

Setup Guide

Verifone P400



Setting up and connecting your card reader requires just a few steps.

1. You should have already unpacked your card reader and activated your reader in the Chase Merchant Center. If not, visit chase.com/MyPaymentsCenter to complete your activation.

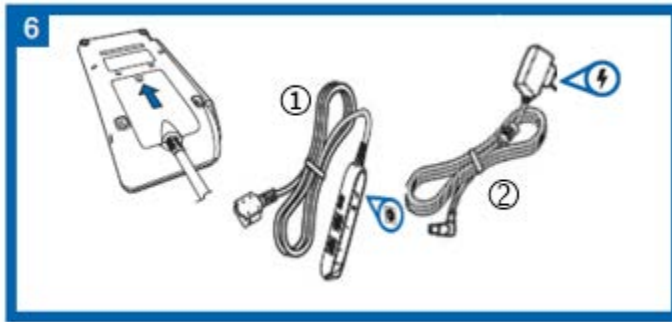
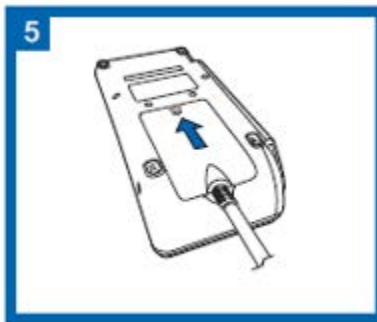
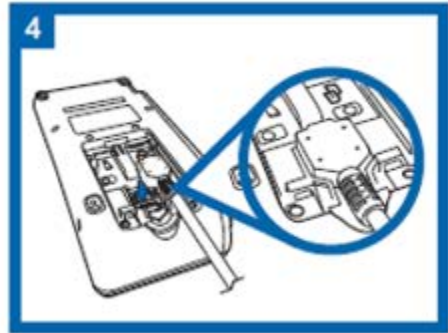
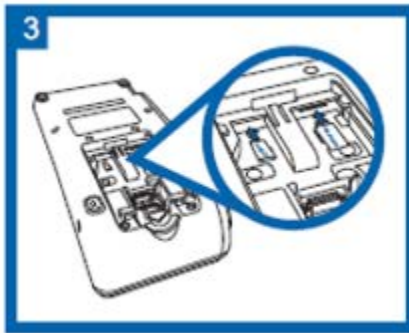
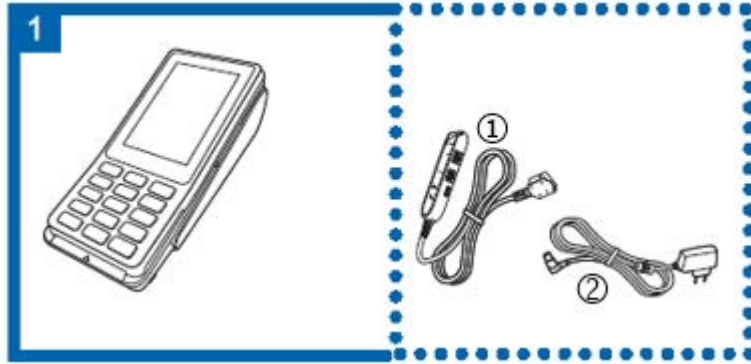
Important: Your card reader should remain unplugged and powered off until you've completed activating your device in the Chase Merchant Center.

2. **Connect Power cables**

Connect the dongle cable^① to the back of the card reader and the power supply^② to the dongle cable and power source. See diagram below.

Note: The card reader will turn on automatically once it is plugged into a power source.



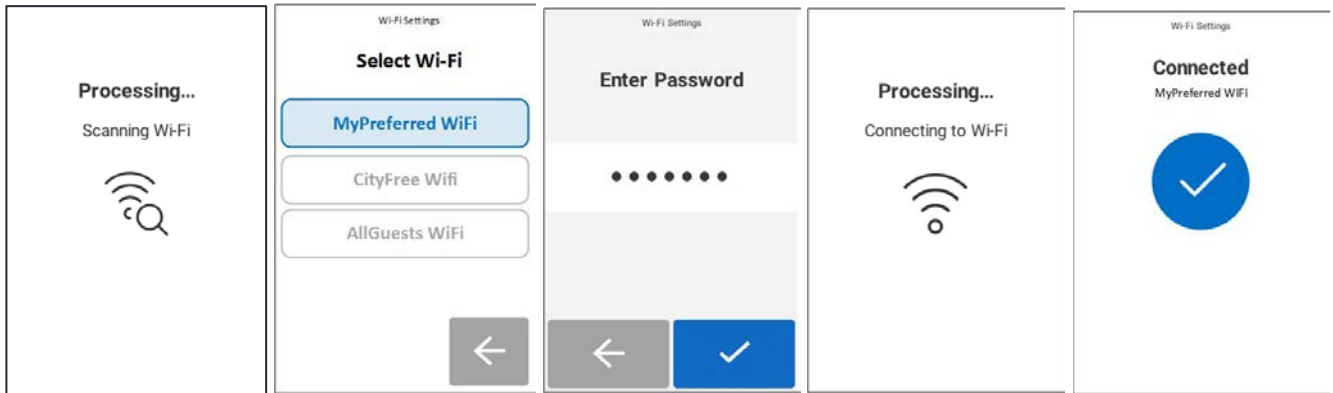


3. The Merchant Initialization System (MIS) interactive wizard starts automatically after the card reader is fully connected.



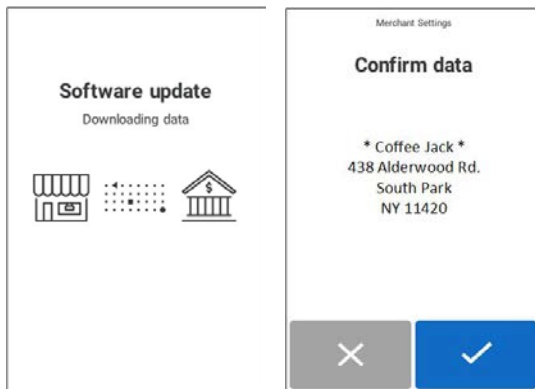
4. Connect to Local Wi-Fi Network

Note: The card reader must be connected to the same Wi-Fi network as the POS. For best results and optimal security, we recommend a separate, business-grade router and modem for your payment solution. Your internet provider or local electronics retailer can give you suggestions.





5. Confirm your business details

When the automatic download is complete, review and confirm your details.



Troubleshooting common download errors

Screen	Possible Causes	Proposed Actions
	<ul style="list-style-type: none"> You have not completed the Chase Merchant Center Device Activation process 	<ul style="list-style-type: none"> Log in to the Chase Merchant Center and complete the Device Activation process (www.chase.com/MyPaymentsCenter)
	<ul style="list-style-type: none"> You pressed "X" button on the Merchant Settings Confirm data screen 	<ul style="list-style-type: none"> Contact the Helpdesk to verify the merchant data associated with the terminal serial number Helpdesk may initiate "Offboard" and "Onboard" process for merchant

6. Setup process completes

