THE GENIUS PLATFORM TROUBLESHOOTING

FREQUENTLY ASKED QUESTIONS

Who do I call if I need help using the Genius device?
For technical support, please contact Cayan Support by calling 888.249.3220. We are available 24/7/365.

Who do I call if I have a question about processing a credit card transaction with my POS and the Genius device?
For information on processing credit card transactions using your POS system, please contact your POS vendor.

Is my state allowed to process a credit card transaction using Genius?
Yes. For more information, please contact your POS vendor.

How can I contact Cayan support?
Please contact Cayan Support by calling 888.249.3220. We are available 24/7/365.

What is the difference between dynamic IP, static IP, and a static IP address?
A dynamic IP address is automatically assigned to your device when you plug in your device into your network. A static IP address does not change, and you need to manually configure it on your device.

How can I access the Cayan online portal if I do not have access to it?
Yes, you have access to our online portal at https://portal.merchantware.net where you can view transactions and run reports. Your credentials will be in your MerchantWARE email.

Can I place my own custom image on the home screen?
You can personalise the home screen by changing the displayed device setting.

My state requires a pole display for line items. Can Genius display line items instead?
Contact your POS vendor.

Can I place my own custom image on the home screen?
You can personalise the home screen by changing the displayed device setting.

Does Cayan offer an online portal to view transactions processed through Genius?
Yes, you can view transactions and run reports. Your credentials will be in your MerchantWARE email.

What do I need to do if I need help using the Genius device?
For technical support, please contact Cayan Support by calling 888.249.3220. We are available 24/7/365.

Who do I call for support on the Genius device, and what are the support hours?
For technical support, please contact Cayan Support by calling 888.249.3220. We are available 24/7/365.

Is there another way to set up the Genius device for processing credit card transactions?
Yes, there are alternative methods for setting up the Genius device. Please contact your POS vendor.

Is there another way to set up the Genius device for processing credit card transactions?
Yes, there are alternative methods for setting up the Genius device. Please contact your POS vendor.

Can I accept gift cards at this time?
Yes, you can accept Apple Pay, Android Pay and gift cards at this time.

Locations: Use the stylus to navigate the menu within the Genius screens.

Note: use the stylus to select an option on the screen.

Setup Guide:
This Setup Guide leads you through the basic steps required to install and configure Genius to work with your POS solution.
GETTING STARTED

Before you install your Genius device, please complete the following tasks:

1. Locate your MerchantWARE credentials. These were sent in an email from Cayan, which contains the words “MerchantWARE Credentials” in the subject line.
2. Check that your Internet connection is functioning correctly, and that there is an available network port on your router/switch.

A video tutorial is available at cayan.com/setup.

1. Locating your MerchantWARE credentials. These were sent in an email from Cayan, which contains the words “MerchantWARE Credentials” in the subject line.
2. Check that your Internet connection is functioning correctly, and that there is an available network port on your router/switch.

A video tutorial is available at cayan.com/setup.

2. CONNECTING THE COMMUNICATION MODULE

STEP 1
Turn the Genius device upside-down and place it on a flat, stable surface. Firmly press the flexible tabs and push up to remove the communications module.

STEP 2
Hold the module securely in your hands and slide the metal plate out.

STEP 3
Attach the utility cable connector as shown and slide the metal plate back into place.

STEP 4
Insert the communications module into the Genius device.

3. CONNECTING TO THE NETWORK

STEP 1
Connect one end of your Ethernet cable to an available port on your router/switch.

STEP 2
Connect the other end of the Ethernet cable to the Ethernet port on the utility cable.

4. POWERING THE GENIUS DEVICE

STEP 1
Check that the communications module is firmly in place on the Genius device.

STEP 2
Connect the AC adapter to the +12V connection on the utility cable and plug the adapter into a power socket. Genius should now power on.

5. VERIFYING THAT THE GENIUS DEVICE IS READY

Step 1
On the keypad, press 0 three times to access the Admin screen.

Step 2
Use the keypad to type the password 9416557 and press Enter.

Step 3
Confirm that the IP address field is populated. Take a note of the address for use with your POS system.

Step 4
Touch Test and confirm that all Gateway connection tests have been passed.

Step 5
On the keypad, press the X button to exit and return to the main screen.

Note: If the Gateway connection tests fail, check your Internet connection or contact Cayan support.

6. CONFIGURING YOUR POS

1. Locate your MerchantWARE credentials.
2. Consult with your POS provider for assistance with configuring your system with the Genius device.

7. TESTING A TRANSACTION

Cayan recommends that you run a test transaction on your POS system to check that it is correctly configured with the Genius device.

If the test transaction transfers successfully to the Genius device, no further configuration is required. Cancel the transaction on your POS and start processing live sales.

If the test transaction is unsuccessful, please call our support team at the number below.

Note: If you do not have access to a free port on your router/switch, you can plug the Ethernet cable directly into one of the Ethernet ports on your utility cable (refer to the POS manual).

8. CONTACTING CAYAN SUPPORT

Before contacting the support department with a query, please gather the following information about your system:

- Business name and information.
- MerchantWARE credentials.
- Your POS make and model.
- Specific details about the steps you completed before the error occurred.

We’re here to help 24/7/365 - 888.249.3220
GETTING STARTED

Before you install your Genius device, please complete the following tasks:

1. Locate your MerchantWARE credentials. These were sent in an email from Cayan, which contains the words “MerchantWARE Credentials” in the subject line.
2. Check that your Internet connection is functioning correctly, and that there is an available network port on your router/switch.

A video tutorial is available at cayan.com/setup

CONNECTING THE COMMUNICATIONS MODULE

STEP 1
Turn the Genius device upside-down and place it on a flat, stable surface. Firmly press the flexible tabs and push up to remove the communications module.

STEP 2
Hold the module securely in your hands and slide the metal plate out.

STEP 3
Attach the utility cable connector as shown and slide the metal plate back into place.

STEP 4
Insert the communications module into the Genius device.

CONNECTING THE NETWORK

STEP 1
Connect one end of your Ethernet cable to an available port on your router/switch.

STEP 2
Connect the other end of the Ethernet cable to the Ethernet port on the utility cable.

POWERING THE GENIUS DEVICE

STEP 1
Check that the communications module is firmly in place on the Genius device.

STEP 2
Connect the AC adapter to the +12V connection on the utility cable and plug the adapter into a power socket. Genius should now power on.

STEP 3
Locate your MerchantWARE credentials. These were sent in an email from Cayan, which contains the words “MerchantWARE Credentials” in the subject line.

STEP 4
Use the keypad to type the password 9416557 and press Enter.

STEP 5
Confirm that the IP address field is populated. Take a note of the address for use with your POS system.

STEP 6
Touch Test and confirm that all Gateway connection tests have been passed.

VERIFYING THAT THE GENIUS DEVICE IS READY

1. On the keypad, press the 0 button three times to access the Admin screen.
2. Use the keypad to type the password 9416557 and press Enter.
3. Confirm that the IP address field is populated. Take a note of the address for use with your POS system.
4. Touch Test and confirm that all Gateway connection tests have been passed.
5. On the keypad, press the X button to exit and return to the main screen.

Note: If the Gateway connection tests fail, check your Internet connection or contact Cayan support.

TESTING A TRANSACTION

Cayan recommends that you run a test transaction on your POS system to check that it is correctly configured with the Genius device.

If the test transaction transfers successfully to the Genius device, no further configuration is required. Cancel the transaction on your POS and start processing live sales.

If the test transaction is unsuccessful, please call our support team at the number below.

Before contacting the support department with a query, please gather the following information about your system:

• Business name and information.
• MerchantWARE credentials.
• Your POS make and model.
• Specific details about the steps you completed before the error occurred.

CONTACTING CAYAN SUPPORT

We’re here to help 24/7/365 - 888.249.3220
GETTING STARTED

Before you install your Genius device, please complete the following tasks:

1. Locate your MerchantWARE credentials. These were sent in an email from Cayan, which contains the words “MerchantWARE Credentials” in the subject line.
2. Check that your Internet connection is functioning correctly, and that there is an available network port on your router/switch.

A video tutorial is available at cayan.com/setup

CONNECTING THE COMMUNICATIONS MODULE

1. Turn the Genius device upside-down and place it on a flat, stable surface. Firmly press the flexible tabs and push up to remove the communications module.

2. Hold the module securely in your hands and slide the metal plate out.

3. Attach the utility cable connector as shown and slide the metal plate back into place.

4. Insert the communications module into the Genius device.

CONNECTING THE NETWORK

1. Connect one end of your Ethernet cable to an available port on your router/switch.

2. Connect the other end of the Ethernet cable to the Ethernet port on the utility cable.

POWERING THE GENIUS DEVICE

1. Check that the communications module is firmly in place on the Genius device.

2. Connect the AC adapter to the +12V connection on the utility cable and plug the adapter into a power socket. Genius should now power on.

3. On the keypad, press 0 three times to access the Admin screen.

4. Use the keypad to type the password 9416557 and press Enter.

5. Confirm that the IP address field is populated. Take a note of the address for use with your POS system.

6. Touch Test and confirm that all Gateway connection tests have been passed.

7. Touch the X button to exit and return to the main screen.

Note: If the Gateway connection tests fail, check your Internet connection or contact Cayan support.

VERIFYING THAT THE GENIUS DEVICE IS READY

The Genius device is configured to receive a dynamic IP address by default. If you need to configure a static IP address, please consult the reverse side of this guide.

1. On the keypad, press Enter five times to access the Admin screen.

2. Use the keypad to type the password 9416557 and press Enter.

3. Confirm that the IP address field is populated. Take a note of the address for use with your POS system.

4. Touch Test and confirm that all Gateway connection tests have been passed.

5. Touch the X button to exit and return to the main screen.

Note: If the Gateway connection tests fail, check your Internet connection or contact Cayan support.

CONFIRMING YOUR POS

1. Locate your MerchantWARE credentials.

2. Consult with your POS provider for assistance with configuring your system with the Genius device.

3. Configure POS with the IP address of the Genius device, your MerchantWARE Name, SiteID and Key.

CONTACTING CAYAN SUPPORT

Before contacting the support department with a query, please gather the following information about your system:

- Business name and information.
- MerchantWARE credentials.
- Your POS make and model.
- Specific details about the steps you completed before the error occurred.

Cayan recommends that you run a test transaction on your POS system to check that it is correctly configured with the Genius device.

If the test transaction transfers successfully to the Genius device, no further configuration is required. Cancel the transaction on your POS and start processing live sales.

If the test transaction is unsuccessful, please call our support team at the number below.

A video tutorial is available at cayan.com/setup

We’re here to help 24/7/365 - 888.249.3220
GETTING STARTED

Before you install your Genius device, please complete the following tasks:

1. Locate your MerchantWARE credentials. These were sent in an email from Cayan, which contains the words “MerchantWARE Credentials” in the subject line.
2. Check that your Internet connection is functioning correctly, and that there is an available network port on your router/switch.

A video tutorial is available at cayan.com/setup

CONNECTING THE COMMUNICATIONS MODULE

STEP 1
Turn the Genius device upside-down and place it on a flat, stable surface. Firmly press the flexible tabs and push up to remove the communications module.

STEP 2
Hold the module securely in your hands and slide the metal plate out.

STEP 3
Attach the utility cable connector as shown and slide the metal plate back into place.

STEP 4
Insert the communications module into the Genius device.

CONNECTING TO THE NETWORK

STEP 1
Connect one end of your Ethernet cable to an available port on your router/switch.

STEP 2
Connect the other end of the Ethernet cable to the Ethernet port on the utility cable.

POWERING THE GENIUS DEVICE

STEP 1
Check that the communications module is firmly in place on the Genius device.

STEP 2
Connect the AC adapter to the +12V connection on the utility cable and plug the adapter into a power socket. Genius should now power on.

STEP 3
On the keypad, press Enter three times to access the Admin screen.

STEP 4
Use the keypad to type the password 9416557 and press Enter.

STEP 5
Confirm that the IP address field is populated. Take a note of the address for use with your POS system.

STEP 6
Touch Test and confirm that all Gateway connection tests have been passed.

STEP 7
On the keypad, press the X button to exit and return to the main screen.

Note: If the Gateway connection tests fail, check your Internet connection or contact Cayan support.

VERIFYING THAT THE GENIUS DEVICE IS READY

The Genius device is configured to receive a dynamic IP address by default. If you need to configure a static IP address, please consult the reverse side of this guide.

1. On the keypad, press Enter three times to access the Admin screen.

2. Use the keypad to type the password 9416557 and press Enter.

3. Confirm that the IP address field is populated. Take a note of the address for use with your POS system.

4. Touch Test and confirm that all Gateway connection tests have been passed.

5. On the keypad, press the X button to exit and return to the main screen.

Note: If the Gateway connection tests fail, check your Internet connection or contact Cayan support.

CONFIGURING YOUR POS

1. Locate your MerchantWARE credentials. These were sent in an email from Cayan, which contains the words “MerchantWARE Credentials” in the subject line.
2. Consult with your POS provider for assistance with configuring your system with the Genius device.
3. Configure POS with the IP Address of the Genius device, your MerchantWARE Name, SiteID and Key.

Cayan recommends that you run a test transaction on your POS system to check that it is correctly configured with the Genius device. If the test transaction transfers successfully to the Genius device, no further configuration is required. Cancel the transaction on your POS and start processing live sales.

If the test transaction is unsuccessful, please call our support team at the number below.

CONTACTING CAYAN SUPPORT

Before contacting the support department with a query, please gather the following information about your system:

1. Business name and information.
2. MerchantWARE credentials.
3. Your POS make and model.
4. Specific details about the steps you completed before the error occurred.

Before contacting the support department with a query, please gather the following information about your system:

1. Business name and information.
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A video tutorial is available at cayan.com/setup

We’re here to help 24/7/365 - 888.249.3220
TROUBLESHOOTING

1. On the Genius keypad, press 0.
2. Use the keypad to type the password 9416557 and press Enter.
3. Touch Gateway connection Test and confirm that all tests have passed.
   a) If the test failures include "Failed," take note of the failed tests and proceed to Task E.
   b) If any of the tests indicate "Failed," take note of the failed tests and proceed to Task E.
   c) If the device is not receiving an IP address, plug the cable back in.
   d) Check that the Genius device has received an IP address.
   e) If the device is still not functioning correctly, proceed to Task D.
   f) Restart the Genius device.
   g) Run the Genius device connection test.
   h) Confirm that all necessary ports and hosts are open and available.
   i) If your Genius device is not functioning correctly, complete the steps outlined in this section.
   j) Contact support by calling 888.249.3220. In order to assist with your support call, take note of the serial number on the sticker.
   k) Turn your Genius device upside-down and make a note of the serial number on the sticker.

FREQUENTLY ASKED QUESTIONS

Who do I call for support on the Genius device, and what are the support hours?
On the Admin screen, touch Entrepreneur, then touch Support, then touch Support.
Who do I call if I have a question about processing a credit card transaction with my POS and the Genius device?
Which state requires a pole display for line items? Can Genius display line items instead?
Contact your POS vendor.
Yes, you can accept Apple Pay, Android Pay and gift cards at this time.
Are there other payment types I can accept other than credit and debit?
Yes, you have access to our online portal at https://portal.merchantware.net.
Can I customize the images on the home screen and the line item display screen?
Can I place my own custom image on the home screen?
Yes, you can customize the images on the home screen and the line item display screen.
Can I place my own custom image on the home screen?
Yes, you can accept Apple Pay, Android Pay and gift cards at this time.
Can I place my own custom image on the home screen?

GUIDE
This Setup Guide leads you through the basic steps required to install and configure Genius to work with your POS solution.

If no IP address is populated, follow the process for configuring your business information so that we can identify your account.

A static IP address does not change, and you need to manually configure it on your Genius device. We recommend this option if your switch/router is changing IP addresses frequently, and needs to be manually configured on your Genius device.

Note, use the stylus to navigate the menu within the Genius screens.

The connection test results from Task A will give you access to your MerchantWARE credentials.

Configure the static IP address:
1. Make sure you have your IP address, subnet mask, Gateway and DNS1 from your network administrator for the Genius device to connect to your switch/router.
2. On the keypad, hold down 1, 5 and 9 button for two seconds, and then release.
3. Use the keypad to enter the password 166832 and press Enter.
4. On the tab at the top of the screen, touch Administration and then Communication.
5. From the tab at the top of the Communications screen, touch Network and then Ethernet.
6. From the Ethernet screen, touch the edit symbol next to Mode.
7. Select staticIP and touch OK.
8. Touch the pencil symbol next to IP Address and use the keypad to enter the IP address assigned to the Genius CED and then touch OK.
9. Configure your subnet mask, Gateway and DNS settings.
10. Touch Apply.

For information on processing credit card transactions using your POS system, please contact Cayan Support by calling 888.249.3220; we are available 24/7/365.

Who do I call for support on the Genius device, and what are the support hours?

Contact your POS vendor to install the generated GUID and configure Genius to work with your POS solution.

For example:
- To enter the IP address 10.50.31.120 you must press 010 050 031 120.
- * Numbers that are less than three digits in length must be entered using preceding zeros.
- The connection test results from Task A will give you access to your MerchantWARE credentials.

My state requires a pole display for line items. Can Genius display line items instead?

Other payment types I can accept other than credit and debit?

Are there other payment types I can accept other than credit and debit?

Can I place my own custom image on the home screen?

Can I place my own custom image on the home screen?

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Can I place my own custom image on the home screen?
THE GENIUS PLATFORM

HOW IT WORKS

THE GENIUS PLATFORM TROUBLESHOOTING

FREQUENTLY ASKED QUESTIONS

Who do I call for support on the Genius device, and what are the support hours?

Contact Cayan Support by calling 888.249.3220; we are available 24/7/365.

Who do I call if I have a question about processing a credit card transaction with my POS and the Genius device?

For information on processing credit card transactions using your POS system, please contact your POS provider.

My state requires a pole display for line items. Can Genius display line items instead?

Yes, the Genius device can display line items (SKU display) for certain POS providers.

Can I place my own custom image on the home screen?

Yes, you can customize the images on your home screen and the line item display screen.

Are there any other payment types I can accept other than credit and debit?

Yes, you can accept Apple Pay, Android Pay and gift cards at this time.

Can I place my own custom Image on the home screen?

Yes, you can customize the images on your home screen and the line item display screen.

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Can I place my own custom Image on the home screen?
THE GENIUS PLATFORM TROUBLESHOOTING

If your Genius device is not functioning correctly, complete the steps outlined in this section.

A) Run the Genius device connection test.
1. On the Genius keypad, press three times to access the Admin screen.
2. Use the keypad to type the password 944555 and press the Enter button.
3. Touch Test and confirm that all Gateway connection tests have passed.
   - If the tests all indicate “Passed,” proceed to Task C.
   - If any of the tests indicate “Failed,” take note of the failed test(s) and proceed to Task T.

B) Confirm that all ports and hosts are open and available.
1. Consult with your system administrator to confirm that the following ports are open:
   - a) 443: SSL
   - b) 7622: SFTP (via SSH)
2. Confirm that the following hosts are available:
   - a) genius.merchantware.net
   - b) transport.merchantware.net
   - c) paycube.merchantware.net
   - d) ps1.merchantware.net
   - e) s01.merchantware.net
   - f) the device is still not functioning correctly. Proceed to Task T.

C) Restart the Genius device.
1. Restart the Genius device by removing the AC power cord from the utility cable for 1 minute, then plug the cable back in.
2. If the device is still not functioning correctly, proceed to Task D.

D) Check that the Genius device has received an IP address.
1. On the Genius keypad, press three times to access the Admin screen.
2. Use the keypad to insert the password 944555 and press Enter.
3. Confirm that the IP address field is populated.
   - If no IP address is populated, follow the process for configuring your IP address.
   - If the IP address field is populated, follow the process for configuring your IP address.
   - If no IP address is populated, follow the process for configuring your IP address.
   - If the device has an IP address and is still not functioning correctly. Proceed to Task T.

E) Take a note of the device serial number.
1. Turn your Genius device upside-down and make a note of the serial number on the sticker.
2. If the device has an IP address and is still not functioning correctly. Proceed to Task T.

F) Cayan support.
1. Contact support by calling 888.249.3220. In order to assist with your support call, please have the following information ready:
   - Your business information so that we can identify your account.
   - Your POS solution.
   - The connection test results from Task A.
   - The device serial number or device ID.
   - The Linux/Mercury/WARE credentials.
2. If you have completed the steps outlined in this section and your device is still not functioning correctly, please have the following information ready:
   - Your IP address, subnet mask, Gateway and DNS1 from your network administrator for the Genius device to connect to your router/switch.
   - The basic steps required to install your POS solution.
   - TheLinux/Mercury/WARE credentials.

Who do I call for support on the Genius device, and what are the support hours?
Please contact Cayan Support by calling 888.249.3220; we are available 24/7/365.

Who do I call when I have a question about processing a credit card transaction with my POS and the Genius device?
For information on processing credit card transactions using your POS system, please contact your POS provider.

FREQUENTLY ASKED QUESTIONS

1. Can I use a custom image on the home screen?
Yes, you can customize the images on the home screen.
2. Can I use a custom image on the line item display screen?
Yes, the Genius device can display line items for certain POS providers.
3. Can I customize the images on the home screen and the line item display screen?
Yes, you can customize the images on the home screen and the line item display screen.

My state requires a pole display for line items. Can Genius display line items instead?
Yes, the Genius device can display line items (SKU display) for certain POS providers.

What is the difference between a dynamic IP address and a static IP address?
A dynamic IP address is automatically assigned by your switch/router when you plug your Genius device into your network; this is the default configuration. If your network suffers a disruption, your switch/router might assign a different IP address to your device, causing a loss of communication between your Genius device and your POS system.

A static IP address does not change, and you need to manually configure it on your Genius device. We recommend this option if your switch/router is changing IP addresses frequently, and needs to be manually configured on your Genius device.

Configuring the static IP address:
1. Make sure you have your IP address, subnet mask, Gateway and DNS1 from your network administrator for the Genius device to connect to your router/switch.
2. On the keypad, hold down 1 and 9 on the keypad for two seconds, and then release.
3. Use the keypad to insert the password 166832 and press Enter.
4. On the tabs at the top of the screen, touch Administration and then Communications.
5. From the tabs at the top of the Communications screen, touch Network and then Ethernet.
6. From the Ethernet screen, touch the edit symbol next to Mode.
7. Select staticIP and touch OK.
8. Touch the Back symbol next to IP Address and use the keypad to enter the IP address assigned to the Genius CED and then touch OK.
9. Configure your subnet mask, Gateway and DNS settings.
10. Touch Apply.

What is available for payment acceptance through Genius?
Does Cayan offer an online portal to view transactions processed through Genius?
Yes, you have access to our online portal at https://portal.merchantware.net where you can view transactions and run reports. Your credentials will be in your MerchantWARE email.

What are the payment types I can accept other than credit and debit?
Yes, you can accept Apple Pay, Android Pay and gift cards at this time.

Are there other payment types I can accept other than credit and debit?
Yes, you can accept Apple Pay, Android Pay and gift cards at this time.

Who do I call for support on the Genius device, and what are the support hours?
For information on processing credit card transactions using your POS system, please contact your POS provider.

Frequent payment types accepted through Genius:
- American Express
- Mastercard
- Visa

Contact support by calling 888.249.3220. In order to assist with your support call, please have the following information ready:
- Your IP address, subnet mask, Gateway and DNS1 from your network administrator for the Genius device to connect to your router/switch.
- The basic steps required to install your POS solution.

This Setup Guide leads you through the basic steps required to install and configure Genius to work with your POS solution.

1. Make sure you have your IP address, subnet mask, Gateway and DNS1 from your network administrator for the Genius device to connect to your router/switch.
2. On the keypad, hold down 1 and 9 on the keypad for two seconds, and then release.
3. Use the keypad to insert the password 166832 and press Enter.
4. On the tabs at the top of the screen, touch Administration and then Communications.
5. From the tabs at the top of the Communications screen, touch Network and then Ethernet.
6. From the Ethernet screen, touch the edit symbol next to Mode.
7. Select staticIP and touch OK.
8. Touch the Back symbol next to IP Address and use the keypad to enter the IP address assigned to the Genius CED and then touch OK.
9. Configure your subnet mask, Gateway and DNS settings.
10. Touch Apply.

Who do I call for support on the Genius device, and what are the support hours?
Please contact Cayan Support by calling 888.249.3220; we are available 24/7/365.