



BE PAYMENT READY

# Moneris Core<sup>®</sup> Wireless

## V400m

### Setting up Your Hardware


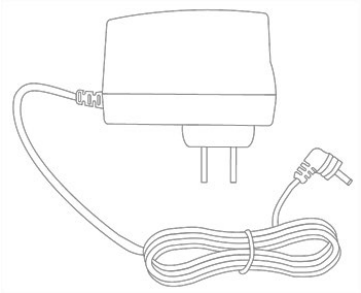

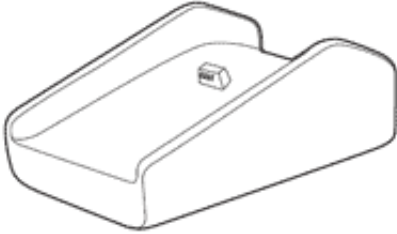


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# Before you get started

1. Confirm you have received the required hardware.

 <p>V400m terminal</p>	 <p>Charge cable</p>
 <p>Paper roll</p>	 <p>Optional charge-only base</p>

2. Go to [Hardware setup](#) on page 3.

# Hardware setup

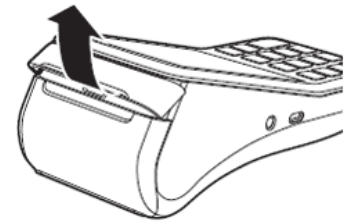
## Remove the protective film (if applicable)

If your V400m terminal has a protective film covering the display screen, peel the film off.

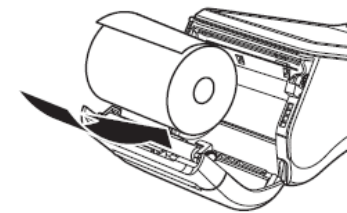
**Hint:** Peel from the top right to the bottom left corner.

## Install the paper roll

1. Lift the printer latch up to open the cover and expose the paper well.

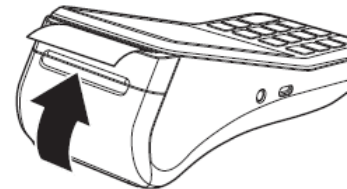


2. Insert the paper roll into the paper well with the loose end unrolling from the top of the roll toward the back of the terminal.
3. Unroll enough paper to extend at least one inch (2.5 cm) over the top of the lid.



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

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



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

5. Proceed to [Power on the terminal](#) below.

## Power on the terminal

To power on the terminal, press and hold the green  key until the screen illuminates. Once powered on, proceed to [Charging the battery](#) on page 4.

**Note:** You may need to connect the terminal's charge cable in order to power it on. Refer to the instructions in [Charging the battery](#) on page 4 for your setup type (charge cable or optional charge base).

# Charging the battery

Charge the terminal's internal battery for 4 hours using one of the following methods:

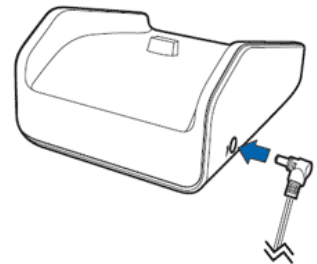
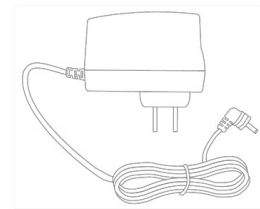
- Optional charge-only base (see below)
- Charge cable (see page 5).

**Recommendations:** Always plug the charge cable into the power source last to avoid power surges. Use a power bar equipped with surge protection where possible.

**Important:** You must use the exact power adaptor and cables provided by Moneris to work with the Moneris V400m terminal and base. Failure to do so may affect the operability of, or cause damage to, the equipment.

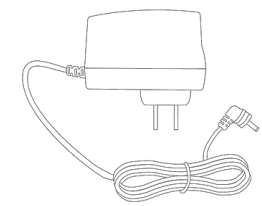
## Using the optional charge-only base


1. Locate the charge cable.
2. Insert the charge cable connector into the small circular port (with the ⚡ symbol) on the left side of the base.
3. Plug the other end of the cable into a working power outlet.
4. Dock the terminal on the base. Ensure that the contacts slot on the underside of the terminal fits securely over the leads prong on the base.
5. When the terminal powers on, proceed to [step 6](#) on page 5.



## Using the charge cable

1. Locate the charge cable.
2. Locate the small circular power port on the left side of the terminal.
3. Insert the charge cable connector into the power port.
4. Plug the other end of the cable into a working power outlet.
5. When the terminal powers on, proceed to step 6 below.





6. Wait for the “Welcome! Let’s get you payment ready” prompt to appear. (This should take about 60 seconds.)
7. Locate the Battery icon  at the top of the terminal screen in the status bar:



8. Wait for the Battery icon to display the “lightning bolt” icon. This indicates that the battery is charging and may take several minutes to appear.

**Note:** The “lightning bolt” portion of the icon displays only if the terminal is connected to an external power source.

Terminal IS CONNECTED to external power source	Terminal IS NOT CONNECTED to external power source
	
CHARGE LEVEL: 100%	CHARGE LEVEL: 100%

9. Continue charging the terminal during the rest of the setup procedures.
10. Your hardware setup is complete. To set up your software and communications, refer to the **Moneris Core® V400m Setting up Your Software** guide available at [moneris.com/support-v400m](http://moneris.com/support-v400m).

# Battery use

To maintain battery charge, use either of these two methods:


- **Charge cable:** Connect this cable to the power port on the left side of the terminal and plug the other end into a working power outlet (see page 5)
- **Charge base:** Dock the terminal on the optional charging base. Make sure the base is connected to a power outlet using the charge cable. (see page 4)






## Helpful hints

- Before using the terminal, check the battery charge level (see [Battery status indicators](#) below)
- Power off the terminal when not in use or being charged (see [Power off](#) below)

## Battery status indicators

The battery icon displays in the status bar. The icon reflects the battery charge status/charge level.

Terminal connected to external power source	
	The "lightning bolt" portion of the battery icon appears when the terminal is connected to an external power source.

Battery charge level				
				
100% charge or less	75% charge or less	50% charge or less	25% charge or less <sup>1</sup>	0% charge


**25% charge or less:** The terminal may power off. Data will not be lost if this happens. Recharge the battery as soon as possible.

**At 0% charge:** The terminal will power off unless connected to a power source. Data will not be lost if the terminal powers off.

## Power on

Press and hold the green  key until the screen illuminates.

## Power off

At the main menu, swipe left to display the second screen, and tap **Power Off**. Or, press and hold down the green  key for about 8 seconds until the terminal begins to shut down. If you continue to hold down the green key, the terminal will power off and restart.

## 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-v400m](https://moneris.com/support-v400m) to:
  - download additional copies of this guide and other resources;
  - consult the *Moneris V400m Online Manual* in WebHelp format to understand all the options on your terminal and how to use them
- Visit [shop.moneris.com](https://shop.moneris.com) to purchase point-of-sale supplies and receipt paper
- Visit [insights.moneris.com](https://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](https://moneris.com/mymerchantdirect).





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