P400+ External User Manual

Verifone (U.K), Ltd.
3 Roundwood Avenue, Stockley Park, Uxbridge, UB11 1AF

IMPORTANT NOTICE

Verifone, the Verifone logo, VeriCentre, SoftPay, Omni, NURIT, VeriShield Protect, V^{x} Solutions, VX Evolution, SC, and MX Solutions are trademarks of Verifone Systems, Inc. in the United States or other countries.

All other brand names and trademarks appearing in this publication are the property of their respective owners.

NO WARRANTY
Although Verifone has attempted to ensure the accuracy of the contents of this manual, this manual may contain errors or omissions. This manual is supplied "as-is," without warranty of any kind, either expressed or implied, including the implied warranties of merchantability and fitness for a particular purpose.

LIMITED LIABILITY
In no event shall Verifone be liable for any indirect, special, incidental, or consequential damages including damages for loss of business, profits, or the like, even if Verifone or its representatives have been advised of the possibility of such damages.

Verifone (U.K.) Ltd.
3 Roundwood Avenue
Stockley Park
Uxbridge
UB11 1AF
UK

www.verifone.com

Copyright © 2018 Verifone Systems, Inc. All rights reserved

No part of this publication may be copied, distributed, stored in a retrieval system, translated into any human or computer language, transmitted in any form or by any means without the prior written consent of Verifone Systems, Inc. or Verifone UK Ltd.

REVISION HISTORY

Version	Author	Date	Changes
0.1	MKB	10/05/18	First draft
1.0	MKB	29/05/18	First Version.
2.0	UU	11/08/20	Second Version. Addition of RNDIS Setup.
2.1	MKB	10/03/21	Updated the RNDIS setup.
2.2	MKB	11/03/21	Removed redundant section.
2.3	MKB	22/03/21	Removed Ped Swap considerations. Updated USB Driver version. Removed all references to the P400 and replaced with P400+

CONTENTS

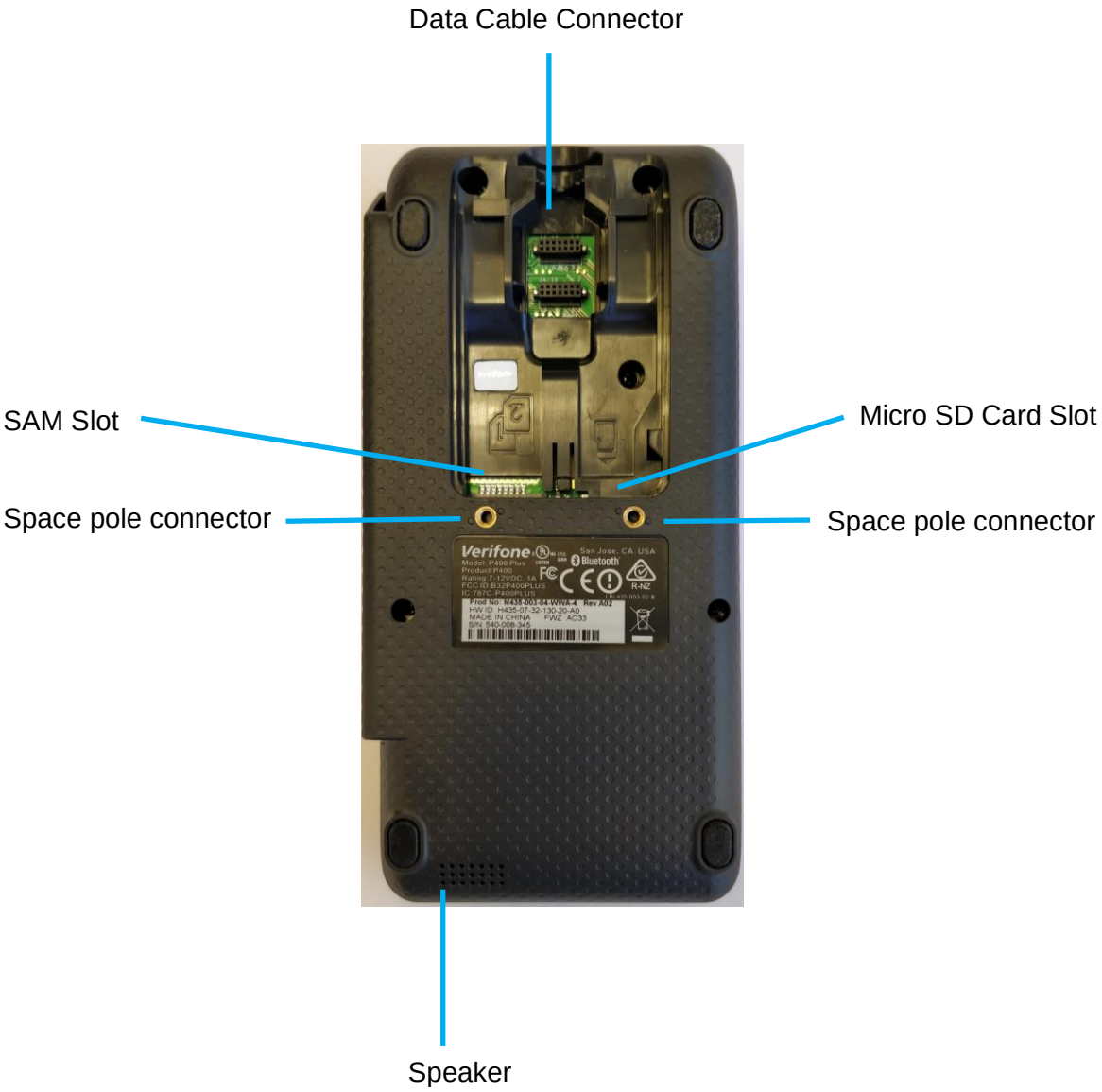
1 INTRODUCTION

This guide is the primary source of the information for setting up, installing and the screen messages that will be seen during transaction processing with the Verifone P400+ payment device, when used in conjunction with the PAYWare Ocius Gateway. This guide is intended to be used with versions 2.10.x.x and above, using this manual with other versions of the software will result in discrepancies.

2 GET TO KNOW THE P400+ DEVICE

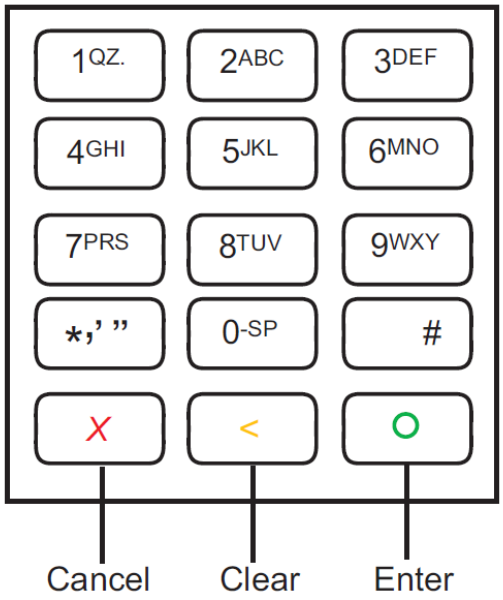
2.1 TERMINAL FRONT

2.2 TERMINAL REAR



2.3 UNDERSTANDING THE KEYPAD

This section will explain which buttons will allow the operator to key in particular characters.



Key	Characters
1	1 Q Z . q z
2	2 A B C a b c
3	3 D E F d e f
4	4 G H I g h i
5	5 J K L j k l
6	6 M N O m n o
7	7 P R S p r s
8	8 T U V t u v
9	9 W X Y w x y
*	Scroll up on the menus
0	0 * # . - + Space , ' " ! : ; @ = & / \ % $ ( ) ^ _
#	Scroll down on the menus

2.4 ENVIRONMENTAL FACTORS

- Operating Temperature: 0^{O}C to 50^{O}C (32^{O}F to 122^{O}F).
- Storage Temperature -20^{O}C to 60^{O}C (-4^{O}F to 140^{O}F).
- Relative Humidity: 5% to 90%; RH non-condensing.
- Do not use the terminal where there is high heat, dust, humidity, moisture, or caustic chemicals or oils.
- Keep the terminal away from direct sunlight and anything that radiates heat, such as a stove or motor.
- Do not use the P400+ outdoors.

Using the terminal outside of these boundaries could cause the terminal to malfunction during operation.

2.5 POWER

- Full Capabilities: 7-12V DC, 1A
- Reduced capabilities (USB Powered): 5V DC, 500mA

The reduce capabilities are:

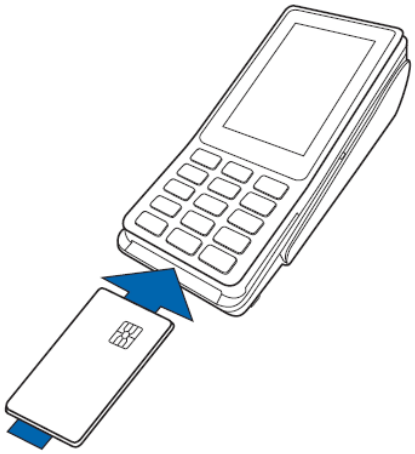
- LCD backlight intensity is reduced to 30% (not suitable for high-glare outdoor use)
- The keypad backlight is disabled
- BT/WiFi functions are unavailable
- Ethernet functionality is unavailable
- Audio maximum volume will be reduced
- In CTLS payment mode* the SoC operating frequency will be reduced to 300MHz until the PIN pad exits CTLS mode

Using the terminal without the correct power supplies could cause the terminal malfunction during operation.

2.6 HOW TO INSERT A CARD

1 Position the card with the contacts facing in the same direction as the keypad.

2 Insert the card into the smart card reader in until it seats firmly



2.8 HOW TO SWIPE A CARD

1 Position the card with the magnetic stripe facing the keypad.

2 Swipe the card through the reader, in either direction.

2.9 HOW TO PROCESS A CONTACTLESS CARD

1 Present the card at the top of the screen as shown in the picture.

2 Keep the card within 4cm of the device until the device beeps.

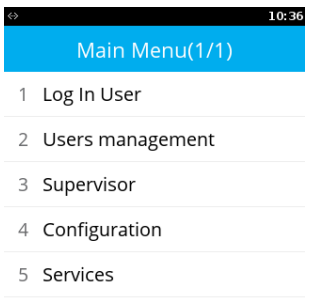
3 HOW TO CONNECT YOUR DEVICE

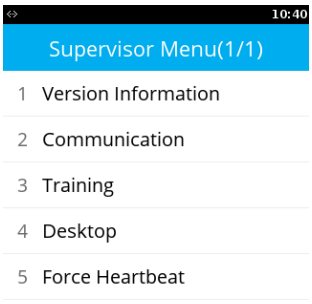
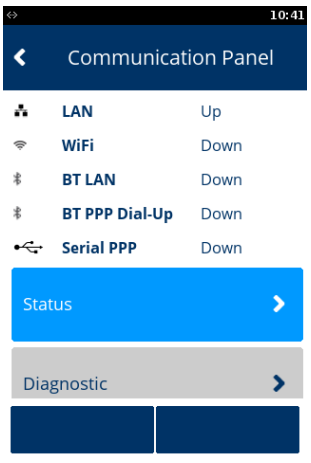
Please note that most option numbers do not have numbers assigned, however, the menu options will respond to the numbers in the guide. To navigate up and down the menus, scroll using the touchscreen.

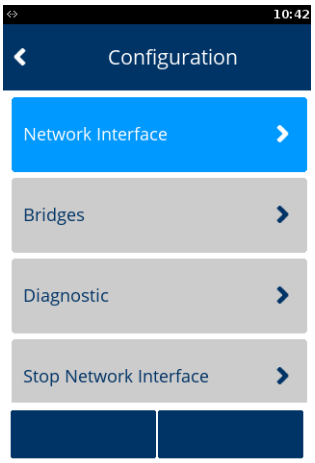
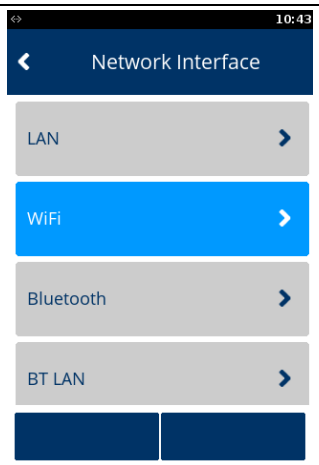
3.1 WI-FI

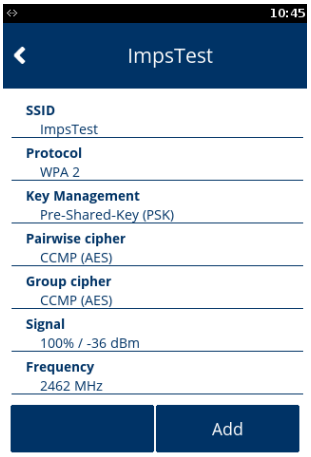
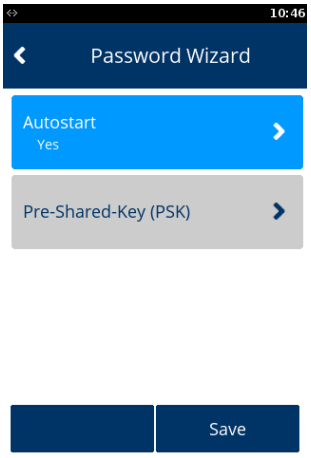
This section will cover setting up the Wi-Fi connection when both the network is visible and hidden.

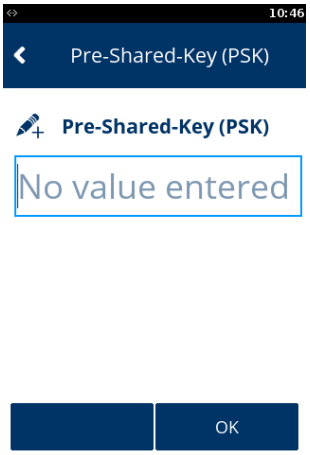
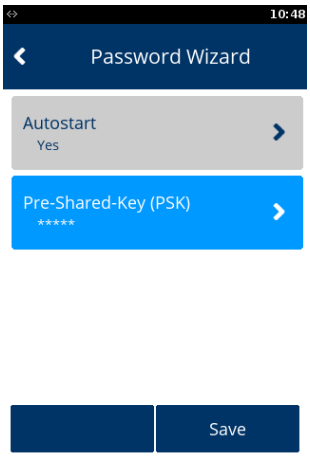
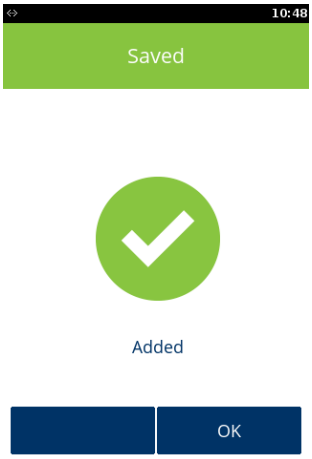
3.1.1 Visible Wi-Fi Networks

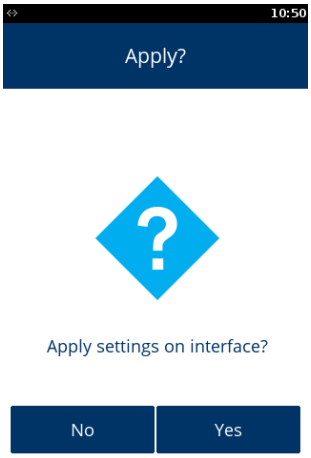
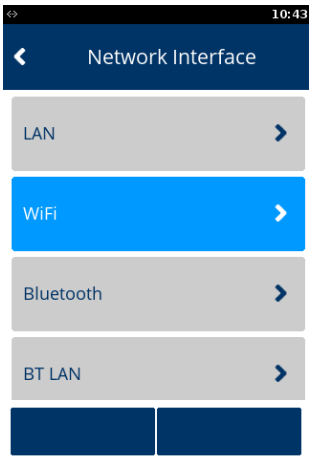
Step	Instruction	Screen Information
1	Turn on the device, by plugging the device in.	
2	At the *Waiting for Merchant Login,* press either the * key or the blue Verifone banner.	
3	Select option 3, Supervisor.	

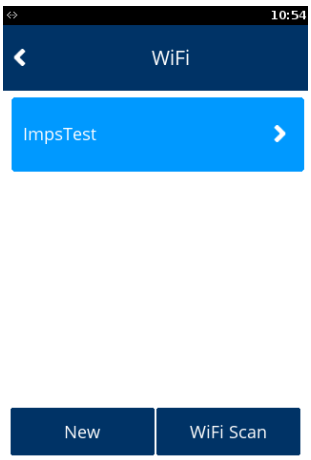
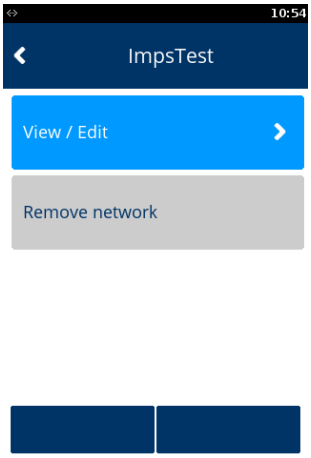
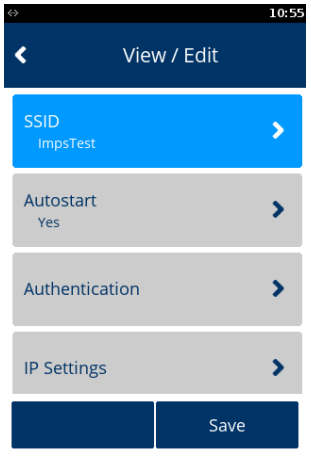
Step	Instruction	Screen Information
4	Enter the Supervisor Pin, Default 12345	
5	Select option 2, Communication	
6	Select option 3, Configuration The option will be off the main screen and will require the */# buttons to be used or press 3.	

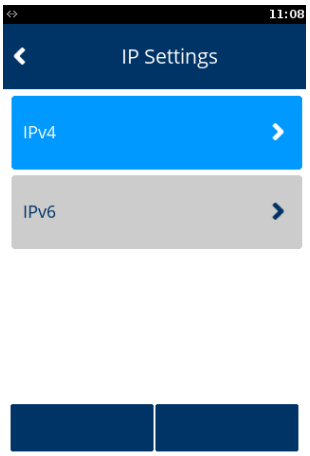
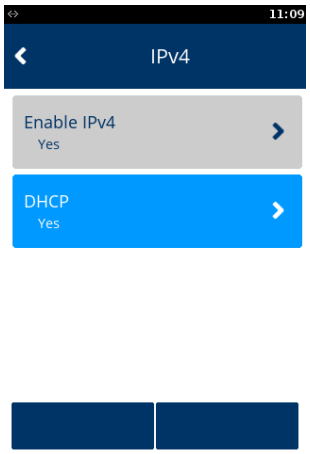
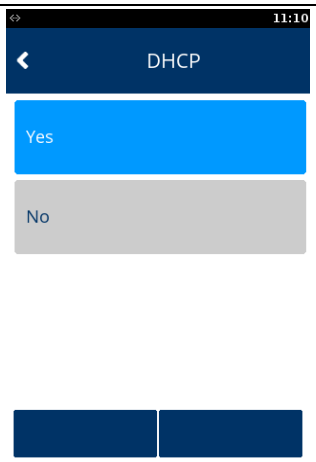
Step	Instruction	Screen Information
7	Select option 1, Network Interface	
8	Select option 2, WiFi	
9	Select option 1, WiFi Scan (assuming the network is visible) If the network is hidden please refer to section 3.1.2	

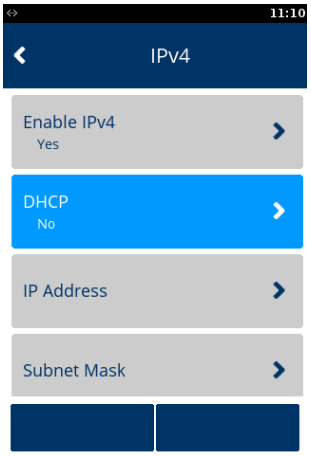
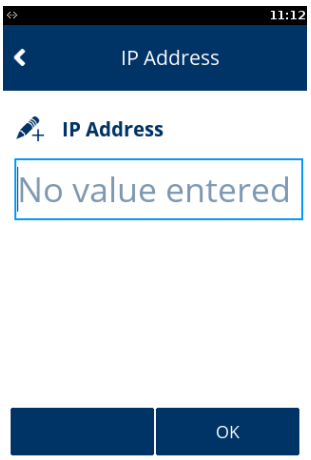
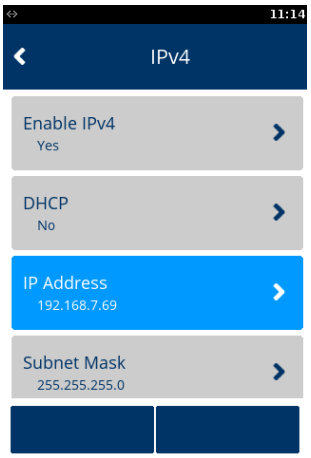
Step	Instruction	Screen Information
10	Select your chosen network, * button scrolls up, # button scrolls down, green circle button selects the highlighted option.	
11	Press Enter to add the network.	
12	Select option 2, Pre-Shared-Key (PSK)	

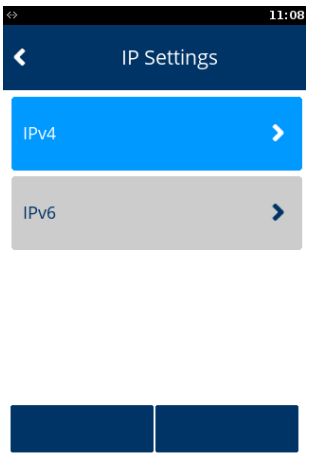
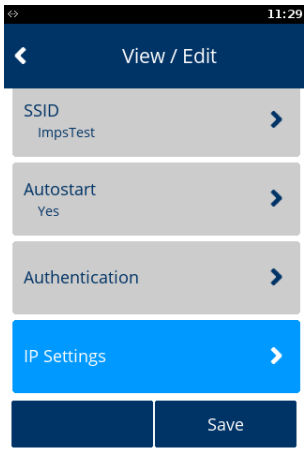
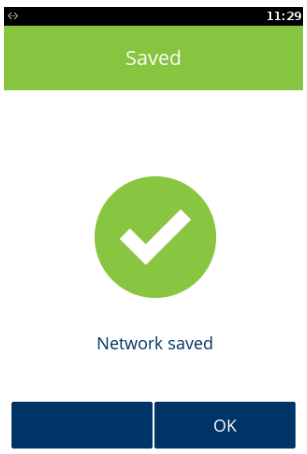
Step	Instruction	Screen Information
13	Update the Pre-Shared-Key (network key) with the one for the chosen network. Multiple presses will result in upper and lower-case letters and numerics. Once inserted press the green circle key.	
14	The terminal will return to the screen in step 11, however, the Pre-Shared-Key will now show as being entered. Note. The number of * doesn't equal the number of characters in the key. Highlight, the Save button and press the green circle key.	
15	Once added successfully select OK	
The default is DHCP, if you require static IPs then follow steps 16-28 if not, skip to step 28		

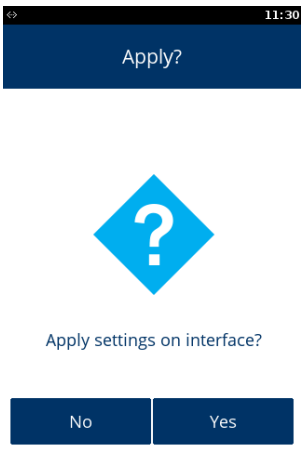
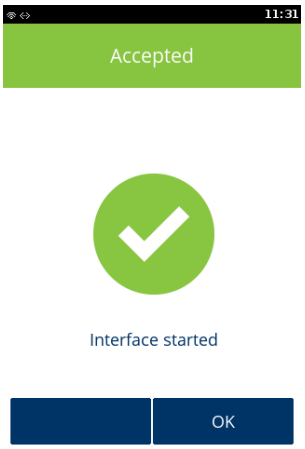
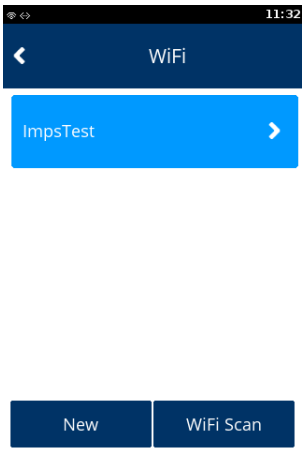
Step	Instruction	Screen Information
16	Highlight No, and press the green circle key.	
17	Press the red cross button when the results of the scan are returned.	
18	Select option 1, WiFi	

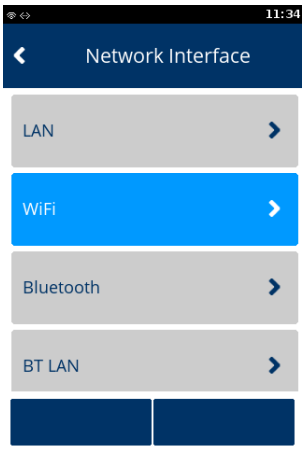
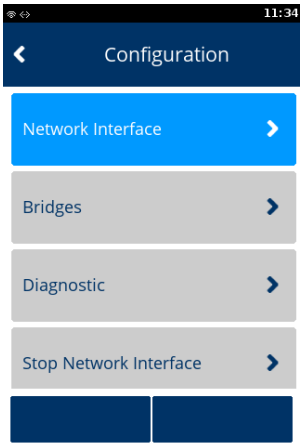
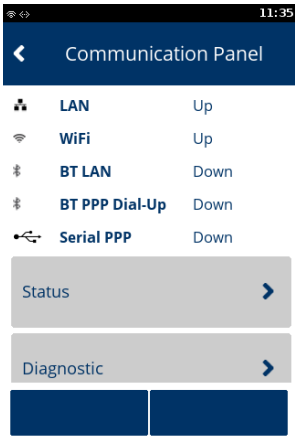
Step	Instruction	Screen Information
19	Ensure that the chosen network is now highlighted. Press the green circle key.	
20	Ensure that View / Edit is highlighted and press the green circle key.	
21	Select Option 4, IP settings	

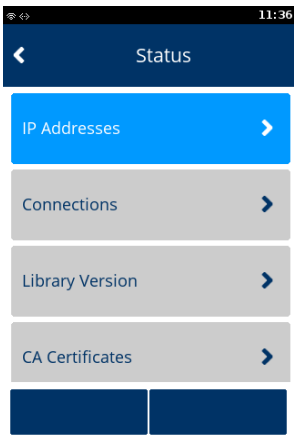
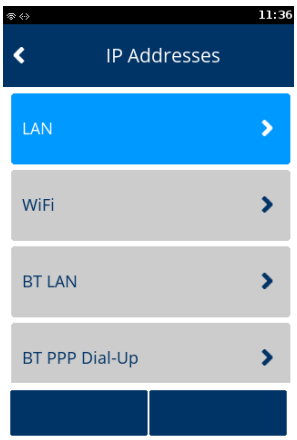
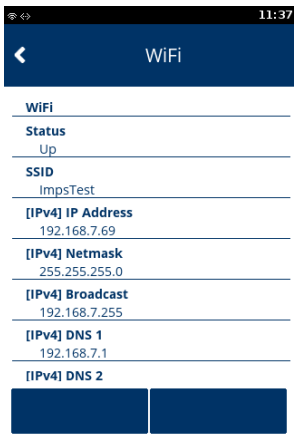
Step	Instruction	Screen Information
22	Select Option 1, IPv4	
23	Select Option 2, DHCP	
24	Select option 1, No Note – By selecting No, it will then enable 5 additional menu options.	

Step	Instruction	Screen Information
25	Select Option 3, IP Address	
26	Enter the required IP address. Note, if a field is not 3 digits long then you must enter the leading zeros.	
27	Repeat steps 25 and 26 for Subnet Mask, Gateway IP Address and DNS 1	
28	Press the red cross button.	

Step	Instruction	Screen Information
29	Press the red cross button.	
30	Highlight Save and press the green circle button	
31	When “Network Saved” is displayed press the green circle button.	

Step	Instruction	Screen Information
32	Select Yes to “Apply settings on interface?”	
33	Select Yes to “Settings applied to interface”	
34	Press the red cross button.	

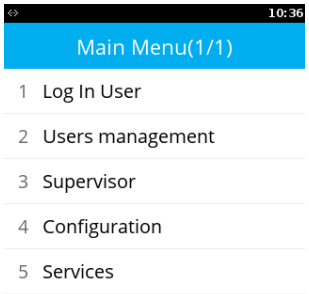
Step	Instruction	Screen Information
35	Press the red cross button.	
36	Press the red cross button.	
37	Select Option 1, Status	

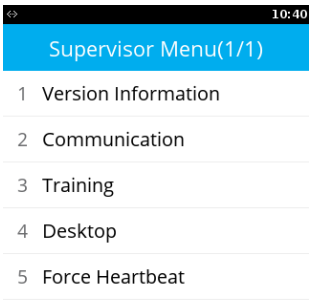
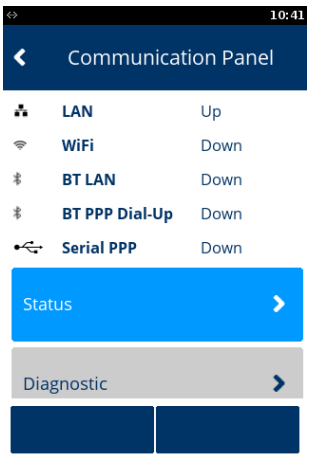
Step	Instruction	Screen Information
38	Select option 1, IP Addresses	
39	Select option 2, WiFi	
40	Check that the status is Up. Note – If the status is not Up, repeat the network setup steps.	

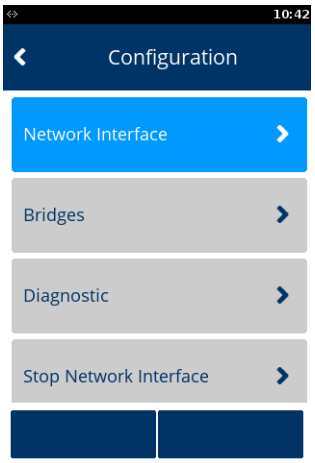
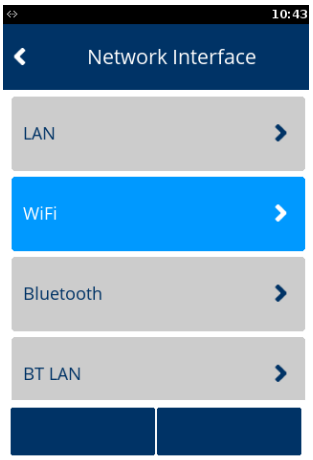
Step	Instruction	Screen Information
41	Press the red cross button until you are back at the Login screen.	

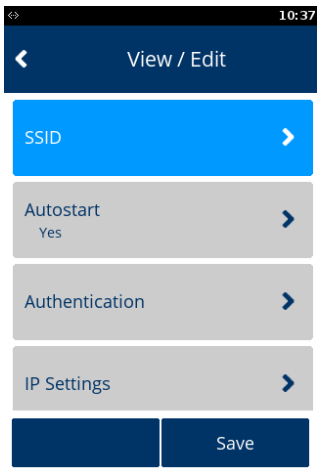
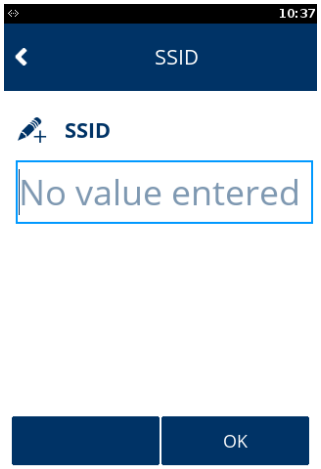
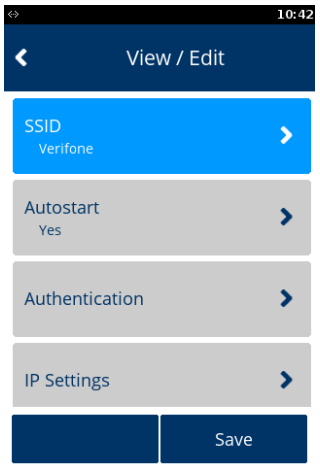
3.1.2 Hidden Wi-Fi Networks

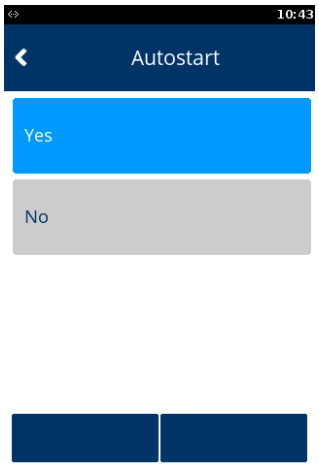
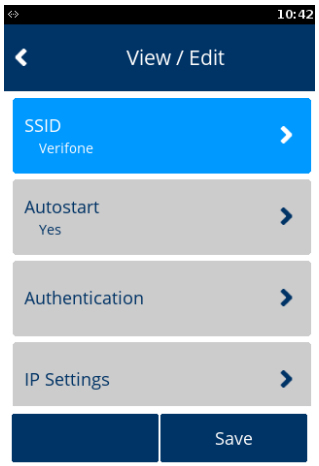
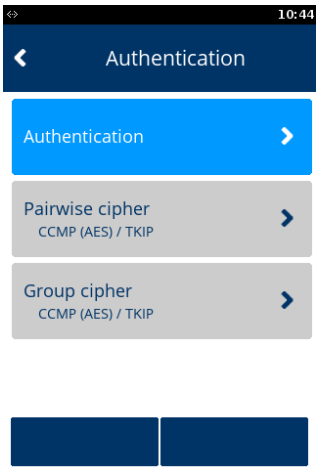
This section will cover setting up the terminal on a hidden Wi-Fi network using WPA2-PSK as the network configuration. This will not cover the other options that are supported by the terminal.

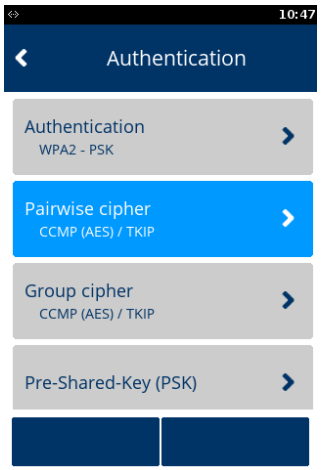
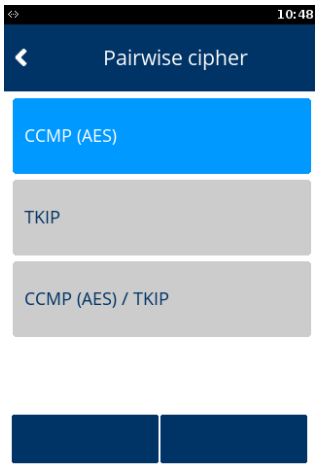
Step	Instruction	Screen Information
1	Turn on the device, by pressing the green circle button or plugging the device in.	
2	At the Ready Screen, press the * Key.	
3	Select option 3, Supervisor. Default PIN is 12345.	

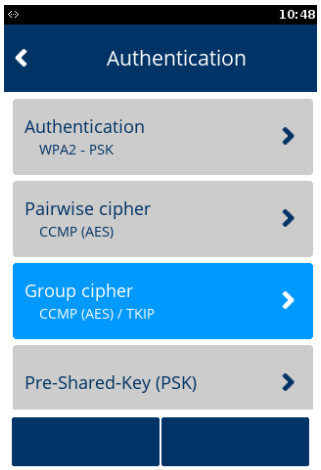
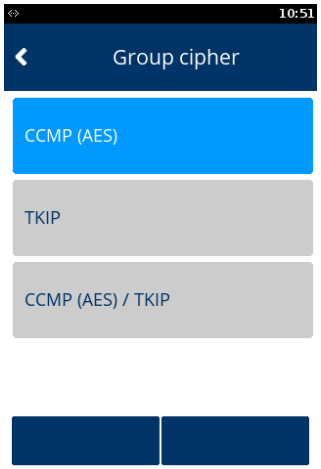
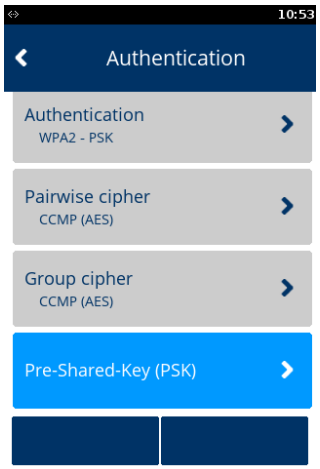
Step	Instruction	Screen Information
4	Enter the Supervisor Pin, Default 12345	
5	Select option 2, Communication.	
6	Select option 3, Configuration. The option will be off the main screen and will require the */# buttons to be used or press 3.	

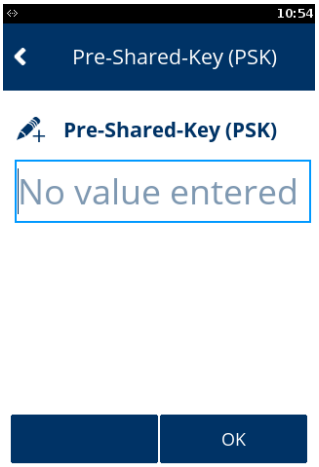
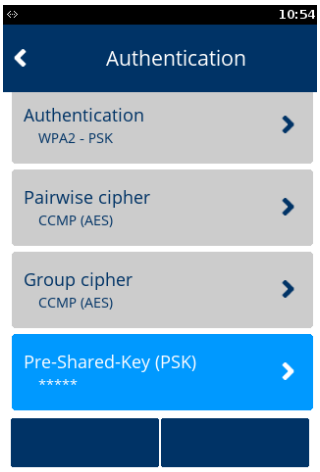
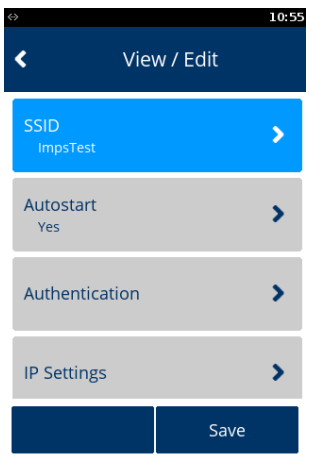
Step	Instruction	Screen Information
7	Select option 1, Network Interface.	
8	Select option 1, WiFi.	
9	Highlight New and press the green circle button.	

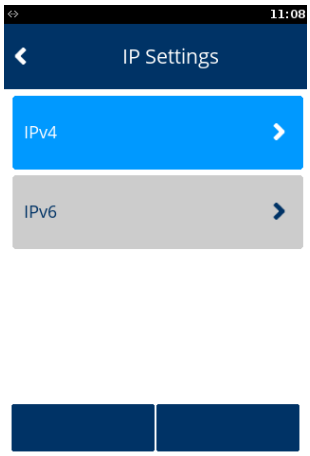
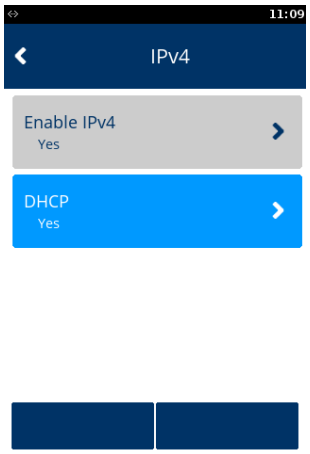
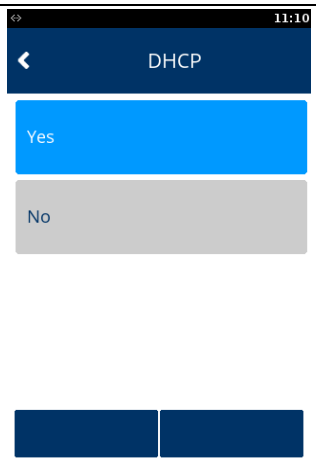
Step	Instruction	Screen Information
10	Select Option 1, SSID	
11	Enter the SSID. The possible characters can be found in section 2.3 Highlight Save and press the green circle button once complete.	
12	Select Option 2, Autostart.	

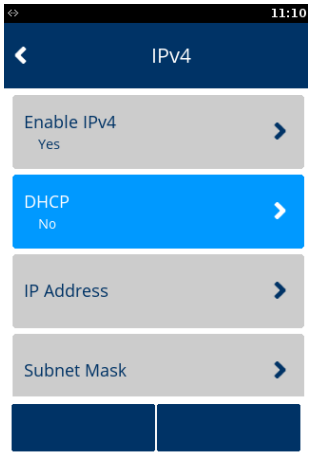
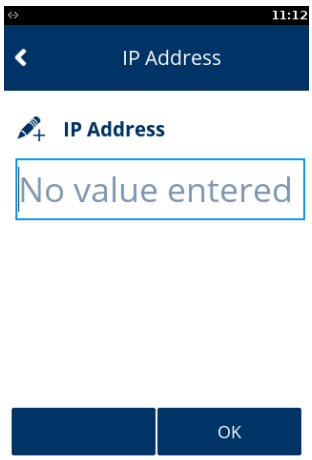
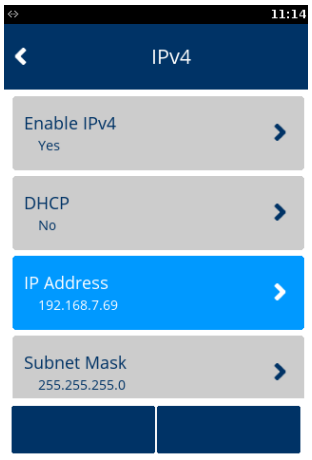
Step	Instruction	Screen Information
13	Select the required authentication for the chosen Wi-Fi network. Default - Yes	
14	Select Option 3, Authentication	
15	Select Option 1, Authentication	

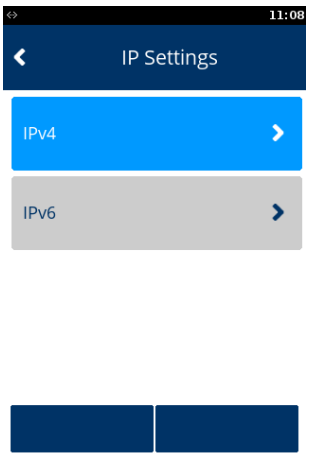
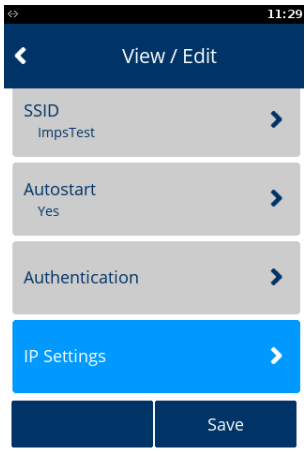
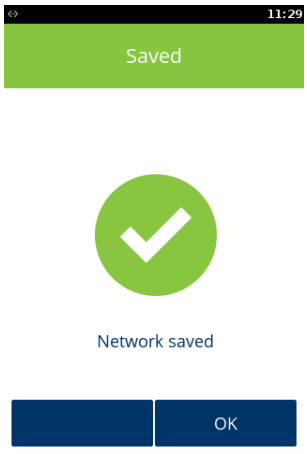
Step	Instruction	Screen Information
16	Select Option 3, Authentication. Select the required authentication for the chosen Wi-Fi network.	
17	Select Option 2, Pairwise cipher	
18	Select the chosen cipher for the chosen Wi-Fi Network.	

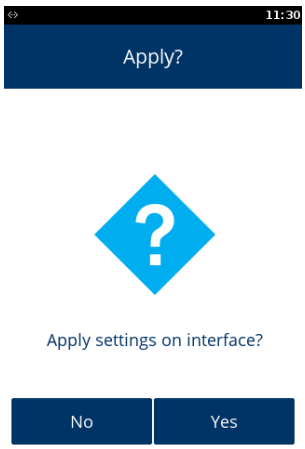
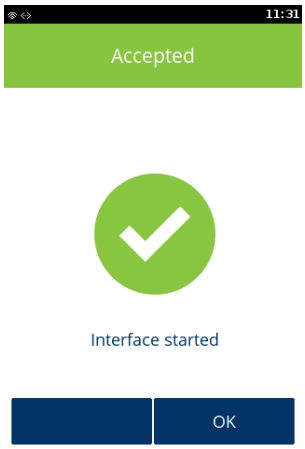
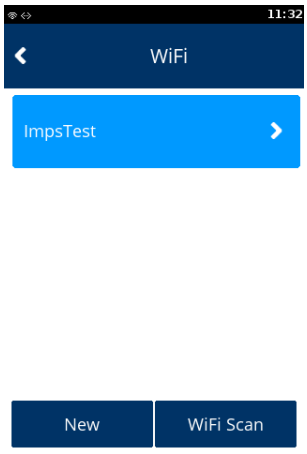
Step	Instruction	Screen Information
19	Select Option 3, Group cipher	
20	Select Option 5, Group Cipher Select the chosen cipher for the chosen Wi-Fi Network.	
21	Select Option 3, Pre-Shared-Key (PSK)	

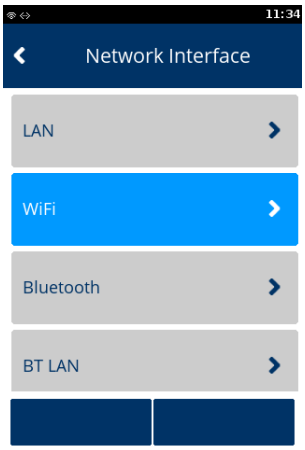
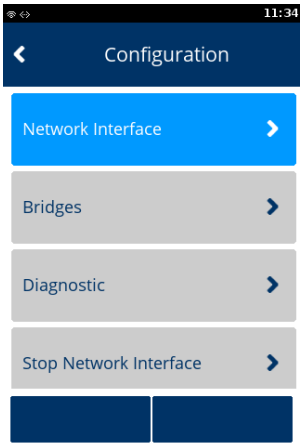
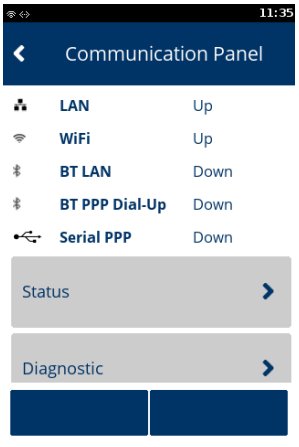
Step	Instruction	Screen Information
22	Enter the SSID. The possible characters can be found in section 2.3 Multiple presses will result in upper and lower-case letters and numerics. Once inserted select Save and press the green circle button.	
23	Press Cancel.	
24	Select Option 4, IP settings	

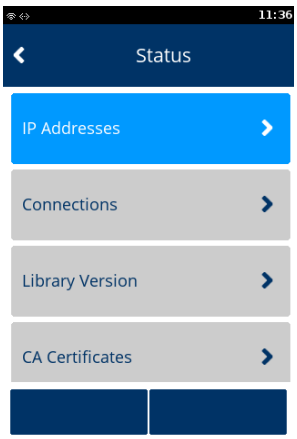
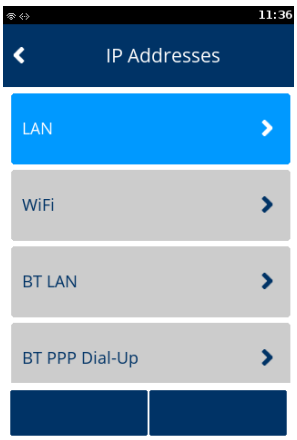
Step	Instruction	Screen Information
25	Select Option 1, IPv4	
26	Select Option 2, DHCP	
27	Select option 1, No Note – By selecting No, it will then enable 5 additional menu options.	

Step	Instruction	Screen Information
28	Select Option 3, IP Address	
29	Enter the required IP address. Note, if a field is not 3 digits long then you must enter the leading zeros.	
30	Repeat steps 25 and 26 for Subnet Mask, Gateway IP Address and DNS 1	
31	Press the red cross button.	

Step	Instruction	Screen Information
32	Press the red cross button.	
33	Highlight Save and press the green circle button	
34	When “Network Saved” is displayed press the green circle button.	

Step	Instruction	Screen Information
35	Select Yes to “Apply settings on interface?”	
36	Select Yes to “Settings applied to interface”	
37	Press the red cross button.	

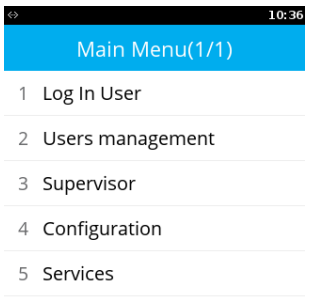
Step	Instruction	Screen Information
38	Press the red cross button.	
39	Press the red cross button.	
40	Select Option 1, Status	

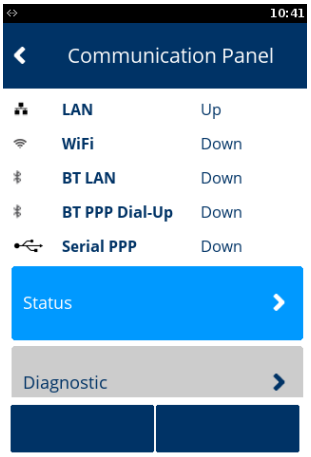
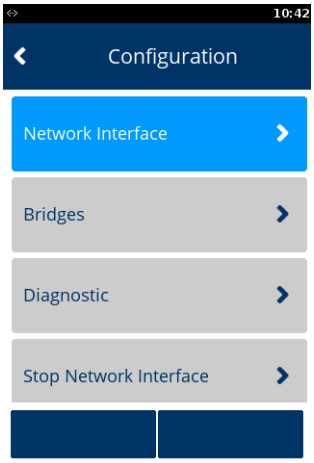
Step	Instruction	Screen Information
41	Select option 1, IP Addresses	
42	Select option 2, WiFi	
43	Check that the status is Up. Note – If the status is not Up, repeat the network setup steps.	

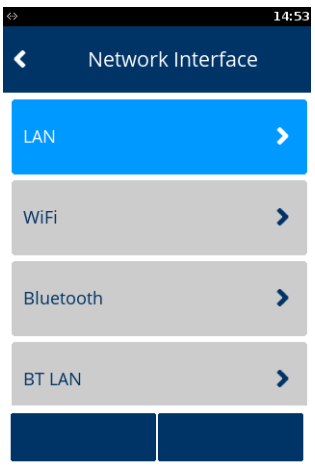
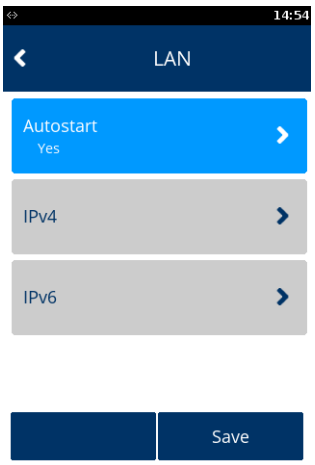
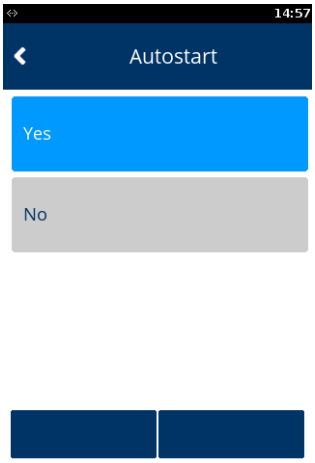
Step	Instruction	Screen Information
44	Press the red cross button until you are back at the Login screen.	

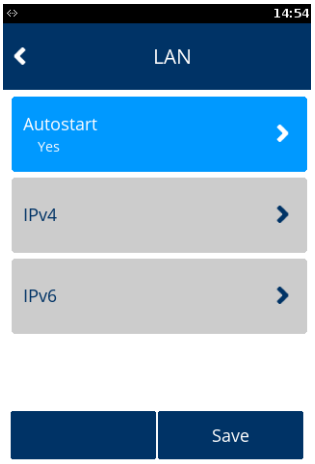
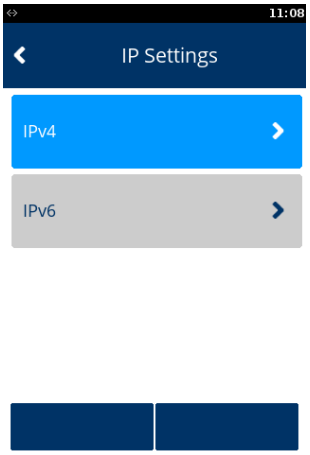
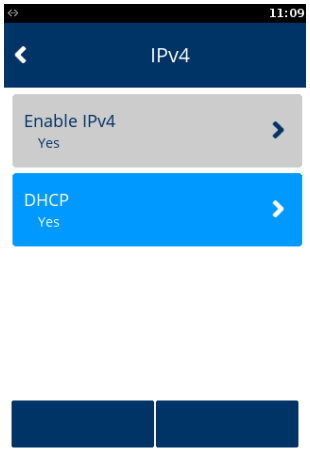
3.2 ETHERNET

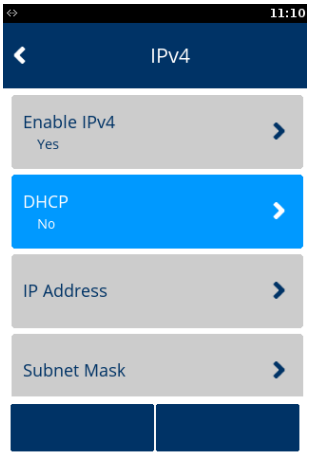
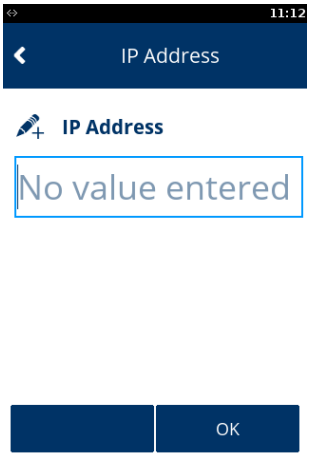
This section will detail the setup options for the Ethernet connection.

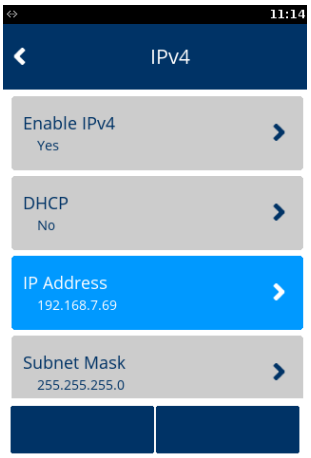
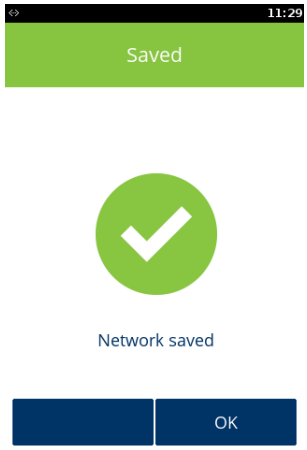
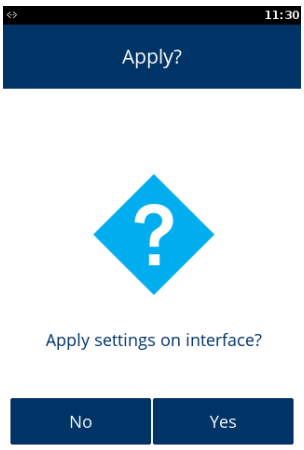
Step	Instruction	Screen Information
1	Turn on the device, by plugging the device in.	
2	At the *Waiting for Merchant Login,* press either the * key or the blue Verifone banner.	
3	Select option 3, Supervisor.	
4	Enter the Supervisor Pin, Default 12345	

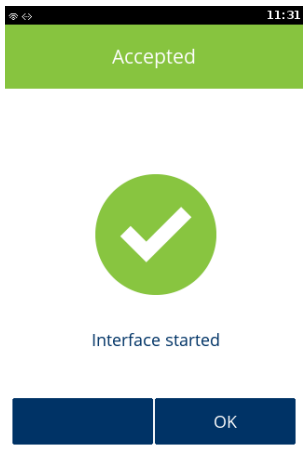
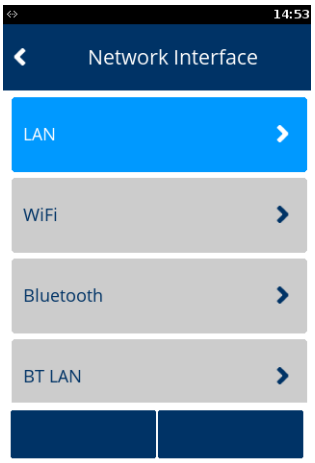
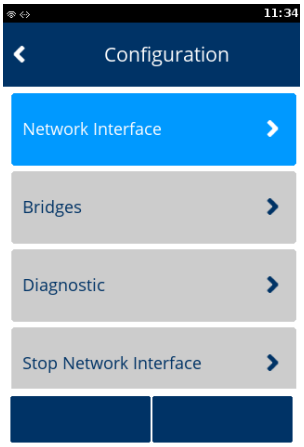
Step	Instruction	Screen Information
5	Select option 2, Communication	
6	Select option 3, Configuration The option will be off the main screen and will require the */# buttons to be used or press 3.	
7	Select option 1, Network Interface	

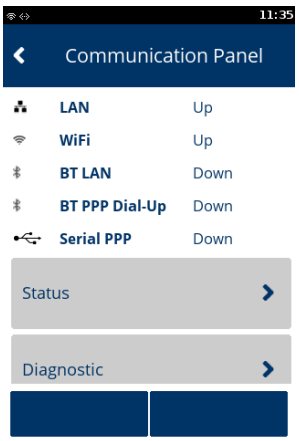
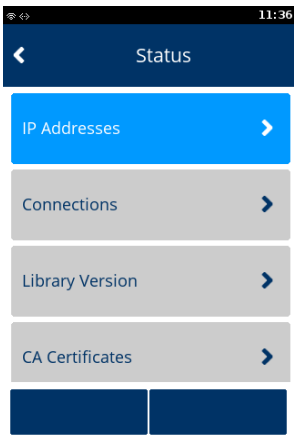
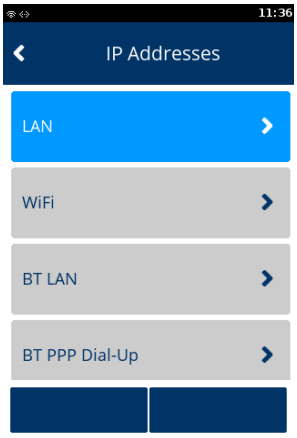
Step	Instruction	Screen Information
8	Select option 1, LAN	
9	Select Option 1, Autostart	
10	Select Option 1, Yes	

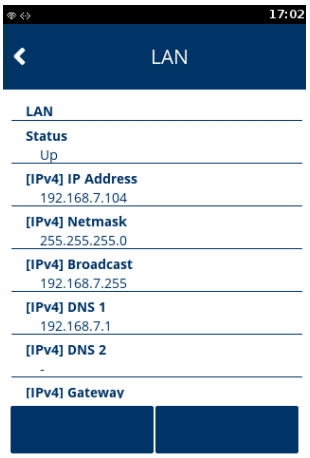
Step	Instruction	Screen Information
11	Select Option 2, IPv4	
The default is DHCP, if you require static IPs then follow steps 12-18 if not, skip to step 18		
12	Select Option 1, IPv4	
13	Select Option 2, DHCP	

Step	Instruction	Screen Information
14	Select option 1, No Note – By selecting No, it will then enable 5 additional menu options.	
15	Select Option 3, IP Address	
16	Enter the required IP address. Note, if a field is not 3 digits long then you must enter the leading zeros.	
17	Repeat steps 15 and 16 for Subnet Mask, Gateway IP Address and DNS 1	

Step	Instruction	Screen Information
18	Press the red cross button.	
19	When “Network Saved” is displayed press the green circle button.	
20	Select Yes to “Apply settings on interface?”	

Step	Instruction	Screen Information
21	Select Yes to “Settings applied to interface”	
23	Press the red cross button.	
24	Press the red cross button.	

Step	Instruction	Screen Information
25	Select Option 1, Status	
26	Select option 1, IP Addresses	
27	Select option 1, LAN	

Step	Instruction	Screen Information
28	Check that the status is Up. Note – If the status is not Up, repeat the network setup steps.	
29	Press the red cross button until you are back at the Login screen.	

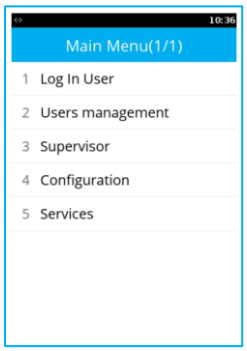
3.3 CONFIGURING THE TERMINAL FOR RNDIS PROTOCOL

This section will cover the process of setting up the terminal for RNDIS, to allow the terminal to have a separate connection to the ECR via IP over USB.

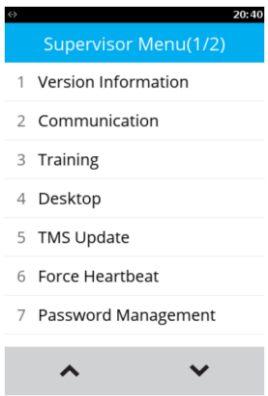
3.3.1 Configuring the payment device to support RNDIS

The P400+ needs to be configured to support RNDIS. Turn on the P400+, by plugging the device in to a power source. The Following screen is displayed:

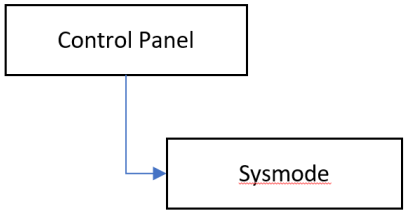
Press the * key on the keypad, our touch the Blue Verifone logo banner.



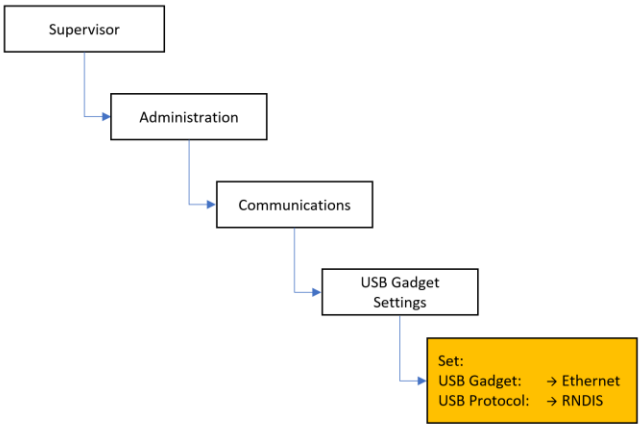
Select Supervisor and enter the supervisor password



From the desktop follow the navigation as below:

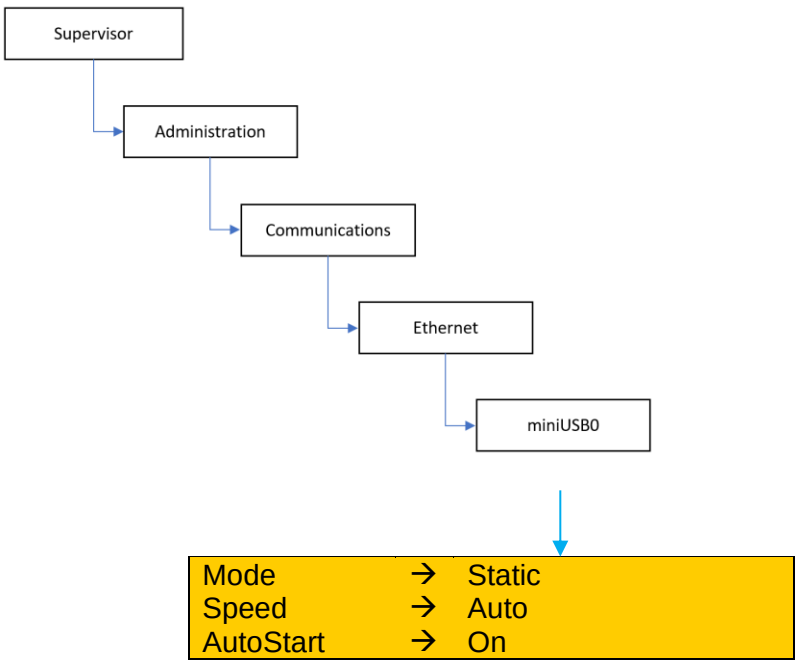


From the system menu proceed as follows, Supervisor access is PIN protected.



Once these settings have been made, the P400+ will need to be rebooted for the settings to take effect.

The P400+ now needs to be configured to select correct default communications protocol on start up. Navigate to the Terminal Systems Menu see above. Navigate the menu options as follows:



IP address	→	192.168.137.2
Broadcast	→	Leave Blank
Mask	→	255.255.255.0
Gateway	→	192.168.137.1
DNS 1	→	8.8.8.8
DNS 2	→	8.8.4.4
Interface	→	pre-set – miniusb
MAC Address	→	pre-set – variable value
MTU	→	Pre-set - Default

Exit the settings, making sure to save the configuration, and then reboot the device.

3.3.2 Configuring the ECR (MS Windows)

To enable the communication of PoS application with the P400+, and to allow the P400+ to access the Verifone gateway, two sets of configuration needs to be made to the ECR. These are configuring a network adaptor to support RNDIS and setting the network adaptor managing WAN connectivity to share the internet connection.

Before plugging in the P400+, The supplied Verifone driver needs to be installed. Verifone will supply a driver package.

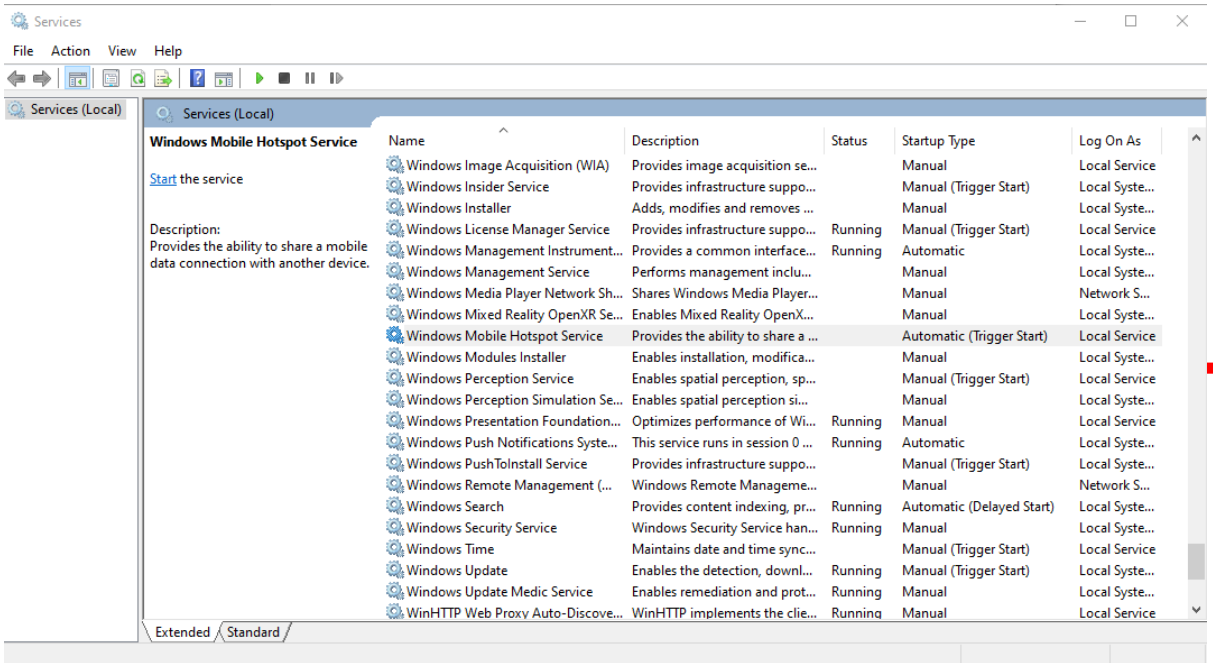
VerifoneUnifiedDriverInstaller-v05.00.05.02-B3 or a later version.

Documentation is supplied with the driver, please ensure this is read, and note taken of any specific Microsoft or Verifone prerequisites. It is highly recommended for ease of swap out of the PED that the following flag is used IGNOREHWSERNUM=1' when using the silent installers. This flag prevents the need to setup the Internet Connection Sharing with a new device. If the silent installer is not used this setting can be manually changed in the Registry Editor.

For Windows 10, there is an issue with the Internet connection service not restarting after a reboot. Please refer to the issue and the resolution:

https://support.microsoft.com/en-gb/help/4055559/ics-doesn-t-work-after-computer-or-service-restart-on-windows-10

Ensure the Service is set up as follows:



Note Windows 7 and Windows 8.1 are not impacted

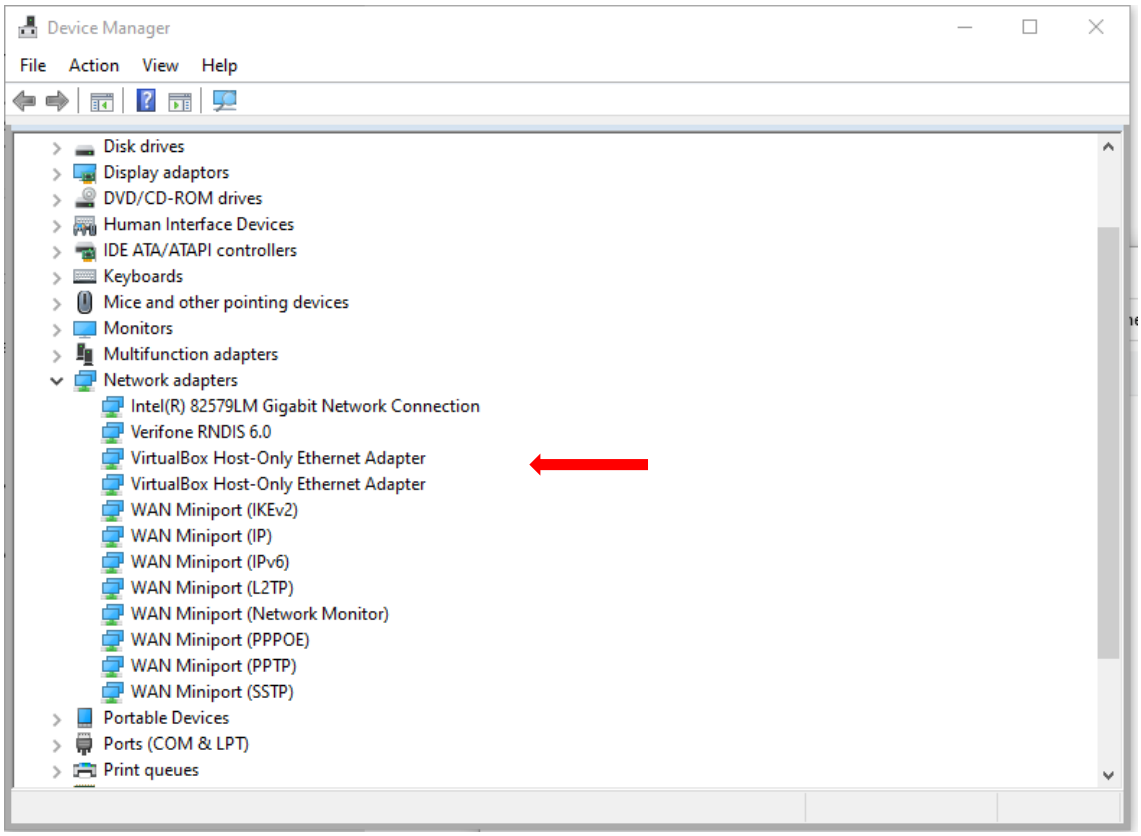
For Windows 7 and Windows 8.1, please ensure that the OS is fully up to date, so that the following patches detailed in the documentation have been applied:

- KB2905407
- KB3033929

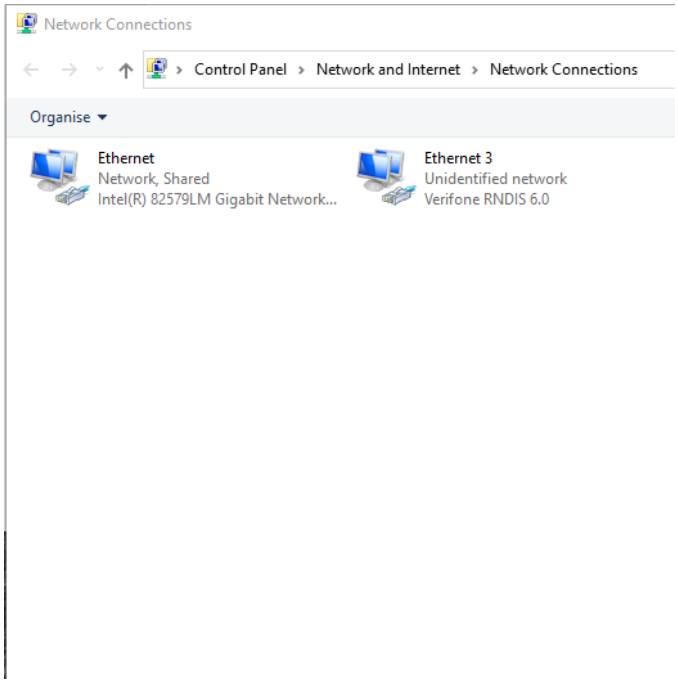
After successful installation of the Verifone driver, and resolving any Microsoft pre-requisite changes. The P400+ can be plugged in.

RNDIS enablement

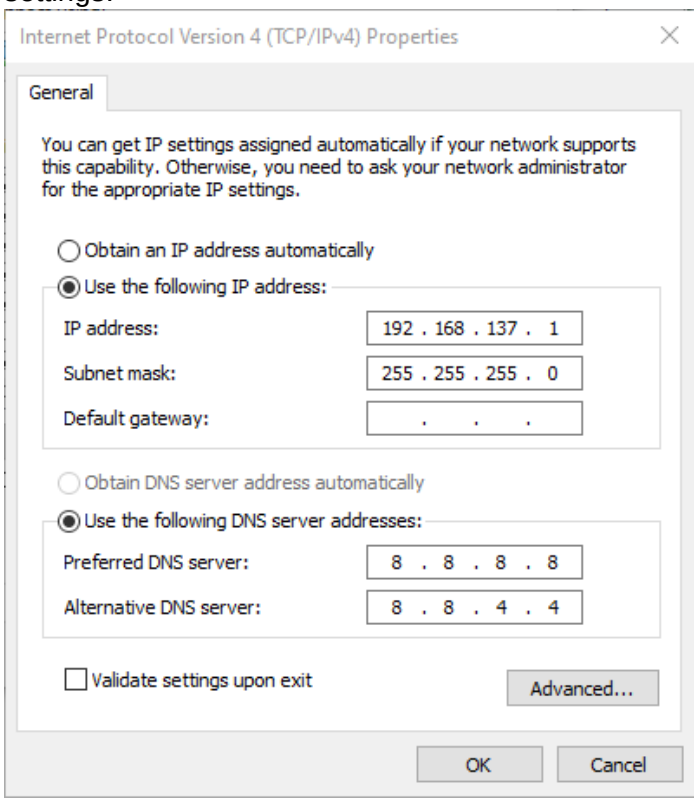
1. Open Device manager, and ensure that the P400+ is shown as an RNDIS6 Network adaptor, and that there are no driver issues reported:



2. Open the Network connections manager. Depending on the configuration, there should be at least two Networks. The LAN network, and the RNDIS 6 network. The RNDIS6 connection, is listed as Unidentified. This is normal.

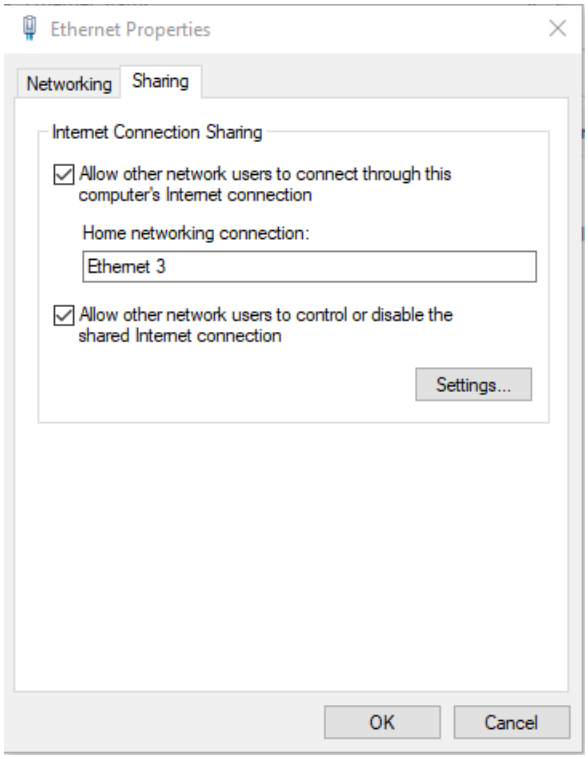


3. Select the RNDIS 6.0 Network, and drill down into the properties, and the IP4 settings:



Configure the adaptor as shown above.

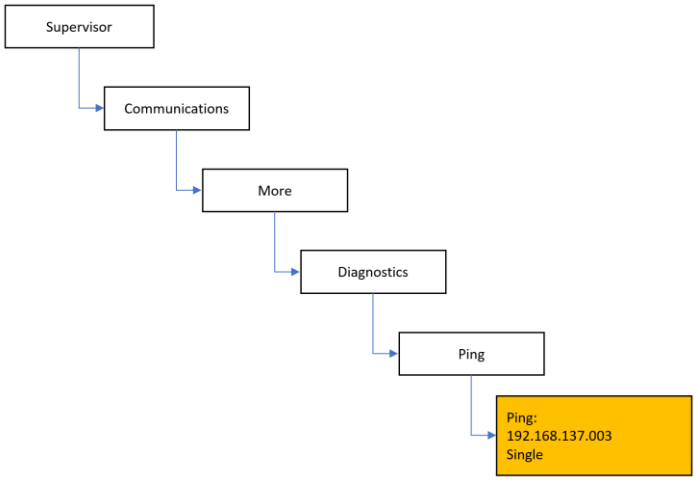
4. Select the Ethernet connection, which provides the LAN and Internet connectivity. This needs to be set up to share internet connectivity with the RNDIS6 adaptor configured above.



Configure as shown, note that the RNDIS 6 network has been selected as the network that will connect to the internet via the shared access. Once saved, head back to the RNDIS 6 Adaptor settings, to ensure nothing has changed.

3.3.3 Checking Operation

- Use the ping command from the control panel on the ECR to confirm connectivity to the P400+, using static IP address configured in the P400+, typically 192.168.137.2
- Log into the communications management system on the P400+, and use the ping command to prove connectivity to the ECR, the ECR IP is typically 192.168.137.3
  To carry out a ping from the P400+, use the navigate the menu as follows. You will need to enter the supervisor password to access the facility:



- Check that a response was received from the results screen. Use the back button to go back to the ping screen.
- Check that the P400+ can access the internet, using the ping command in the P400+ as above, but using a common IP address such as 001.001.001.001.
- Should any of the connectivity fail, check configuration. Some versions of windows have an issue with the internet connection sharing service not starting. Referrer to the following link and follow the instructions there.
  https://support.microsoft.com/en-gb/help/4055559/ics-doesn-t-work-after-computer-or-service-restart-on-windows-10

  After applying the configuration fix supplied by Microsoft, the connection sharing configuration applied in step 14 above needs to be set back to not sharing, and then reapply the sharing, ICS should now be working on the ECR.

- Firewall settings should also be managed, to enable ICS and allowing outbound calls from the P400+ across the shared connection.

3.3.4 Establishing Communications between the ECR and the P400+

The P400+ configuration needs to be able to establish a connection to the ECR these instructions will assume that the pre-configured IP address in the P400+ is used. Configuration of the ECR and the P400+ is now complete.

By default, the P400+ will use the ethernet adaptor in the ECR to access the Internet and establish connectivity with Verifone's gateway services for transaction processing and estate management.

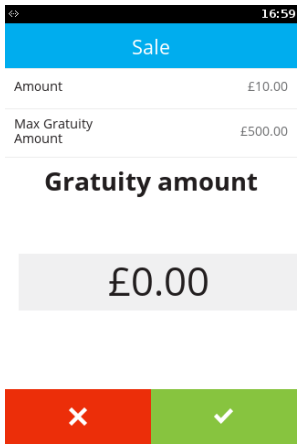
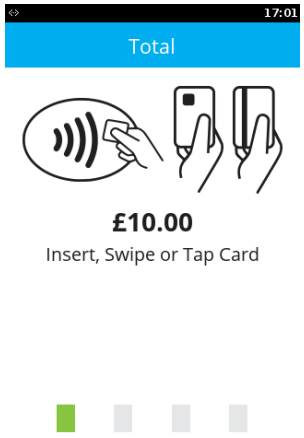
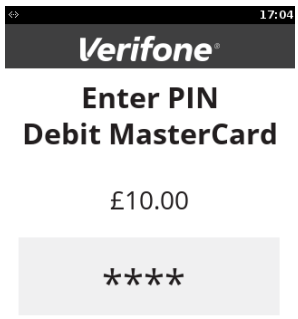
The merchant should ensure that networking equipment and firewall settings are configured appropriately. The P400+ will always be responsible for establishing outbound connections with Verifone's gateway service, for all interactions.

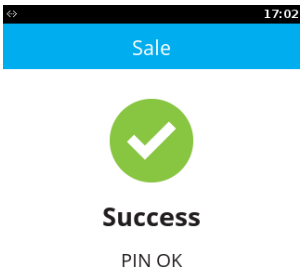
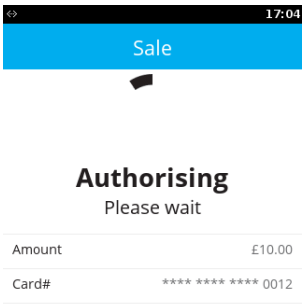
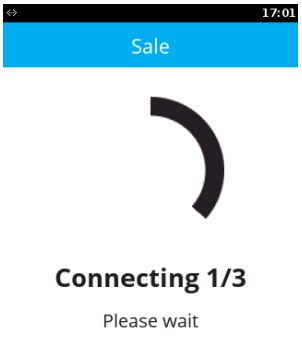
4 TRANSACTION PROCESSING

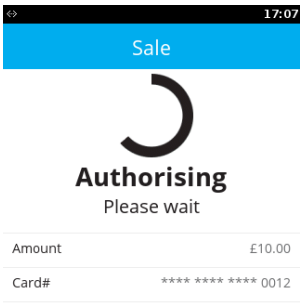
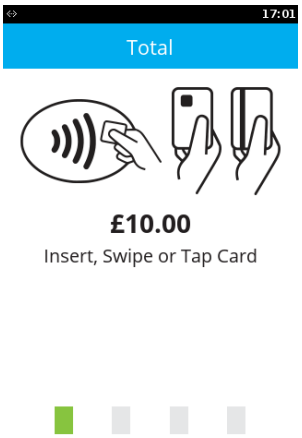
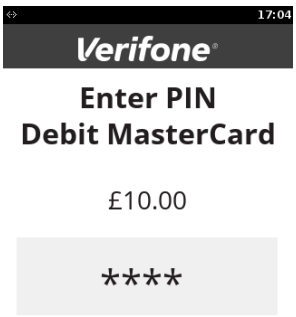
This section will cover the on-screen messages that you will see on the terminal. Please note messaging will be dependent on the settings enabled on the account and level of integration performed by your POS provider.

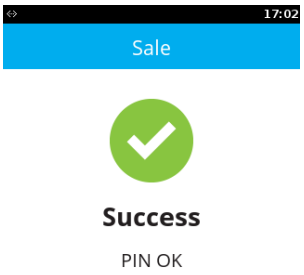
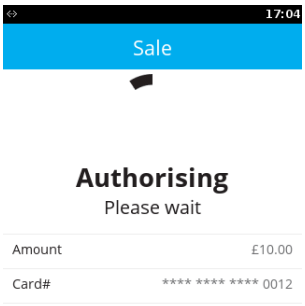
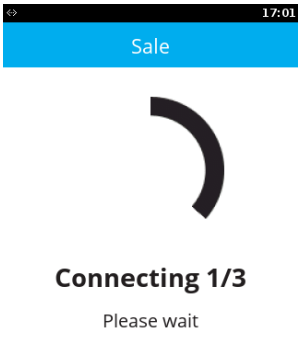
4.1 SALE

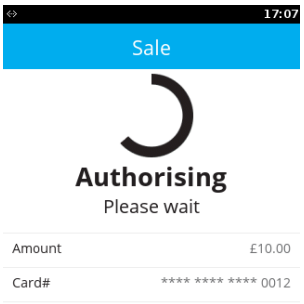
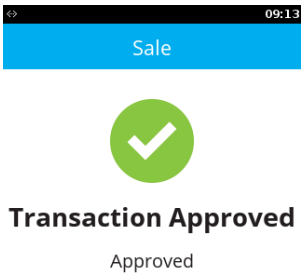
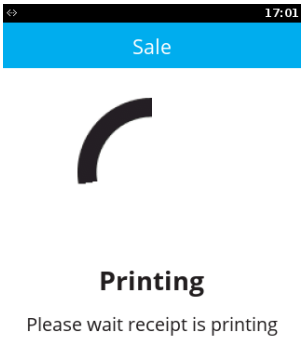
Step	Instruction	Screen Information
1	The terminal is ready to receive an instruction from the POS.	
2	Would you like to add a gratuity? Note -This will only show if enabled on your account.	

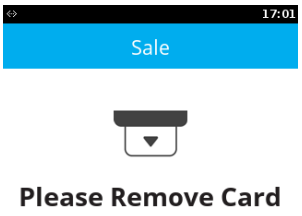
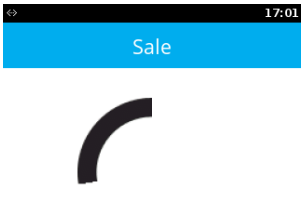
Step	Instruction	Screen Information
3	Enter the amount of the gratuity. Note – This will only show if you select yes to adding a gratuity.	
4	Present, Insert or Swipe the payment card. Note – A £1 gratuity was added to the transaction, not shown in step 3.	
5	Enter your PIN number. Note – This will only show if have inserted your card.	

Step	Instruction	Screen Information
6	The correct PIN was entered by the cardholder.	
7	The P400+ is awaiting a response from the Verifone PAYWare Ocius Gateway.	
8	The P400+ is connecting to the Verifone PAYWare Ocius Gateway.	

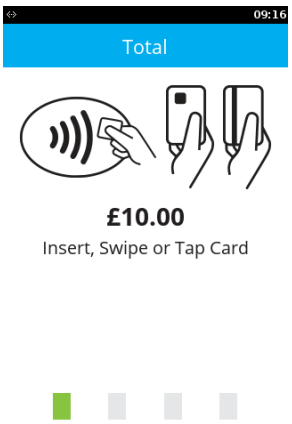
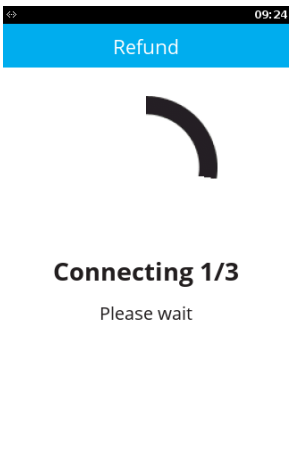
Step	Instruction	Screen Information
9	The P400+ is awaiting a response from the Verifone PAYWare Ocius Gateway.	
10	Present, Insert or Swipe the payment card. Note – A £1 gratuity was added to the transaction, not shown in step 3.	
11	Enter your PIN number. Note – This will only show if have inserted your card.	

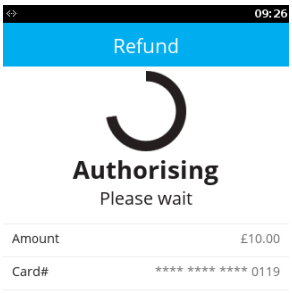
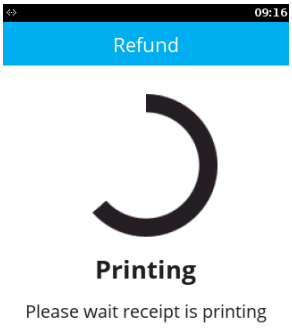
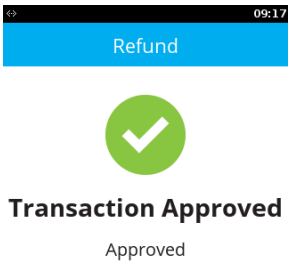
Step	Instruction	Screen Information
12	The correct PIN was entered by the cardholder.	
13	The P400+ is awaiting a response from the Verifone PAYWare Ocius Gateway.	
14	The P400+ is connecting to the Verifone PAYWare Ocius Gateway.	

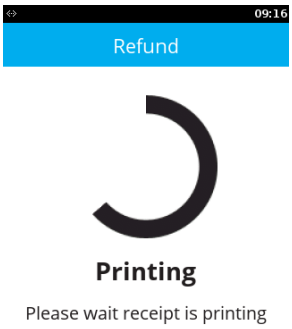
Step	Instruction	Screen Information
15	The P400+ is awaiting a response from the Verifone PAYWare Ocius Gateway.	
16	The transaction has been successfully approved.	
17	The merchant copy of the receipt is being printed by the POS.	

Step	Instruction	Screen Information
18	Card processing has been completed by the P400+, and the cardholder can remove their card.	
19	The cardholder copy of the receipt is being printed by the POS.	
20	The transaction has been completed and the terminal is ready to receive an instruction from the POS.	

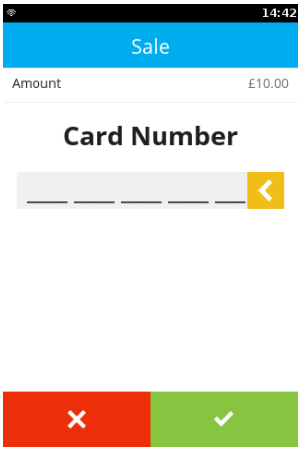
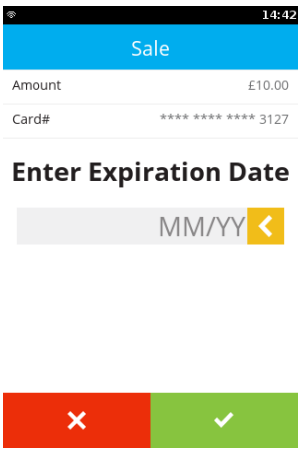
4.2 REFUND

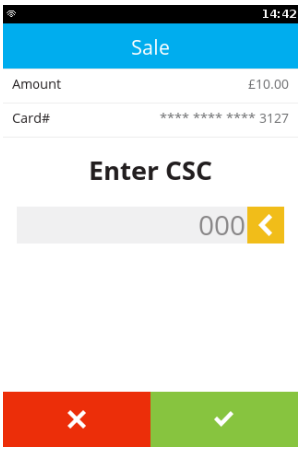
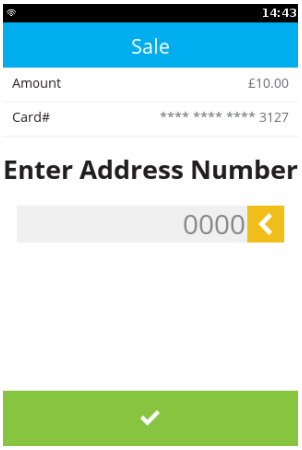
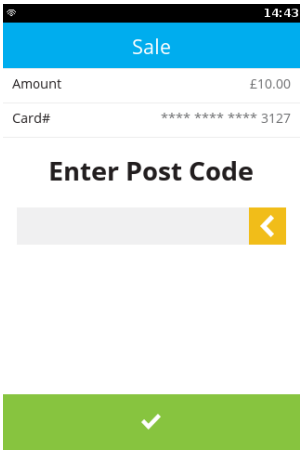
Step	Instruction	Screen Information
1	The terminal is ready to receive an instruction from the POS.	
2	Present, Insert or Swipe the payment card.	
3	The P400+ is connecting to the Verifone PAYWare Ocius Gateway.	

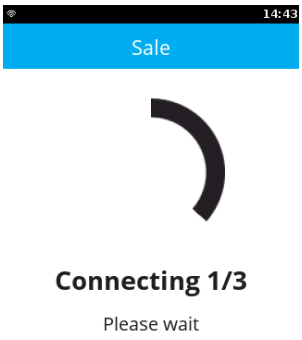
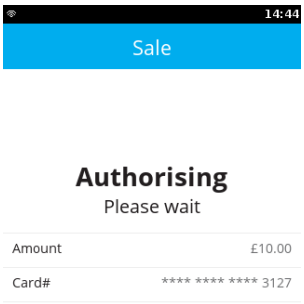
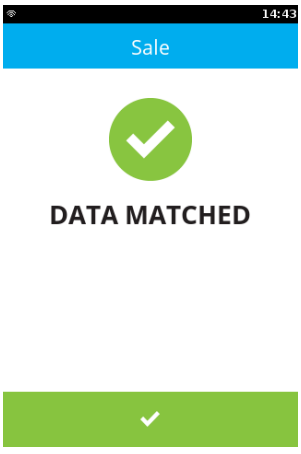
Step	Instruction	Screen Information
4	The P400+ is awaiting a response from the Verifone PAYWare Ocius Gateway.	
5	The merchant copy of the receipt is being printed by the POS.	
6	The transaction has been successfully approved.	

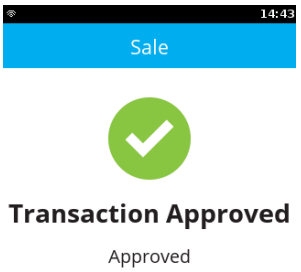
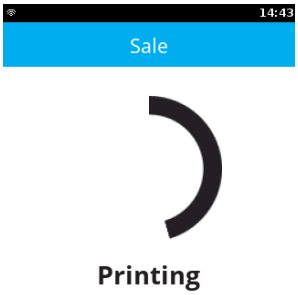
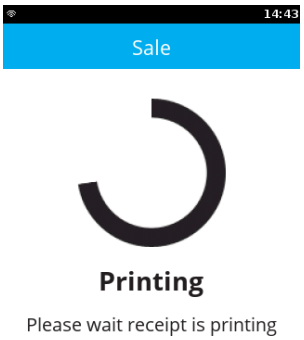
Step	Instruction	Screen Information
7	The cardholder copy of the receipt is being printed by the POS.	
8	The transaction has been completed and the terminal is ready to receive an instruction from the POS.	

4.3 CUSTOMER NOT PRESENT – SALE (MAIL ORDER)

Step	Instruction	Screen Information
1	The terminal is ready to receive an instruction from the POS.	
2	Enter the card number.	
3	Enter the expiration date of the card.	

Step	Instruction	Screen Information
4	Enter the CSC number from the card.	
5	Enter the House Number, if no number just press the green tick.	
6	Enter just the digits of the Post Code.	

Step	Instruction	Screen Information
7	The P400+ is connecting to the Verifone PAYWare Ocius Gateway.	
8	The P400+ is awaiting a response from the Verifone PAYWare Ocius Gateway.	
9	This screen is showing what of the CSC, House Number and Post Code has been matched by the authorising entity.	

Step	Instruction	Screen Information
10	The transaction has been approved successfully.	
11	The merchant copy of the receipt is being printed by the POS.	
12	The cardholder copy of the receipt is being printed by the POS.	

Step	Instruction	Screen Information
13	The transaction has been completed and the terminal is ready to receive an instruction from the POS.	

5 FREQUENTLY ASKED QUESTIONS

Q, I have a P400+ Device but I am not seeing the Wi-Fi connection settings?
A, Ensure that you are using the correct power supply, as some features are disabled if there is not enough power.

Q, Can I use my V820 cables?
A, Yes assuming they are on the approved list for the UK PAAS market. Please contact Verifone to confirm.

Q, What PTS is device?
A, The P400+ is a PTS 5.

Q, What is the Micro SD Slot for?
A, This is for internal Verifone use only, do not insert anything in to this slot.

Q, Can I have multiple networks setup on the device at once?
A, Yes, if you have a P400+ device and the relevant cables, then you can make use of the Wi-Fi and the Ethernet adapter at the same time.

6 CONTACT DETAILS

VERIFONE U.K Ltd.

3 Roundwood Avenue
Stockley Park
Uxbridge
UB11 1AF

MERCHANT HELPDESK

T: 0333 323 6677
E: Ocius.helpdesk@verifone.com

Monday – Saturday – 08:00 – 20:00
Sunday – 10:00 – 17:00
Bank Holidays – 08:00 -20:00
Closed Christmas Day.

TECHNICAL SERVICES

T: 0333 323 6667
E: uk.techservices@verifone.com

Monday – Friday 09:00 – 17:30
Saturday & Sunday – Closed
Bank Holidays - Closed

CUSTOMER SERVICES

T: 0333 323 6676
E: ocius.customer.services@verifone.com

Monday – Friday – 09:00 – 17:30.
Saturday & Sunday – Closed.
Bank Holidays - Closed.

SALES ENQUIRIES

T: 08444 828 203
E: Ocius.enquiries@verifone.com