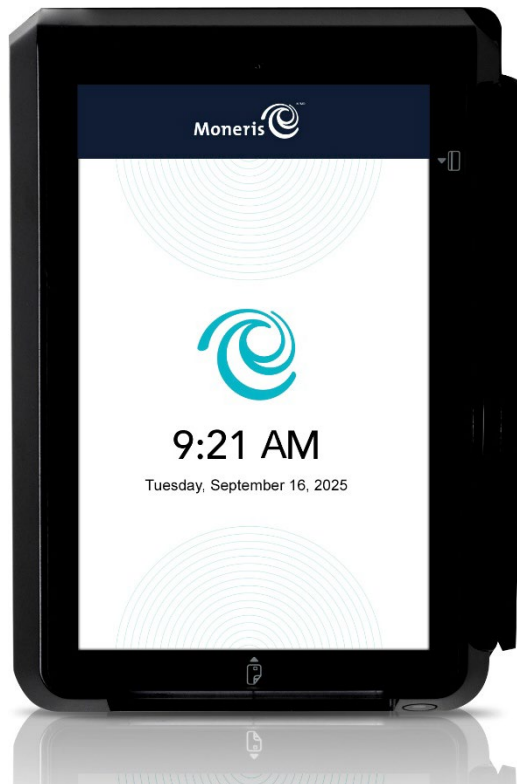




Moneris® Go Unattended.

Getting Started Guide

Documentation Version: 1.1

Documentation Date: September 10, 2025

Copyright © Moneris Solutions, 2025

All rights reserved. No part of this publication may be reproduced, stored in retrieval systems, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of Moneris Solutions Corporation.

Contents

Document control.....	3
Introduction	4
Before getting started	4
Moneris Go Unattended box content	6
Installing the hardware.....	8
Diagram of the back of the Moneris Go Unattended.....	8
Connecting the Moneris Go Unattended power	9
Connecting the Moneris Go Unattended to your network	10
Installing the Ethernet cable.....	10
Communication	11
Preparing your firewall (Wi-Fi and Ethernet connection)	11
Enabling Wi-Fi	12
Configuring static IP for Ethernet	13
Download the Moneris app from the PAX store.....	14
Setup the Go Integrated app for Cloud or Direct Integration.....	16
Access the Integrated app Settings	19
Exit the Integrated app.....	21
Maintenance	23
Power off the terminal	23
Rebooting the Moneris Go Unattended	23
Troubleshooting	24
Merchant and Integrator support	25

Document control

Version	Date	Section	Summary of changes
1.0	July 23, 2024	All sections	Initial release
1.1	September 10, 2025	Introduction	Updated content
		Download the Moneris app from the PAX store	New section

Introduction

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

- PCI security for card entry (PCI PTS 5.x SRED)
- Multiple card readers:
 - integrated magnetic stripe reader
 - integrated chip reader
 - embedded contactless reader
- Front-facing camera (2MP) plus scanner (0.3MP)
- 5-inch TFT display / touch screen
- Environmental parameters:
 - -20°C ~ 70°C (-4°F ~ 158°F) Operating Temperature
 - -30°C ~ 70°C (-22°F ~ 158°F) Storage Temperature
 - 5% ~ 93% Relative Humidity, Non-Condensing

Use this guide to:

- Set up the hardware
- Configure the application and communication settings
- Synchronize the device 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 and production:
- **Go Portal account for test or production (refer to Go Portal account creation). 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 A5
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 A5
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 Unattended box content

Make sure you have received all the hardware required to install the Moneris Go Unattended. Ensure to only use cables provided by Moneris.

The box includes:

ITEM	DESCRIPTION
	IM30 card reader terminal
	Mounting bracket
	AC Adaptor

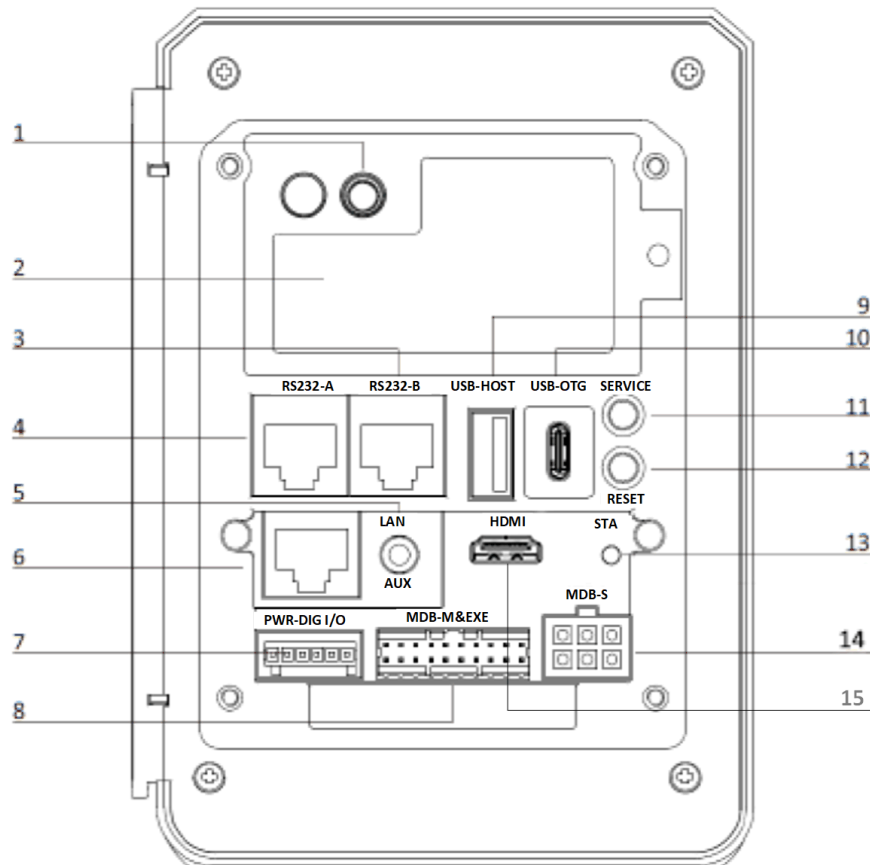
ITEM	DESCRIPTION
	Power cable
	Nuts and screws for mounting
Quick Setup Guide available at:	pax/us/support

Installing the hardware

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

Diagram of the back of the Moneris Go Unattended

Use this diagram to get familiar with the interfaces and ports located in the back of the IM30.



1	Coaxial port (for optional cellular antenna)	9	USB type A port
2	Cellular comm module with SAM/SIM card slots	10	USB type C port
3	RS232-B (host)	11	Service button
4	RS232-A (device)	12	Reset button
5	Auxiliary port (microphone & speaker)	13	Status indicator LED
6	Ethernet port	14	MDB slave port
7	Digital IO port	15	HDMI port
8	Executive & MDB master port		

Connecting the Moneris Go Unattended power



1. Locate the AC adaptor.



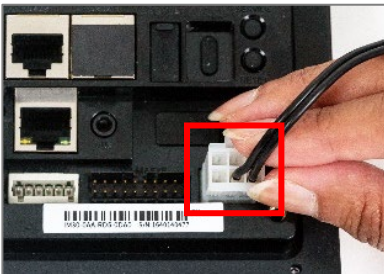
2. Locate the power cable.



3. Connect the AC adaptor to the power cable.



4. Plug the power cable connector into the MDB slave port on the back of the IM30.



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

The IM30 will power on.

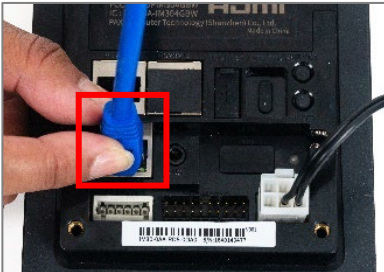
Connecting the Moneris Go Unattended to your network

To set up the Moneris Go Unattended, the device must be able to communicate with the Moneris host by Ethernet or Wi-Fi.

Installing the Ethernet cable



1. Connect your Ethernet cable to the LAN port on the back of the IM30.



2. Connect the other end of the cable to the same Ethernet network infrastructure as your ECR.

Communication

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

- Cellular (4G)
- Ethernet (connected through the network and power cable)

By default, the Moneris Go Unattended uses dynamic IPs. For static IP, please refer to the section below.

Preparing your firewall (Wi-Fi and Ethernet connection)

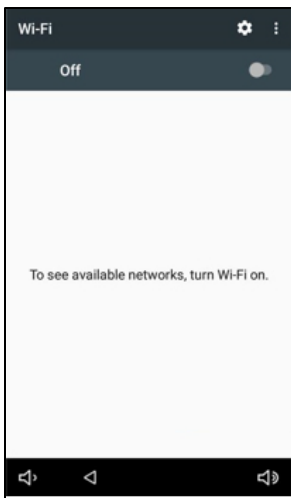
Please refer to [Merchant Network Readiness Checklist](#) to ensure proper firewall exemptions are in place for terminal communication



Enabling Wi-Fi

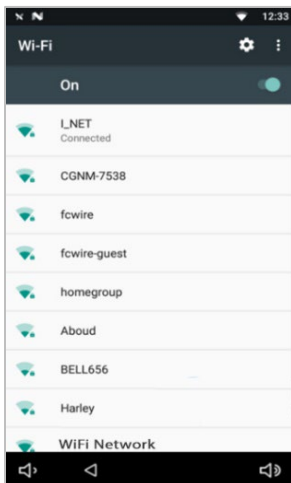
This section explains how to enable Wi-Fi communication on the Moneris Go Unattended as part of the software configuration. When you tap Wi-Fi in the communication settings, the Android settings appear for Wi-Fi. You can now enable Wi-Fi and set up static IP if needed.

Note: *Enabling Static IP for Wi-Fi must be done the first time you connect to the Wi-Fi. To change your Wi-Fi settings after this selection has been made, you will need to “Forget Network” as outlined below (see page 13).*



1. Tap the **Wi-Fi** toggle to turn it on.

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

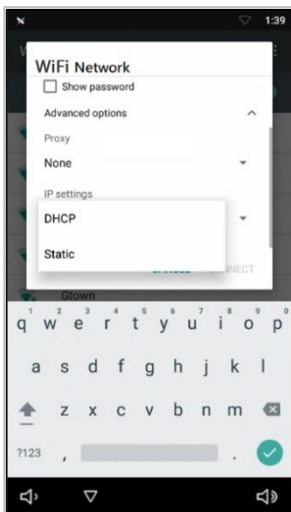


2. Tap on the **Wi-Fi network** you want to connect to. Your ECR must be on the same network.



3. Enter the **Wi-Fi password**.

To return to the communications settings screen, tap the  button found on the navigation bar at the bottom of the screen.



4. 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.
5. Tap **Connect**.

Note: If you selected static IP, you must reboot the device for the static IP configuration to take effect. Perform the reboot 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 device to “forget” the Wi-Fi network and then repeat the steps above.

Configuring static IP for Ethernet

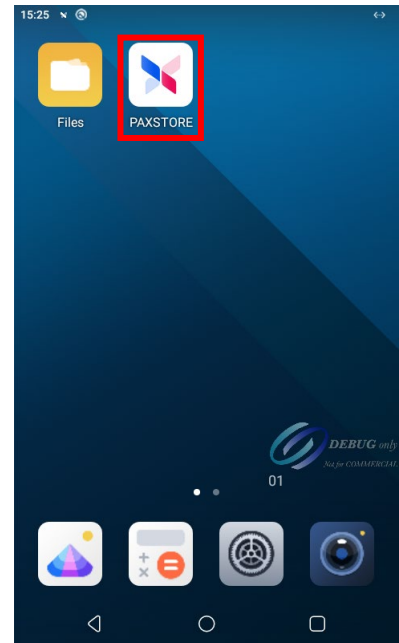
This section explains how to enable static IP for Ethernet on the Moneris Go Unattended as part of the software configuration. It follows on from the communication settings. When you tap Ethernet in the communication settings, the Android settings appear for Ethernet networking. You can now set up static 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. Reboot the device by following the steps under section Rebooting the Moneris Go Unattended. This must be done to complete the change from dynamic IP to static IP.

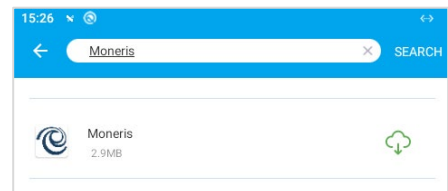
Download the Moneris app from the PAX store

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

1. Tap on the **PAXSTORE** icon from the terminal home screen.
The PAXSTORE will launch and display all available apps.



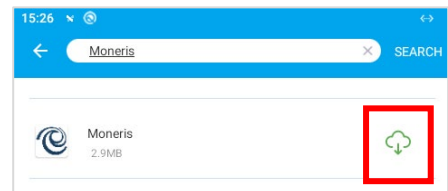
2. Search for the **Moneris** app.



3. Tap the **cloud** icon with down arrow to download the application.

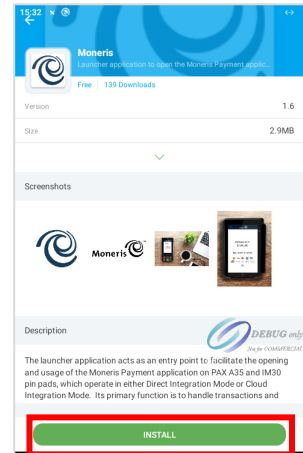
It will take a few moments to complete the download to your terminal.

If you do not want to continue, exit the PAXSTORE.

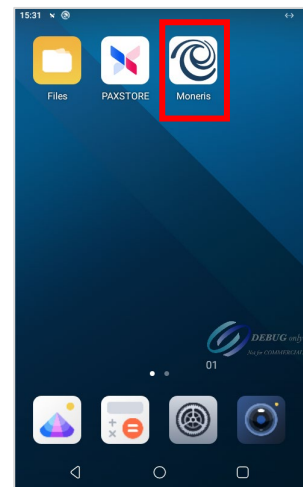


4. Tap **INSTALL** at the bottom of the screen to install the app.

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



Once the app is installed, the home screen will display the Moneris app.



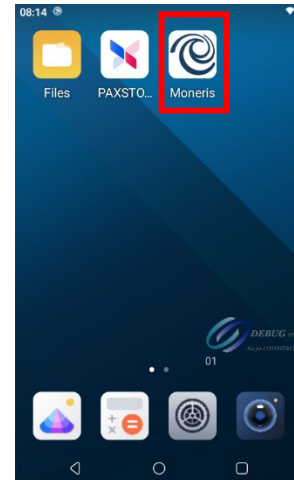
5. Proceed to Setup the Go Integrated app for Cloud or Direct Integration.

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.

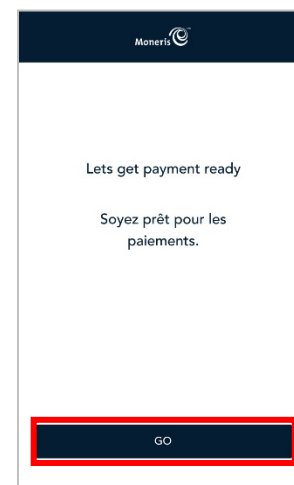
Setup the Go Integrated app for Cloud or Direct Integration

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

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

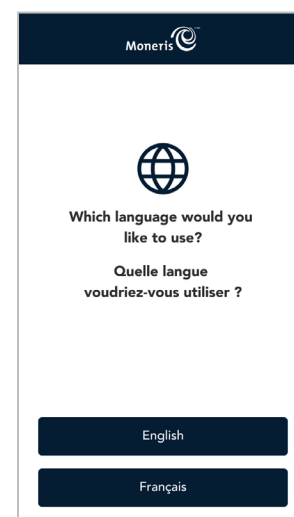


2. Tap **GO** to begin configuring your Moneris app.

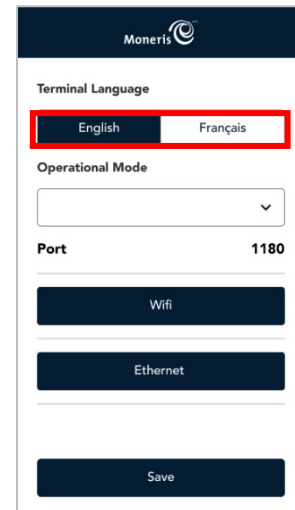


3. Tap **English** or **Français** to select language for the initial integrated setup.

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



4. Tap **English** or **Français** to select the language for the integrated Moneris Go Unattended terminal to communicate with Moneris.



5. 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.

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

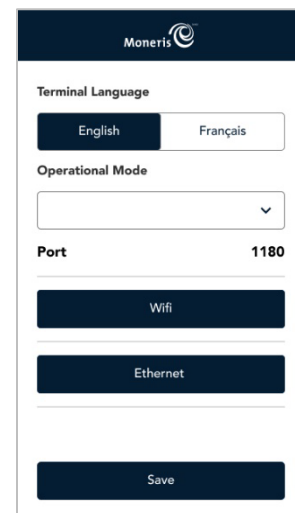
Note: You may need to configure these features in the Android setup then return to this screen to continue.

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

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

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.



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

- 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.

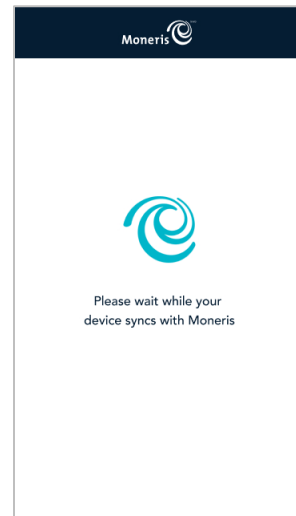
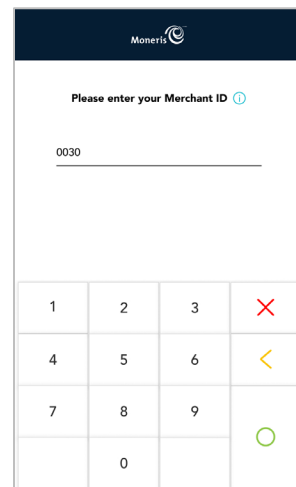
Note: 0030 is prepopulated in the field.

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

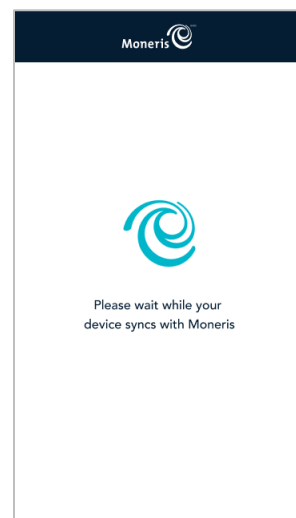
Tap **OK** [0].

- 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.

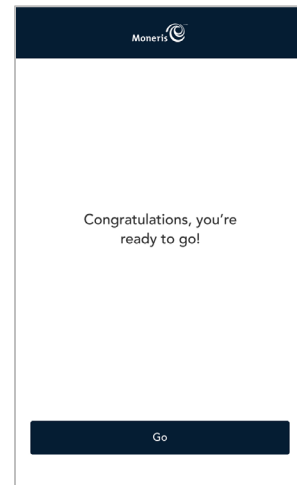



1	2	3	✖
4	5	6	<
7	8	9	○
	0		



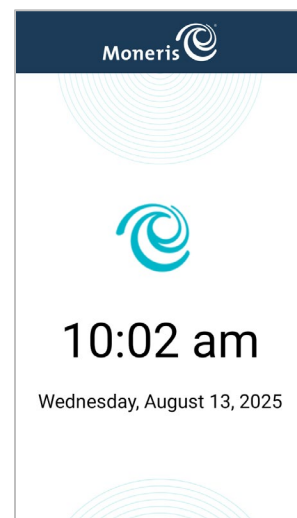


10. Tap **Go** to continue.



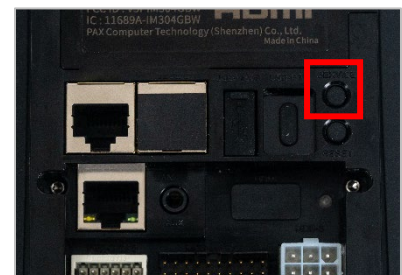
11. The integrated mode idle screen will appear.

From your ECR, send the “Sync with Moneris” command (refer to the Moneris Go API integration specification if needed). After successfully syncing with Moneris, your device is ready to receive transaction processing requests from your ECR.



Access the Integrated app Settings

1. Press on the Service button located behind the terminal.



2. The Passcode screen appears.

Tap and enter the default passcode.

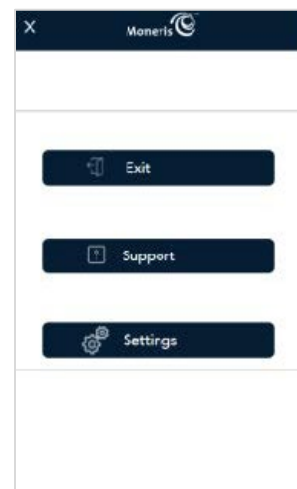
- a. For QA: 123456.
- b. For production passcode, contact your Service Manager.

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



3. Tap **Settings**.

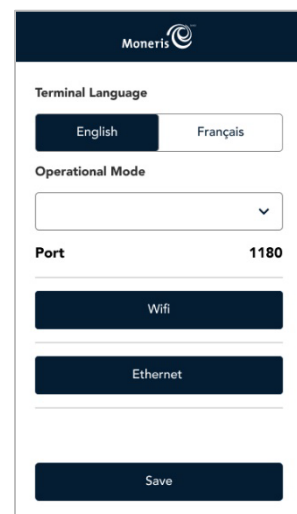
The Settings screen will display.



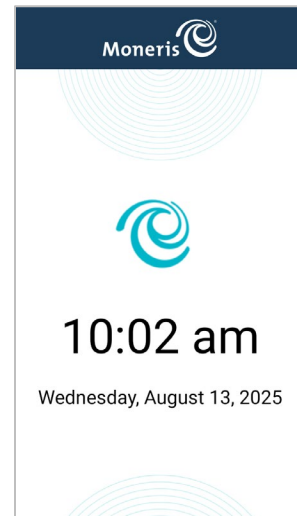
4. Proceed to make applicable changes.

5. Tap **Save** to exit.

Changes will be saved.

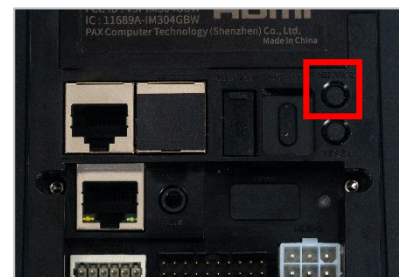


6. The integrated mode idle screen will appear.



Exit the Integrated app

1. Press on the Service button located behind the terminal.



2. The Passcode screen appears.
Tap and enter the default passcode.
 - c. For QA: 123456.
 - d. For production passcode, contact your Service Manager.

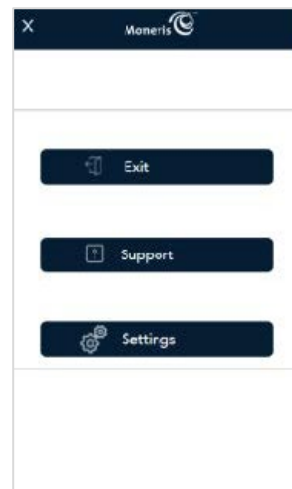
Note: Passcodes will be modifiable in Go Portal in a future update.





3. Tap **Exit**.

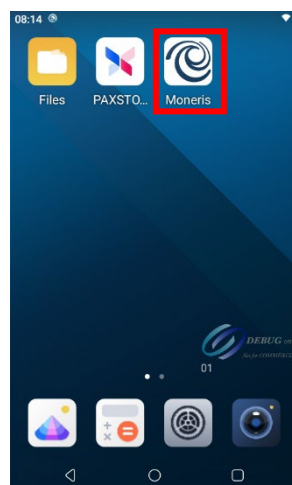
The home screen will display.



You have now exited the Moneris application.

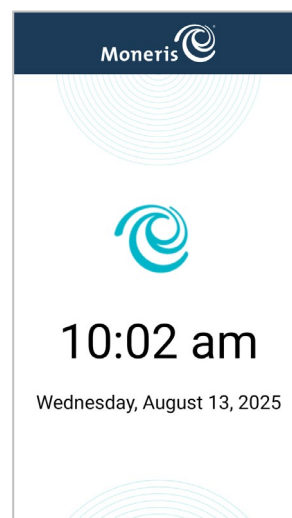
To relaunch the Moneris application:

4. Tap on the **Moneris** app.



The Moneris application will start and sync with Moneris.

The integrated mode idle screen will appear.



Maintenance

Power off the terminal

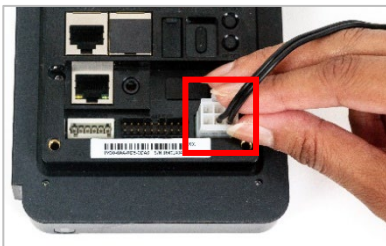
The Moneris Go Unattended does not have a power button.



To power off the Moneris Go Unattended:

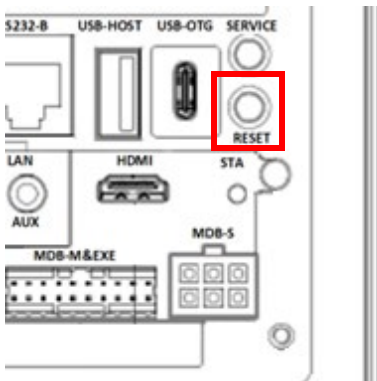
1. Unplug the power cable from the electrical outlet;

OR



2. Unplug the power cable connector from the MDB slave port in the back of the Moneris Go Unattended.

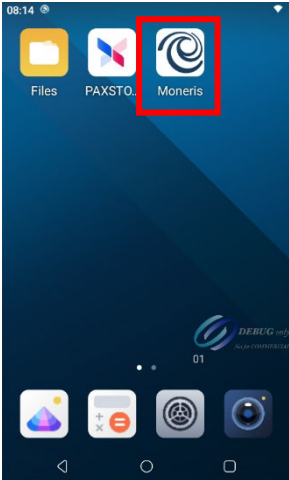
Rebooting the Moneris Go Unattended



1. Press the **Reset** button on the back of the Moneris Go Unattended.

Troubleshooting

This section lists possible issues that may occur while setting up an Moneris Go Unattended, together with suggested solutions.

ISSUE	SOLUTION
Touch screen is slow or unresponsive	• Make sure the screen is clean and dry. • 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.
Moneris Go application does not automatically launch	• Tap the Moneris icon on the Android home screen. 



Merchant and Integrator support

To obtain support for the Moneris Go 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.
For technical issues or billing support.	Contact Moneris Customer Care toll-free at 1-866-319-7450.

NOTICE OF CONFIDENTIALITY. This document contains information that is the proprietary and confidential property of Moneris. The recipient agrees to maintain this information in confidence and not reproduce or otherwise disclose this information.

MONERIS, MONERIS BE PAYMENT READY & Design and MERCHANT DIRECT are registered trade-marks of Moneris Solutions Corporation. All other marks or registered trade-marks are the property of their respective owners.

© 2025 Moneris Solutions Corporation, 3300 Bloor Street West, Toronto, Ontario, M8X 2X2. All Rights Reserved. This document shall not wholly or in part, in any form or by any means, electronic, mechanical, including photocopying, be reproduced or transmitted without the authorized consent of Moneris Solutions Corporation. This document is for informational purposes only. Neither Moneris Solutions Corporation nor any of its affiliates shall be liable for any direct, indirect, incidental, consequential or punitive damages arising out of use of any of the information contained in this document. Neither Moneris Solutions Corporation or any of its affiliates nor any of our or their respective licensors, licensees, service providers or suppliers warrant or make any representation regarding the use or the results of the use of the information, content and materials contained in this document in terms of their correctness, accuracy, reliability or otherwise. Your credit and/or debit card processing is governed by the terms and conditions of your agreement(s) for merchant credit/debit card processing services with Moneris Solutions Corporation. It is your responsibility to ensure that proper card processing procedures are followed at all times. Please refer to the *Moneris Merchant Operating Manual* (available at: moneris.com/support) and the terms and conditions of your applicable agreement(s) for credit/debit processing or other services with Moneris Solutions Corporation for details.

MGo Unattended GSG (September 2025)