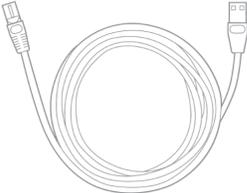
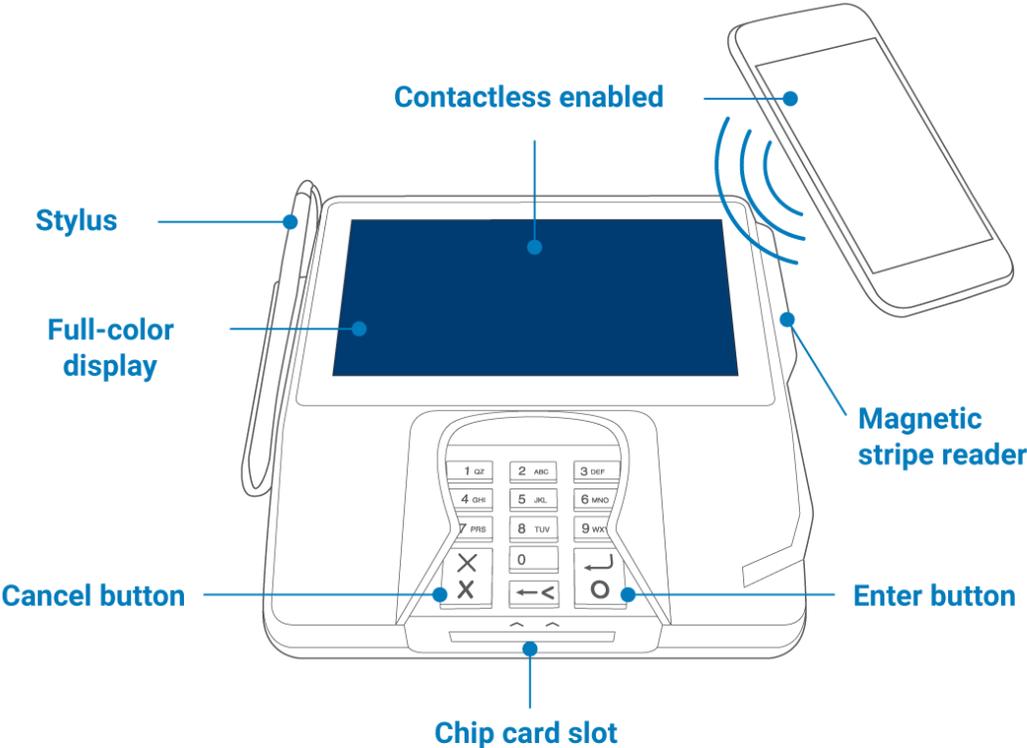


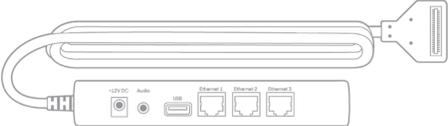
Countertop MX915/MX925 Quick Start Guide

Follow the steps in this guide to set up your Genius Countertop to work with your POS.

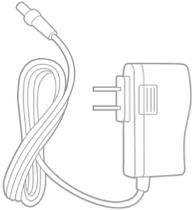
THE PLATFORM



Ethernet cable

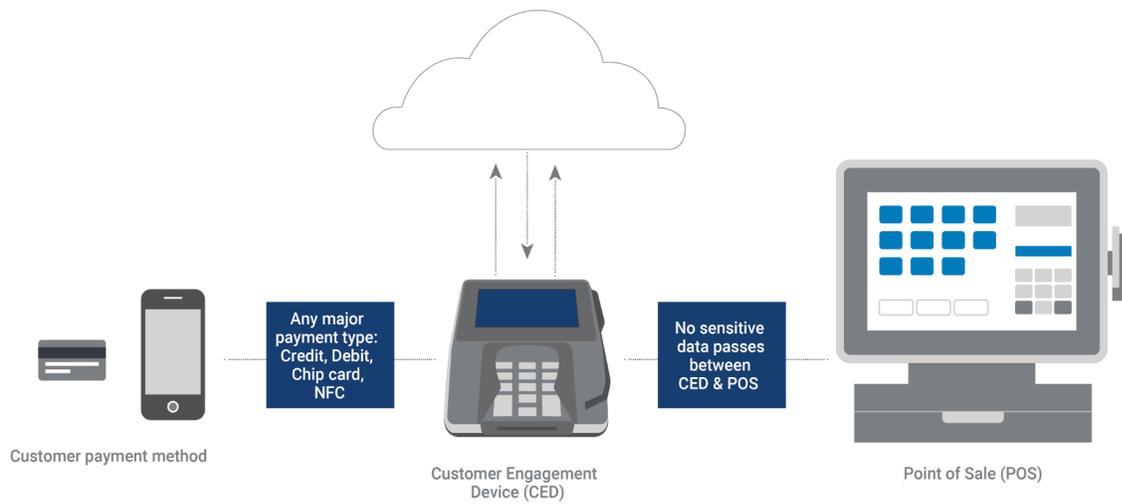


Utility cable



12V power adapter

HOW IT WORKS



SPECIFICATIONS

Power	12W, 12–24VDC
Operating temperature	32°F to 104°F (0° to 40°C)
Storage temperature	–0°F to 150°F (–18°C to 66°C)
Relative humidity	15% to 95%, non-condensing

WARNINGS

- Use indoors only.
- Place your device on a flat and clean surface.
- Do not use objects other than the stylus to tap the screen; they can damage your device.
- Disconnect the power supply when you clean the device and do not clean the device's electrical connections.
- Do not use thinner, trichloroethylene, or ketone-based cleaning products to clean your device; they can corrode the plastic and rubber parts.
- Do not spray cleaning products directly onto your device.
- Use only the cables we provide for your device.
- Do not disconnect power to your device while you are running a transaction.

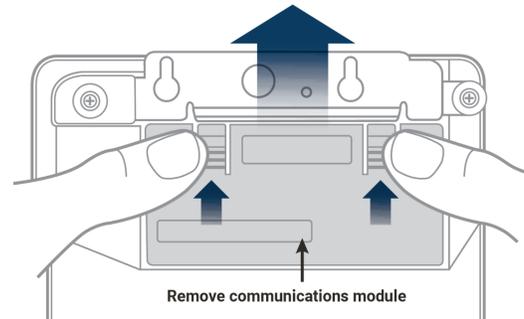
BEFORE YOU BEGIN

Find your Merchantware credentials. We sent these in an email with “Merchantware Credentials” in the subject line. If you can’t find your Merchantware credentials, contact our Support Team. For more information about how to contact our Support Team, go to the FAQs section.

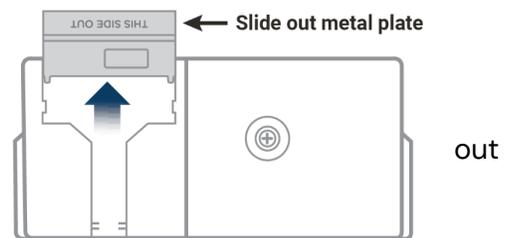
Make sure your internet connection is working correctly and that your router or switch has an available network port.

STEP 1: ATTACH THE UTILITY CABLE

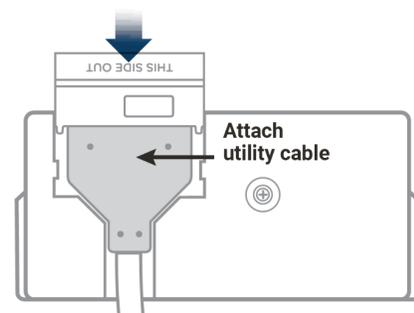
1. Turn your device upside down and place it on a flat, stable surface.
2. Firmly press the flexible tabs and push up to remove the communications module.



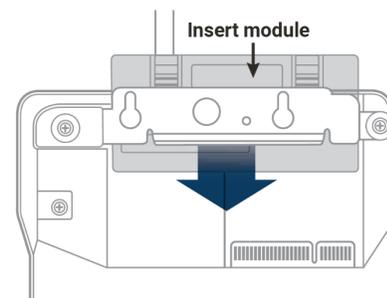
3. Hold the communications module securely and slide the metal plate.



4. Attach the utility cable to the communications module, and then slide the metal plate into place.

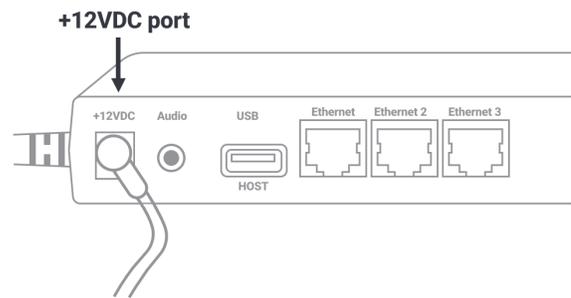


5. Slide the communications module into your device until both flexible tabs click.



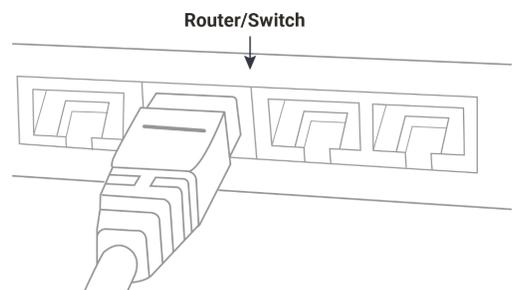
STEP 2: ATTACH THE POWER ADAPTER

1. Make sure that the communications module is firmly in place on your device.
2. Insert the 12V power adapter into the +12VDC port on the utility cable.
3. Plug the 12V power adapter into a power outlet. Your device will turn on.

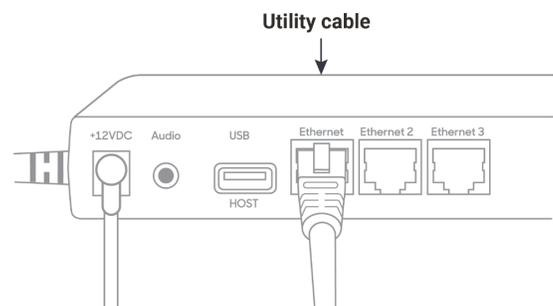


STEP 3: CONNECT THE DEVICE TO YOUR NETWORK

1. Insert one end of the Ethernet cable into an available port on your router or switch.



2. Insert the other end of the Ethernet cable into the Ethernet port on the utility cable.



STEP 4: CHECK THAT YOUR DEVICE IS READY TO USE

Check that your device connects to the internet

1. From the home screen, use the keypad to press **000**.
2. Use the keypad to enter the passcode, and then press the **Enter** key. The default passcode is **9416557**.
3. Check that there is an IP address next to the **IP Address** field.

Admin Overview	
Terminal Status	Up to date
Date Time	06/25/2021 18:20:22 CDT
Storage Status	Healthy
Last Heartbeat	06/25/2021 16:44:00 CDT
IP Address	172.217.130.436
Hostname	N/A
Serial Number	256-635-856

Exit
OK

Run a gateway connection test

1. From the home screen, use the keypad to press **000**.
2. Use the keypad to enter the password, and then press the **Enter** key. The default password is **9416557**.
3. Tap **Options**, and then tap **Network**.
4. Tap **Options**, and then tap **Connection Test**.
5. Check that all the tests have passed.
 - If the tests do not pass, go to the FAQs section.

STEP 5: CONFIGURE YOUR POS

To configure your POS, you need:

- Your Merchantware credentials, including your:
 - Merchantware name
 - SiteID
 - Key
- The IP address or host name of your device. To find the IP address and host name of your device, complete the following steps:
 1. From the home screen, use the keypad to press **000**.
 2. Use the keypad to enter the password. The default password is **9416557**.

3. Tap **OK**.
4. The device's IP address is next to the **IP Address** field and the device's host name is next to the **Hostname** field.

Note: If you do not have an available Ethernet port, your POS can share a network connection with your device. To allow your POS and your device to share an internet connection:

- Insert one end of the Ethernet cable into your POS.
- Insert the other end of the utility cable into an available **Ethernet** port on your utility cable.

STEP 6: TEST A TRANSACTION

Run a test transaction on your POS to make sure you have correctly configured it with your device.

- If the test transaction successfully transfers to your device, cancel the test transaction and start running live sales.
- If the test transaction does not successfully transfer, contact our Support Team. For more information about how to contact our Support Team, go to the FAQs section.

FAQs

How do I configure a static IP address?

1. From the home screen, press **000**.
2. Use the keypad to enter the password, and then press **Enter** key. The default password is **9416557**.
3. Tap **Network**.
4. Tap **Network Settings**.
5. Tap **Static**.
6. Use the keypad to enter the static IP settings provided by your network administrator.
7. Tap **Save**.

Note: If you do not have 12 digits in your IP address, use zeros to complete your IP address. For example, to use the IP address 192.168.2.35, enter 192.168.**002.035**.

My gateway connection tests failed. What do I do?

1. Check that your router or switch has a working internet connection.
2. Check that you inserted the Ethernet cable into the **Ether** port. Don't insert the cable into the **RS232** port.

3. Run the gateway connection tests again. If the tests fail, contact our Support Team.

Can my device display line items?

Yes, your device can display line items. Your POS provider must set this up when they integrate your POS with your device.

How can I find out more information about my device?

For more information about your device, visit our Help Center at help.globalpaymentsintegrated.com and search for “Countertop.”

How do I contact the Support Team?

Before you contact the Support Team, gather the following information:

- Your business name and information
- Your Merchantware credentials
- Your POS make and version

Contact our Support Team at **888.249.3220**.

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