



Moneris[®] Go Terminal (DX8000) Integrated.

Getting Started Guide

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Document Control

Version	Date	Section	Summary of changes
1.0.0	September 21, 2023	All sections	Initial release
1.1.0	December 15, 2023	Introduction	Added App-to-App Integration
		Configuring the Moneris Go Integrated App	Added App-to-App Integration
1.1.1	June 6, 2025	Access the Integrated app Settings	New section
1.2.1	March 30, 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

~ Previously named **Moneris Go Plus** ~

Introduction

The Moneris Go Terminal (DX8000) 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 Terminal (DX8000) features

- PCI security for card entry (PCI PTS v6)
- Multiple card readers:
 - integrated magnetic stripe
 - integrated chip
 - digital wallet
 - embedded contactless reader
- Front camera (fixed focus, code scanning, 2MP)
- Rear camera (auto focus, flash, code scanning, 8MP)
- 6-inch colour/capacitive multi-touch
- Thermal receipt printer

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 A2
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 A2
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 (DX8000) hardware checklist

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

Ensure to only use cables provided by Moneris.

The box includes:

Item	Description
	Integrated terminal DX8000

Item	Description
	USB Type-C charging cable and AC Adapter
	Charging base
	Receipt paper

Installing the Hardware

Get to know your Moneris Go terminal (DX8000) and follow steps to connect the charger or the optional charging base.

Diagram of the front of the Moneris Go Terminal (DX8000)

Use this diagram to get familiar with the interfaces and ports located in the front of the Moneris Go Terminal (DX8000).



Label	Hardware Element	Function
A	Printer	Prints receipts and reports.
B	Contactless reader	Reads card information when a card is tapped.
C	Front camera	Scans QR codes on a receipt to help you find a transaction to refund, void, or reprint receipts.
D	Magnetic stripe reader	Reads card information when a card is swiped.
E	Touch screen display	Displays information and allows you to enter information by touching the screen.
F	Chip card reader	Reads card information when a chip card is inserted.



Diagram of the back of the Moneris Go Terminal (DX8000)



Use this diagram to get familiar with the interfaces and ports located on the sides and back of the Moneris Go Terminal (DX8000).






Label	Hardware Element	Function
G	Rear camera	Scans QR codes on a receipt to help you find a transaction to refund, void, or reprint receipts.
H	Metal contacts	Connects the terminal with the optional charging base.

Connecting the charger to the Moneris Go Terminal (DX8000)

	1. Unfold the charging cable.
	2. Insert the micro-USB connector into the USB port on the left side of the terminal.

	<p>3. Make sure the AC adaptor is connected to the other end of the charging cable. Plug the AC adaptor into a working electrical outlet.</p> <p>Note: Use a power bar to avoid electrical surges.</p>
	<p>The terminal displays the charging screen.</p> <p>4. Wait for the battery charging icon to display. This indicates that the terminal is receiving power and the battery is charging.</p> <p>5. Continue charging the terminal during the rest of the setup procedures.</p>

Connecting the optional charging base to the Moneris Go Terminal (DX8000)

	<p>1. Unfold the charging cable.</p>
	<p>2. Insert the USB connector into the USB port in the back of the base.</p>
	<p>3. Make sure the AC adaptor is connected to the other end of the charging cable. Plug the AC adaptor into a working electrical outlet.</p> <p>Note: Use a power bar to avoid electrical surges.</p>



4. Dock the terminal on the base. Ensure the terminal fits securely over the two prongs on the base.



The terminal displays the charging screen.

5. Wait for the battery charging icon to display. This indicates that the terminal is receiving power and the battery is charging.
6. Continue charging the terminal during the rest of the setup procedures.

Communication

To set up the Moneris Go Terminal (DX8000), 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 (DX8000) 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 Terminal (DX8000) as part of the software configuration. It follows on from the communication settings in step 6 above. When you tap Wi-Fi in the communication settings, the Android settings appear for Wi-Fi.

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**.

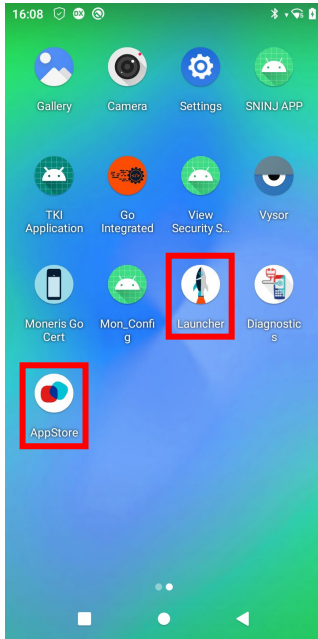
To disconnect Wi-Fi:

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.



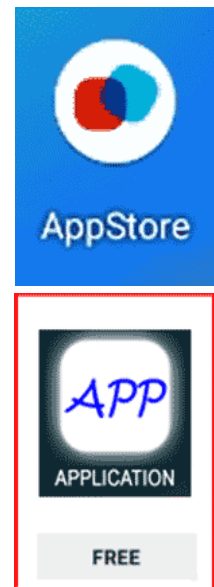
Installing an application to your terminal

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.

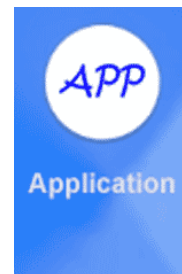
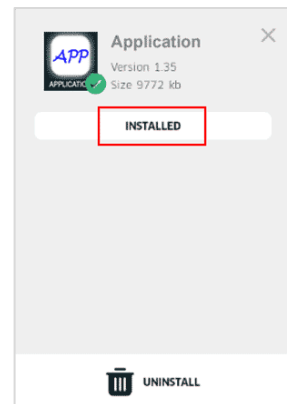
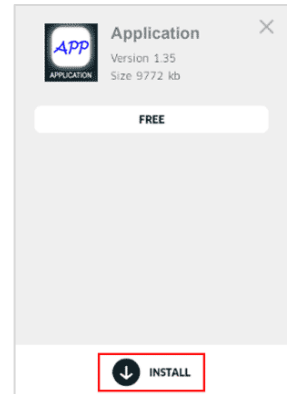


3. Tap on **INSTALL** to begin the installation process.
It will take a few moments to complete the installation to your terminal.

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.

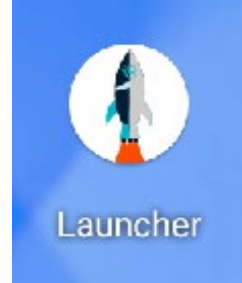


Open the Launcher Application

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.

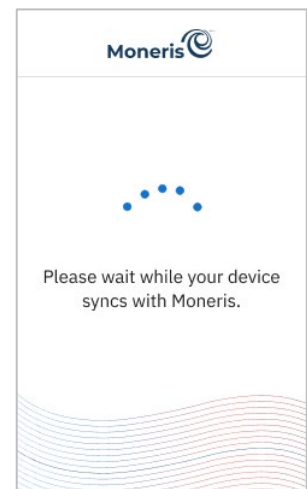
Now proceed to launch the Go Integrated application (only for Direct and Cloud Integrators).

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



Wait while the sync process on your Moneris Go Terminal (DX8000) terminal begins.

2. Proceed to next section Configure Cloud and Direct.



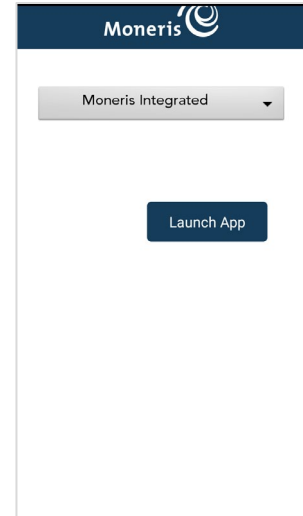
Configure Cloud and Direct

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

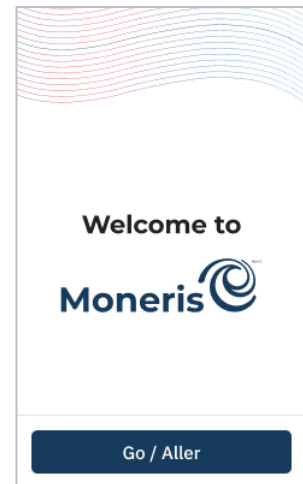
1. Select **Moneris Integrated** from the dropdown menu.

Note: *The default selection is Moneris Go.*

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

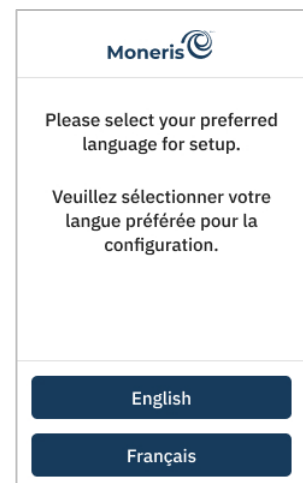


3. Tap **Go** to begin configuring your Moneris Go application.



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 Terminal (DX8000) to communicate with Moneris.

Moneris

TERMINAL LANGUAGE
This sets the language displayed on the terminal prior to card entry. Once a card is read, the terminal will automatically switch to the language specified on the card, if available.

English

Français

OPERATIONAL MODE

Cloud

Direct

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.

OPERATIONAL MODE

Cloud

Direct

Port >

OPERATIONAL MODE

Cloud

Direct

OPERATIONAL MODE

Cloud

Direct

Port: 1180 >

- **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.

- **Receipt Printing:** Choose between Print from Moneris Go device or Print from POS Printer

Note: *Cardholder choice should be enabled in Receipts settings.*

- **Print from Moneris Go device** will print a physical receipt when cardholder selects print
- **Print from POS Printer** will not print a physical receipt when cardholder selects print

Note: *The POS 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.*

- **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.

Moneris

TERMINAL LANGUAGE
This sets the language displayed on the terminal prior to card entry. Once a card is read, the terminal will automatically switch to the language specified on the card, if available.

English

Français

OPERATIONAL MODE

Cloud

Direct

Port >

PASSCODE PROTECTION LEVEL

Menu access
A passcode is required when attempting to swipe left on the idle screen to access the Menu.

Settings access
A passcode is required when attempting to access Settings from the menu.

RECEIPT PRINTING

Print from Moneris Go device

Print from POS Printer

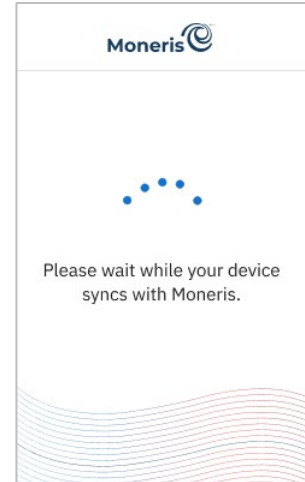
Wi-Fi 192.168.1.250 >
Tap to configure Wi-Fi on your Moneris Go device.

Ethernet >
Tap to configure Ethernet on your Moneris Go device.

Save

- 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.

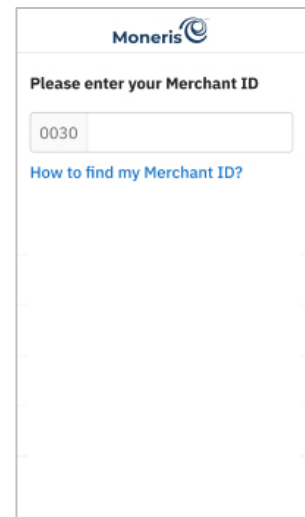


- Tap on the **Merchant ID** field.
- Enter your Merchant ID number received from TMS.

Note: 0030 is prepopulated in the field.

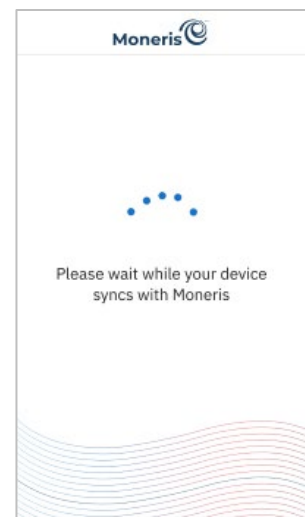
Note: You will have only three attempts to enter the Merchant ID.

- Tap **OK**.

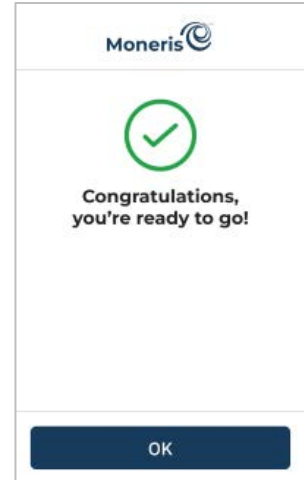


- Wait while the sync process completes to sync with the Moneris host.

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.

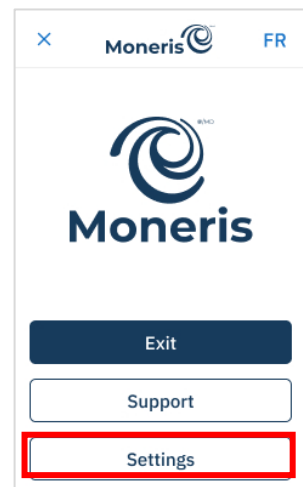
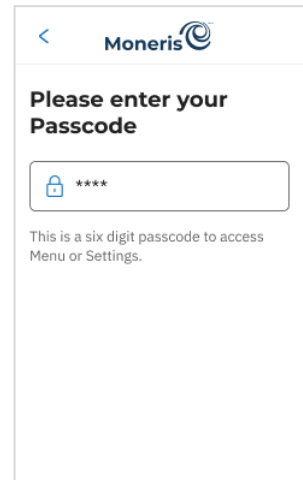
- a. For QA: 123456.
- b. For Production: 212324

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

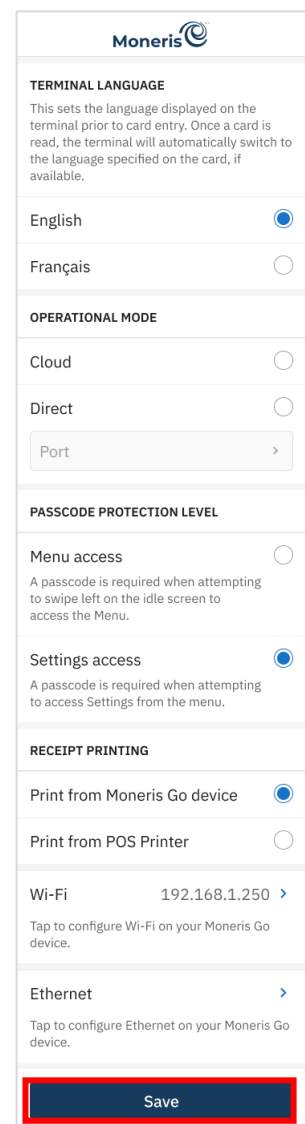
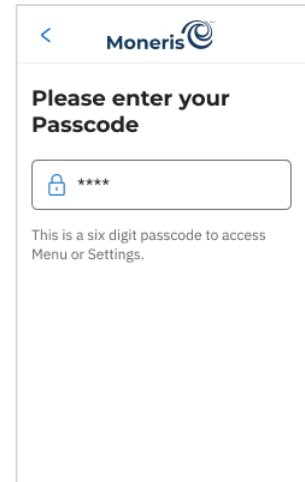
Note: *Passcodes will be modifiable in Go Portal in a future update.*

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.

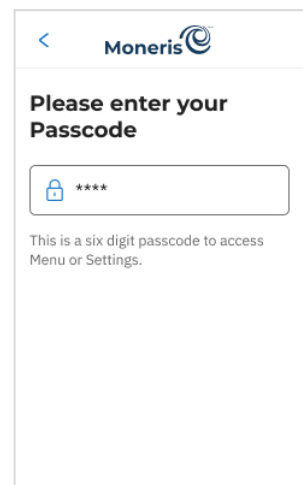
Tap and enter the default passcode.

a. For QA: 123456

b. For Production: 212324

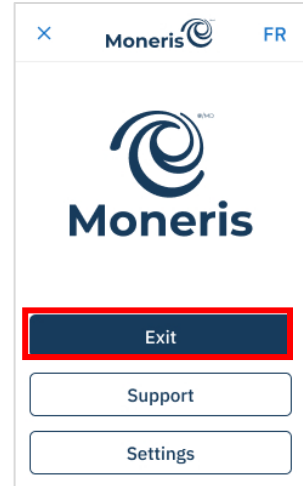
Note: *The Passcode can be modified by the merchant's POS through the Sync Command.*

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.



Setting up and using the Communication Base

Use the optional communication base (if you have it) when there is a weak cellular signal on your terminal. The communication base enables the terminal to communicate with Moneris using your Ethernet connectivity.

Disclaimer: Terminal needs to be used near the communication base. The further away the terminal is from the communication base, will degrade the functionality of the communication base.

Connect the power

1. Unfold the charging cable.
2. Connect the charging cable to the power adaptor.
3. Then turn the communication base upside down and connect the power adaptor cable to the power port in the back of the communication base.



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

Note: Use a power bar to avoid electrical surges.



Connect the Ethernet cable

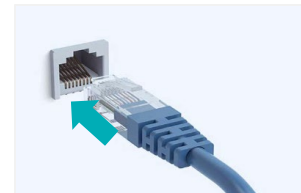
1. Uncoil your Ethernet cable; both ends of the cable will look the same.



2. Turn the communication base upside down. Use one end of the cable and insert it into the Ethernet port on the back of the base. The Ethernet cable will clip in when it is inserted correctly.



3. Connect the other end of the Ethernet cable to your Ethernet network infrastructure (modem, router, Ethernet wall ports, other equipment). The Ethernet cable will clip in when it is inserted correctly.



4. Turn the base right side up and dock the terminal on the communication base. Ensure the terminal fits securely over the two prongs on the base.



5. The terminal displays the charging screen.
 - a. Wait for the battery charging 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.



Continue to [How to pair the communication base with the terminal.](#)

Pair the communication base with the terminal

Now that the base is connected to your network infrastructure, you need to connect the terminal to the base.

1. Locate the power button on the left side of terminal.
Press and hold the power button on the terminal for 3 seconds or until the terminal screen turns on.

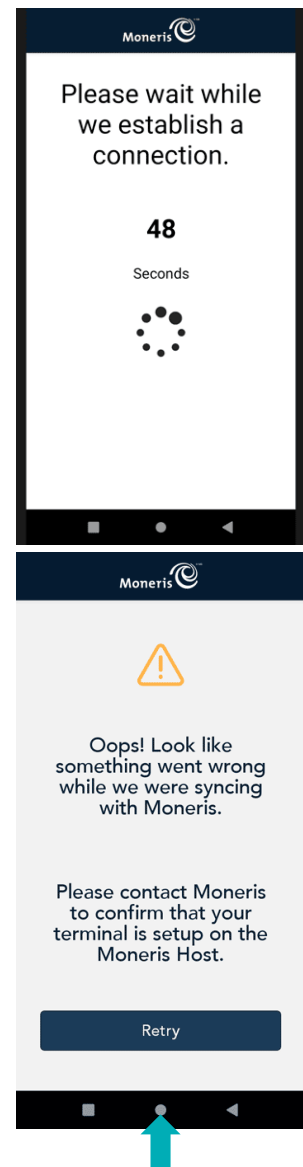
The terminal will continue to charge while on the base.

Note: Red light on the left side of the communication base indicates the terminal is available for pairing.



2. The terminal powers on and the 60 second count down appears. Wait while the terminal attempts to establish a connection to Moneris.

Note: This only applies if the terminal was powered off.



3. The "Oops!" message may appear.

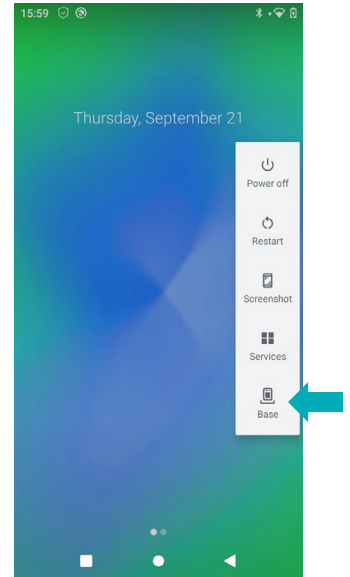
Note: Message appears because there is no established connection.


- a. Ignore this message.
- b. Tap the white circle in the navigation bar at the bottom to go to the terminal home screen.

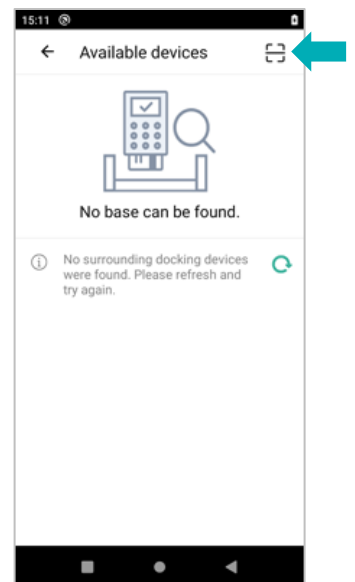
4. Press and hold the power button until you see the menu on the right side of the screen, then tap **Base**.

The “No base can be found.” message appears.

Note: *This message only appears if there are no Wi-Fi connections near by or available.*



5. Tap the **Scanning Box**  located on the top right corner of the screen.
 - a. Lift the terminal off the base.
 - b. Locate the QR code on the back of the base.

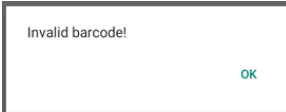


- The screen changes to camera mode, the “Please scan the QR code of base” message appears.

Note: Hold the terminal steady to capture the QR code.

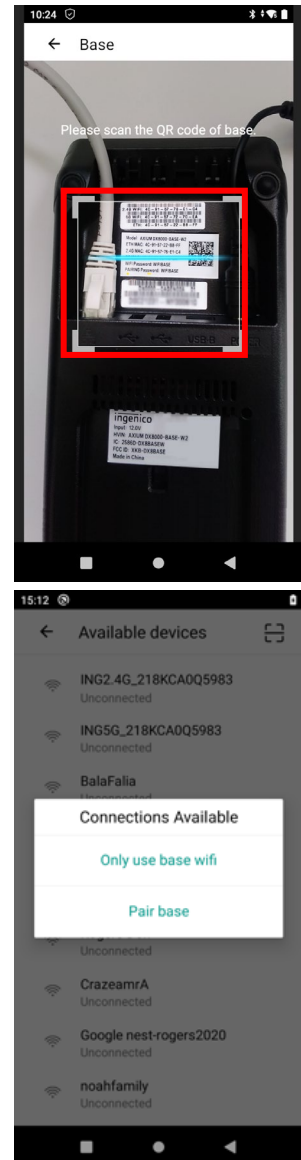
- Scan the QR code using the terminal camera.

Note: If the “Invalid barcode!” message appears, tap **OK** and retry.



- When the “Connections Available” message appears, tap **Pair base**.

The “Pairing the base” popup appears.

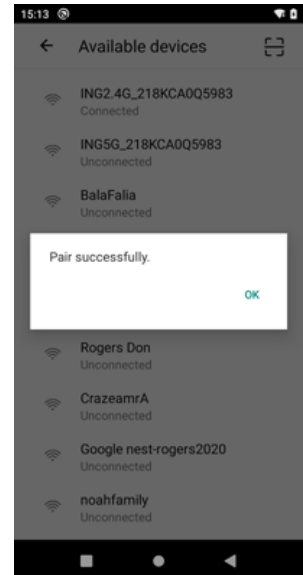


9. When the “Pair successfully” message appears, tap **OK**.

Note: Green light on the left side of the base indicates base is connected with the paired terminal.

The base connectivity information screen appears.

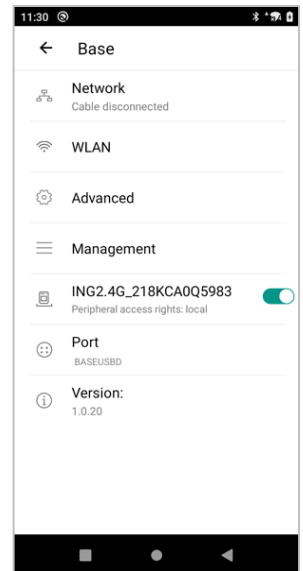
Note: Base may complete an update.



10. Tap the white circle in the navigation bar at the bottom to go to the terminal screen.

The pairing process is complete.

Note: If the “Communication error, failed to pair the base!” message appears, tap **OK** and retry.

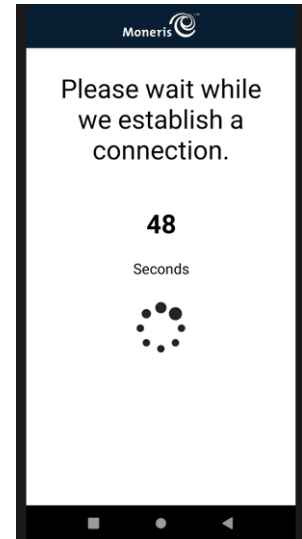


Pair multiple terminals to one base

You have already paired the primary terminal. Now, you can pair another terminal to the base. It is important to note that the communication base will only remember the last paired terminal. It is best to use the terminal with the base it is paired with. Follow the instructions below to pair the next terminal.

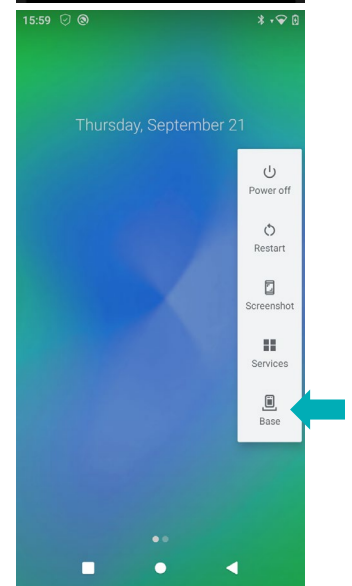
1. Press and hold the power button on the terminal for 3 seconds or until the terminal screen turns on.


The terminal powers on and the 60 second count down appears. Wait while the terminal attempts to establish a connection to Moneris.



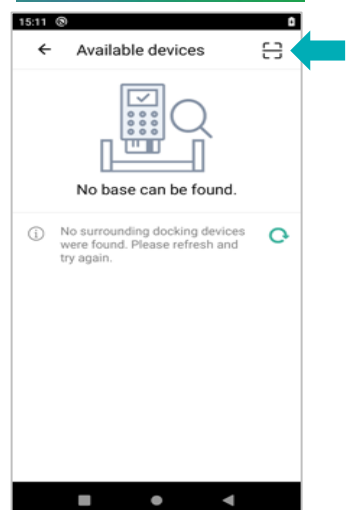
2. Press and hold the power button until you see the menu on the right side of the screen, then tap **Base**.

The “No base can be found.” message may appear.



3. Tap the **Scanning Box**  located on the top right corner of the screen.

- Lift the terminal off the base.
- Locate the QR code on the back of the base.

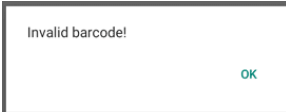


- The screen changes to camera mode, the “Please scan the QR code of base” message appears.

Note: Hold the terminal steady to capture the QR code.

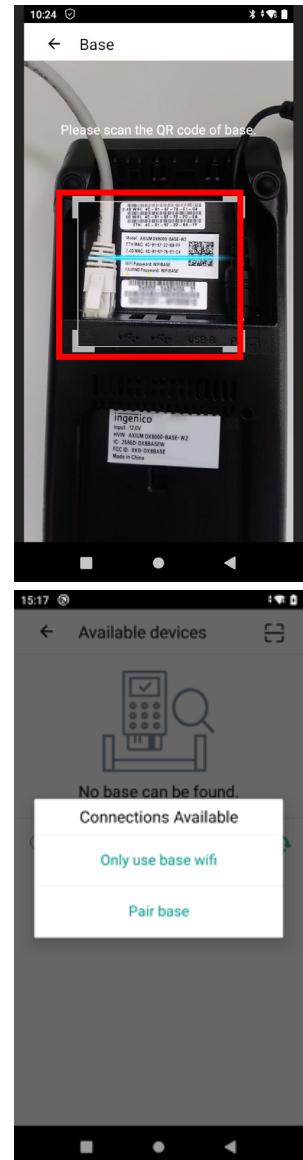
- Scan the QR code using the terminal camera.

Note: If the “Invalid barcode!” message appears, tap **OK** and retry.



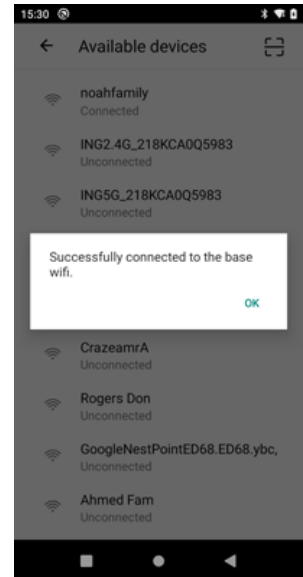
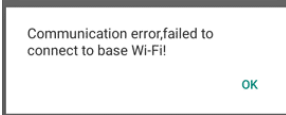
- When the “Connections Available” pop-up appears, tap **Only use base wifi.**

Note: Terminal should automatically connect to “ING2.4G_XXXXXX”, this is the communication base.



- When the “Successfully connected to the base wifi.” Message appears, tap **OK**.


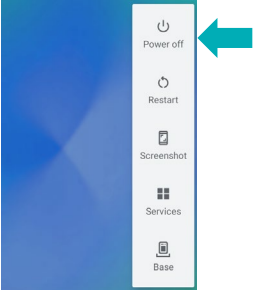
Note: *If the base Wi-Fi pairing was not successful, the following message will appear:*




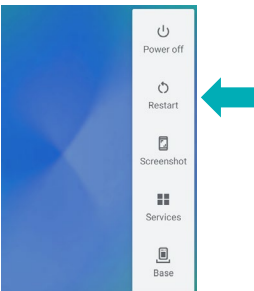
Maintenance and Care

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 left 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 left 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 Terminal (DX8000) 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. ▪ 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"> 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	<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 Terminal (DX8000) 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.
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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