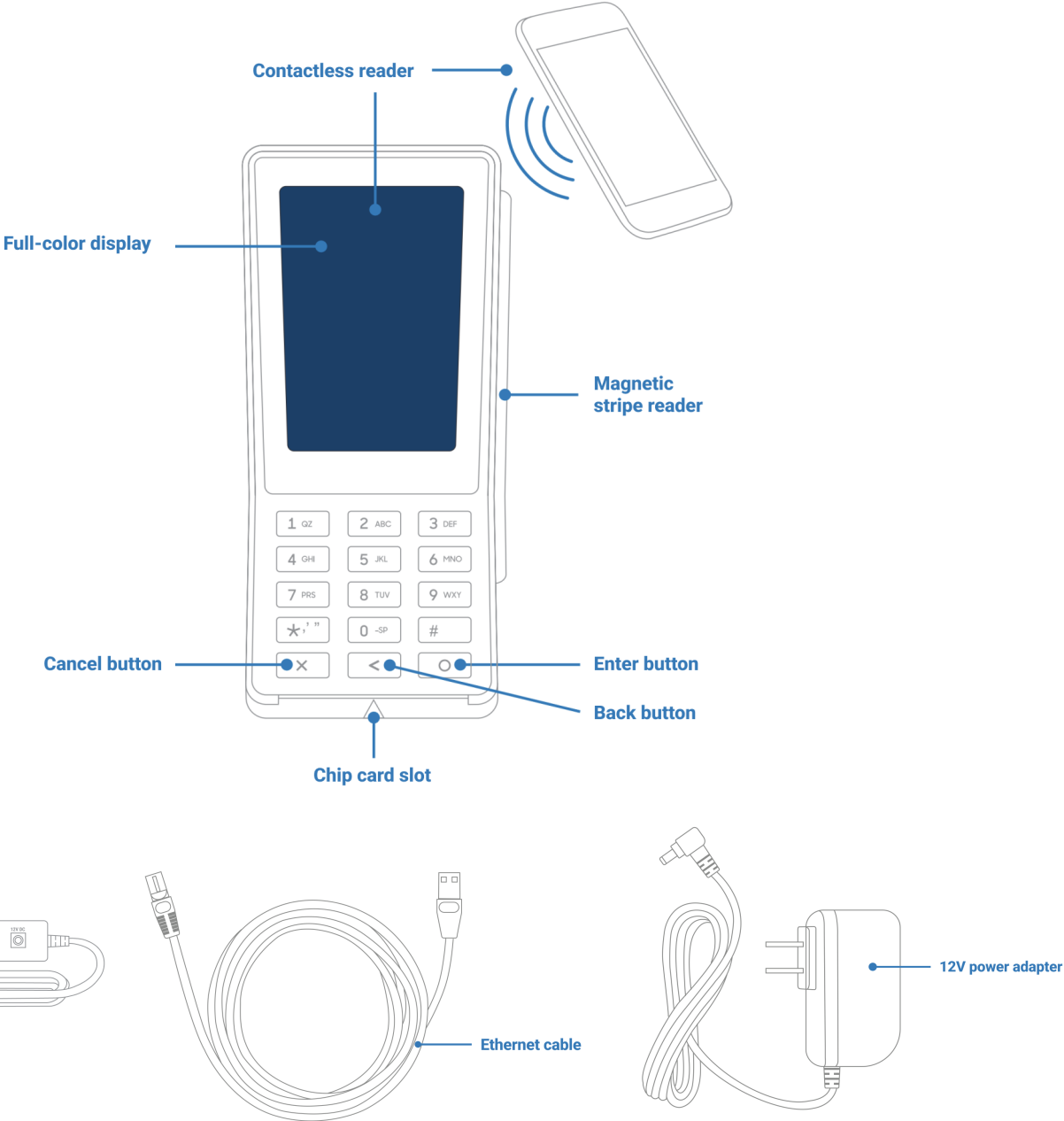


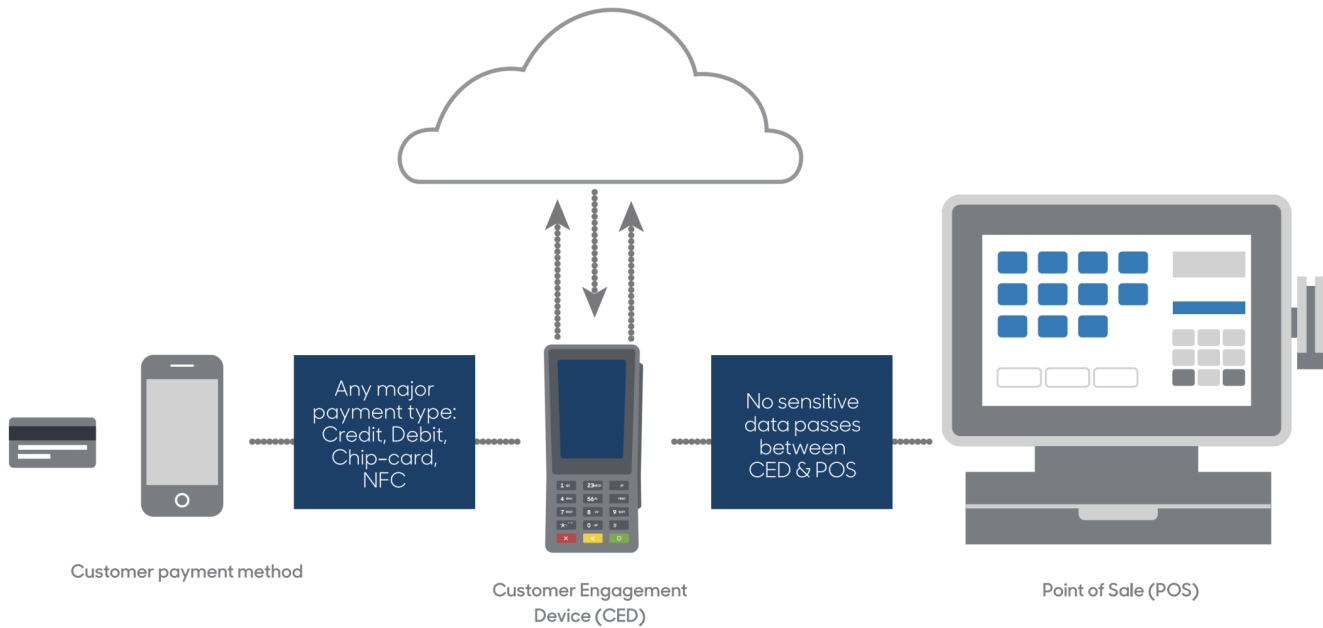
Countertop P400 Quick Start Guide

Follow the steps in this guide to set up your P400 to work with your POS.

THE PLATFORM



HOW IT WORKS



SPECIFICATIONS

Power	4.8–5.2 W power consumption, power over USB 5 V, 500 mA
Operating temperature	32°F to 122°F (0°C to 50°C)
Storage temperature	-4°F to 140°F (-20°C to 60°C)
Relative humidity	5% to 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

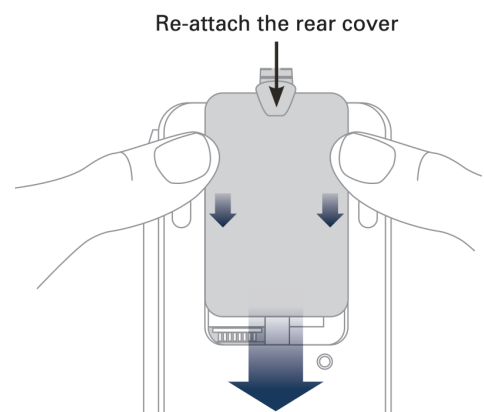
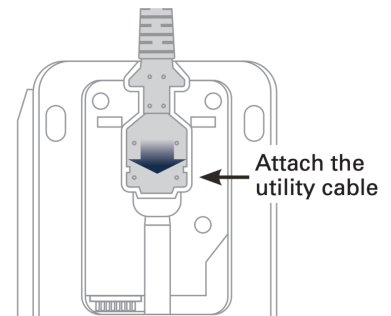
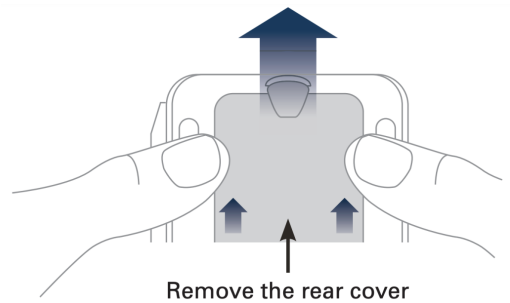
Find your Merchantware Credentials. We sent these in an email with “Merchantware Credentials” in the subject line.

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 your wireless network details.

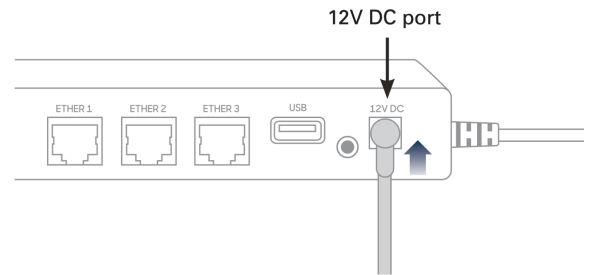
STEP 1: ATTACH THE UTILITY CABLE

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. Push the connector straight down so that you don't bend the pins.
4. Slide the rear cover back onto your device until it clicks.



STEP 2: ATTACH THE POWER ADAPTER

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



STEP 5: CONNECT YOUR DEVICE TO YOUR NETWORK

You can connect your P400 to your network using the following connection types:

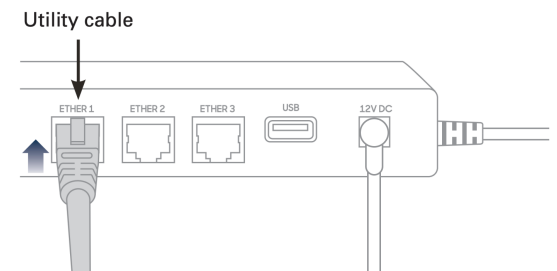
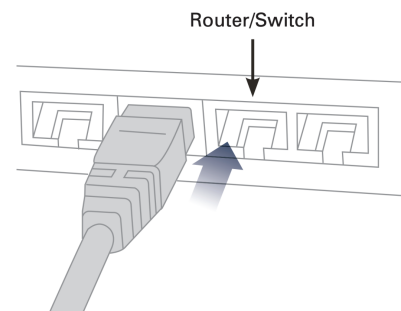
- Ethernet
- Wi-Fi

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.

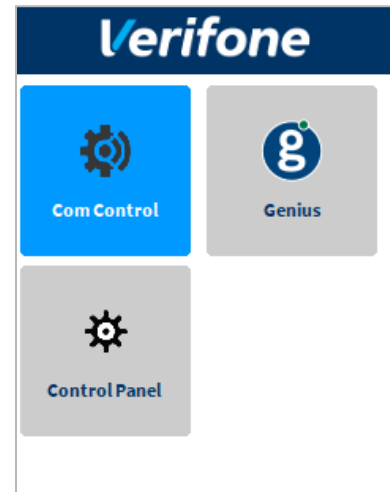


Wi-Fi

Important: If you are not using our Meet in the Cloud solution, connect your P400 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

Ethernet/Wi-Fi

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." Make a note of the IP address as you will need it to configure your POS.
 - 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.

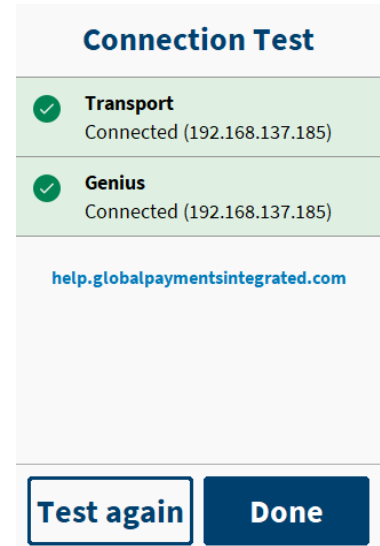
STEP 5: CHECK THAT YOUR DEVICE IS READY TO USE

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 password, and then tap **OK**. The default password is **9416557**.
3. Check that there is an IP address next to the **IP address** field. Make a note of the IP address as you will need it to configure your POS.
4. Verify that the connection type is correct.
5. On the keypad, press the **Cancel** button to return to the home screen.

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 both the **Transport** test and the **Genius** test pass.
 - If the tests do not pass, go to the FAQs section.
6. On the keypad, press the **Cancel** button to return to the home screen.



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. Tap **IP Address**, and then 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. Tap **IP Address** and then 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.

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 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.

Wifi

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 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
#	# ! : ; @ = & / \ % \$ () ^ _

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 can I find out more information about my Countertop P400?

For more information about your device, visit our Help Center at help.globalpaymentsintegrated.com and search for "P400."

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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