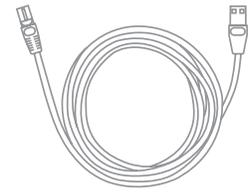
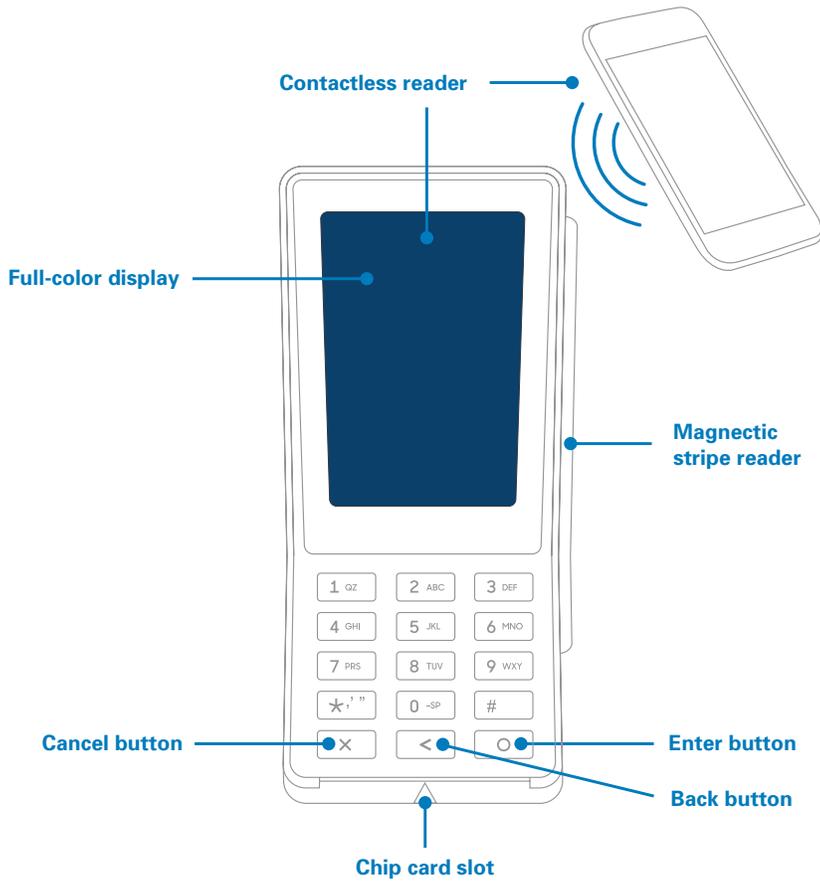


# Countertop P400 Quick Start Guide

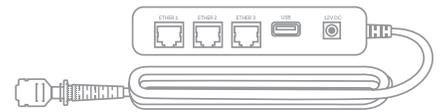
Follow the steps in this guide to set up your P400 to work with your POS.



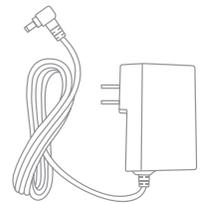
# THE PLATFORM



Ethernet cable

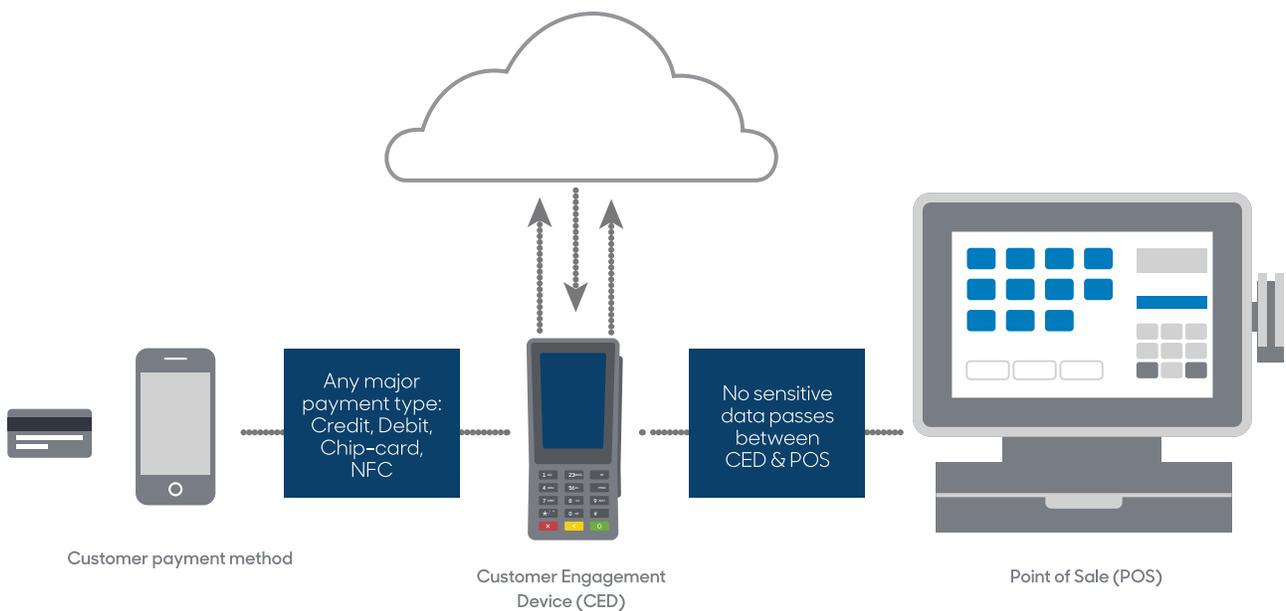


Utility cable



12V power adapter

# HOW IT WORKS



## SPECIFICATIONS

<b>Power</b>	5-12 V DC, 4.8-5.2 W power consumption, power over USB 5 V, 500 mA
<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>	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.

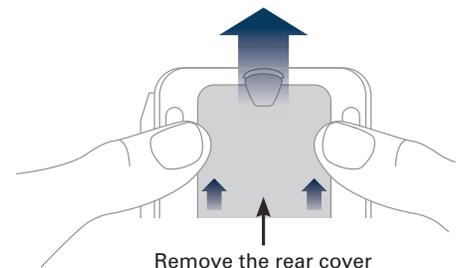
### BEFORE YOU BEGIN

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

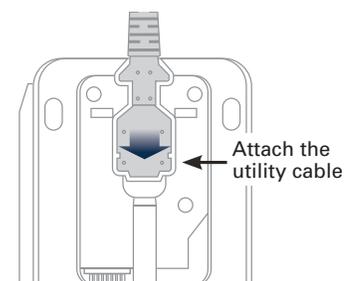
Make sure your internet connection is working correctly and that your router or switch has a free Ethernet port.

## STEP 1: ATTACH THE UTILITY CABLE

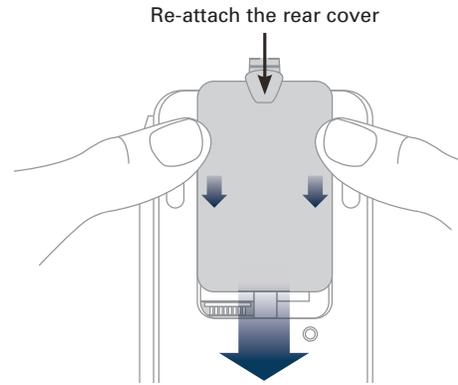
1. Turn your device upside-down and place it on a flat, stable surface.
2. Remove the rear cover by sliding it up and lifting it off.



3. Attach the utility cable to your device.  
Push the connector straight down so that you don't bend the pins.

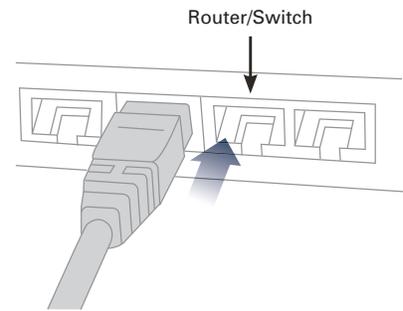


- Slide the rear cover back onto your device until it clicks.

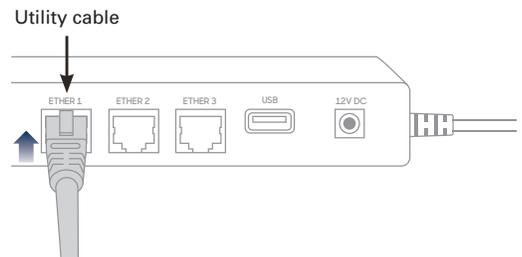


## STEP 2: CONNECT YOUR DEVICE TO YOUR NETWORK

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

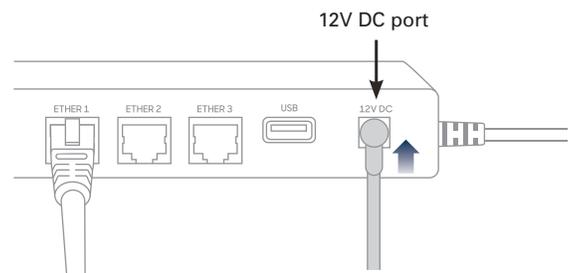


- Insert the other end of the Ethernet cable into the **Ether** port on the utility cable.



## STEP 3: ATTACH THE POWER ADAPTER

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

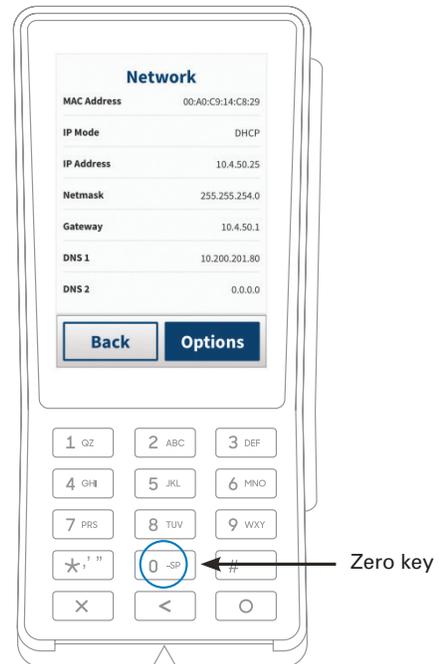


## STEP 4: CHECK THAT YOUR DEVICE IS READY TO USE

We've designed your device to receive a dynamic IP address by default. If you need to give your device a static IP address, see the FAQ section.

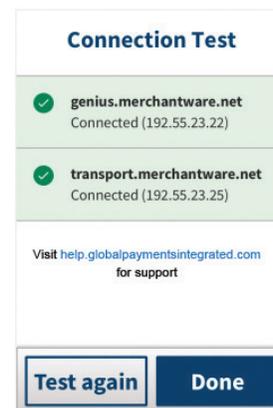
### Check that your device connects to the internet:

1. From the home screen, use the keypad to press **000**.
2. Use the keypad to type the passcode, then tap **OK**. The default passcode is **9416557**.
3. Check that there is an IP address next to the **IP address** field.



### Run a gateway connection test:

1. From the home screen, use the keypad to press **000**.
2. Use the keypad to type the passcode, then tap **OK**.  
The default passcode is **9416557**.
3. Tap **Options**, then tap **Network**.
4. Tap **Options**, then tap **Connection Test**.
5. Check that all the tests have passed.  
If the tests do not pass, see 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

## 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, see the FAQs section.

## FAQs

### How do I configure a static IP address?

1. From the home screen, press **000**.
2. Use the keypad to type the passcode, then tap **OK**. The default passcode is **9416557**.
3. Tap **Options**, then tap **Network**.
4. Tap **Options**, then tap **Configure**.
5. Tap **Static**.
6. Use the keypad to type the static IP settings provided by your network administrator.
7. Tap **Save**.

**NOTE:** IP addresses must be 12 digits in length. For IP addresses with a value less than 12 digits, you must use zeros to complete them. For example, to set a static IP address of 10.2.3.104, you need to enter 010.002.003.104.

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

1. Check that your router or switch has a working internet connection.
2. Make sure you insert the Ethernet cable into the **Ether** port. Do not insert the cable into the **RS232** port.
3. Run the gateway connection tests again. If the tests fail, contact our Support Team or visit help.  
[help.globalpaymentsintegrated.com](http://help.globalpaymentsintegrated.com).

### 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](http://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 type the passcode, 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**