



# Moneris<sup>®</sup> Go PIN Pad RX5000.

## Getting Started Guide

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## Document control

Version	Date	Section	Summary of changes
1.0.0	January 22, 2026	All sections	Initial release
1.0.1	May 14, 2026	All sections	Formatting updates
		Troubleshooting	Removed “battery charge level” bullet on 2 <sup>nd</sup> row



## Introduction

The Moneris Go PIN Pad RX5000 is a smart PIN Pad solution intended for use with your integrated ECR point of sale application. Key features include:

- PCI security for card entry (PCI PTS 6.x SRED)
- Multiple card readers:
  - integrated magnetic stripe reader
  - integrated chip reader
  - embedded contactless reader
- Front-facing camera (0.3MP, terminal goes into sleep mode when no one is detected in camera view and awakes when the camera detects a person)
- Integrated rear-facing for QR code scanning
- 4-inch WVGA display screen
- Speaker, audio jack for plug in headset
- Environmental parameters:
  - -10°C ~ 40°C (14°F ~ 104°F) Operating Temperature
  - -20°C ~ 70°C (-4°F ~ 158°F) Storage Temperature
  - 5% ~ 90% Relative Humidity, Non-Condensing
- Wi-Fi (2.4GHz/5GHz), Ethernet

### 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 (terminal)
- A set of Moneris test cards for Integrators for the Test environment only (not for production)
- 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
<b>Test</b>	<ul style="list-style-type: none"><li>▪ Merchant ID (MID) consisting of 13 numeric digits beginning with 0030</li><li>▪ Associated Store ID (alphanumeric, typically beginning with mogo- or gwca-)</li><li>• Terminal ID (TID) consisting of 8 characters beginning with A8</li></ul>

The merchants are expected to work with the Client Consultant.

Environment	Account credentials
<b>Production</b>	<ul style="list-style-type: none"><li>▪ Merchant ID (MID) consisting of 13 numeric digits beginning with 0030</li><li>▪ Associated Store ID (alphanumeric, typically beginning with mogo- or gwca-)</li><li>• Moneris terminal ID consisting of 8 characters beginning with A8</li></ul>

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 PIN Pad RX5000 box content

Make sure you have received all the hardware required to install the Moneris Go PIN Pad RX5000 terminal.

Ensure to only use cables provided by Moneris.

The box includes:

Item	Description
	RX5000 Terminal
	Power supply unit for use with USB cable
	Power cable for use with power supply unit
	Ethernet cable for use with power supply unit
Additional resources available at:	<a href="http://Ingenico.com">Ingenico.com</a>

## Installing the hardware

Get to know your Moneris Go PIN Pad RX5000 terminal and follow steps to connect the power cable and to your network.

### Diagram of the front of the Moneris Go PIN Pad RX5000

Use this diagram to get familiar with the interfaces on the front of the Moneris Go PIN Pad RX5000.



Label	Hardware Element	Function
A	Audio jack	Plug in headphones.
B	Volume control	Increases or decreases the audio of the terminal
C	Contactless reader	Reads card information when a card is tapped.
D	Magnetic stripe reader	Reads card information when a card is swiped.
E	Keypad	Allows you to press on keypad to input information.
F	Chip card reader	Reads card information when a chip card is inserted.

## Connecting the Moneris Go PIN Pad RX5000 to the power source and your network

The terminal's power supply is connected using the communication cable provided. The Moneris Go PIN Pad RX5000 terminal must be able to communicate with the Moneris host by Wi-Fi or Ethernet. If you want to use Wi-Fi to connect the Moneris Go PIN Pad RX5000 to your network, you can do so during the application setup ([Enabling Wi-Fi](#)).



1. Use the ethernet cable and attach the big side to the back of the RX5000 terminal.



2. Connect the other end of the ethernet cable to the power supply unit.



3. Then connect the power cable to the power supply unit.





4. Connect the ethernet cable to your network router or switch.



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

## Communication

The Moneris Go PIN Pad RX5000 can communicate with the Moneris host using these 2 methods. Both require Internet access:

- Wi-Fi (2.4GHz or 5GHz)
- Ethernet (connected through the network and power cable)

By default, the Moneris Go PIN Pad RX5000 uses dynamic IPs. For static IP, please refer to the next section called [Preparing your firewall](#).

## Preparing your firewall (Wi-Fi and Ethernet connection)

Please refer to [Merchant Network Readiness Checklist](#) to ensure proper firewall exemptions are in place for terminal communication.



## Enabling Wi-Fi

This section explains how to enable Wi-Fi communication on the Moneris Go PIN Pad RX5000 as part of the software configuration. When you tap Wi-Fi in the communication settings, the Android settings appear for Wi-Fi. You can now enable Wi-Fi and set up static IP if needed.

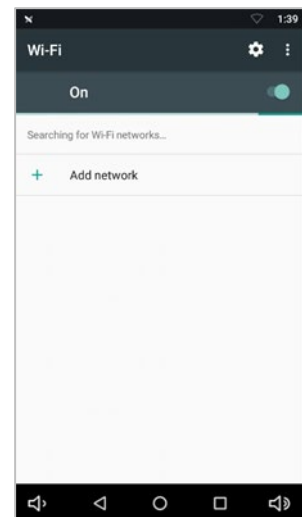
**Note:** *Wi-Fi can be configured either in the Android Settings menu or within the Moneris Go Terminal Configuration menu.*

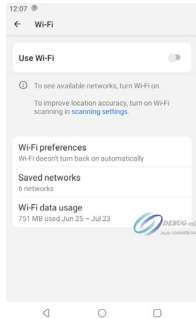
**Note:** *If you wish to enable static IP for Wi-Fi, you must do so at the same time you connect to your Wi-Fi network.*

1. Swipe down from the top of the screen to access the quick setup menu.
2. Tap **Wi-Fi**.
3. Then tap the **Wi-Fi** toggle to turn it on.

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

4. Tap the Wi-Fi network you want to connect to. Your ECR must be on the same network.
5. Enter the Wi-Fi password.
6. To configure static IP, follow these steps. Otherwise, skip to step 5.
  - a. Tap **Advanced options** and scroll down.
  - b. Tap **DHCP** and choose **Static** instead.
  - c. Enter the **static IP address**, **gateway IP address**, **DNS IP address**, and network prefix.



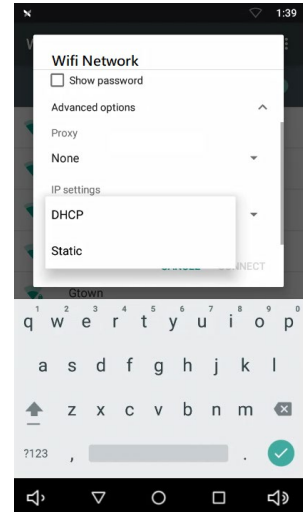


## 7. Tap **Connect**.

**Note:** If you are setting up Wi-Fi in response to the “Sync with Moneris failed” message, tap the back button in the navigation bar at the bottom of the screen to return to the setup steps.

**Note:** If you selected static IP, you must reset the terminal for the static IP configuration to take effect. Perform the reset at the end of the application configuration and before syncing with Moneris from your ECR.

**Note:** When changing from dynamic IP to static IP after initial Wi-Fi setup, you must tell the terminal to “forget” the Wi-Fi network and then repeat the steps above.



## Configuring static IP for Ethernet

This section explains how to enable static IP for Ethernet on the Moneris Go PIN Pad RX5000 as part of the software configuration. When you tap Ethernet in the Moneris app settings, you can set up static IP if needed.

1. Scroll down and tap **Ethernet IP mode**.
2. Tap **Static**.
3. Enter the **static IP address**, **gateway IP address**, **DNS IP address**, **subnet mask**, and any other required settings.
4. Tap **Connect**.
5. Reset the terminal by following the steps under section reset the terminal. This must be done to complete the change from dynamic IP to static IP.

## Download the Moneris app from the terminal AppStore

Follow the instructions below to download the Moneris app from the AppStore for Cloud or Direct integration only.

1. Tap on the **AppStore** icon from the terminal home screen.

The AppStore will launch and display all available applications.

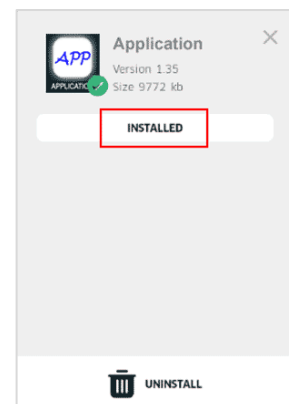
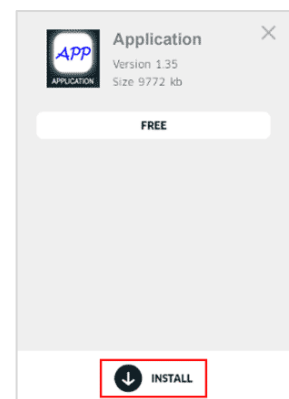
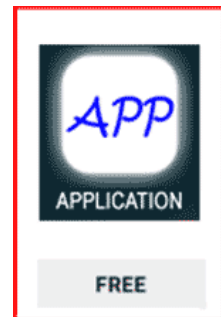
2. From the available applications, tap the application icon you wish to install.

Wait for the application to open on your terminal.

3. Tap on **INSTALL** to begin the installation process.

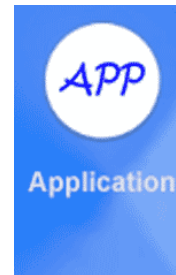
It will take a few moments to complete the installation to your terminal.

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.

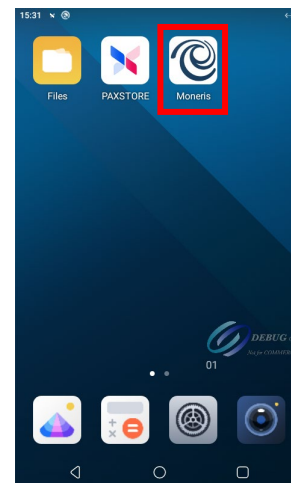


5. You will need to work with your application provider to obtain instructions on how to configure and use the application.

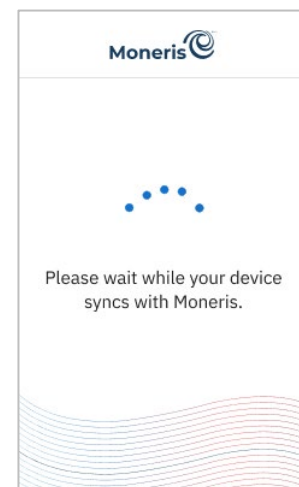
**Note:** For App-to-App Integrators, you can follow the previous steps to download the third-party application of your choice. However, you will need to work with your app provider to obtain instructions on how to configure and use the app.

## Access Integrated app settings and configure Cloud and Direct

1. Tap on the downloaded **Moneris app** on your terminal.



2. Your device will go through the sync process with Moneris.

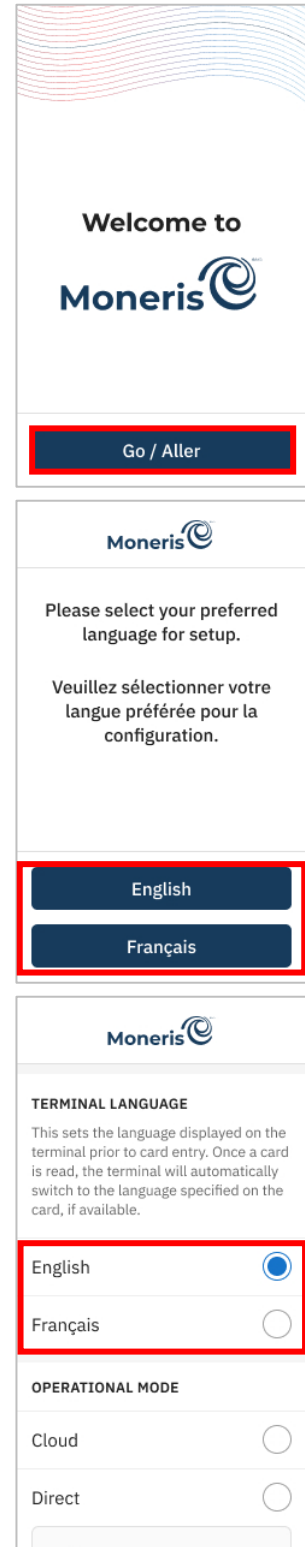


3. Tap **GO** to begin configuring your Moneris app.

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 PIN Pad RX5000 terminal to communicate with Moneris.



6. Select the communication settings:

- **Operational mode:** Choose between **Direct** or **Cloud**

**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.

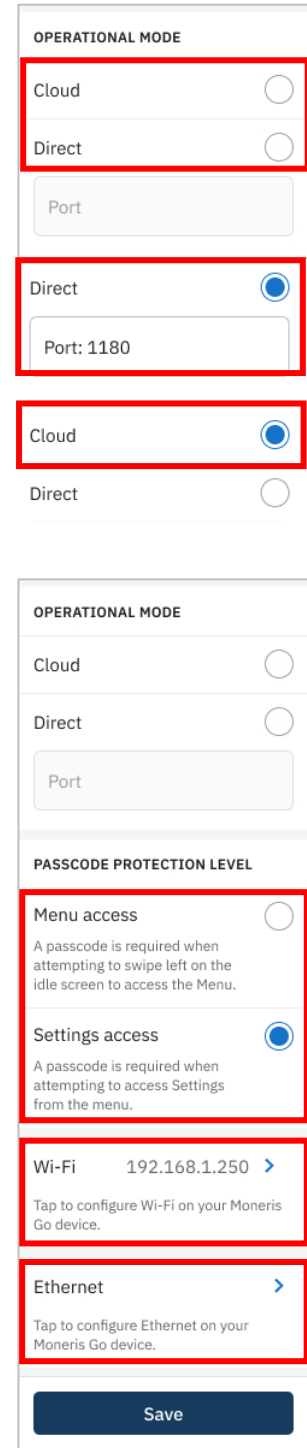
**Note:** If terminal has internet connection, IP Address will be displayed below in green.

**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.

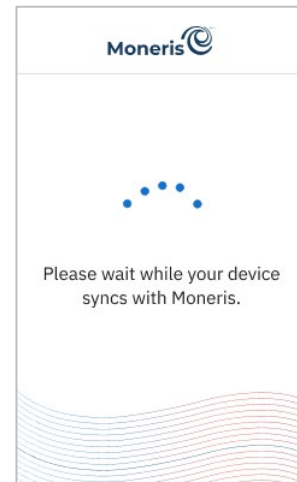
**Note:** If terminal has internet connection, IP Address will be displayed below in green.

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



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.*



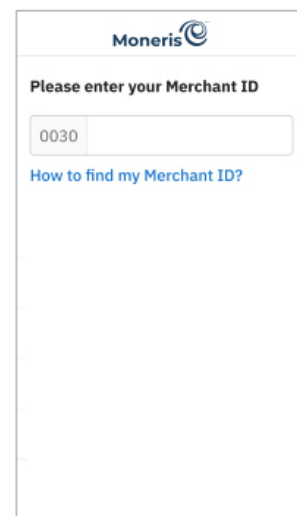
9. Tap on the **Merchant ID** field.

Enter your Merchant ID number received from TMS.

**Note:** *0030 is prepopulated in the field.*

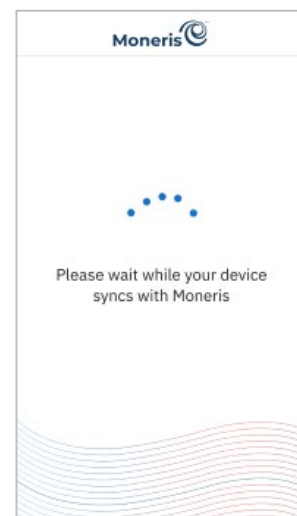
**Note:** *You will have only three attempts to enter the Merchant ID.*

Tap **OK**.

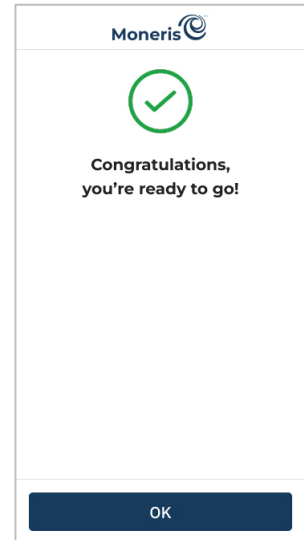


10. Wait while the sync process completes to sync with the Moneris host.

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



11. Tap **Go** to continue.



12. The integrated mode idle screen will appear.



## Access the Moneris Application Settings

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



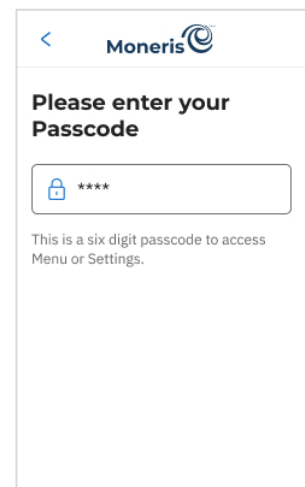
2. This screen will appear if **Menu access** was selected under Passcode Protection Level in the Initial setup.

Tap and enter the default passcode.

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

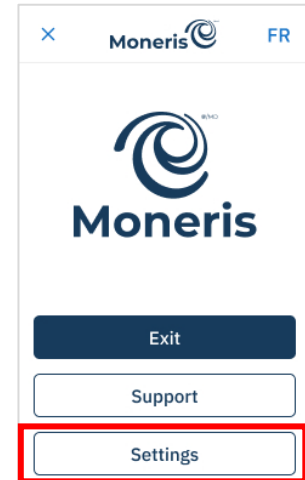
**Note:** *Passcodes will be modifiable in Go Portal in a future update.*

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.



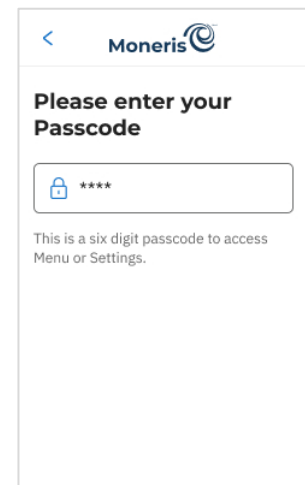
4. This screen will appear if **Settings access** was selected under Passcode Protection Level in the Initial setup.

Tap and enter the default passcode

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

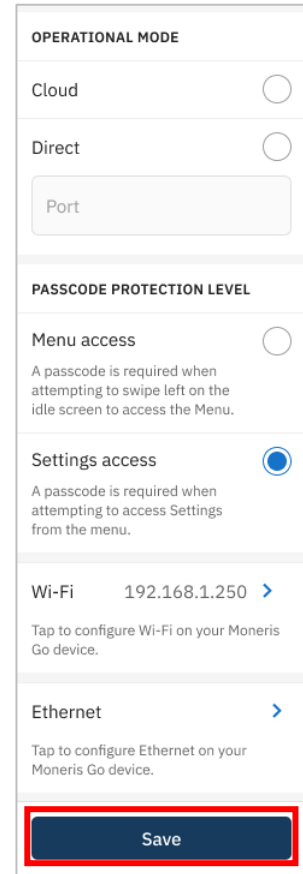
**Note:** *The Passcode can be modified by the merchant's POS through the Sync Command*

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.



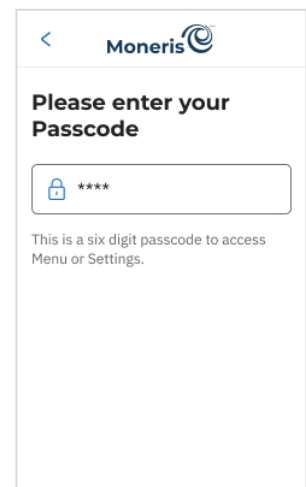
2. This screen will appear if **Menu access** was selected under Passcode Protection Level in the Initial setup.

Tap and enter the default passcode.

a. For QA: 123456

b. For Production: 212324

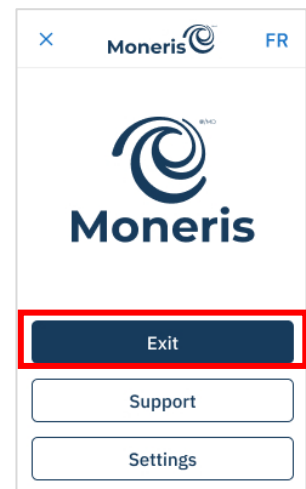
**Note:** *The Passcode can be modified by the merchant's POS through the Sync Command*



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

The Moneris Go PIN Pad RX5000 does not have a power button.



To power off the Moneris Go PIN Pad RX5000, choose option 1 or 2:

#### Option 1

1. Unplug the power cable from the electrical outlet.



#### Option 2

1. Press and hold the '#' and '0' (green) buttons together for 3-5 seconds until the Service menu screen displays.



2. Tap on **Power off**.  
The terminal will restart.

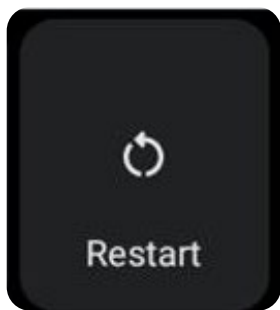
## Restart the terminal

The Moneris Go PIN Pad RX5000 does not have a power button.



There are two ways to restart the terminal.

1. Press and hold the '#' and '<' (yellow) buttons together for 3-5 seconds.



2. Press and hold the '#' and 'O' (green) buttons together for 3-5 seconds.

3. Tap on **Restart**.

The terminal will restart.

## Access Service menu on the terminal



To access the Service menu on the Moneris Go PIN Pad RX5000:

1. Press and hold the '#' and 'O' (green) buttons together for 3-5 seconds until the Service menu screen displays.



2. Tap on **Services**.



## 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 PIN Pad RX5000 together with suggested solutions.

Issue	Solution
Touch screen is slow or unresponsive	<ul style="list-style-type: none"> <li>▪ Ensure other electronic terminals are away from the terminal.</li> <li>▪ Confirm that the surface of the screen is free from liquids.</li> <li>▪ If there is a protective film over the screen, remove it.</li> <li>▪ Check for any metallic objects touching the screen.</li> <li>▪ Check for any sources of magnetic waves near the terminal and move them further away.</li> </ul>
Connection issues. How to determine connection mode (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"> <li>▪ connection mode (Wi-Fi icon)</li> <li>▪ signal strength (if using Wi-Fi, ensure that your network signal is strong)</li> <li>▪ review the <a href="#">IP Checklist</a></li> </ul>
Unable to swipe down further to view the full Android terminal settings (Wi-Fi, screen brightness, etc)	<ol style="list-style-type: none"> <li>1. Exit from cloud integration mode.</li> <li>2. At the sign-in screen, swipe down from the top of the screen.</li> </ol>
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 solution, follow these directions.

<b>Situation</b>	<b>Directions</b>
You are an integrator developing an integrated solution	Contact your assigned Client Consultant or Client Integration Specialist.
You are a Merchant configuring a third party application or POS software that connects to Go.	Contact your integration provider for any additional configuration steps.
You are a Merchant facing transaction or payment acceptance issues. Your transactions in Go Portal or Merchant Direct are not synchronized with your POS software.	Contact your integration provider for detailed transaction error information and support. Your integrator may request you contact Moneris for additional troubleshooting.
You are a Merchant facing transaction or payment acceptance issues. Your transactions are being declined by Moneris or the issuer.	Contact Moneris Customer Care toll-free at 1-866-319-7450.
For technical issues or billing support.	Contact Moneris Customer Care toll-free at 1-866-319-7450.



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