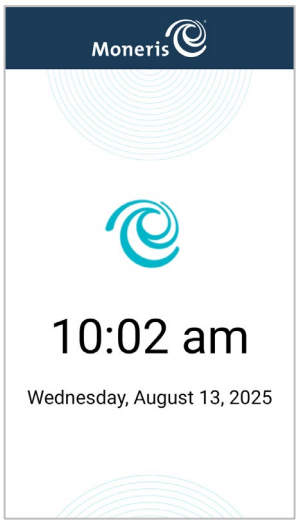


10. The integrated mode idle screen will appear.



Accessing Integrated app settings

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



2. This screen will appear if **Menu access** was selected under Passcode Protection Level in the Initial setup.

    a. Tap and enter the passcode.

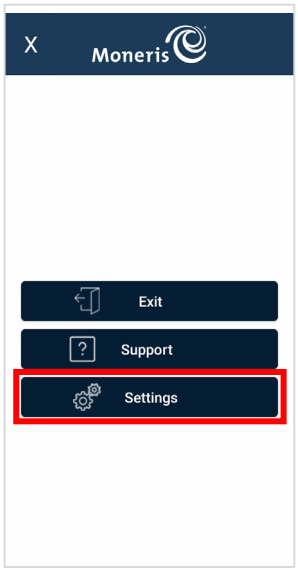
    b. Tap **checkmark**.

    If **Settings access** was selected under Passcode Protection Level in the Initial Setup, skip to the next step.



3. Tap **Settings**.

    The Settings screen will display.



4. This screen will appear if **Settings access** was selected under Passcode Protection Level in the Initial setup.

    a. Tap and enter the passcode.

    b. Tap **checkmark**.

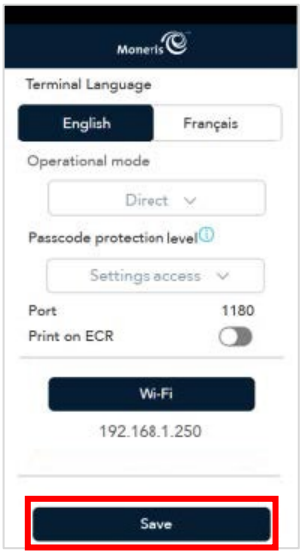
    The Settings screen will display.

    If **Menu access** was selected under Passcode Protection Level in the Initial Setup, skip to the next step.

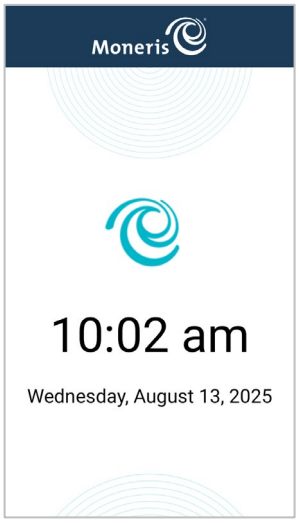


5. Proceed to make applicable changes.
6. Tap **Save** to exit.

   Changes will be saved.

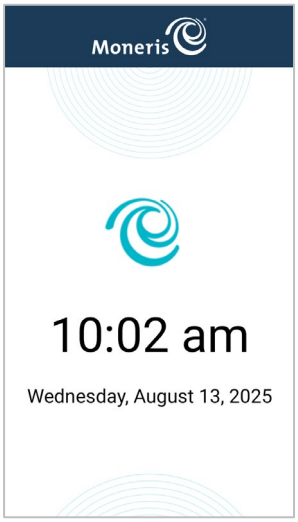


7. The integrated mode idle screen will appear.



Exit the Integrated app

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



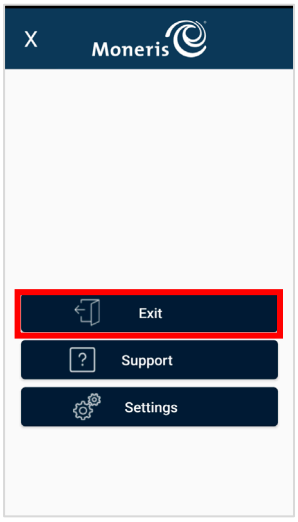
2. This screen will appear if **Menu access** was selected under Passcode Protection Level in the Initial setup.
    a. Tap and enter the passcode.
    b. Tap **checkmark**.

    If **Settings access** was selected under Passcode Protection Level in the Initial Setup, skip to the next step.



3. Tap **Exit**.

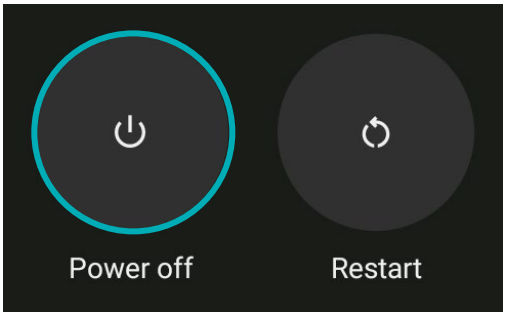
    The home screen will display.



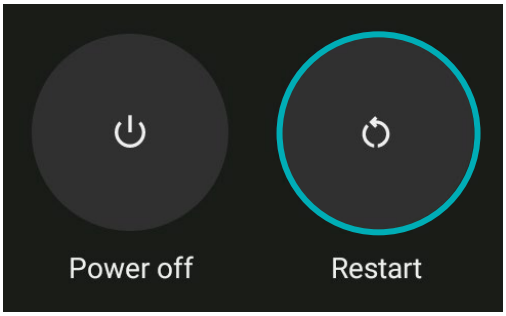
Maintenance and Care

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

Power off the terminal

	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. Tap **Power off**. 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. Tap **Restart**. The terminal will turn off and restart.

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 Terminal, together with suggested solutions.

Issue	Solution
Touch screen is slow or unresponsive	▪ 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)	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, Bluetooth, 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 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.

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MGo Terminal (Victa) Integrated: GSG - October 2026