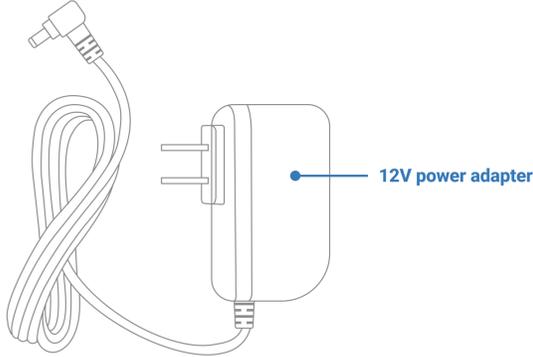
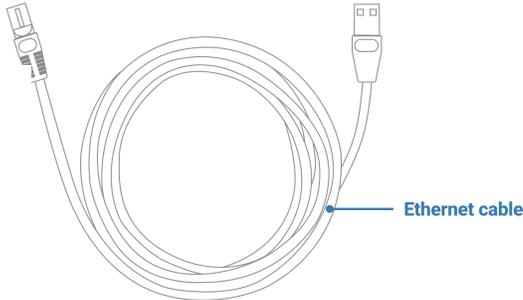
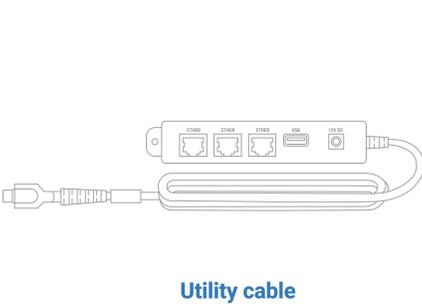
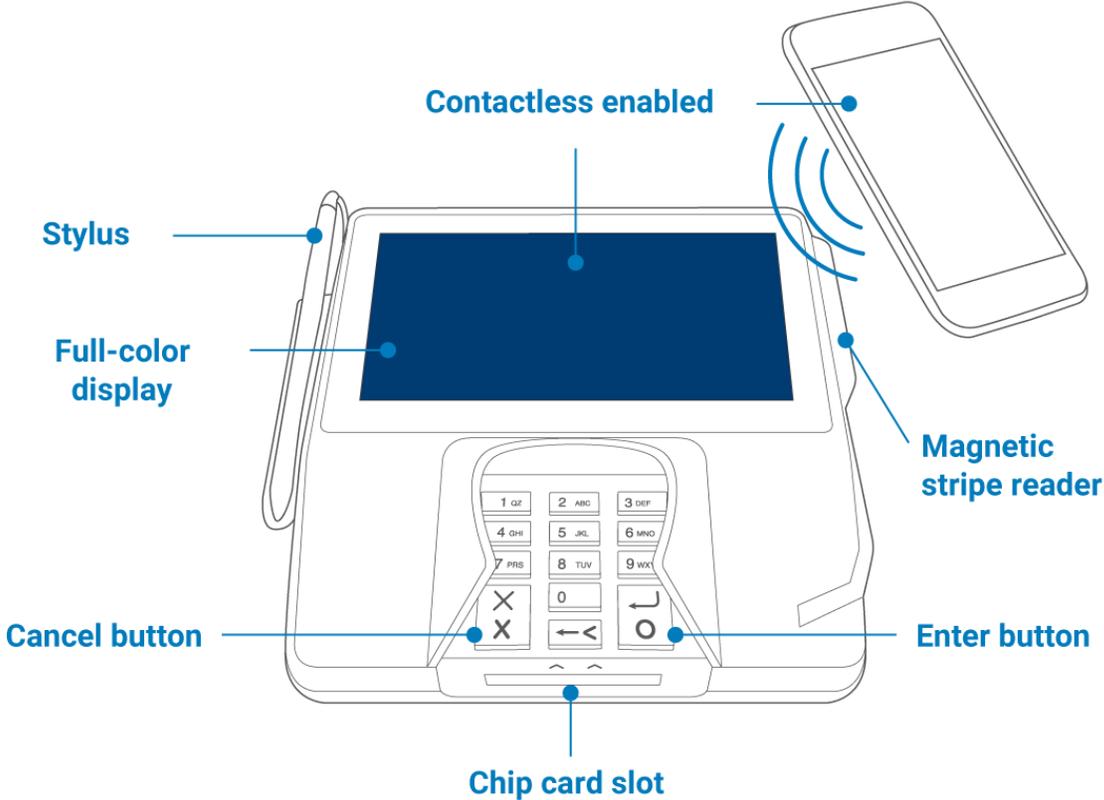


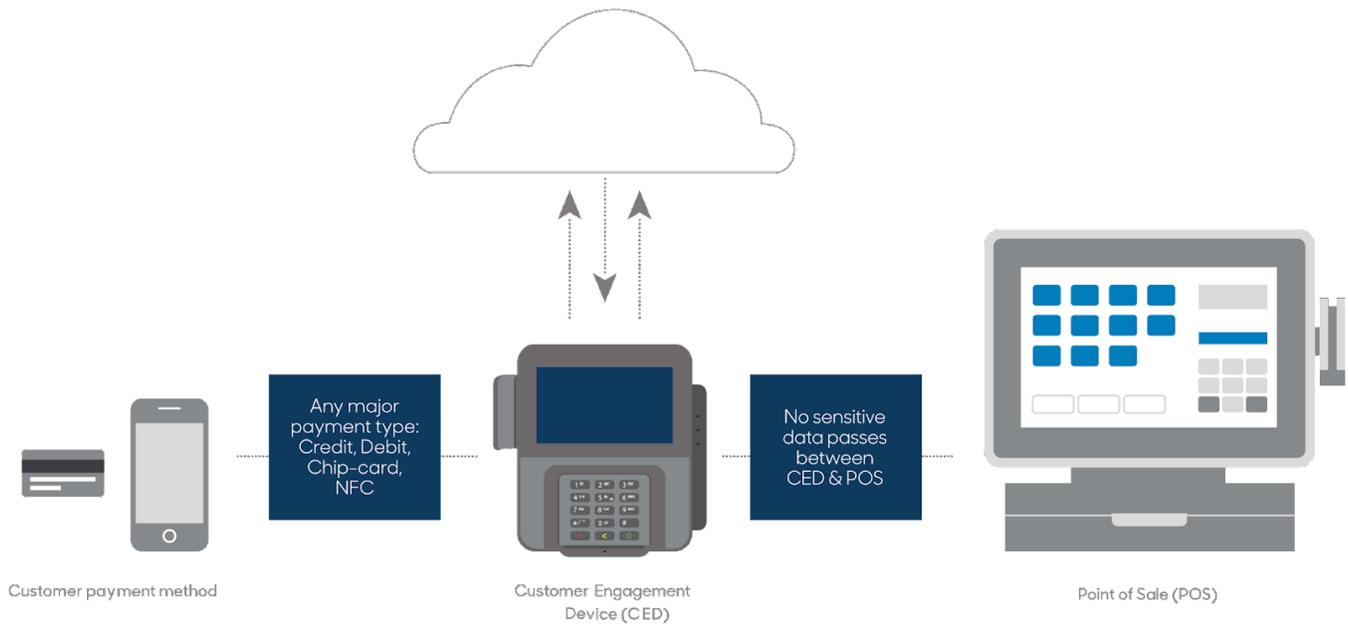
# Countertop M400 Quick Start Guide

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

## THE PLATFORM



## HOW IT WORKS



## SPECIFICATIONS

|                              |  |
|------------------------------|--|
| <b>Power</b>                 | 12W, 12V DC 1A, power pack input requirements: 100–240VAC, 50/60Hz |
| <b>Operating temperature</b> | 32°F to 122°F (0°C to 50°C)  |
| <b>Storage temperature</b>   | -4°F to 140°F (-20°C to 60°C)                                      |
| <b>Relative humidity</b>     | Maximum 90%, non-condensing  |

## WARNINGS

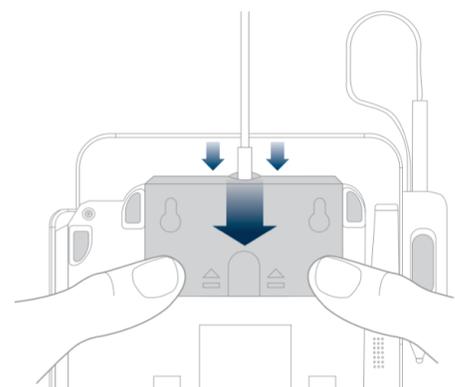
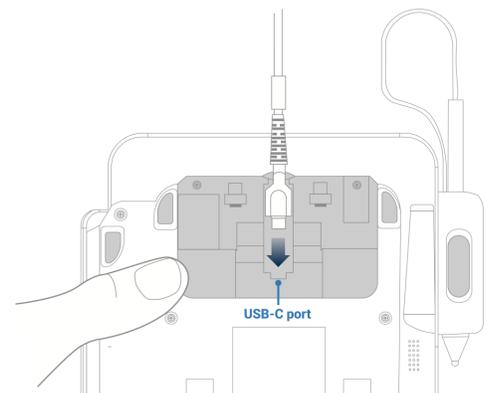
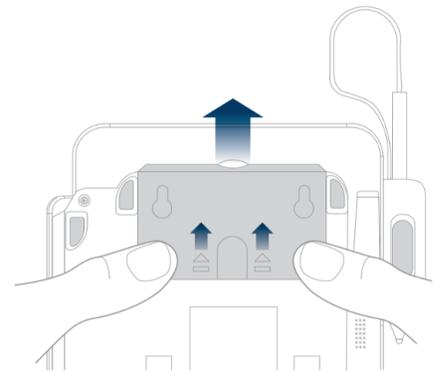
- Do not use liquids near your device. Spilling liquids onto your device may damage it and make it unsafe to use.
- Do not use thinner, trichloroethylene or ketone-based cleaning products to clean your device; they can corrode the plastic and rubber parts.
- Do not spray cleaning products directly onto your device.
- Use only the cables we provide for your device.
- Do not plug your power adapter into an outdoor power outlet.
- 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 that your internet connection is working correctly and that your network is secure.
- Depending on your connection type, you should do the following:
  - Ethernet – Check that your router or switch has a free Ethernet port.
  - Wi-Fi – Locate the details of your wireless network.

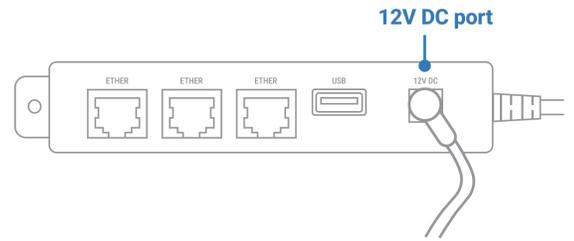
## STEP 1: ATTACH THE UTILITY CABLE

1. Turn your device upside down and place it on a flat, stable surface.
2. Remove the rear cover by sliding it up and lifting it off.
3. Attach the utility cable to your device by inserting the USB-C connector into the USB-C port.
4. Insert the USB-C cable into the back of your device. Make sure that the cable is in the groove above the USB-C port.
5. Slide the rear cover onto your device until it clicks.



## STEP 2: ATTACH THE POWER ADAPTER

1. Insert the 12V DC power adapter into the 12V DC port on the utility cable.
2. Plug the 12V DC power adapter into a power supply. Your device will turn on.



## STEP 3: CONNECT THE DEVICE TO YOUR NETWORK

You can connect your M400 to your network using the following connection types:

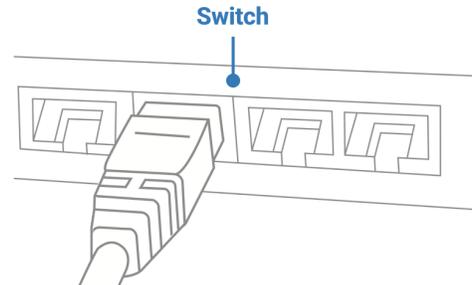
- Ethernet
- Wi-Fi

### Note:

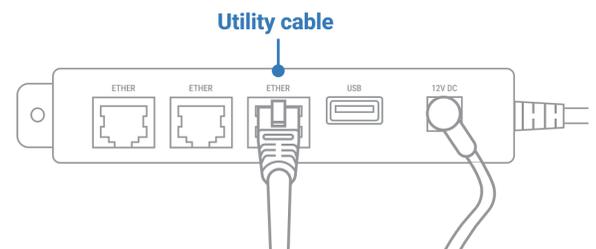
- Your device is configured to receive a dynamic IP address by default. If you need to configure a static IP address, go to the FAQs section.
- If you see “Power interface?” on-screen, tap **Yes**.

### Ethernet

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 Ether port on the utility cable.

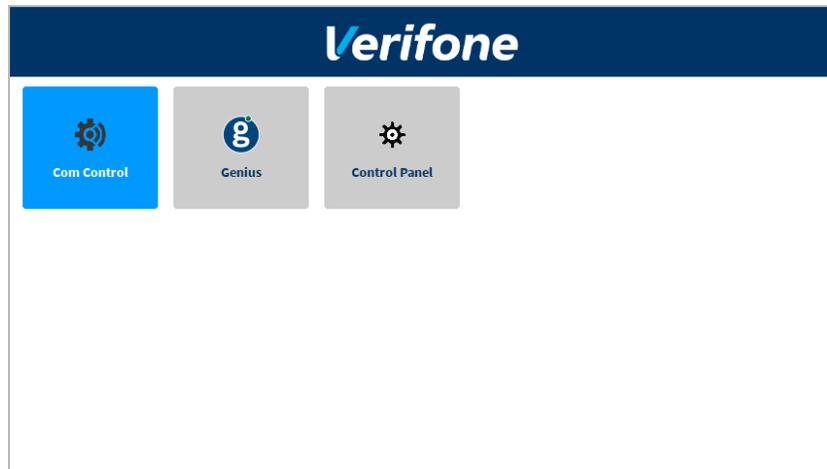


## Wi-Fi

**Important:** If you are not using our Meet in the Cloud solution, connect your M400 to the same network as your POS.

### Find your network

1. Use the keypad to press **1**, **5**, and **9** at the same time.
2. Tap **Com Control**.



3. Tap **WiFi**.
4. Tap **Configuration**, and then use the keypad to enter the password. The default password is **200331**.
5. Tap **OK**.
6. Tap **WiFi Scan**.

### Connect to your network

1. From the list of networks, tap the network you want to connect to.
2. Tap **Add**.
3. Select the type of authentication your network uses. If you don't know the type of authentication your network uses, contact your network administrator.
4. Enter your network details. The details you need to enter depend on whether you chose pre-shared key (PSK) authentication or extensible authentication protocol (EAP) authentication.
  - a. For PSK authentication, in the **Pre-Shared-Key (PSK)** field, enter the authentication password.

b. For EAP authentication, enter the following:

- i. **Identity**
- ii. **Password**

**Note:** For information about how to enter a special character, go to the FAQs section.

5. Tap **OK**.
6. Tap **Save**, and then tap **OK**.
7. Tap **Yes**.
8. Tap **OK**.

### Apply your settings and return to the home screen

1. Tap .
2. Tap **Exit**, and then tap **Yes**.
3. Tap the Genius icon.

## STEP 4: CHECK YOUR CONNECTION

1. Use the keypad to press **1**, **5**, and **9** at the same time.
2. Tap **Com Control**.
3. Tap **LAN** or **WiFi**.
4. Tap **Status**.
5. Confirm that the Status field shows "Up."
  - If the Status field shows "Down," contact our Support Team. For more information about how to contact our Support Team, go to the FAQs section.

## STEP 5: 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 tap **OK**. 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 |
| Connection Type | Ethernet                  |
| IP Address      | 172.217.130.436           |
| Hostname        | N/A                       |

Exit
Options

### Run a gateway connection test

1. From the home screen, use the keypad to press **000**.
2. Use the keypad to enter the passcode, and then tap **OK**. 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.

| Connection Test  |                             |
|--|-----------------------------|
| ✓ <b>Transport</b>   | Connected (192.168.137.185) |
| ✓ <b>Genius</b>  | Connected (192.168.137.185) |
| <a href="http://help.globalpaymentsintegrated.com">help.globalpaymentsintegrated.com</a> |                             |

Test again
Done

## STEP 6: 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

## STEP 7: 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?

#### Ethernet

1. Use the keypad to press **1**, **5**, and **9** at the same time.
2. Tap **Com Control**.
3. Tap **LAN**.
4. Tap **Configuration**, and then use the keypad to enter the password. The default password is **200331**.
5. Tap **OK**.
6. Tap **IPv4**.
7. Tap **DHCP**, and then tap **No**.
8. Set values for the following fields:
  - a. **IP address**
  - b. **Subnet mask**
  - c. **Gateway IP address**

- d. **DNS 1**
- e. (Optional) **DNS 2**

**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**.

### Apply your settings and return to the home screen

1. Tap  twice.
2. Tap **Save**, and then tap **OK**.
3. Tap **Yes**, and then tap **OK**.
4. Tap  twice.
5. Tap **Exit**, and then tap **Yes**.
6. Tap the Genius icon.

### Wi-Fi

1. Use the keypad to press **1**, **5**, and **9** at the same time.
2. Tap **Com Control**.
3. Tap **WiFi**.
4. Tap **Configuration**, and then use the keypad to enter the password. The default password is **200331**.
5. Tap **OK**.
6. From the list of networks, select the network you want to configure, and then tap **View/Edit**.
7. Tap **IP settings**, and then tap **IPv4**.
8. Tap **DHCP**, and then tap **No**.
9. Set values for the following fields:
  - a. **IP address**
  - b. **Subnet mask**
  - c. **Gateway IP address**
  - d. **DNS 1**
  - e. (Optional) **DNS 2**

**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**.

## Apply your settings and return to the home screen

1. Tap  twice.
2. Tap **Save**, and then tap **OK**.
3. Tap **Yes**, and then tap **OK**.
4. Tap  twice.
5. Tap **Exit**, and then tap **Yes**.
6. Tap the Genius icon.

## How do I enter a special character?

**Important:** You can't enter < or >.

To enter a special character, on the keypad press the **1** button, the **\*** button, the **0** button, or the **#** button until you get the character you need.

| Button | Special characters             |
|--------|--------------------------------|
| 1      | .                              |
| *      | *, ' "                         |
| 0      | + - and whitespace             |
| #      | # ! : ; @ = & / \ % \$ ( ) ^ _ |

## My gateway connection tests failed. What do I do?

### Ethernet

1. Check that your router or switch has a working internet connection.
2. Check that you inserted the Ethernet cable into an **Ether** port.
3. Run the gateway connection tests again. If the tests fail, contact our Support Team.

### Wi-Fi

1. Check that your router or switch has a working internet connection.
2. Run the gateway connection tests again. If the tests fail, contact our Support Team.

## How do I restart my device?

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 **Options**.
4. Tap **Restart**.

## How do I contact the Support Team?

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

- The serial number of your device. To find the serial number:
  1. From the home screen, use the keypad to press **000**.
  2. Use the keypad to enter the passcode, and then tap **OK**. The default passcode is **9416557**.
  3. Note the number next to the **Serial Number** field.
- Your Merchantware credentials
- Your POS make and version

Contact our Support Team at **888.249.3220**.

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