

Setup Guide

Verifone V400m

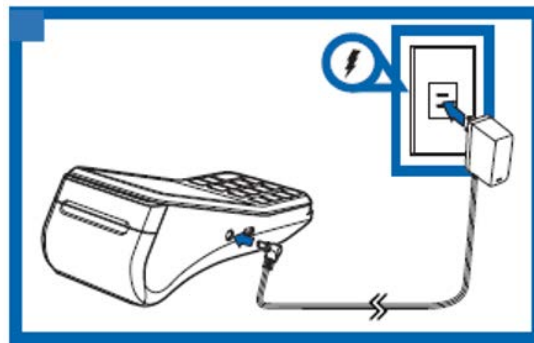


Setting up and connecting your card reader requires just a few steps.

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.

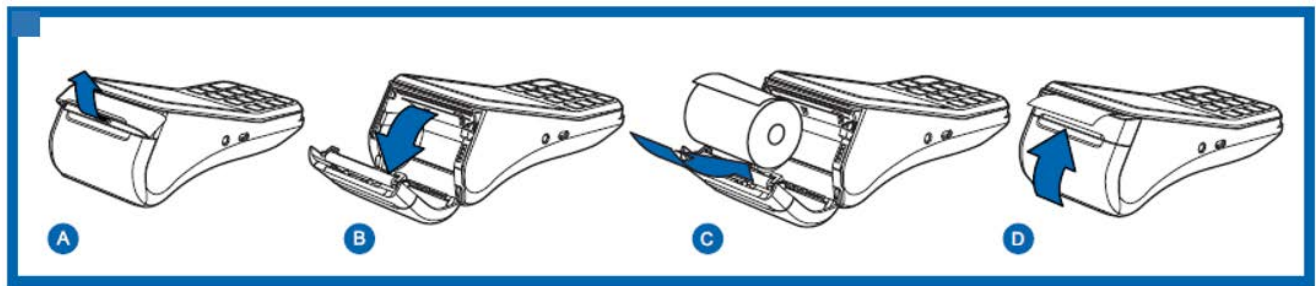
2. **Connect the Power cable**

The card reader contains a battery that is designed to operate without being connected to electrical power for several hours. Once the battery status icon on the card reader's screen indicates that the battery charge level is low, the card reader must be connected to electrical power and be fully recharged prior to using again without electric power. See diagram below.



Note: During off-peak hours, the card reader performs **configuration** and software updates. To ensure these are received, plug in the card reader and leave it on. **The off-peak software updates will not be performed if the card reader is running on battery power only.**

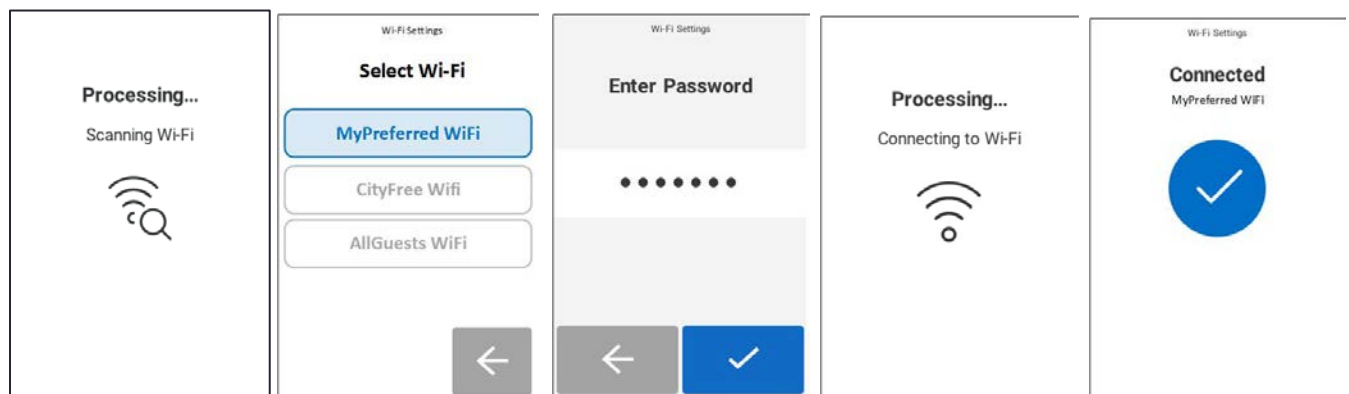
3. Install receipt printer paper



4. The Merchant Initialization System (MIS) interactive wizard starts automatically after the card reader is turned on

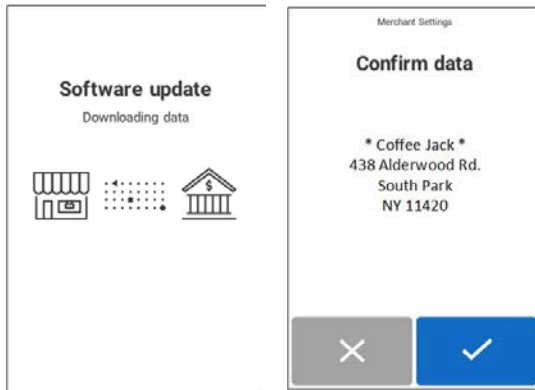
5. Connect to your business Wi-Fi Network

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.



6. Confirm your business details

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



Troubleshooting common download errors

Screen	Possible Causes	Proposed Actions
<p>Merchant Settings</p> <p>Downloading error Please contact support</p> <p>Missing Merchant data</p> <p>Model: PCEmul S/N: 118164401184</p> <p>Retry</p>	<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)
<p>Merchant Settings</p> <p>Wrong Data Please contact support</p> <p>Model: PCEmul S/N: 118164401184 TID: CFFFFFFF</p> <p>Retry</p>	<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



7. Setup process completes

