



Moneris[®] Core Countertop V400c

Setting up Your Hardware

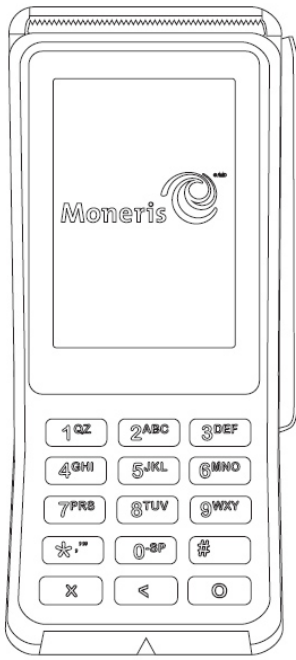


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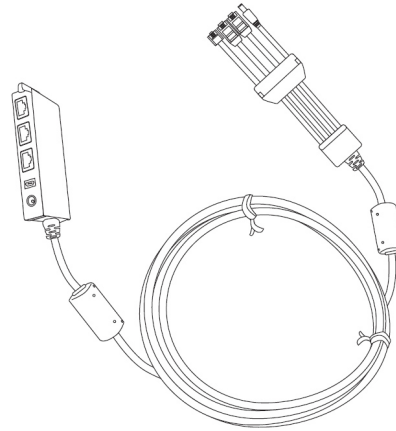
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Before you get started

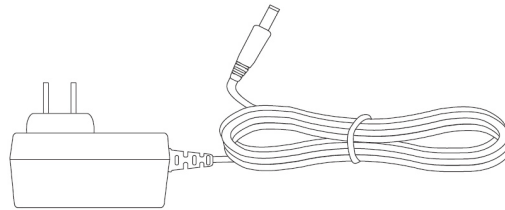
1. Confirm you have received the required hardware.



V400c terminal



All-in-one cable (connected to terminal)



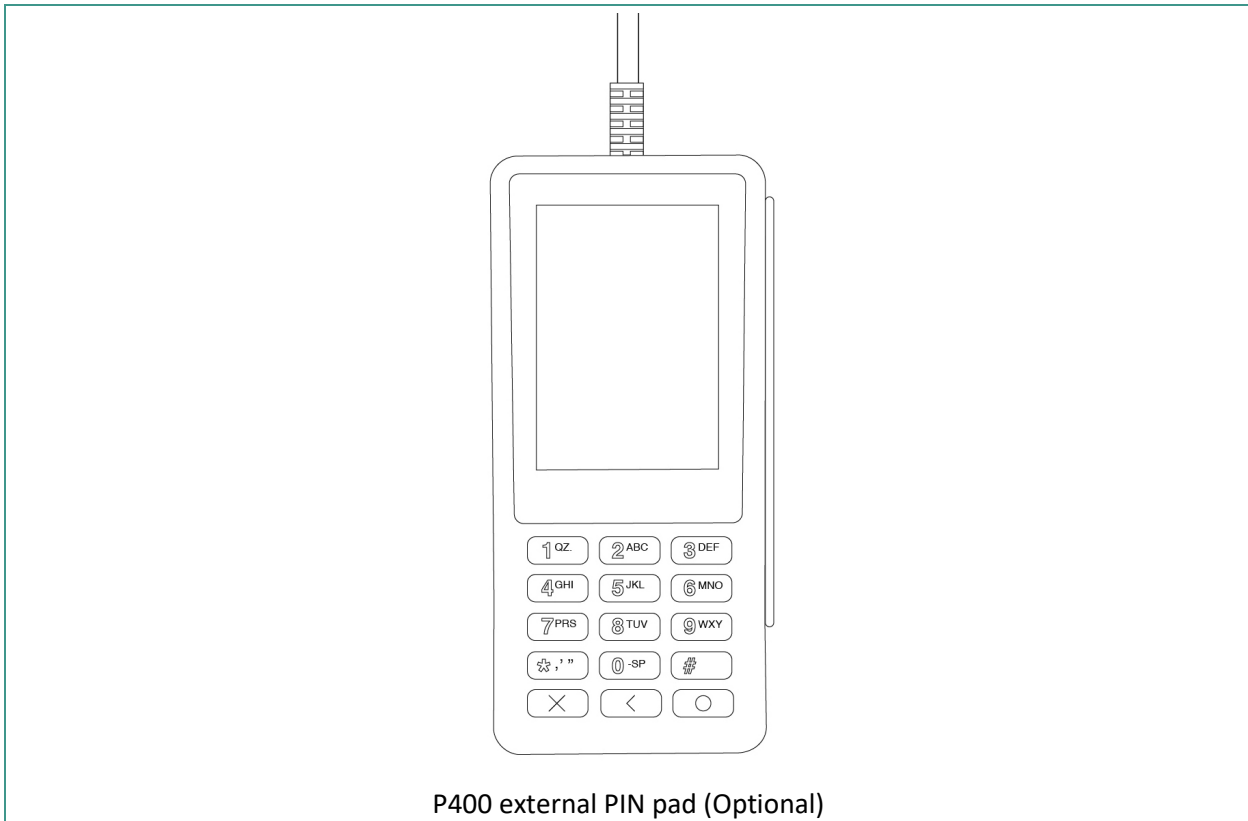
Power cable



Paper roll



Ethernet cable



P400 external PIN pad (Optional)

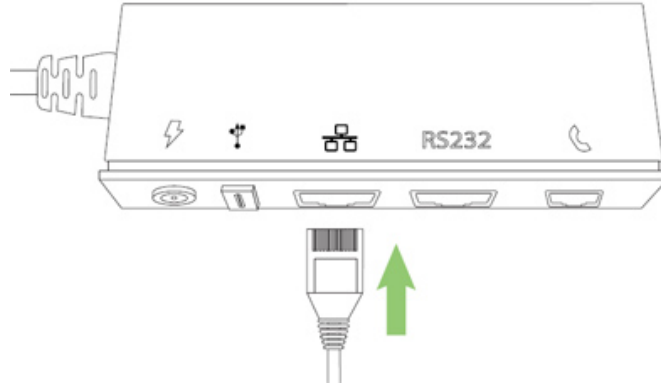
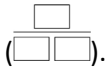
2. Review the ***Moneris Ethernet Readiness Checklist*** to ensure that your Ethernet service is ready to support your terminal. The checklist is available online at moneris.com/support-v400c.
3. Go to Hardware setup on page 4.

Hardware setup (V400c in Standalone mode)

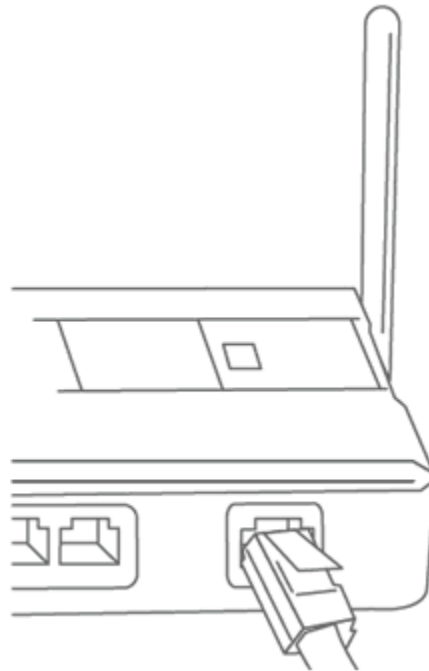
Connect cables to the all-in-one cable

The all-in-one cable is already connected to the terminal when Moneris ships it to you. These steps explain how to connect cables to the all-in-one cable.

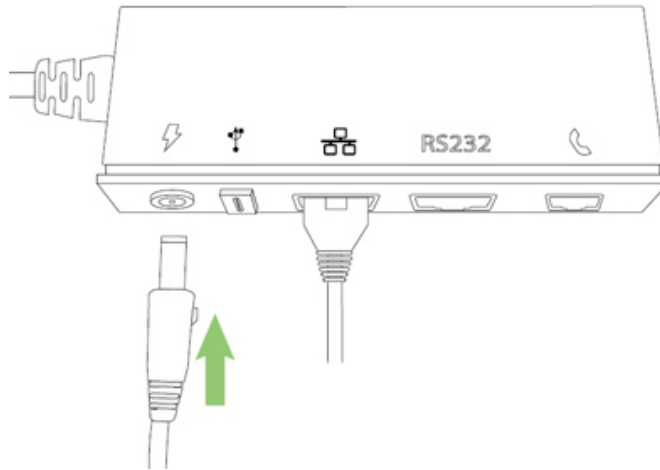
1. Plug one end of the Ethernet cable into the port on the multi-port box labelled with the network symbol



2. Plug the other end of the Ethernet cable into the router / switch / hub / internal wiring — whatever is applicable to the high-speed Internet service at your location. (If necessary, please refer to the **Moneris Ethernet Readiness Checklist**).



3. Plug the barrel connector of the power cable into the port on the multi-port box labelled with the power symbol (⚡).



4. Plug the other end of the power cable into a power source. The terminal will power on.

Recommendations: Always plug the power cable into the power source last to avoid power surges. Use a power bar equipped with surge protection if possible. Do not use the power cable from your existing terminal, as it may damage your new terminal.

IMPORTANT! You must use the exact power adaptor and cables provided by Moneris to work with your terminal. Failure to do so may affect the operability of, or cause damage to, the equipment.

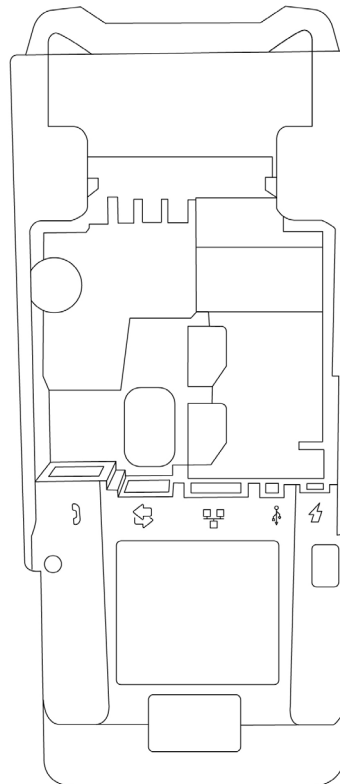
Hardware setup (V400c with optional P400 external PIN pad)

If you ordered the optional P400 external PIN pad, the hardware setup process is slightly different. Follow the directions below to connect the PIN pad to the terminal.

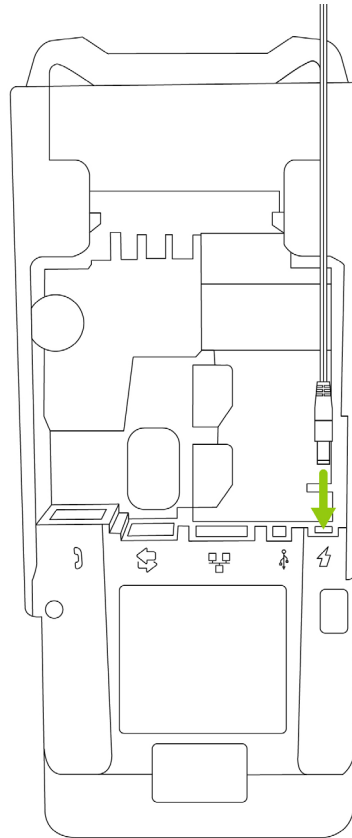
Connect the PIN pad cable to the terminal


Note: *The connection well on the terminal is a tight fit.*

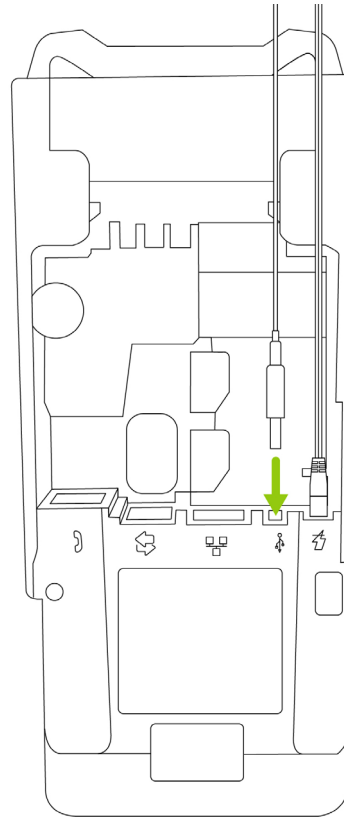
1. Turn the terminal over so that the back panel is facing you.
2. Remove the back panel cover to expose the connection well.




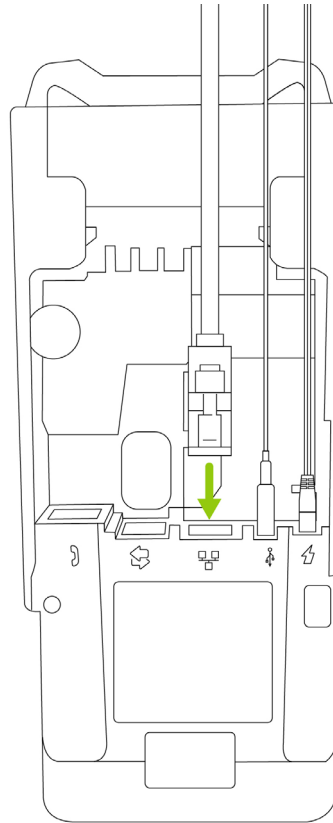
3. Plug the barrel connector of the power cable into the port labelled with the power symbol (⚡).



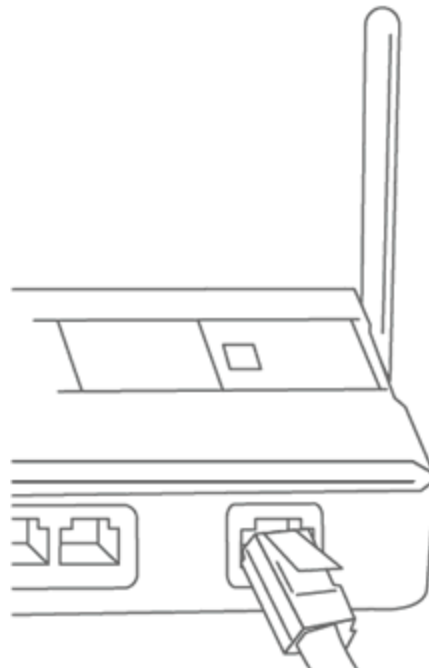
4. Insert the PIN pad cable into the USB port labelled with the USB symbol ().



5. Insert the Ethernet cable into the Ethernet port labelled with the Ethernet symbol ().

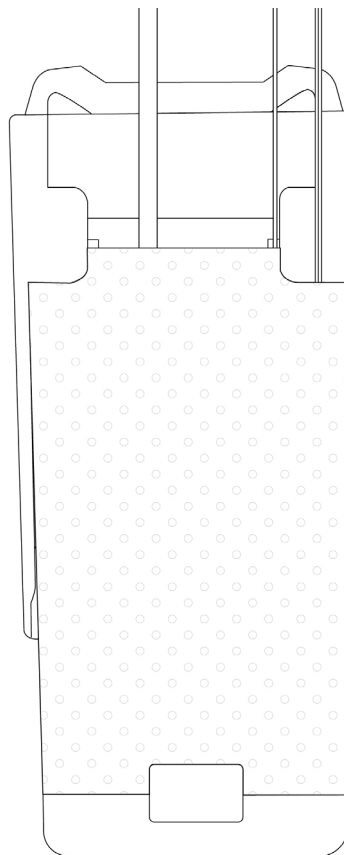


6. Plug the other end of the Ethernet cable into the router / switch / hub / internal wiring — whatever is applicable to the high-speed Internet service at your location. (If necessary, please refer to the **Moneris Ethernet Readiness Checklist**, available at moneris.com/checklist).



7. Reattach the back panel flap and close it.

Note: *Ensure the cables are not tangled and emerge smoothly from the back of the terminal so that you can reattach the flap and close it securely.*



8. Plug the other end of the power cable into a power source. The terminal and PIN pad will power on.

Recommendations: *Always plug the power cable into the power source last to avoid power surges. Use a power bar equipped with surge protection if possible. Do not use the power cable from your existing terminal, as it may damage your new terminal.*

IMPORTANT! You must use the exact power adaptor and cables provided by Moneris to work with your terminal. Failure to do so may affect the operability of, or cause damage to, the equipment.

Additional setup

Follow the steps in this section to complete the setup of your V400c terminal.

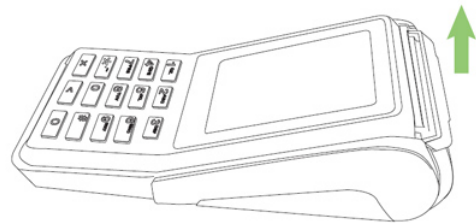
Remove the protective film (if applicable)

If your V400c terminal (or optional P400 PIN pad) has a protective film covering the display screen, peel the film off.

Hint: Peel from the top right to the bottom left corner.

Install the paper roll on the terminal

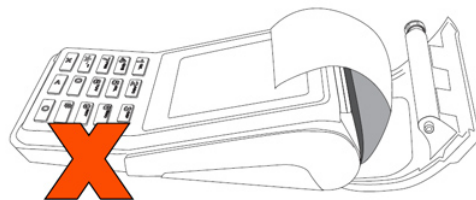
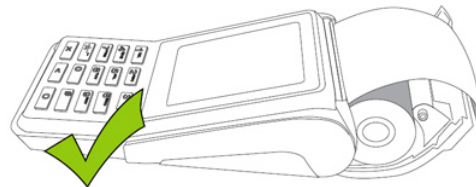
1. Lift the printer latch up, and then pull back to open the lid and expose the paper well.



2. Insert the paper roll into the paper well with the loose end unrolling from the top of the roll toward the back of the terminal.

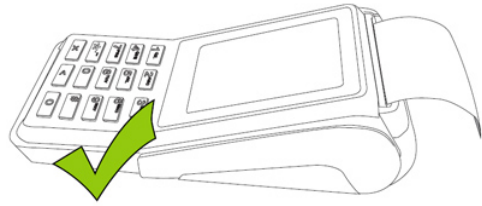
Note: If the paper is installed backward, your printouts will be blank.

3. Unroll enough paper to extend at least one inch (2.5 cm) over the top of the lid.



4. Close the lid, and press down to snap it back into place so that the extended paper is pressed securely against the top of the closed lid.

Note: *The paper should unroll back over the top and back of the terminal, not unroll over the faceplate.*



5. Your hardware setup is complete. To set up your software, refer to the **Moneris Core® V400c Setting up Your Software** guide available at moneris.com/support-v400c.

Merchant support

If you need assistance with your payment processing solution, we're here to help, 24/7.

We're only one click away.

- Visit moneris.com/support-v400c to:
 - download additional copies of this guide and other resources;
 - consult the *Moneris V400c Online Operating Manual* in WebHelp format to understand all the options on your terminal and how to use them.
- Visit shop.moneris.com to purchase point-of-sale supplies and receipt paper
- Visit insights.moneris.com for business and payment news, trends, customer success stories, and quarterly reports & insights

Need us on-site? We'll be there.

One call and a knowledgeable technician can be on the way. Count on minimal disruptions to your business as our Field Services provide assistance with your payment terminals.

Can't find what you are looking for?

Call Moneris Customer Care (available 24/7) toll-free at **1-866-319-7450**. We'll be happy to help.

You can also send us a secure message 24/7 by logging in to Merchant Direct® at moneris.com/mymerchantdirect.



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