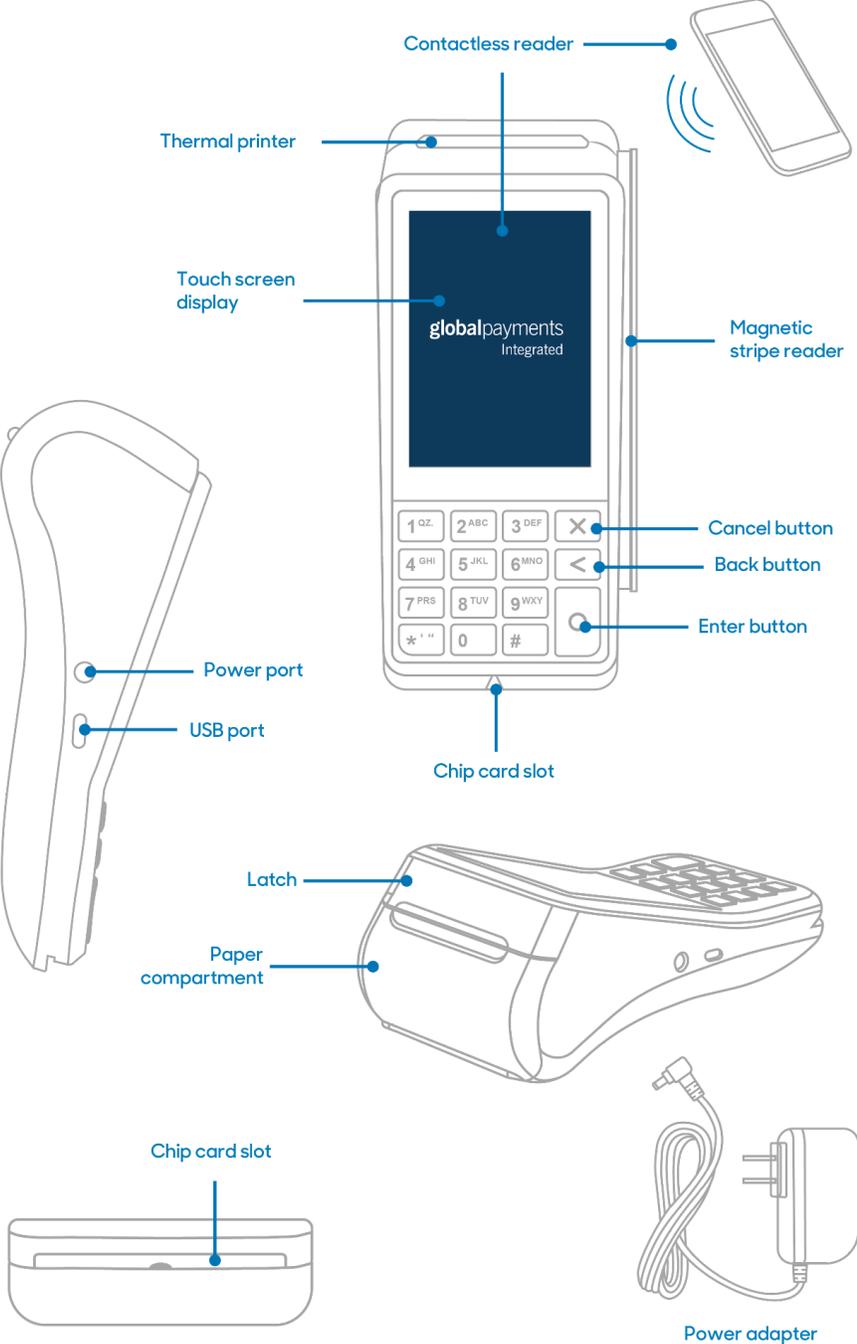


# Wireless V400m Quick Start Guide

Follow the steps in this guide to set up your V400m to work with your POS.

## THE PLATFORM



## HOW IT WORKS



## SPECIFICATIONS

<b>Power</b>	5V DC 2.2A
<b>Battery</b>	Li-ion 2890mAh
<b>Operating temperature</b>	0°C to 50°C (32°F to 122°F)
<b>Storage temperature</b>	-20°C to 60°C (-4°F to 140°F)
<b>Relative humidity</b>	5% to 90%, non-condensing

## WARNINGS

- Do not use liquids near your device. Spilling liquids onto your device can 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.
- Do not plug your power adapter into an outdoor power outlet.
- Do not turn off your device when installing an update.

- Do not unplug your device from a power outlet when installing an update.
- Use only the power adapter and charging cable we provide to charge your device.

### Best practices when using your V400m:

When using your device, we recommend that you do the following:

- Connect to secure networks.
- Keep within range of the router.
- Charge your device when not in use. If your device has a low battery level, it can't accept contactless payments.

## BEFORE YOU BEGIN

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

Make sure your internet connection is working and that your network is secure.

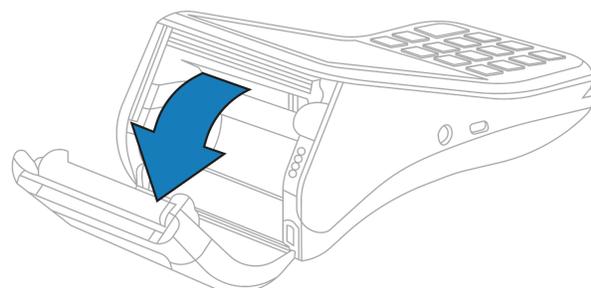
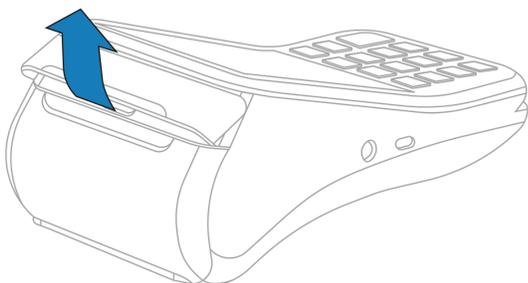
Depending on your connection type, you should do the following:

- Wi-Fi - Locate your wireless network details.
- Bluetooth - Check that Bluetooth tethering or hotspot support is activated on your POS. This functionality could be called "Tethering" or "Hotspot" depending on whether your POS runs on Android, Windows, or iOS.

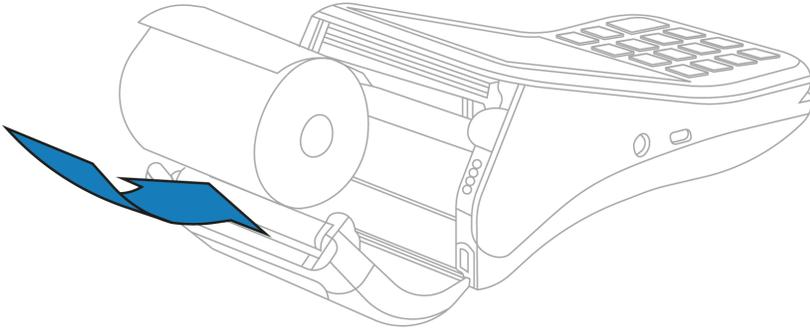
## STEP 1: LOAD THE RECEIPT PAPER INTO YOUR V400m

**Note:** Use only a 57mm x 40mm thermal paper roll. We provide one roll of printer paper with the device.

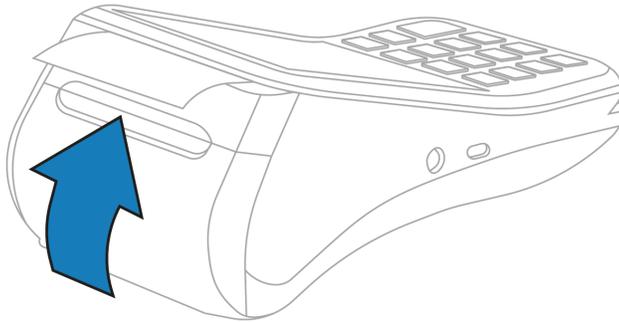
1. To open the paper compartment, pull up the latch, and then pull down the compartment door.



2. Insert the paper roll with the edge of the paper at the top of the roll.



3. Unroll the paper until it is over the serrated edge of the device, and then close the compartment door.



For information about how to print a receipt using your V400m, go to the FAQs section.

## STEP 2: TURN ON YOUR V400m

1. Insert the 5V power adapter into the power port.
2. Plug the power adapter into a power socket.
  - If your V400m does not turn on, hold **Enter** for at least two seconds.

## STEP 3: CONNECT YOUR V400m TO YOUR NETWORK

You can connect your V400m to your network using the following connection types:

- Wi-Fi
- Bluetooth

### Note:

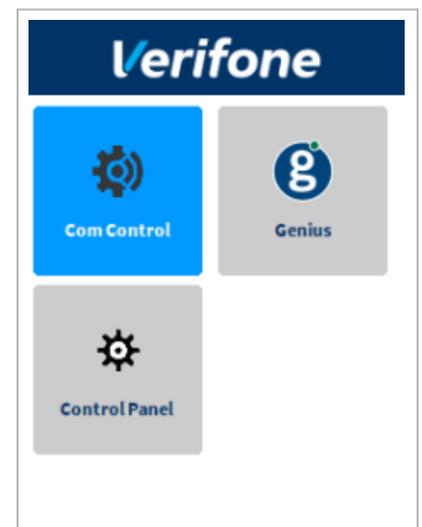
- Your device is configured to receive a dynamic IP address by default. If you need to configure a static IP address, go to the FAQs section.
- If you see “Power Interface?” onscreen, tap **Yes**.

### Wi-Fi

#### Find your network

**Important:** If you are not using our Meet in the Cloud solution, connect your V400m to the same network as your POS.

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.

## Bluetooth

Pair your V400m with your POS to share your POS' network connection with your V400m.

**Note:** By default, Bluetooth connection isn't enabled on your V400m. To enable Bluetooth connection, contact our Support Team at **888.249.3220**.

1. Turn on or restart your V400m to begin the three-minute pairing window.
2. Wait until you see the home screen.
3. On your POS, do a Bluetooth scan.
4. From the list of available Bluetooth devices, select your Verifone V400m device.
5. Confirm any pairing prompts that appear on your V400m or POS.
6. Follow the steps in *Step 4: Check your connection* and *Step 5: Check that your device is ready to use* to make sure that your device is connected to the network.

## STEP 4: CHECK YOUR CONNECTION

### 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 **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.

### Bluetooth

1. Use the keypad to press **1**, **5**, and **9** at the same time.
2. Tap **Com Control**.
3. Tap **More**.
4. Tap **Status**.
5. Tap **IP Addresses**.
6. Tap **BT LAN**.
7. 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.

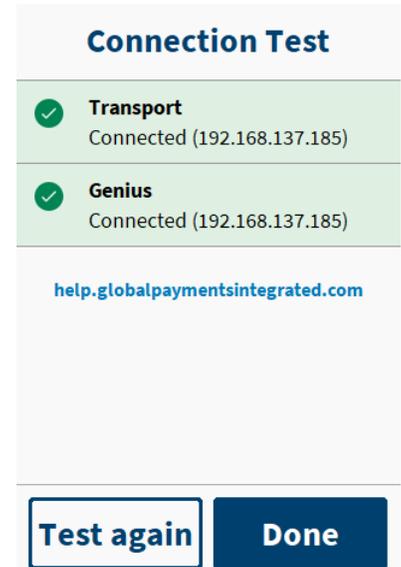
## STEP 5: CHECK THAT YOUR V400m IS READY TO USE

### 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

### Why can't I connect my V400m to my POS using Bluetooth?

Your V400m may not be Bluetooth-enabled. By default, Bluetooth connection isn't enabled on your V400m. To enable Bluetooth connection, contact our Support Team.

If you have already paired your V400m with your POS but it's not connecting, unpair your V400m and then follow the steps in *Step 3: Connect your device to the network* again.

### Can my device remember my POS on startup?

When you enabled Bluetooth connection on your V400m, you selected one of the following possible connection modes:

- Pair every time: On startup, your V400m forgets all previous POS devices and automatically searches for available POS devices.
- Pair with memory: On startup, your V400m remembers the last POS device it was connected to and automatically reconnects to it.

If you want to change your device's connection mode, contact our Support Team.

### How do I connect my Genius device to a different POS?

#### Step 1: Unpair your V400m from your current POS device

On your V400m:

1. Use the keypad to tap **1**, **5**, and **9** at the same time.
2. Tap **Com Control**.
3. Tap **Bluetooth**.
4. Tap **Configuration**, and then use the keypad to enter the password. The default password is **200331**.
5. Tap **Configure devices**.
6. From the list of connected devices, select your POS device.
7. Tap **Remove**, and then tap **OK**.
8. If you see the 'No Paired Devices Available' message, tap **OK**.

On your POS device:

1. Navigate to your POS device's Bluetooth settings.
2. From the list of connected devices, select your Verifone V400m device.
3. Select the option to unpair, forget, or remove your V400m.

## Step 2: Pair your V400m with a new POS device

On your V400m:

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. Tap **Options**, and then tap **Restart Device** to start the three-minute pairing window.
4. Wait until you see the Genius home screen.

On your POS device:

1. Navigate to your POS device's Bluetooth settings.
2. Select the option to search or scan for new Bluetooth devices.
3. From the list of available Bluetooth devices, select your Verifone V400m device.
4. Confirm any pairing prompts that appear on your POS or V400m device.

## How do I configure a static IP address?

### 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 your desired network, 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.

## Bluetooth

1. Use the keypad to press **1**, **5**, and **9** at the same time.
2. Tap **Com Control**.
3. Tap **More**.
4. Tap **Configuration**, and then use the keypad to enter the password. The default password is **200331**.
5. Tap **OK**.
6. Tap **Network Interface**
7. Tap **BT\_LAN**.
8. Tap **IPv4**.
9. Tap **DHCP**, and then tap **No**.
10. 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 .
2. Tap **Save**, and then tap **OK**.
3. Tap **Yes**, and then tap **OK**.
4. Tap  three times.
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?

#### 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.

#### Bluetooth

1. Check that your device is paired with the POS.
2. Make sure that Bluetooth tethering is activated on the POS.
3. Run the gateway connection tests again. If the tests fail, contact our Support Team.

## My V400m won't read contactless cards. What do I do?

If your V400m has a low battery level, it can't accept contactless payments. To prevent this from happening, charge your device when you are not using it.

If your V400m still doesn't read contactless cards, contact our Support Team.

## My V400m isn't receiving transaction requests from my POS. What do I do?

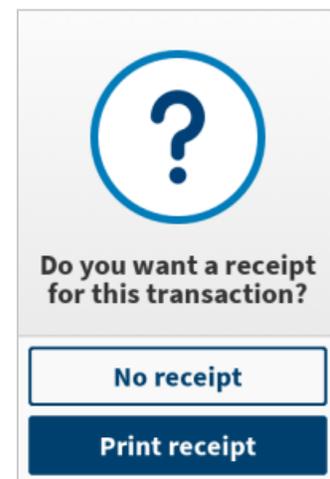
1. Check that your router has a working internet connection.
2. Check that your V400m is in range of your router.
3. Run the gateway connection tests again. If the tests fail, contact our Support Team.

## How do I print a receipt using my V400m?

Once you load printer paper into your V400m, your device is ready to print receipts.

To print a receipt for your customer after a transaction has been approved, tap **Print receipt**.

To disable receipt printing on your V400m, 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 turn off my V400m?

To turn off your V400m, hold **Cancel** for six seconds.

## How do I turn on my V400m?

To turn on your V400m, hold **Enter** for two seconds.

## 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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