

Moneris[®] Go Slim (EX8000) Integrated.

Getting Started Guide

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Document Control

Version	Date	Section	Summary of changes
1.0.0	September 1, 2023	All sections	Initial release
1.0.1	April 30, 2024	Introduction	Added App-to-App Integration
		Configuring the Moneris Go Integrated App	Added App-to-App Integration
1.1.1	July 31, 2025	Access the Integrated app Settings	New section
1.2.1	February 27, 2026	Introduction	Updated Before getting started
		Communication	Added Enabling Wi-Fi section
		Configuring the Moneris Go Integrated App	Updated app screens and related content
			Added Exit the Integrated app section
			Removed Password Rules
			Removed Enabling Wi-Fi sections

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
- 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
 - NFC 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 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	<ul style="list-style-type: none"> ▪ 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 A4
The merchants are expected to work with the Client Consultant.	

Environment	Account credentials
Production	<ul style="list-style-type: none"> ▪ 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 A4
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 Slim hardware checklist





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

Ensure to only use cables provided by Moneris.

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

The box includes:

Item	Description
	Integrated Terminal EX8000

Item	Description
	<p>USB Type-C Charging Cable</p>
	<p>AC Adapter</p>
	<p>Optional Charging Base (upon rental)</p>
	<p>USB Type-B Charging Cable (included with Charging Base rental)</p>

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 card.
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
15	Flash	Light flashes when rear camera is used.
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

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

Connecting the optional charging base to the Moneris Go Slim

	<ol style="list-style-type: none">1. Locate the USB Type-B charge wire.
	<ol style="list-style-type: none">2. Plug the Type-B connector into the back of the Moneris Go Slim terminal charging base. (the square end)
	<ol style="list-style-type: none">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](#) 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 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**.

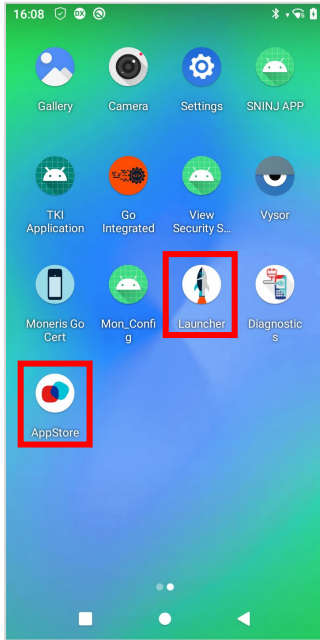
To disconnect Wi-Fi:

1. Swipe down from the top of the screen to get to the Wi-Fi icon.
You may have to swipe down again to see the full panel.
2. Tap on the **Wi-Fi** icon to turn it off.

Configuring the Moneris Go Integrated App

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 Cloud or Direct Integration) and to modify communication settings as needed.



Installing an application to your terminal

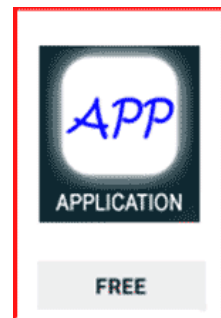
Follow the instructions below to install and launch your application choice on your terminal.

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.

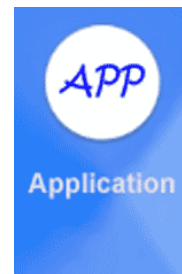
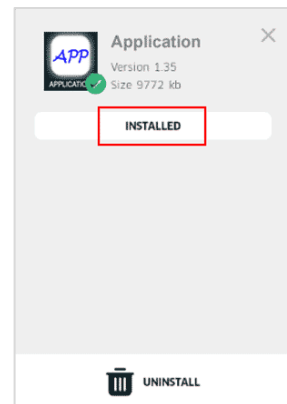
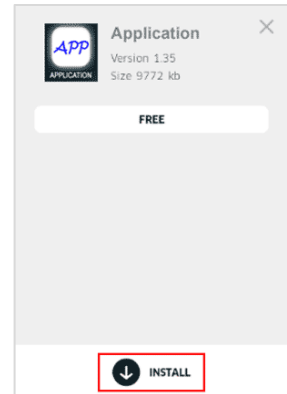
It will take a few moments to complete the installation to your terminal.

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.

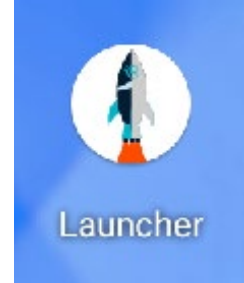


Open the Launcher Application

Ensure the Go Integrated application is available on the terminal. If you don't see it on your terminal screen, please proceed to download it from the AppStore following the instructions above.

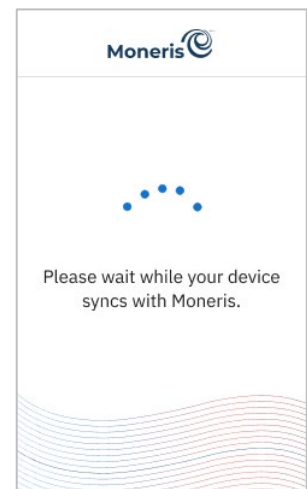
Now proceed to launch the Go Integrated application (only for Direct and Cloud Integrators).

1. From the main screen on your terminal, locate the Launcher icon.



Wait while the sync process on your Moneris Go Slim terminal begins.

2. Proceed to next section Configure Cloud and Direct.



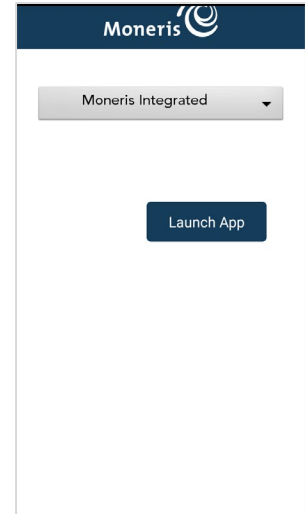
Configure Cloud and Direct

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

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

Note: *The default selection is Moneris Go.*

2. Tap **Launch App** to proceed.

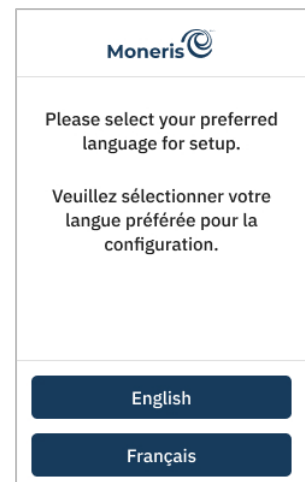


3. Tap **Go** to begin configuring your Moneris Go application.

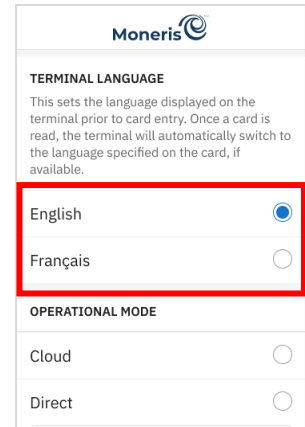


4. Tap **English** or **Français** to select language for the initial integrated setup.

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.



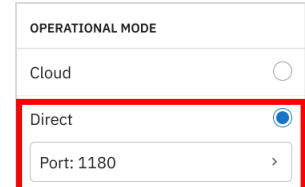
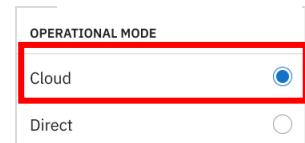
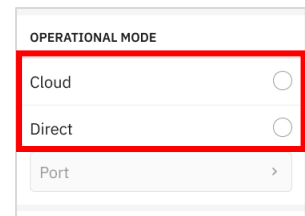
6. Select the communication settings:
 - **Operational mode:** Choose between **Cloud** or **Direct**

Note: The default option is blank.

- If you select Direct, it will display Port default value of 1180.

Note: Should you change the Port value, an error message is displayed for an invalid Port number between 0 and 1179.

Note: An error message is displayed if an Operational mode is not selected.



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

Passcode protection level controls whether a passcode is required to open the menu or the settings screen.

Note: The default option is Settings access.

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

- **Wi-Fi:** Tap Dynamic or Static IP Address for ECR connection

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

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

- **Ethernet:** Tap **Dynamic or Static IP Address** for ECR connection Refer for Configuring static IP for Ethernet.

Note: The Ethernet button is only displayed if the device and/or hardware supports Ethernet connectivity.

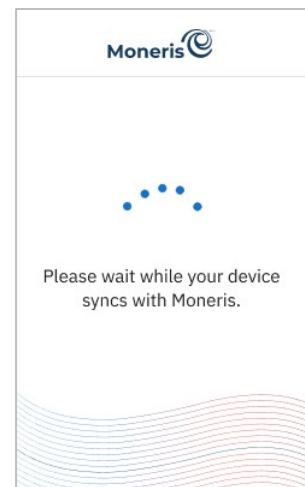
Note: If terminal has internet connection, IP Address will be displayed below in green.

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

The screenshot shows the Moneris Go Terminal setup interface. At the top is the Moneris logo. Below it, the 'TERMINAL LANGUAGE' section explains that the language is set for the terminal before card entry. Two options are listed: 'English' (selected with a blue radio button) and 'Français' (unselected). The 'OPERATIONAL MODE' section has two options: 'Cloud' (unselected) and 'Direct' (unselected). Below this is a 'Port' dropdown menu. The 'PASSCODE PROTECTION LEVEL' section is highlighted with a red border and contains two options: 'Menu access' (unselected) and 'Settings access' (selected). Below this, the 'Wi-Fi' section shows the IP address '192.168.1.250' and a 'Tap to configure Wi-Fi' button. The 'Ethernet' section has a 'Tap to configure Ethernet' button. At the bottom is a large blue 'Save' button.

8. 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.



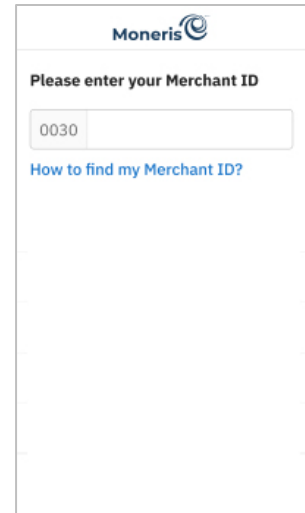
9. Tap on the **Merchant ID** field.

10. 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.

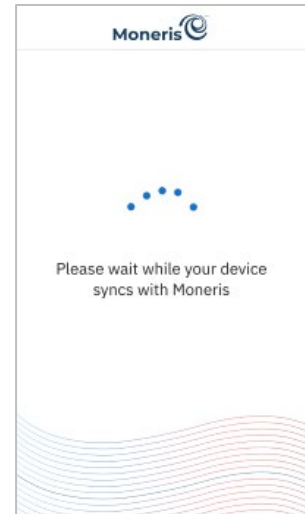
11. Tap **OK**.



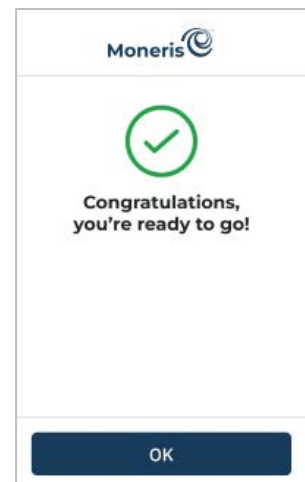
The screenshot shows the Moneris app interface. At the top is the Moneris logo. Below it, the text reads "Please enter your Merchant ID". There is a text input field containing "0030". Below the input field is a blue link that says "How to find my Merchant ID?".

12. 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.



13. Tap **Go** to continue.



The integrated mode idle screen will appear.



Accessing Integrated app settings

Follow the instructions below to continue with the integrated mode.

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.

Tap and enter the default passcode.

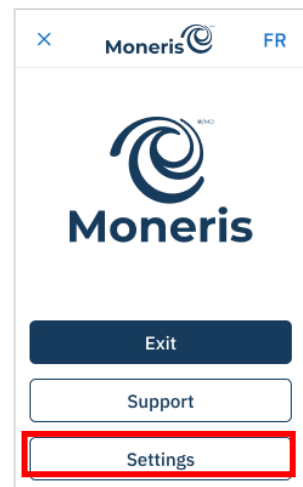
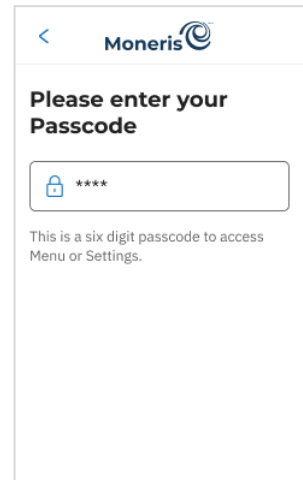
- a. For QA: 123456.
- b. For Production: 212324

Note: *Passcodes will be modifiable in Go Portal in a future update.*

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.



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

Tap and enter the default passcode

- For QA: 123456
- For Production: 212324

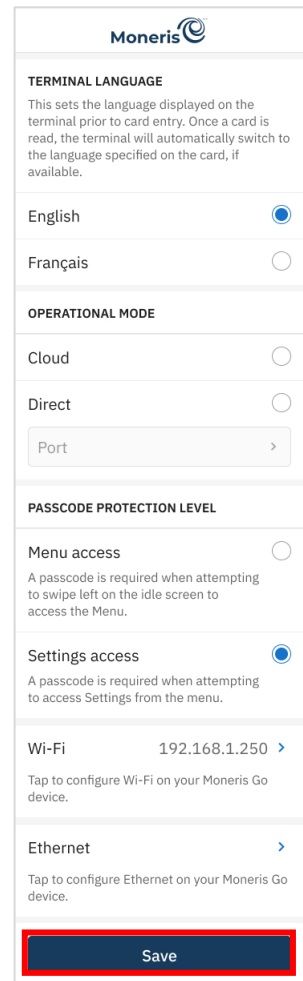
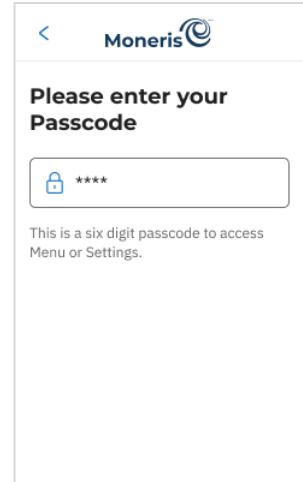
Note: *Passcodes will be modifiable in Go Portal in a future update.*

The Settings screen will display.

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

- Proceed to make applicable changes.
- 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.



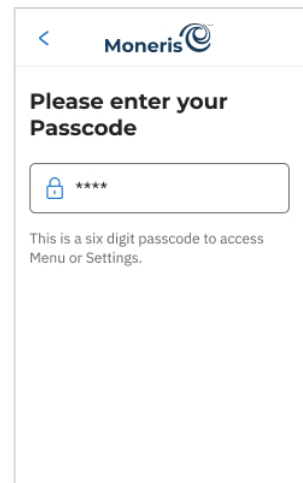
2. This screen will appear if **Menu access** was selected under Passcode Protection Level in the Initial setup.

Tap and enter the default passcode.

- a. For QA: 123456
- b. For Production: 212324

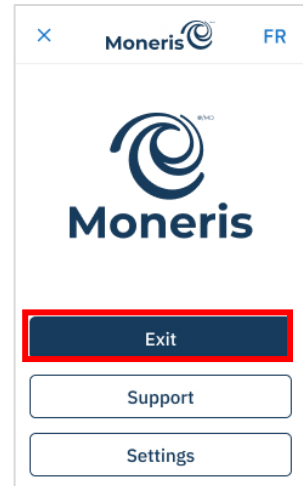
Note: *The Passcode can be modified by the merchant's POS through the Sync Command.*

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



3. Tap **Exit**.


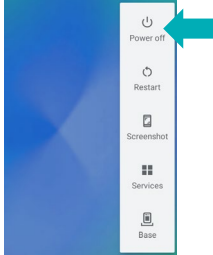
The home screen will display.




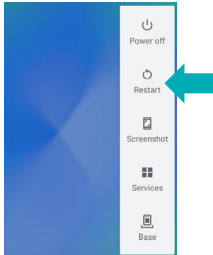
Maintenance and Care

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

Power off the terminal

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

Restart the terminal

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

Terminal Care and Cleaning

There are a few simple steps to clean and disinfect your terminal. These instructions should be followed to prevent the possibility of damage to your terminal.

Terminal Sanitization Instructions

Important: Never use solvents, detergents or abrasive cleaners.

Cleaning


Terminals should only be cleaned using water and a microfiber cloth. Water should not be directly applied to the terminal. Apply water to the microfiber cloth so it is lightly damp and gently wipe down the terminal.

Disinfecting

After cleaning the terminal, it can be disinfected using a suitable alcohol-based wipe or a disinfectant applied to a microfiber cloth. Do not apply alcohol or disinfectant directly to the device.

Troubleshooting

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

Issue	Solution
Touch screen is slow or unresponsive	<ul style="list-style-type: none"> ▪ Ensure other electronic devices are away from the terminal. ▪ 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)	<p>Swipe down from the top of the screen to view the status bar.</p> <p>The status bar shows:</p> <ul style="list-style-type: none"> ▪ connection mode (4G or Wi-Fi icon), ▪ signal strength (if using Wi-Fi, ensure that your network signal is strong) ▪ battery charge level (charge the battery as needed ▪ review the IP Checklist
Unable to swipe down further to view the full Android terminal settings (Wi-Fi, Blue-tooth, screen brightness, etc)	<ol style="list-style-type: none"> 3. Exit from cloud integration mode. 4. At the sign-in screen, swipe down from the top of the screen.
Terminal begins 60 second countdown when placed in cloud mode	<p>The terminal is trying to communicate using cellular service, but the SIM card is missing or not properly seated.</p> <p>Contact Moneris for assistance.</p>
Wi-Fi issues (IP Checklist)	<p>Refer to firewall rules in the Moneris Go Integration guide Merchant Network Readiness Checklist.</p> 

Merchant and Integrator Support

To obtain support for the Moneris Go 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.



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MGo Slim (EX8000) Integrated: GSG - March 2026