

LET'S PARTNER FOR INNOVATION.



P400+ External User Manual

Verifone[®]

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

REVISION HISTORY	3
CONTENTS	4
1 INTRODUCTION	5
2 GET TO KNOW THE P400+ DEVICE	6
2.1 TERMINAL FRONT	6
2.2 TERMINAL REAR	7
2.3 UNDERSTANDING THE KEYPAD	8
2.4 ENVIRONMENTAL FACTORS	9
2.5 POWER	9
2.6 HOW TO INSERT A CARD	10
2.8 HOW TO SWIPE A CARD	10
2.9 HOW TO PROCESS A CONTACTLESS CARD	10
3 HOW TO CONNECT YOUR DEVICE	11
3.1 WI-FI	11
3.1.1 Visible Wi-Fi Networks.....	11
3.1.2 Hidden Wi-Fi Networks	25
3.2 ETHERNET	40
3.3 CONFIGURING THE TERMINAL FOR RNDIS PROTOCOL	49
3.3.1 Configuring the payment device to support RNDIS.....	49
3.3.2 Configuring the ECR (MS Windows).....	52
3.3.3 Checking Operation	56
3.3.4 Establishing Communications between the ECR and the P400+	57
4 TRANSACTION PROCESSING	58
4.1 SALE	58
4.2 REFUND	65
4.3 CUSTOMER NOT PRESENT – SALE (MAIL ORDER)	68
5 FREQUENTLY ASKED QUESTIONS	73
6 CONTACT DETAILS	74

1 INTRODUCTION

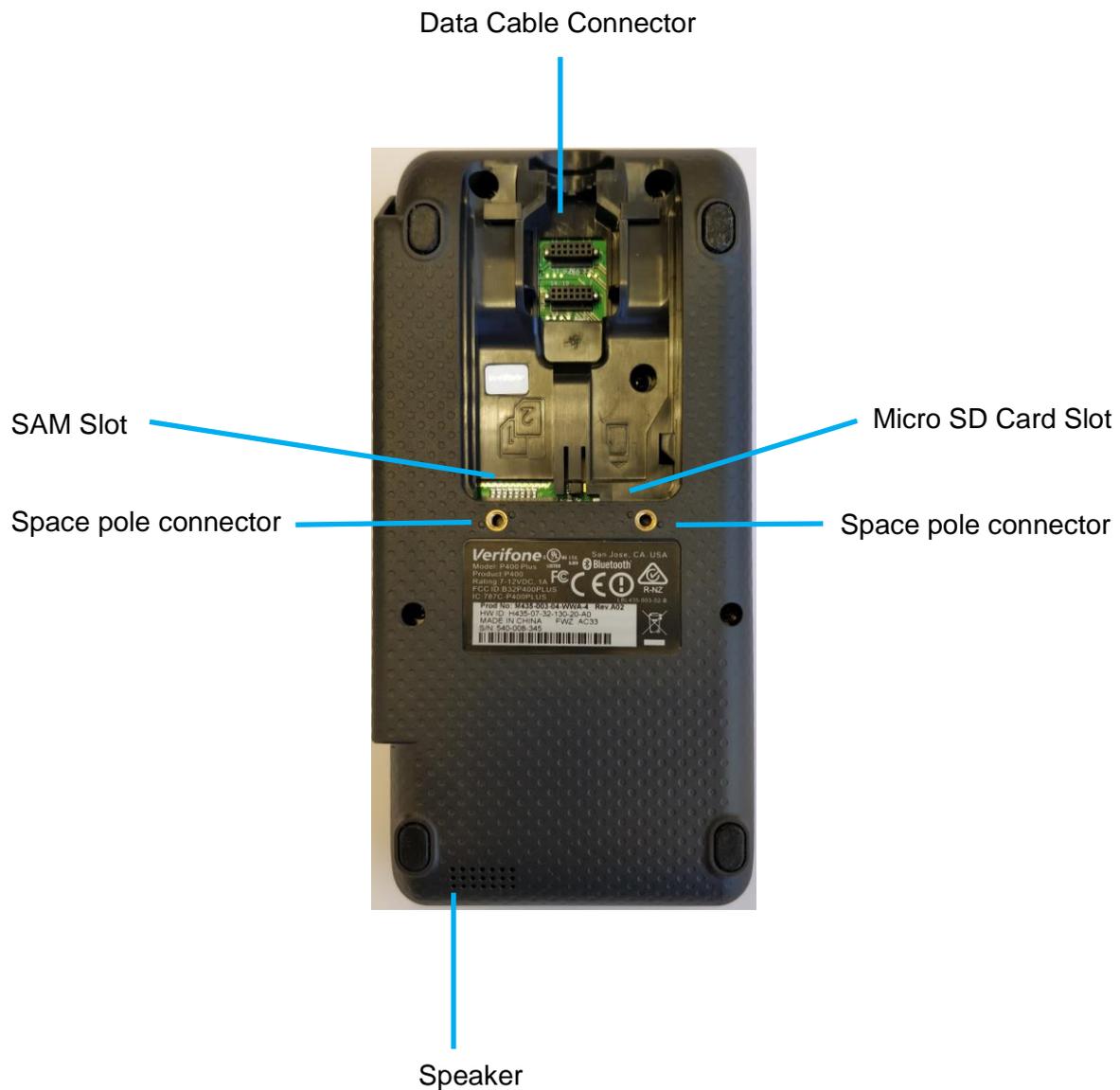
This guide is the primary source of the information for setting up, installing and the screen messages that will be seen during transaction processing with the Verifone P400+ payment device, when used in conjunction with the PAYWare Ocius Gateway. This guide is intended to be used with versions 2.10.x.x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

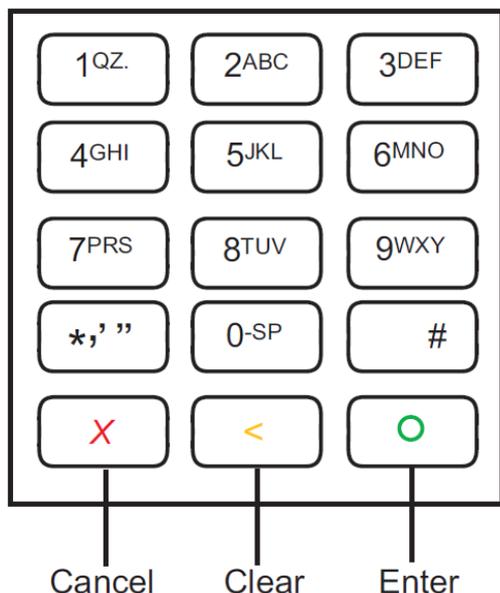


2.2 TERMINAL REAR



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°C to 50°C (32°F to 122°F).
- Storage Temperature -20°C to 60°C (-4°F to 140°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

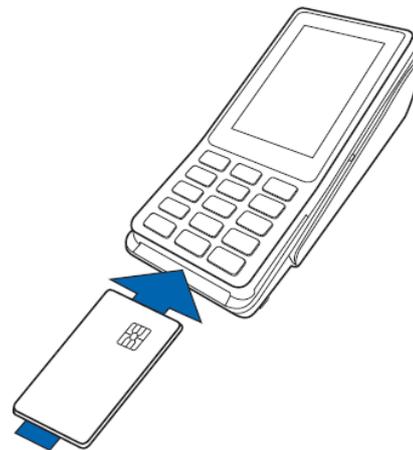
The reduce capabilities are:

- 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.

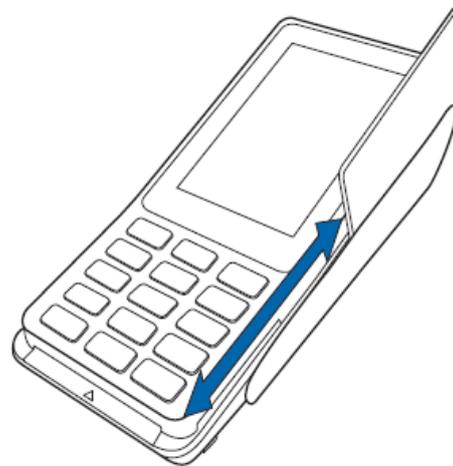
2.6 HOW TO INSERT A CARD

- 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

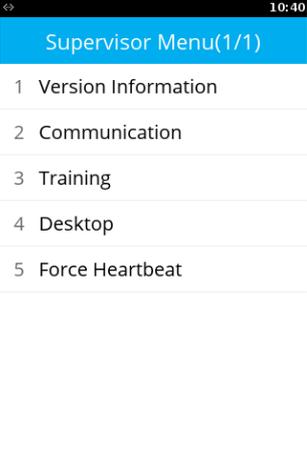
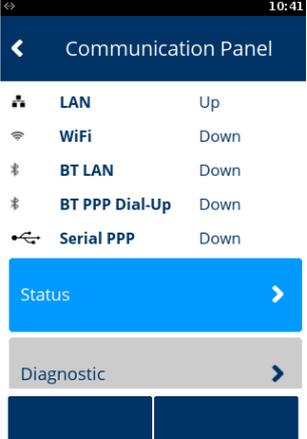
Please note that most option numbers do not have numbers assigned, however, the menu options will respond to the numbers in the guide. To navigate up and down the menus, scroll using the touchscreen.

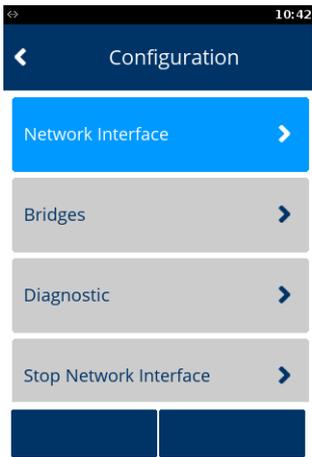
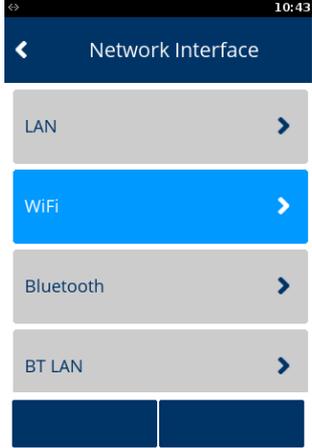
3.1 WI-FI

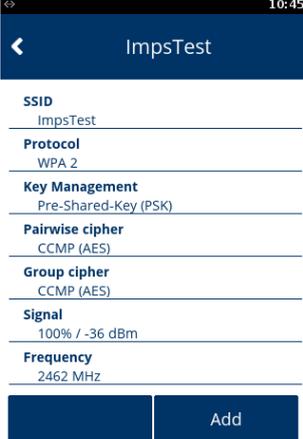
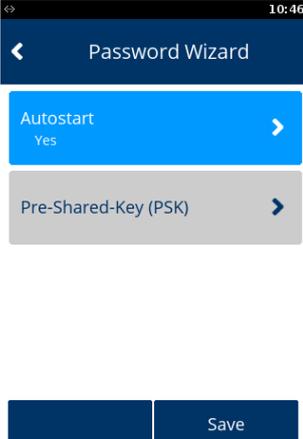
This section will cover setting up the Wi-Fi connection when both the network is visible and hidden.

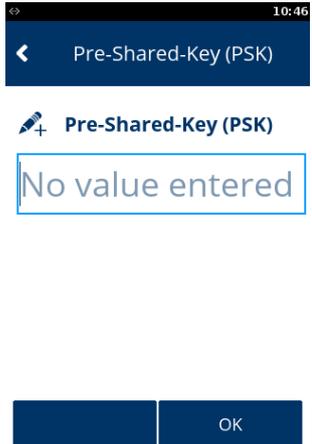
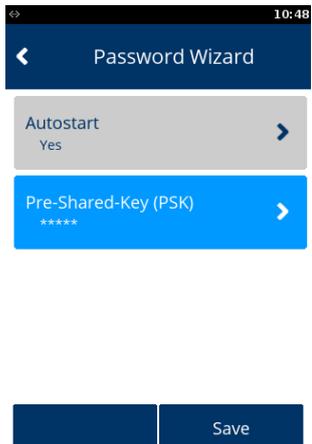
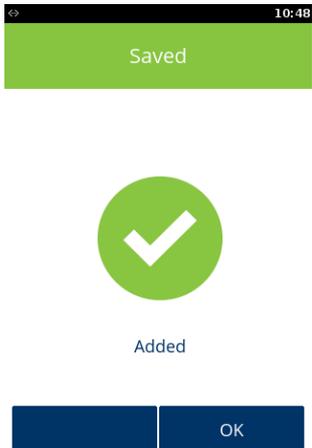
3.1.1 Visible Wi-Fi Networks

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

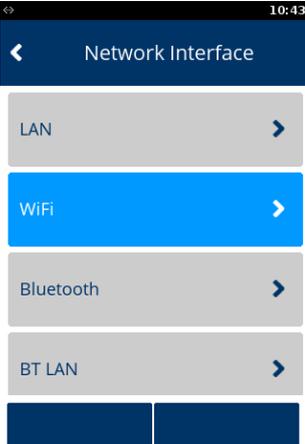
Step	Instruction	Screen Information
4	Enter the Supervisor Pin, Default 12345	
5	Select option 2, Communication	
6	Select option 3, Configuration The option will be off the main screen and will require the */# buttons to be used or press 3.	

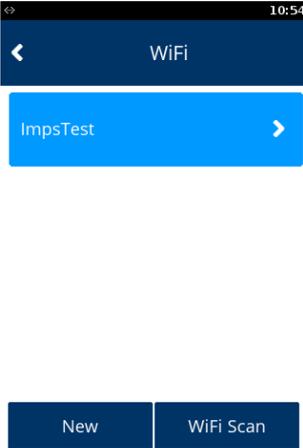
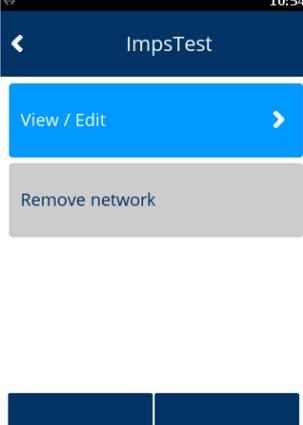
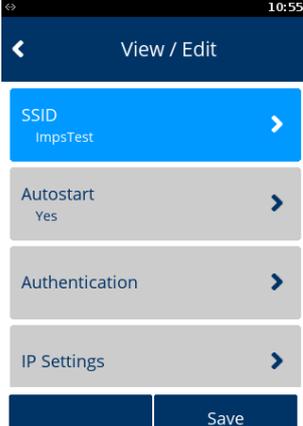
Step	Instruction	Screen Information
7	Select option 1, Network Interface	 <p>The screenshot shows a mobile application interface with a dark blue header labeled 'Configuration'. Below the header, there are five menu items: 'Network Interface' (highlighted in blue), 'Bridges', 'Diagnostic', and 'Stop Network Interface'. Each item has a right-pointing chevron icon. At the bottom, there are two dark blue buttons.</p>
8	Select option 2, WiFi	 <p>The screenshot shows a mobile application interface with a dark blue header labeled 'Network Interface'. Below the header, there are five menu items: 'LAN', 'WiFi' (highlighted in blue), 'Bluetooth', and 'BT LAN'. Each item has a right-pointing chevron icon. At the bottom, there are two dark blue buttons.</p>
9	<p>Select option 1, WiFi Scan (assuming the network is visible)</p> <p>If the network is hidden please refer to section 3.1.2</p>	 <p>The screenshot shows a mobile application interface with a dark blue header labeled 'WiFi'. Below the header, there are two buttons: 'New' and 'WiFi Scan' (highlighted in blue).</p>

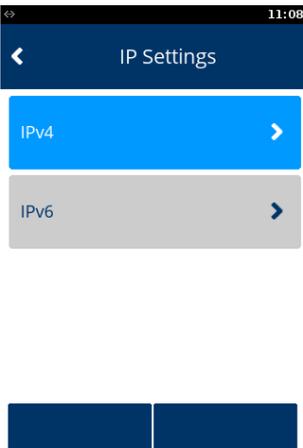
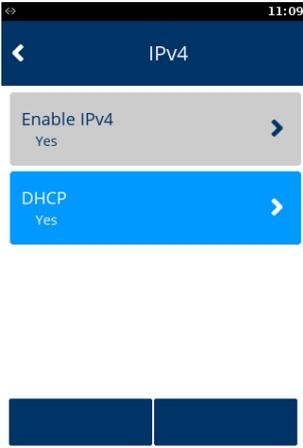
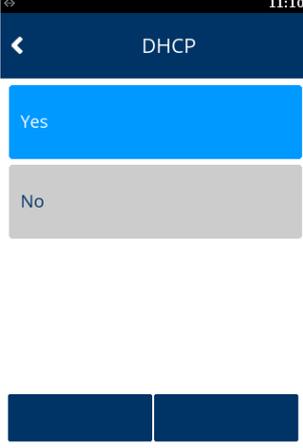
Step	Instruction	Screen Information
10	Select your chosen network, * button scrolls up, # button scrolls down, green circle button selects the highlighted option.	
11	Press Enter to add the network.	
12	Select option 2, Pre-Shared-Key (PSK)	

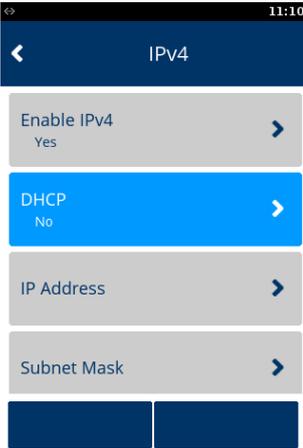
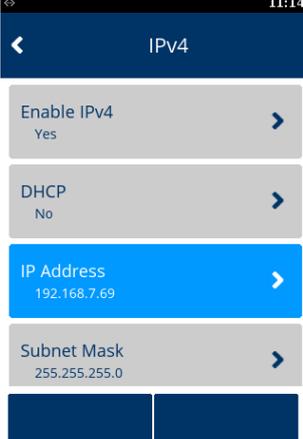
Step	Instruction	Screen Information
13	<p>Update the Pre-Shared-Key (network key) with the one for the chosen network.</p> <p>Multiple presses will result in upper and lower-case letters and numerics.</p> <p>Once inserted press the green circle key.</p>	
14	<p>The terminal will return to the screen in step 11, however, the Pre-Shared-Key will now show as being entered.</p> <p>Note. The number of * doesn't equal the number of characters in the key.</p> <p>Highlight, the Save button and press the green circle key.</p>	
15	<p>Once added successfully select OK</p>	

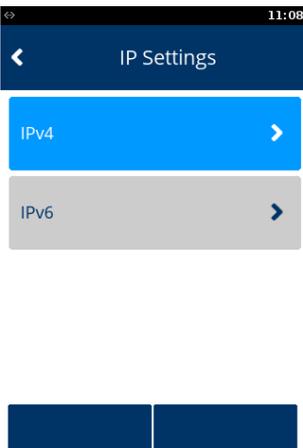
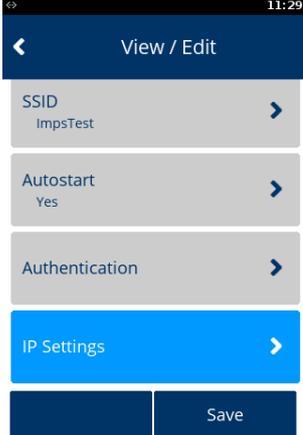
The default is DHCP, if you require static IPs then follow steps 16-28 if not, skip to step 28

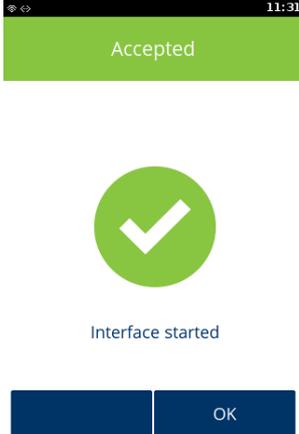
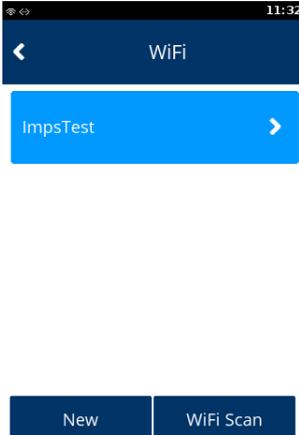
Step	Instruction	Screen Information
16	Highlight No, and press the green circle key.	
17	Press the red cross button when the results of the scan are returned.	
18	Select option 1, WiFi	

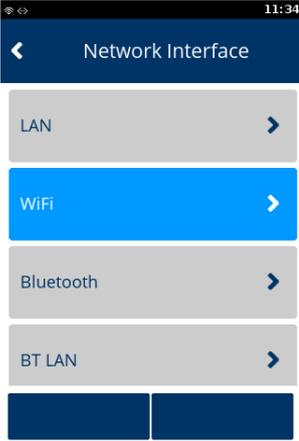
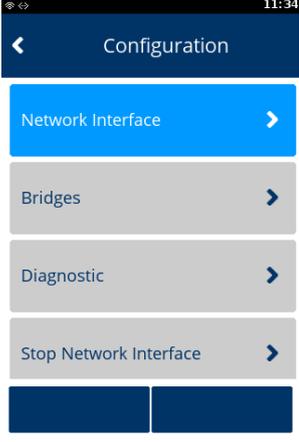
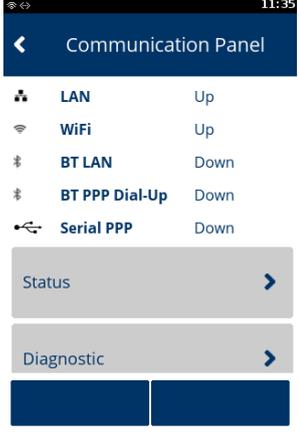
Step	Instruction	Screen Information
19	Ensure that the chosen network is now highlighted. Press the green circle key.	
20	Ensure that View / Edit is highlighted and press the green circle key.	
21	Select Option 4, IP settings	

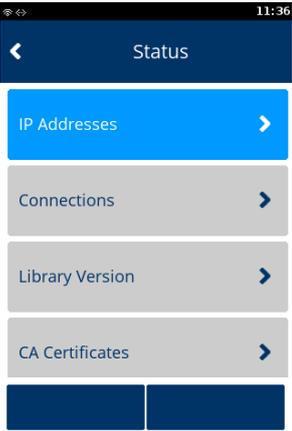
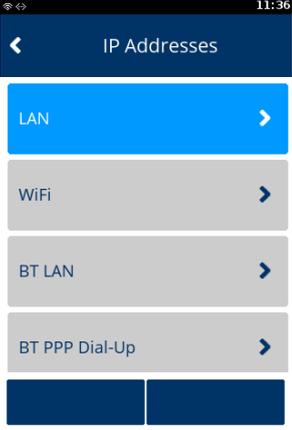
Step	Instruction	Screen Information
22	Select Option 1, IPv4	 <p>The screenshot shows the 'IP Settings' screen. At the top, there is a back arrow and the title 'IP Settings'. Below the title, there are two options: 'IPv4' and 'IPv6'. The 'IPv4' option is highlighted in blue and has a right-pointing arrow. The 'IPv6' option is in grey and also has a right-pointing arrow. At the bottom of the screen, there are two dark blue rectangular buttons.</p>
23	Select Option 2, DHCP	 <p>The screenshot shows the 'IPv4' settings screen. At the top, there is a back arrow and the title 'IPv4'. Below the title, there are two options: 'Enable IPv4' and 'DHCP'. The 'Enable IPv4' option is in grey and has a right-pointing arrow. The 'DHCP' option is highlighted in blue and has a right-pointing arrow. At the bottom of the screen, there are two dark blue rectangular buttons.</p>
24	<p>Select option 1, No</p> <p>Note – By selecting No, it will then enable 5 additional menu options.</p>	 <p>The screenshot shows the 'DHCP' settings screen. At the top, there is a back arrow and the title 'DHCP'. Below the title, there are two options: 'Yes' and 'No'. The 'Yes' option is highlighted in blue. The 'No' option is in grey. At the bottom of the screen, there are two dark blue rectangular buttons.</p>

Step	Instruction	Screen Information
25	Select Option 3, IP Address	
26	<p>Enter the required IP address.</p> <p>Note, if a field is not 3 digits long then you must enter the leading zeros.</p>	
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.	 <p>The screenshot shows the 'IP Settings' screen. At the top, there is a back arrow and the title 'IP Settings'. Below the title, there are two options: 'IPv4' (highlighted in blue) and 'IPv6'. At the bottom of the screen, there are two dark blue buttons, one of which is a red cross button.</p>
30	Highlight Save and press the green circle button	 <p>The screenshot shows the 'View / Edit' screen. At the top, there is a back arrow and the title 'View / Edit'. Below the title, there are four settings: 'SSID' (ImpsTest), 'Autostart' (Yes), 'Authentication', and 'IP Settings' (highlighted in blue). At the bottom of the screen, there are two dark blue buttons, one of which is labeled 'Save'.</p>
31	When "Network Saved" is displayed press the green circle button.	 <p>The screenshot shows a 'Saved' dialog box. At the top, there is a green bar with the text 'Saved'. Below the bar, there is a large green circle with a white checkmark. Underneath the checkmark, the text 'Network saved' is displayed. At the bottom of the dialog, there are two dark blue buttons, one of which is labeled 'OK'.</p>

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.	 <p>The screenshot shows the 'Network Interface' screen. At the top, there is a back arrow and the title 'Network Interface'. Below the title, there are five menu items: 'LAN', 'WIFI', 'Bluetooth', and 'BT LAN', each with a right-pointing arrow. The 'WIFI' item is highlighted in blue. At the bottom, there are two dark blue buttons.</p>
36	Press the red cross button.	 <p>The screenshot shows the 'Configuration' screen. At the top, there is a back arrow and the title 'Configuration'. Below the title, there are four menu items: 'Network Interface', 'Bridges', 'Diagnostic', and 'Stop Network Interface', each with a right-pointing arrow. The 'Network Interface' item is highlighted in blue. At the bottom, there are two dark blue buttons.</p>
37	Select Option 1, Status	 <p>The screenshot shows the 'Communication Panel' screen. At the top, there is a back arrow and the title 'Communication Panel'. Below the title, there is a list of network interfaces with their status: 'LAN' (Up), 'WiFi' (Up), 'BT LAN' (Down), 'BT PPP Dial-Up' (Down), and 'Serial PPP' (Down). Each item has a small icon to its left. Below the list, there are two menu items: 'Status' and 'Diagnostic', each with a right-pointing arrow. At the bottom, there are two dark blue buttons.</p>

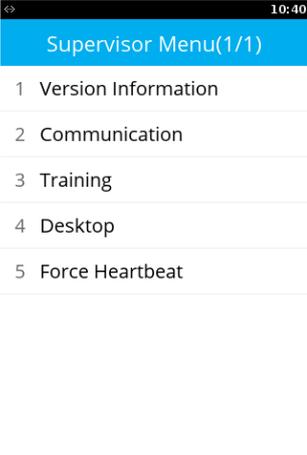
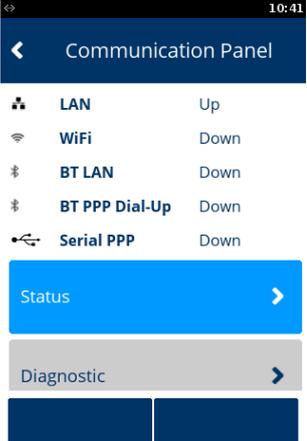
Step	Instruction	Screen Information
38	Select option 1, IP Addresses	 <p>The screenshot shows a mobile application interface with a dark blue header labeled 'Status'. Below the header, there are four menu items: 'IP Addresses' (highlighted in blue), 'Connections', 'Library Version', and 'CA Certificates'. Each item has a right-pointing chevron icon. The top status bar shows signal strength, Wi-Fi, and the time 11:36.</p>
39	Select option 2, WiFi	 <p>The screenshot shows a mobile application interface with a dark blue header labeled 'IP Addresses'. Below the header, there are four menu items: 'LAN' (highlighted in blue), 'WiFi', 'BT LAN', and 'BT PPP Dial-Up'. Each item has a right-pointing chevron icon. The top status bar shows signal strength, Wi-Fi, and the time 11:36.</p>
40	<p>Check that the status is Up.</p> <p>Note – If the status is not Up, repeat the network setup steps.</p>	 <p>The screenshot shows a mobile application interface with a dark blue header labeled 'WiFi'. Below the header, the following information is displayed: 'WiFi' (header), 'Status' (Up), 'SSID' (ImpsTest), '[IPv4] IP Address' (192.168.7.69), '[IPv4] Netmask' (255.255.255.0), '[IPv4] Broadcast' (192.168.7.255), '[IPv4] DNS 1' (192.168.7.1), and '[IPv4] DNS 2'. The top status bar shows signal strength, Wi-Fi, and the time 11:37.</p>

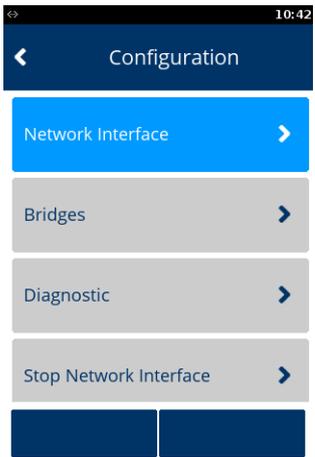
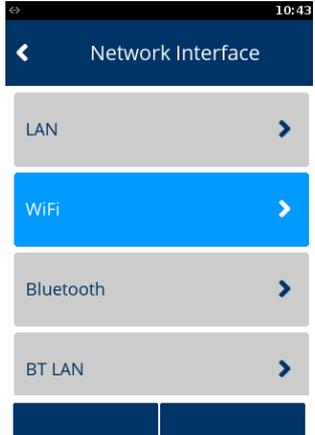
Step	Instruction	Screen Information
41	Press the red cross button until you are back at the Login screen.	 <p>The screenshot shows a mobile application interface. At the top, there is a black status bar with a white back arrow on the left and the time '10:35' on the right. Below the status bar is a blue rectangular area containing the 'Verifone' logo in white. Underneath the logo, there are three small red dots. At the bottom of the blue area, the text 'Waiting For Merchant Login' is displayed in black.</p>

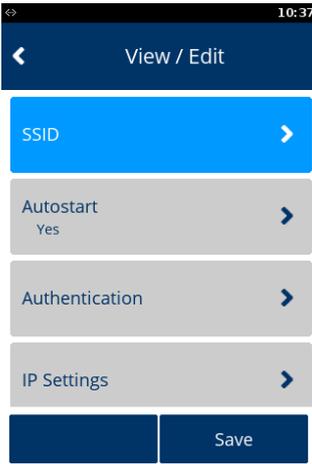
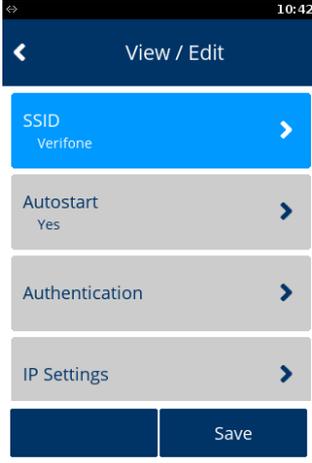
3.1.2 Hidden Wi-Fi Networks

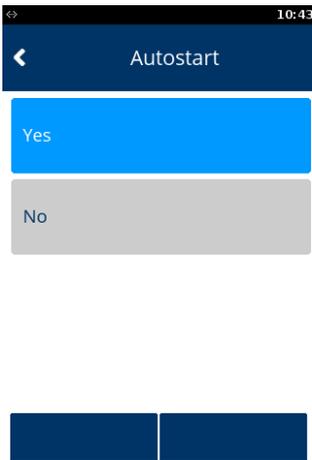
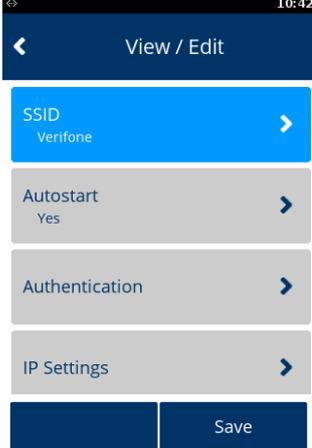
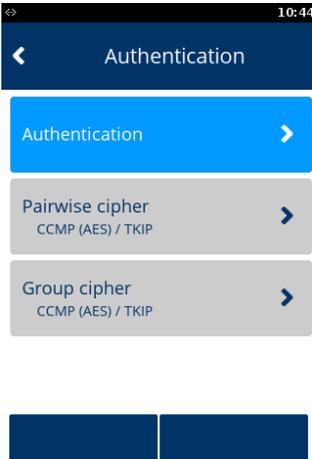
This section will cover setting up the terminal on a hidden Wi-Fi network using WPA2-PSK as the network configuration. This will not cover the other options that are supported by the terminal.

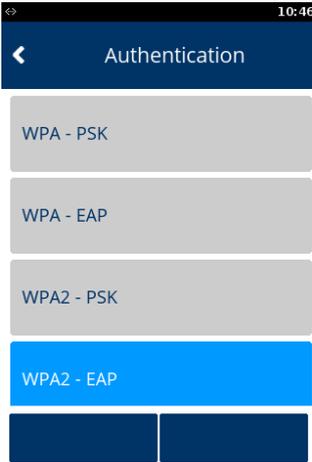
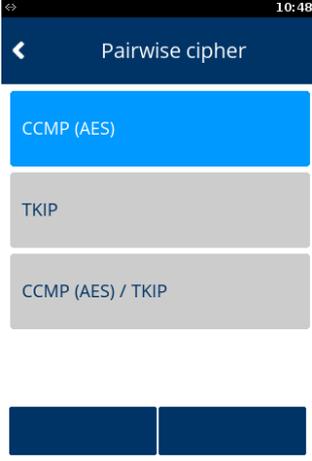
Step	Instruction	Screen Information
1	Turn on the device, by pressing the green circle button or plugging the device in.	
2	At the Ready Screen, press the * Key.	 <p>The screenshot shows a black status bar at the top with a back arrow on the left and the time '10:35' on the right. Below the status bar is a blue header with the 'Verifone' logo in white. Underneath the header, the text 'Waiting For Merchant Login' is displayed in black.</p>
3	Select option 3, Supervisor. Default PIN is 12345.	 <p>The screenshot shows a black status bar at the top with a back arrow on the left and the time '10:36' on the right. Below the status bar is a blue header with the text 'Main Menu(1/1)' in white. Underneath the header, there is a list of five menu items, each with a number and text, separated by horizontal lines:</p> <ul style="list-style-type: none"> 1 Log In User 2 Users management 3 Supervisor 4 Configuration 5 Services

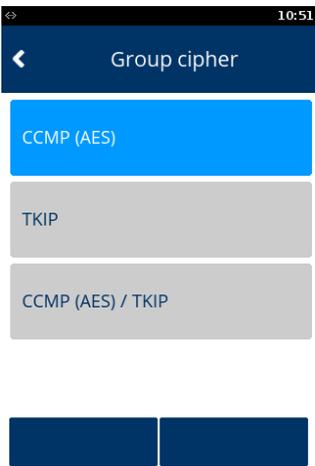
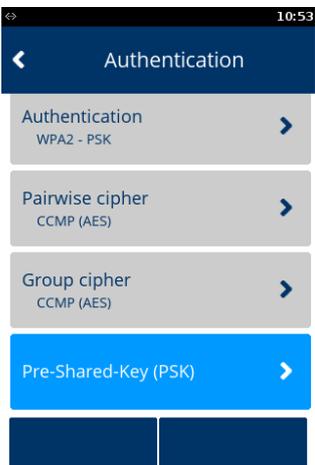
Step	Instruction	Screen Information
4	Enter the Supervisor Pin, Default 12345	 <p>The screenshot shows a mobile application interface with a dark header bar containing a back arrow and the time 10:39. Below the header, a dark grey box contains the text "Password Required". In the center, there is a large black padlock icon with a white keyhole. Below the icon, the text "Enter Password" is displayed in bold, followed by "Please enter password" in a smaller font. At the bottom of the screen, there are two input fields side-by-side, both currently empty. At the very bottom, there is a red button with a white 'X' and a green button with a white checkmark.</p>
5	Select option 2, Communication.	 <p>The screenshot shows a mobile application interface with a dark header bar containing a back arrow and the time 10:40. Below the header, a blue bar contains the text "Supervisor Menu(1/1)". Below this bar, there is a list of five options, each with a horizontal line to its right: "1 Version Information", "2 Communication", "3 Training", "4 Desktop", and "5 Force Heartbeat".</p>
6	<p>Select option 3, Configuration.</p> <p>The option will be off the main screen and will require the */# buttons to be used or press 3.</p>	 <p>The screenshot shows a mobile application interface with a dark header bar containing a back arrow and the time 10:41. Below the header, a dark blue bar contains the text "Communication Panel". Below this bar, there is a list of network options, each with a status indicator to its right: "LAN Up", "WiFi Down", "BT LAN Down", "BT PPP Dial-Up Down", and "Serial PPP Down". Below the list, there are two buttons: a blue button labeled "Status" with a right-pointing arrow, and a grey button labeled "Diagnostic" with a right-pointing arrow. At the bottom of the screen, there are two dark blue rectangular buttons.</p>

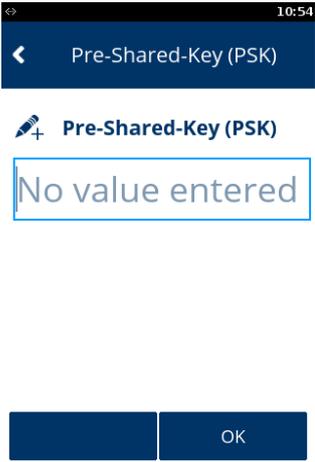
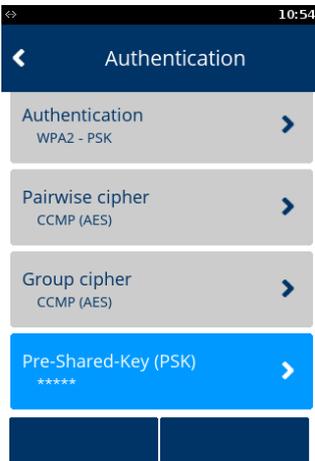
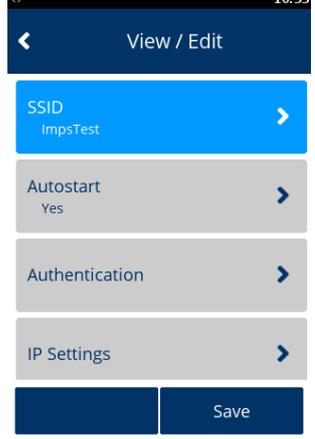
Step	Instruction	Screen Information
7	Select option 1, Network Interface.	 <p>The screenshot shows a mobile application interface with a dark blue header labeled 'Configuration'. Below the header, there are four menu items: 'Network Interface' (highlighted in blue), 'Bridges', 'Diagnostic', and 'Stop Network Interface'. Each item has a right-pointing chevron icon. At the bottom, there are two dark blue buttons.</p>
8	Select option 1, WiFi.	 <p>The screenshot shows a mobile application interface with a dark blue header labeled 'Network Interface'. Below the header, there are four menu items: 'LAN', 'WiFi' (highlighted in blue), 'Bluetooth', and 'BT LAN'. Each item has a right-pointing chevron icon. At the bottom, there are two dark blue buttons.</p>
9	Highlight New and press the green circle button.	 <p>The screenshot shows a mobile application interface with a dark blue header labeled 'WiFi'. Below the header, the area is mostly blank. At the bottom, there are two dark blue buttons: 'New' and 'WiFi Scan'.</p>

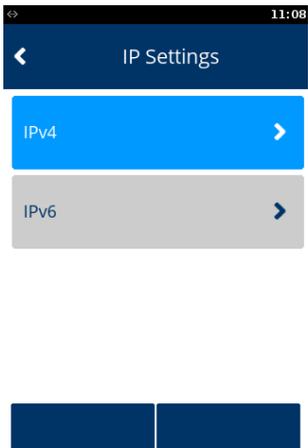
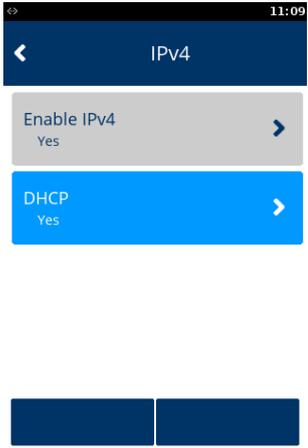
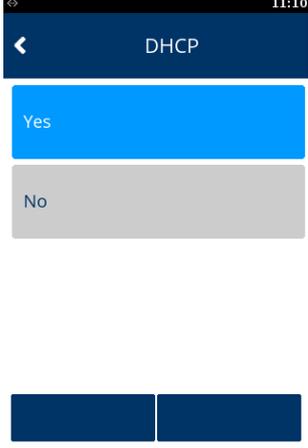
Step	Instruction	Screen Information
10	Select Option 1, SSID	
11	<p>Enter the SSID. The possible characters can be found in section 2.3</p> <p>Highlight Save and press the green circle button once complete.</p>	
12	Select Option 2, Autostart.	

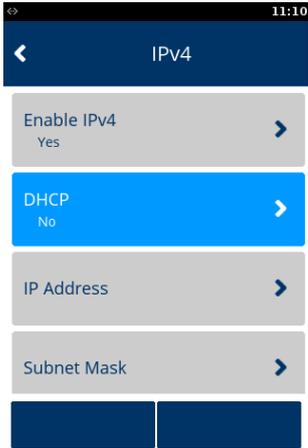
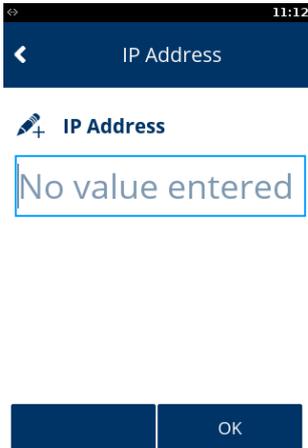
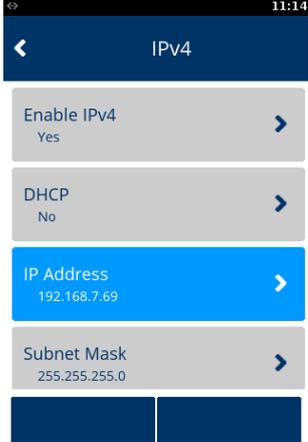
Step	Instruction	Screen Information
13	<p>Select the required authentication for the chosen Wi-Fi network.</p> <p>Default - Yes</p>	
14	<p>Select Option 3, Authentication</p>	
15	<p>Select Option 1, Authentication</p>	

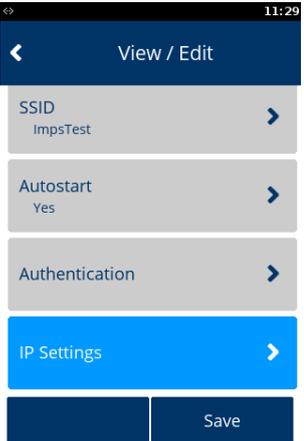
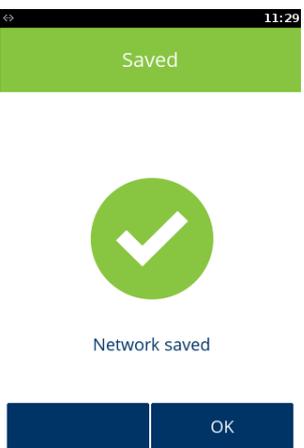
Step	Instruction	Screen Information
16	<p>Select Option 3, Authentication.</p> <p>Select the required authentication for the chosen Wi-Fi network.</p>	 <p>The screenshot shows a mobile interface titled "Authentication" with a back arrow on the left and the time 10:46 at the top right. There are five list items: "WPA - PSK", "WPA - EAP", "WPA2 - PSK", "WPA2 - EAP" (which is highlighted in blue), and a partially visible item at the bottom.</p>
17	<p>Select Option 2, Pairwise cipher</p>	 <p>The screenshot shows a mobile interface titled "Authentication" with a back arrow on the left and the time 10:47 at the top right. There are five list items, each with a right-pointing arrow: "Authentication WPA2 - PSK", "Pairwise cipher CCMP (AES) / TKIP" (highlighted in blue), "Group cipher CCMP (AES) / TKIP", and "Pre-Shared-Key (PSK)".</p>
18	<p>Select the chosen cipher for the chosen Wi-Fi Network.</p>	 <p>The screenshot shows a mobile interface titled "Pairwise cipher" with a back arrow on the left and the time 10:48 at the top right. There are three list items: "CCMP (AES)" (highlighted in blue), "TKIP", and "CCMP (AES) / TKIP".</p>

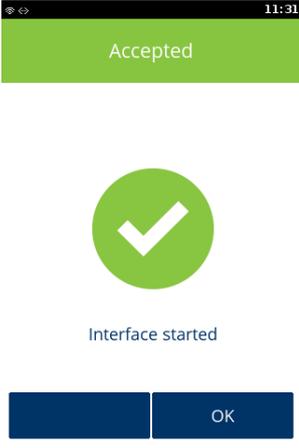
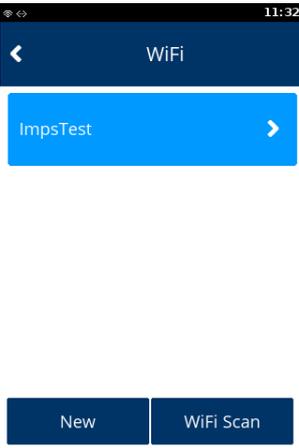
Step	Instruction	Screen Information
19	Select Option 3, Group cipher	 <p>The screenshot shows the 'Authentication' screen with a back arrow and a right arrow. The time is 10:48. There are four menu items: 'Authentication WPA2 - PSK', 'Pairwise cipher CCMP (AES)', 'Group cipher CCMP (AES) / TKIP' (highlighted in blue), and 'Pre-Shared-Key (PSK)'.</p>
20	<p>Select Option 5, Group Cipher</p> <p>Select the chosen cipher for the chosen Wi-Fi Network.</p>	 <p>The screenshot shows the 'Group cipher' screen with a back arrow and a right arrow. The time is 10:51. There are three menu items: 'CCMP (AES)' (highlighted in blue), 'TKIP', and 'CCMP (AES) / TKIP'.</p>
21	Select Option 3, Pre-Shared-Key (PSK)	 <p>The screenshot shows the 'Authentication' screen with a back arrow and a right arrow. The time is 10:53. There are four menu items: 'Authentication WPA2 - PSK', 'Pairwise cipher CCMP (AES)', 'Group cipher CCMP (AES)', and 'Pre-Shared-Key (PSK)' (highlighted in blue).</p>

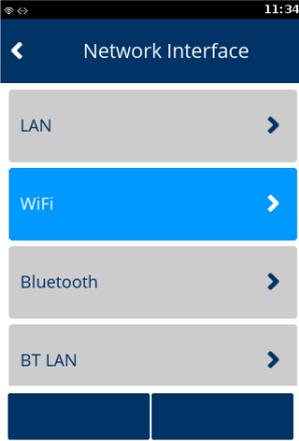
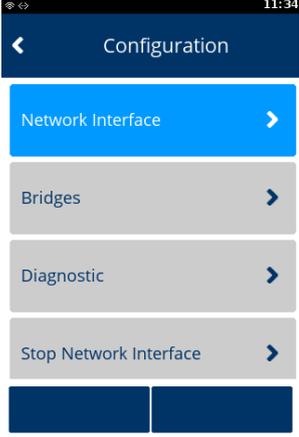
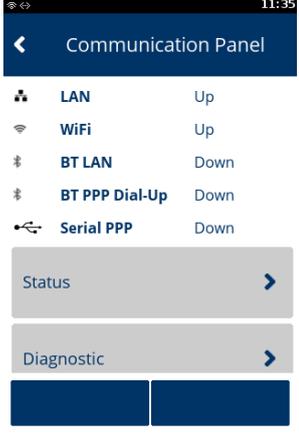
Step	Instruction	Screen Information
22	<p>Enter the SSID. The possible characters can be found in section 2.3</p> <p>Multiple presses will result in upper and lower-case letters and numerics.</p> <p>Once inserted select Save and press the green circle button.</p>	
23	Press Cancel.	
24	Select Option 4,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

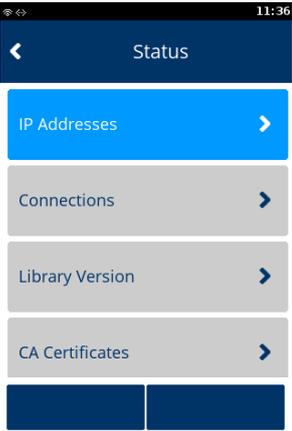
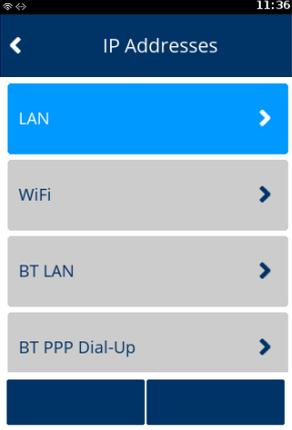
Step	Instruction	Screen Information
25	Select Option 1, IPv4	 <p>The screenshot shows the 'IP Settings' screen at 11:08. It features a back arrow on the left and a title bar. Below the title bar, there are two menu items: 'IPv4' (highlighted in blue with a right-pointing arrow) and 'IPv6' (greyed out with a right-pointing arrow). At the bottom, there are two dark blue rectangular buttons.</p>
26	Select Option 2, DHCP	 <p>The screenshot shows the 'IPv4' settings screen at 11:09. It features a back arrow on the left and a title bar. Below the title bar, there are two menu items: 'Enable IPv4' (greyed out with 'Yes' below it and a right-pointing arrow) and 'DHCP' (highlighted in blue with 'Yes' below it and a right-pointing arrow). At the bottom, there are two dark blue rectangular buttons.</p>
27	<p>Select option 1, No</p> <p>Note – By selecting No, it will then enable 5 additional menu options.</p>	 <p>The screenshot shows the 'DHCP' settings screen at 11:10. It features a back arrow on the left and a title bar. Below the title bar, there are two menu items: 'Yes' (highlighted in blue) and 'No' (greyed out). At the bottom, there are two dark blue rectangular buttons.</p>

Step	Instruction	Screen Information
28	Select Option 3, IP Address	
29	<p>Enter the required IP address.</p> <p>Note, if a field is not 3 digits long then you must enter the leading zeros.</p>	
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.	 <p>The screenshot shows the 'IP Settings' screen. At the top, there is a back arrow and the title 'IP Settings'. Below the title, there are two main options: 'IPv4' and 'IPv6'. The 'IPv4' option is highlighted in blue and has a right-pointing arrow. The 'IPv6' option is in grey and also has a right-pointing arrow. At the bottom of the screen, there are two dark blue buttons, one of which is the red cross button mentioned in the instruction.</p>
33	Highlight Save and press the green circle button	 <p>The screenshot shows the 'View / Edit' screen. At the top, there is a back arrow and the title 'View / Edit'. Below the title, there are several settings listed: 'SSID' (ImpsTest), 'Autostart' (Yes), and 'Authentication'. Each setting has a right-pointing arrow. The 'IP Settings' option is highlighted in blue and has a right-pointing arrow. At the bottom of the screen, there are two dark blue buttons, one of which is the 'Save' button mentioned in the instruction.</p>
34	When "Network Saved" is displayed press the green circle button.	 <p>The screenshot shows a 'Saved' dialog box. At the top, there is a green bar with the word 'Saved' in white. Below the bar, there is a large green circle containing a white checkmark. Underneath the checkmark, the text 'Network saved' is displayed. At the bottom of the dialog, there are two dark blue buttons, one of which is the 'OK' button mentioned in the instruction.</p>

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.	

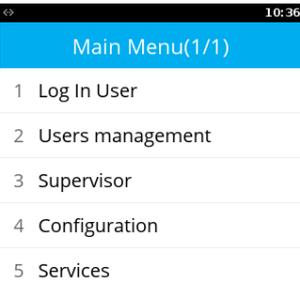
Step	Instruction	Screen Information
38	Press the red cross button.	 <p>The screenshot shows the 'Network Interface' screen. At the top, there is a back arrow and the title 'Network Interface'. Below the title, there are four menu items: 'LAN', 'WiFi', 'Bluetooth', and 'BT LAN'. Each item has a right-pointing chevron. The 'WiFi' item is highlighted in blue, while the others are in grey. At the bottom, there are two dark blue buttons.</p>
39	Press the red cross button.	 <p>The screenshot shows the 'Configuration' screen. At the top, there is a back arrow and the title 'Configuration'. Below the title, there are four menu items: 'Network Interface', 'Bridges', 'Diagnostic', and 'Stop Network Interface'. Each item has a right-pointing chevron. The 'Network Interface' item is highlighted in blue, while the others are in grey. At the bottom, there are two dark blue buttons.</p>
40	Select Option 1, Status	 <p>The screenshot shows the 'Communication Panel' screen. At the top, there is a back arrow and the title 'Communication Panel'. Below the title, there is a list of network interfaces with their status: 'LAN Up', 'WiFi Up', 'BT LAN Down', 'BT PPP Dial-Up Down', and 'Serial PPP Down'. Each item has a corresponding icon. Below the list, there are two menu items: 'Status' and 'Diagnostic', each with a right-pointing chevron. At the bottom, there are two dark blue buttons.</p>

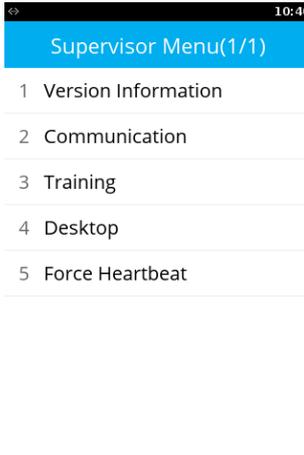
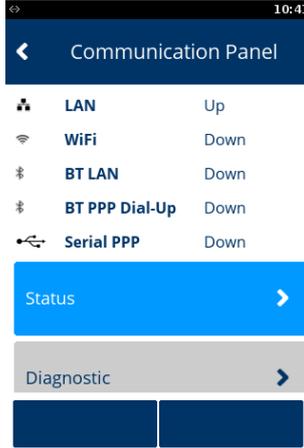
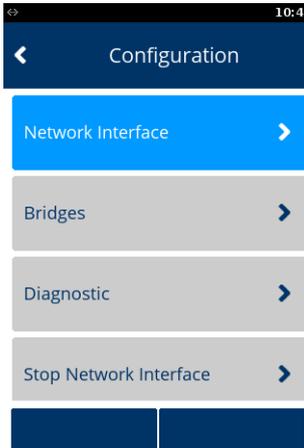
Step	Instruction	Screen Information
41	Select option 1, IP Addresses	 <p>The screenshot shows a mobile application interface with a dark blue header labeled 'Status'. Below the header, there are four menu items: 'IP Addresses' (highlighted in blue), 'Connections', 'Library Version', and 'CA Certificates'. Each item has a right-pointing chevron icon. At the bottom, there are two dark blue buttons.</p>
42	Select option 2, WiFi	 <p>The screenshot shows a mobile application interface with a dark blue header labeled 'IP Addresses'. Below the header, there are five menu items: 'LAN' (highlighted in blue), 'WiFi', 'BT LAN', and 'BT PPP Dial-Up'. Each item has a right-pointing chevron icon. At the bottom, there are two dark blue buttons.</p>
43	<p>Check that the status is Up.</p> <p>Note – If the status is not Up, repeat the network setup steps.</p>	 <p>The screenshot shows a mobile application interface with a dark blue header labeled 'WiFi'. Below the header, the following information is displayed: 'WiFi' (header), 'Status Up', 'SSID ImpsTest', '[IPv4] IP Address 192.168.7.69', '[IPv4] Netmask 255.255.255.0', '[IPv4] Broadcast 192.168.7.255', '[IPv4] DNS 1 192.168.7.1', and '[IPv4] DNS 2'. At the bottom, there are two dark blue buttons.</p>

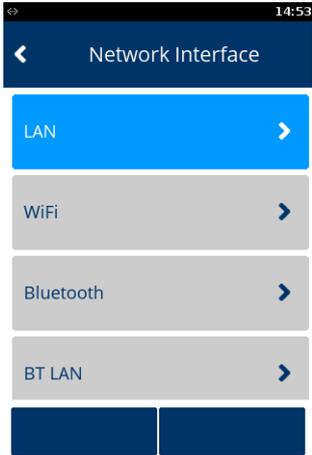
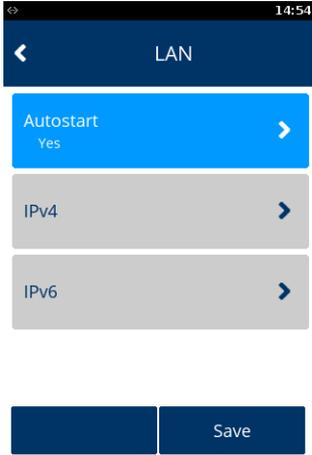
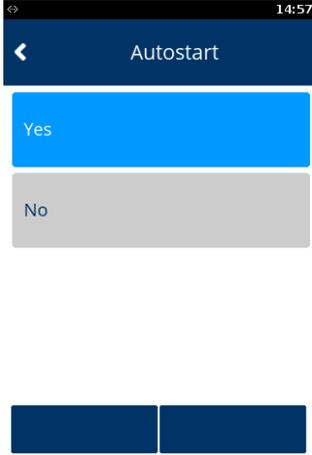
Step	Instruction	Screen Information
44	Press the red cross button until you are back at the Login screen.	 <p>The screenshot shows a mobile application interface. At the top, there is a status bar with a back arrow on the left and the time '10:35' on the right. Below the status bar is a blue header with the 'Verifone' logo in white. Underneath the logo, there are three small red dots. The main content of the screen is the text 'Waiting For Merchant Login' in a bold, black font, centered on the screen.</p>

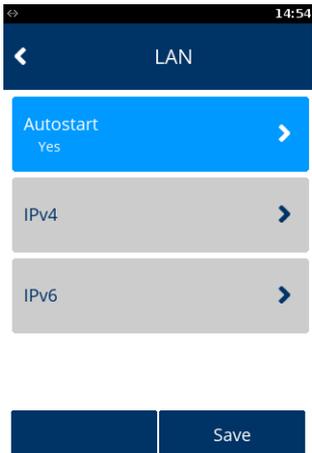
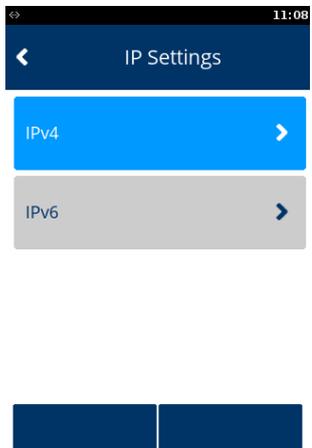
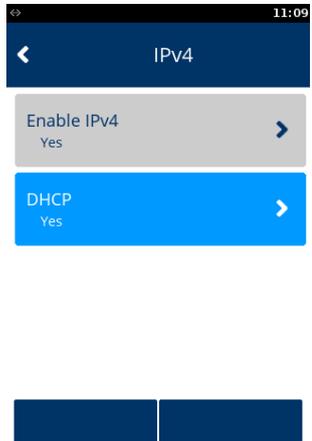
3.2 ETHERNET

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

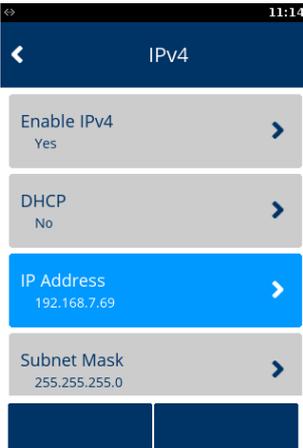
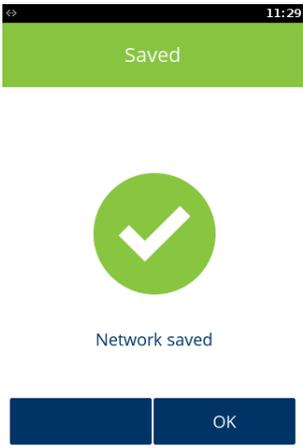
Step	Instruction	Screen Information
1	Turn on the device, by plugging the device in.	
2	At the <i>Waiting for Merchant Login</i> , press either the * key or the blue Verifone banner.	
3	Select option 3, Supervisor.	
4	Enter the Supervisor Pin, Default 12345	

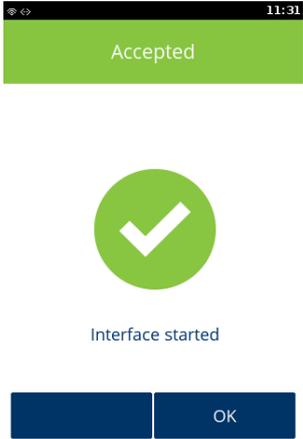
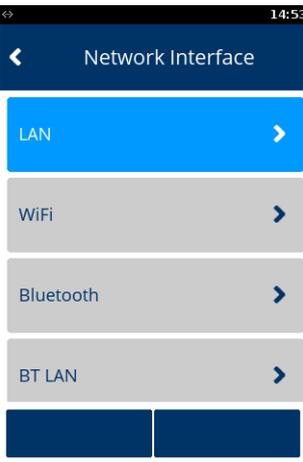
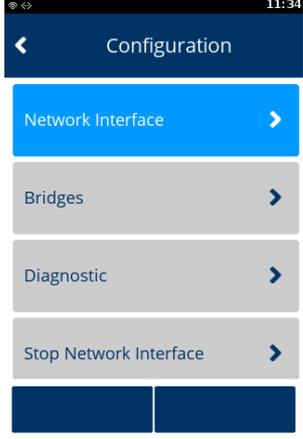
Step	Instruction	Screen Information
5	Select option 2, Communication	 <p>Supervisor Menu(1/1)</p> <ul style="list-style-type: none"> 1 Version Information 2 Communication 3 Training 4 Desktop 5 Force Heartbeat
6	<p>Select option 3, Configuration</p> <p>The option will be off the main screen and will require the */# buttons to be used or press 3.</p>	 <p>Communication Panel</p> <ul style="list-style-type: none"> LAN Up WiFi Down BT LAN Down BT PPP Dial-Up Down Serial PPP Down <p>Status ></p> <p>Diagnostic ></p>
7	Select option 1, Network Interface	 <p>Configuration</p> <ul style="list-style-type: none"> Network Interface > Bridges > Diagnostic > Stop Network Interface >

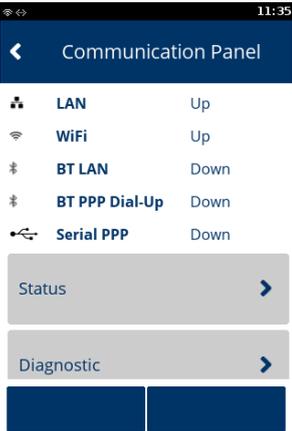
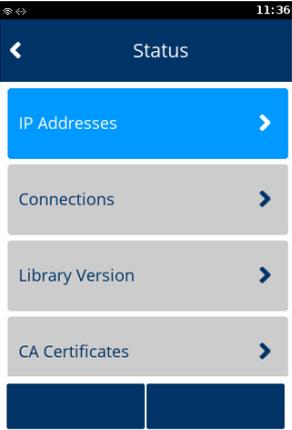
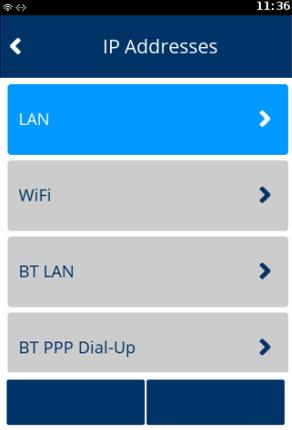
Step	Instruction	Screen Information
8	Select option 1, LAN	 <p>The screenshot shows a mobile application interface titled "Network Interface". At the top, there is a back arrow and the time "14:53". Below the title, there are four menu items: "LAN" (highlighted in blue with a right-pointing arrow), "WiFi" (grey with a right-pointing arrow), "Bluetooth" (grey with a right-pointing arrow), and "BT LAN" (grey with a right-pointing arrow). At the bottom, there are two dark blue buttons.</p>
9	Select Option 1, Autostart	 <p>The screenshot shows a mobile application interface titled "LAN". At the top, there is a back arrow and the time "14:54". Below the title, there are three menu items: "Autostart" (highlighted in blue with a right-pointing arrow and the word "Yes" below it), "IPv4" (grey with a right-pointing arrow), and "IPv6" (grey with a right-pointing arrow). At the bottom, there are two dark blue buttons, the right one of which is labeled "Save".</p>
10	Select Option 1, Yes	 <p>The screenshot shows a mobile application interface titled "Autostart". At the top, there is a back arrow and the time "14:57". Below the title, there are two menu items: "Yes" (highlighted in blue) and "No" (grey). At the bottom, there are two dark blue buttons.</p>

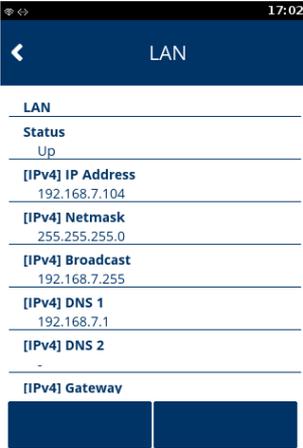
Step	Instruction	Screen Information
11	Select Option 2, IPv4	
<p>The default is DHCP, if you require static IPs then follow steps 12-18 if not, skip to step 18</p>		
12	Select Option 1, IPv4	
13	Select Option 2, DHCP	

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

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	 <p>The screenshot shows the 'Communication Panel' with a back arrow and the time 11:35. It lists the following network options and their statuses: LAN (Up), WiFi (Up), BT LAN (Down), BT PPP Dial-Up (Down), and Serial PPP (Down). Below the list are two buttons: 'Status' and 'Diagnostic', both with right-pointing arrows.</p>
26	Select option 1, IP Addresses	 <p>The screenshot shows the 'Status' screen with a back arrow and the time 11:36. The 'IP Addresses' option is highlighted in blue. Other options include 'Connections', 'Library Version', and 'CA Certificates', all with right-pointing arrows.</p>
27	Select option 1, LAN	 <p>The screenshot shows the 'IP Addresses' screen with a back arrow and the time 11:36. The 'LAN' option is highlighted in blue. Other options include 'WiFi', 'BT LAN', and 'BT PPP Dial-Up', all with right-pointing arrows.</p>

Step	Instruction	Screen Information
28	<p>Check that the status is Up.</p> <p>Note – If the status is not Up, repeat the network setup steps.</p>	 <p>The screenshot shows a mobile application interface for LAN configuration. At the top, there is a title bar with a back arrow and the text 'LAN'. Below this, the network status is displayed as 'Up'. A list of network parameters follows, each with a label and a value: [IPv4] IP Address (192.168.7.104), [IPv4] Netmask (255.255.255.0), [IPv4] Broadcast (192.168.7.255), [IPv4] DNS 1 (192.168.7.1), [IPv4] DNS 2 (-), and [IPv4] Gateway (represented by two empty input fields).</p>
29	<p>Press the red cross button until you are back at the Login screen.</p>	 <p>The screenshot shows the Verifone logo at the top, followed by the text 'Waiting For Merchant Login' in a large, bold font. The background is white with a blue header area containing the logo.</p>

3.3 CONFIGURING THE TERMINAL FOR RNDIS PROTOCOL

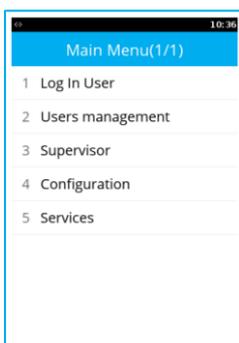
This section will cover the process of setting up the terminal for RNDIS, to allow the terminal to have a separate connection to the ECR via IP over USB.

3.3.1 Configuring the payment device to support RNDIS

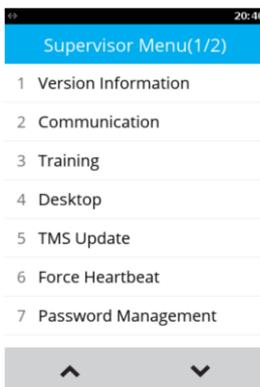
The P400+ needs to be configured to support RNDIS. Turn on the P400+, by plugging the device in to a power source. The Following screen is displayed:



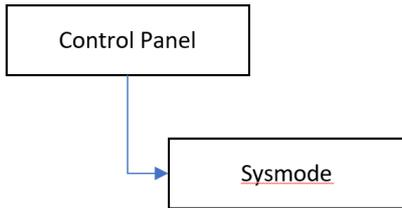
Press the * key on the keypad, or touch the Blue Verifone logo banner.



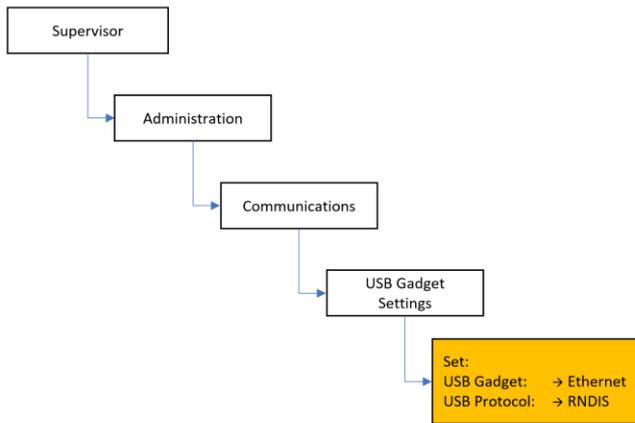
Select Supervisor and enter the supervisor password



From the desktop follow the navigation as below:

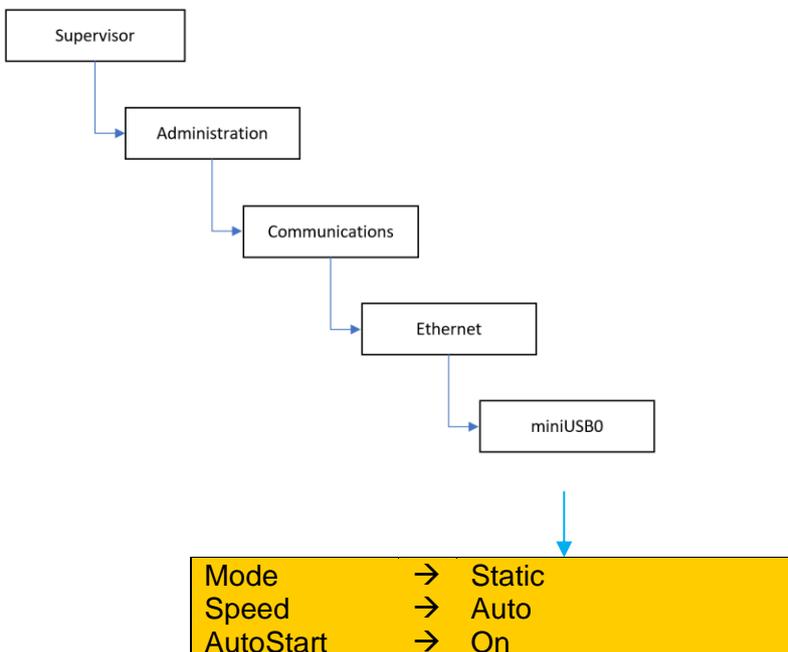


From the system menu proceed as follows, Supervisor access is PIN protected.



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.

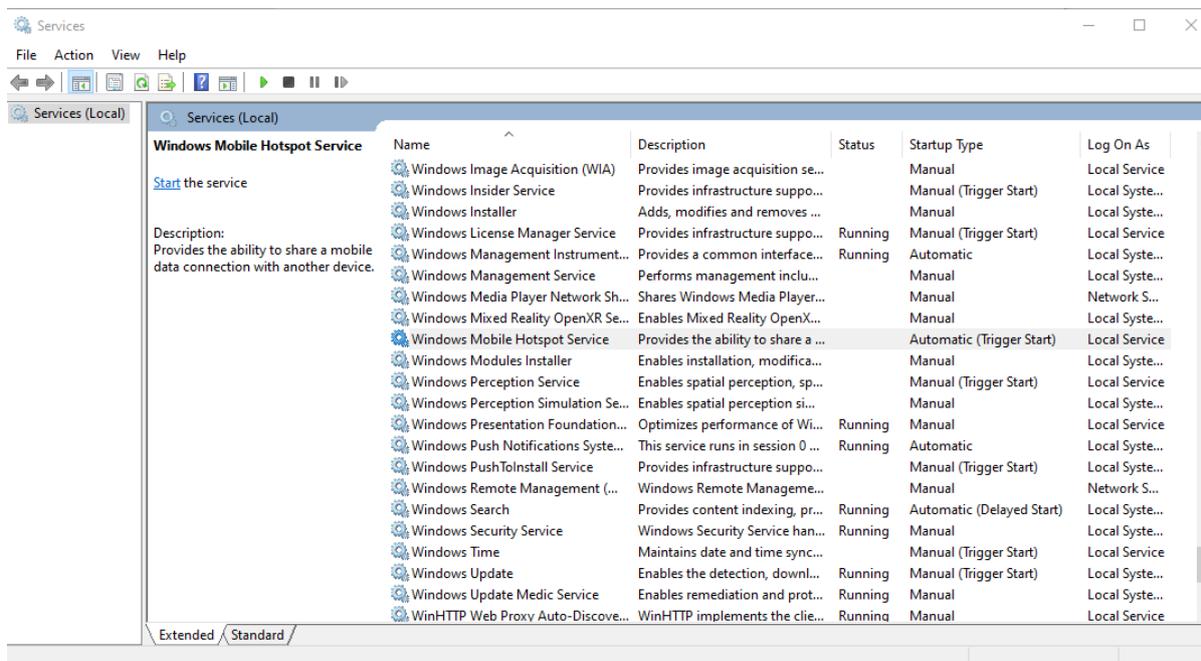
VerifoneUnifiedDriverInstaller-v05.00.05.02-B3 or a later version.

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

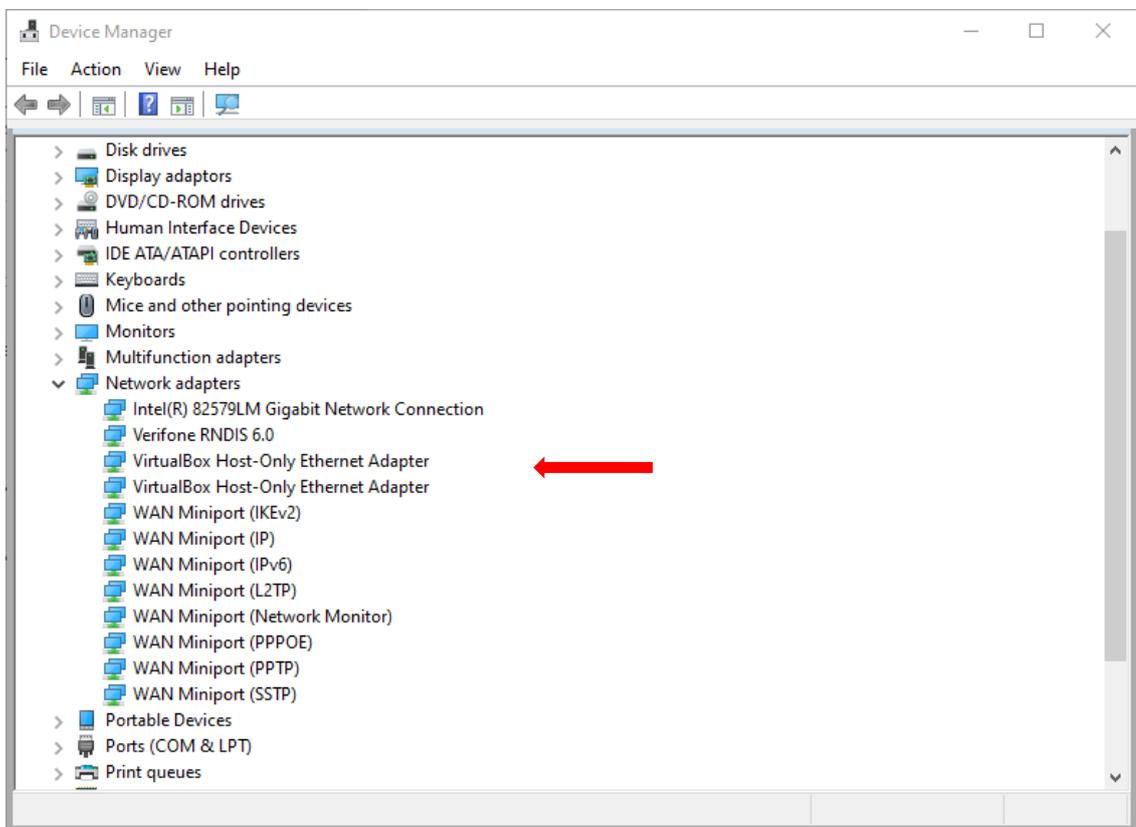
For Windows 7 and Windows 8.1, please ensure that the OS is fully up to date, so that the following patches detailed in the documentation have been applied:

- KB2905407
- KB3033929

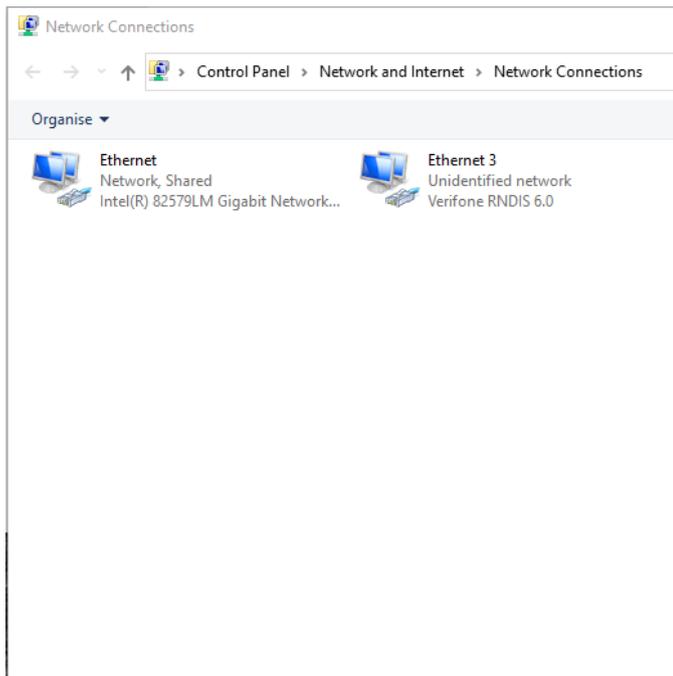
After successful installation of the Verifone driver, and resolving any Microsoft pre-requisite changes. The P400+ can be plugged in.

RNDIS enablement

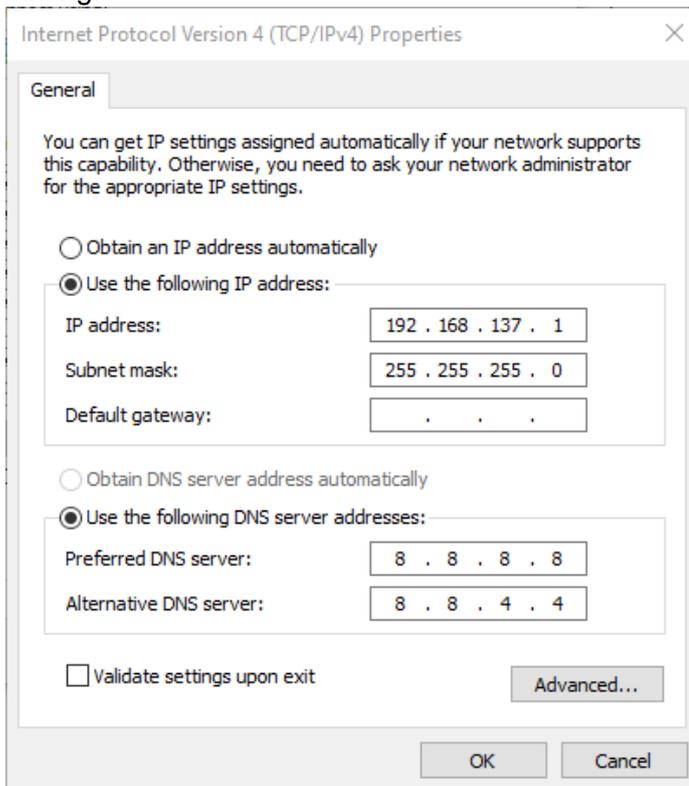
1. Open Device manager, and ensure that the P400+ is shown as an RNDIS6 Network adaptor, and that there are no driver issues reported:



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.

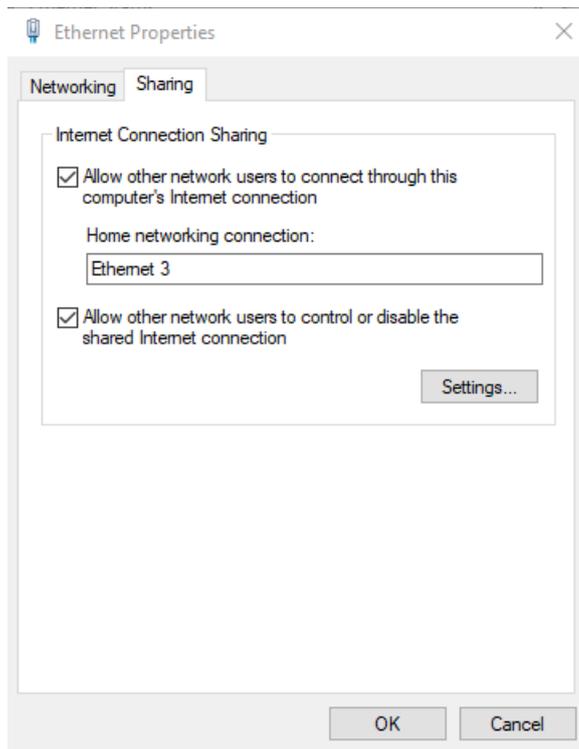


3. Select the RNDIS 6.0 Network, and drill down into the properties, and the IP4 settings:



Configure the adaptor as shown above.

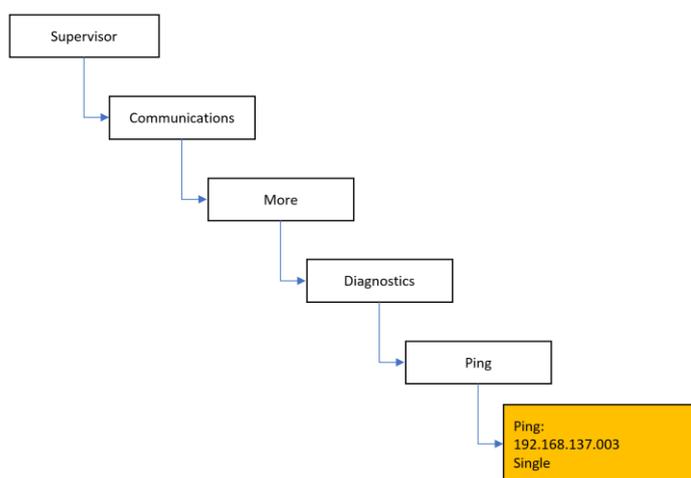
4. Select the Ethernet connection, which provides the LAN and Internet connectivity. This needs to be set up to share internet connectivity with the RNDIS6 adaptor configured above.



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.

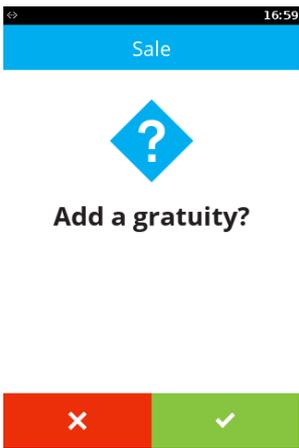
By default, the P400+ will use the ethernet adaptor in the ECR to access the Internet and establish connectivity with Verifone's gateway services for transaction processing and estate management.

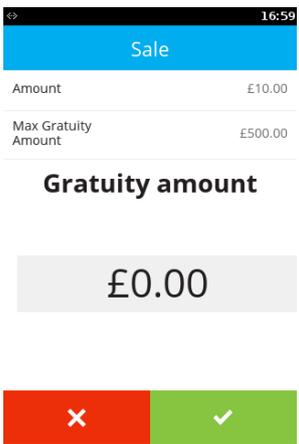
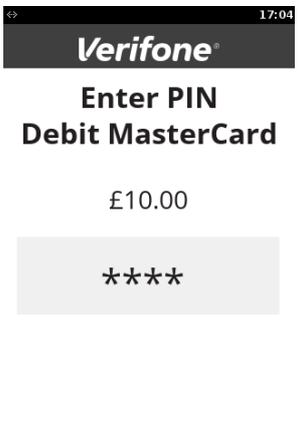
The merchant should ensure that networking equipment and firewall settings are configured appropriately. The P400+ will always be responsible for establishing outbound connections with Verifone's gateway service, for all interactions.

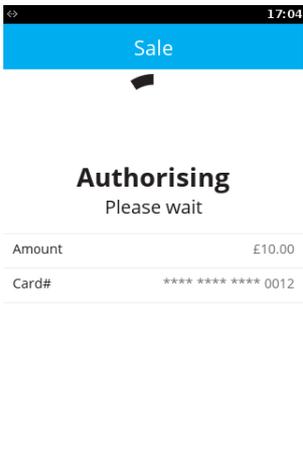
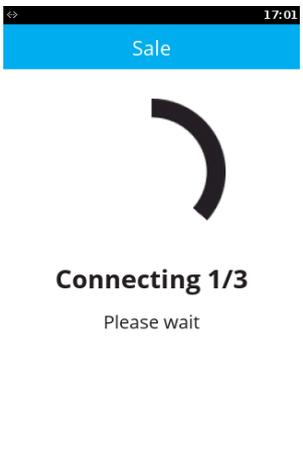
4 TRANSACTION PROCESSING

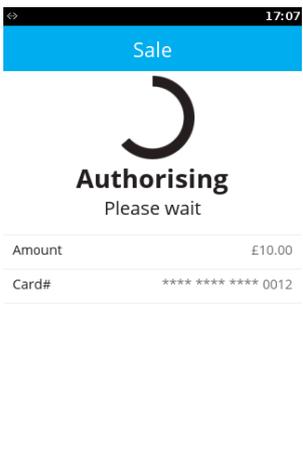
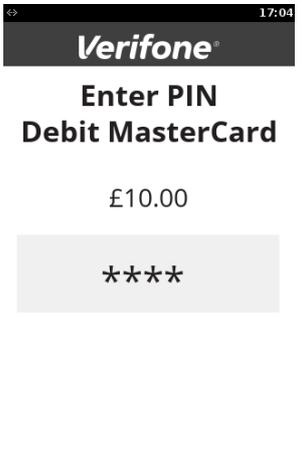
This section will cover the on-screen messages that you will see on the terminal. Please note messaging will be dependent on the settings enabled on the account and level of integration performed by your POS provider.

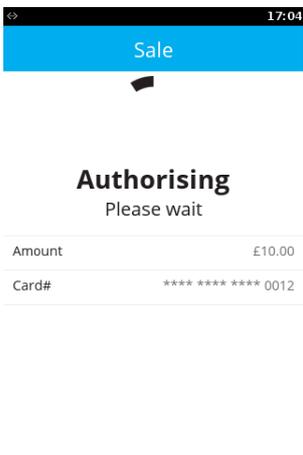
4.1 SALE

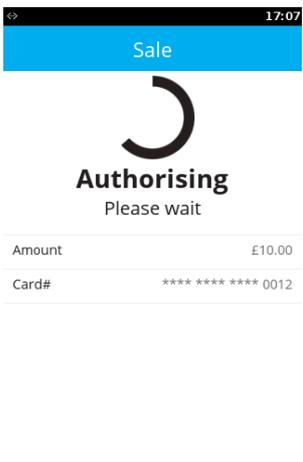
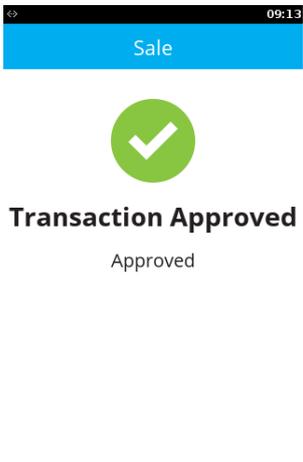
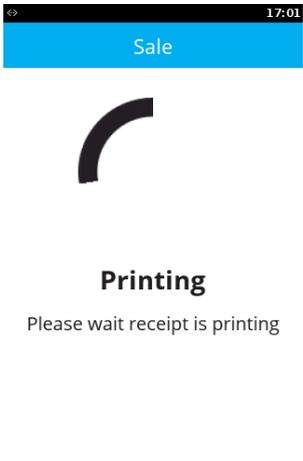
Step	Instruction	Screen Information
1	The terminal is ready to receive an instruction from the POS.	 <p>The screenshot shows a terminal screen with a blue header containing the Verifone logo. Below the logo, the word 'Ready' is displayed in bold black text. Underneath 'Ready' is an icon of a payment card with 'PAY HERE' written on it. The top right corner of the screen shows the time '16:58'.</p>
2	<p>Would you like to add a gratuity?</p> <p>Note -This will only show if enabled on your account.</p>	 <p>The screenshot shows a terminal screen with a blue header containing the word 'Sale'. Below the header, a blue diamond icon with a white question mark is centered. Underneath the icon, the text 'Add a gratuity?' is displayed in bold black text. At the bottom of the screen, there are two buttons: a red button with a white 'X' and a green button with a white checkmark. The top right corner of the screen shows the time '16:59'.</p>

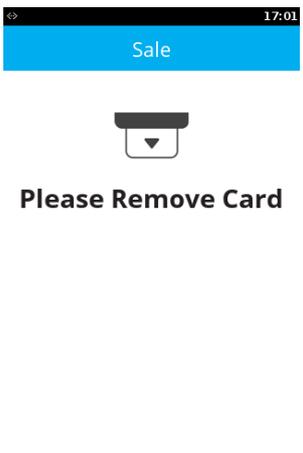
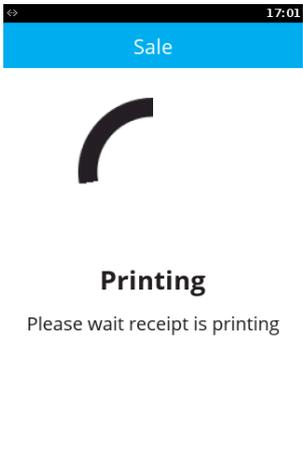
Step	Instruction	Screen Information
3	<p>Enter the amount of the gratuity.</p> <p>Note – This will only show if you select yes to adding a gratuity.</p>	 <p>The screenshot shows a 'Sale' screen with a blue header. Below the header, it displays 'Amount £10.00' and 'Max Gratuity Amount £500.00'. A section titled 'Gratuity amount' shows '£0.00' in a grey box. At the bottom, there are two buttons: a red one with a white 'X' and a green one with a white checkmark.</p>
4	<p>Present, Insert or Swipe the payment card.</p> <p>Note – A £1 gratuity was added to the transaction, not shown in step 3.</p>	 <p>The screenshot shows a 'Total' screen with a blue header. Below the header, there are icons for a hand tapping a card, a hand inserting a card, and a hand swiping a card. The total amount '£10.00' is displayed in bold. Below it, the text 'Insert, Swipe or Tap Card' is shown. At the bottom, there are four progress indicators: the first is green, and the others are grey.</p>
5	<p>Enter your PIN number.</p> <p>Note – This will only show if have inserted your card.</p>	 <p>The screenshot shows a 'Verifone' screen with a dark grey header. Below the header, it says 'Enter PIN Debit MasterCard'. The amount '£10.00' is displayed. Below that, there is a grey box containing four asterisks '****' for the PIN input.</p>

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.	

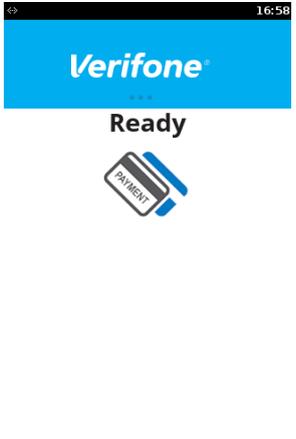
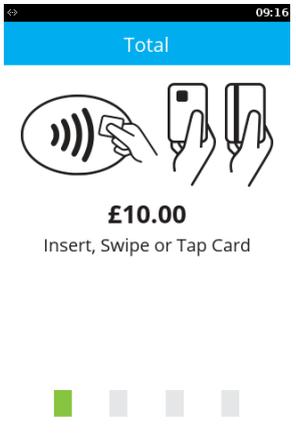
Step	Instruction	Screen Information
9	<p>The P400+ is awaiting a response from the Verifone PAYWare Ocius Gateway.</p>	
10	<p>Present, Insert or Swipe the payment card.</p> <p>Note – A £1 gratuity was added to the transaction, not shown in step 3.</p>	
11	<p>Enter your PIN number.</p> <p>Note – This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

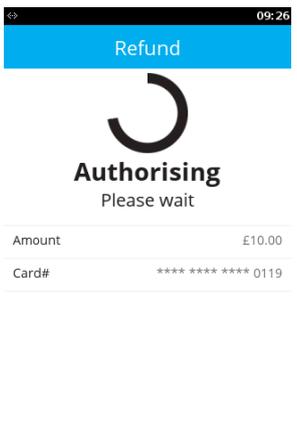
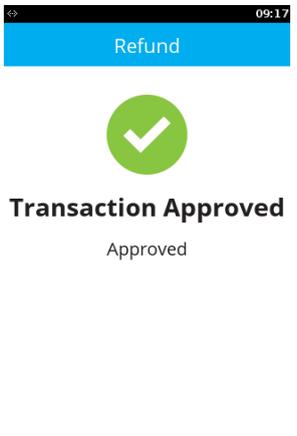
Step	Instruction	Screen Information
12	The correct PIN was entered by the cardholder.	 <p>The screenshot shows a terminal screen with a blue header bar containing the word 'Sale' and the time '17:02'. Below the header is a green circular icon with a white checkmark. Underneath the icon, the text 'Success' is displayed in bold, followed by 'PIN OK' in a smaller font.</p>
13	The P400+ is awaiting a response from the Verifone PAYWare Ocius Gateway.	 <p>The screenshot shows a terminal screen with a blue header bar containing the word 'Sale' and the time '17:04'. Below the header is a black loading spinner. Underneath the spinner, the text 'Authorising' is displayed in bold, followed by 'Please wait'. Below this, there are two lines of transaction details: 'Amount £10.00' and 'Card# **** * 0012'.</p>
14	The P400+ is connecting to the Verifone PAYWare Ocius Gateway.	 <p>The screenshot shows a terminal screen with a blue header bar containing the word 'Sale' and the time '17:01'. Below the header is a black loading spinner. Underneath the spinner, the text 'Connecting 1/3' is displayed in bold, followed by 'Please wait'.</p>

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.	 <p>The screenshot shows a mobile POS interface. At the top, there is a status bar with a back arrow, a right arrow, and the time 17:01. Below that is a blue header with the word 'Sale'. In the center, there is a grey icon of a card being inserted into a terminal. Below the icon, the text 'Please Remove Card' is displayed in bold black font.</p>
19	The cardholder copy of the receipt is being printed by the POS.	 <p>The screenshot shows a mobile POS interface. At the top, there is a status bar with a back arrow, a right arrow, and the time 17:01. Below that is a blue header with the word 'Sale'. In the center, there is a large, thick, grey curved arrow pointing clockwise. Below the arrow, the text 'Printing' is displayed in bold black font, followed by 'Please wait receipt is printing' in a smaller black font.</p>
20	The transaction has been completed and the terminal is ready to receive an instruction from the POS.	 <p>The screenshot shows a mobile POS interface. At the top, there is a status bar with a back arrow, a right arrow, and the time 16:58. Below that is a blue header with the 'Verifone' logo in white. Below the logo, the text 'Ready' is displayed in bold black font. At the bottom, there is a grey icon of a payment card with the word 'PAYMENT' on it.</p>

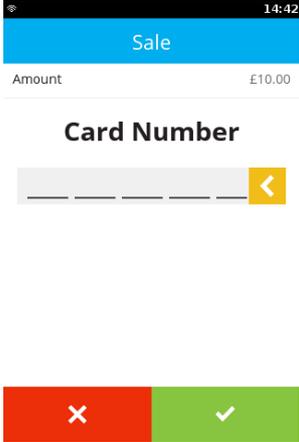
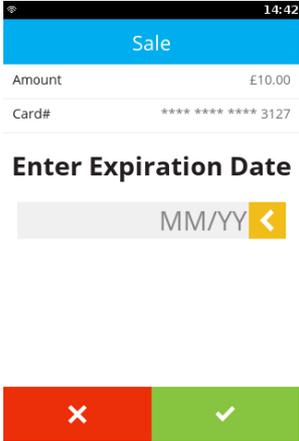
4.2 REFUND

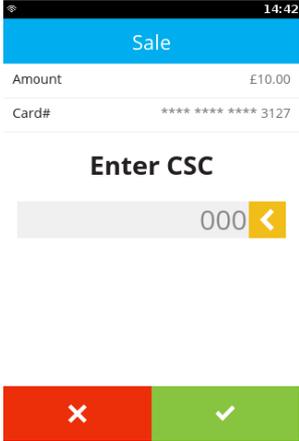
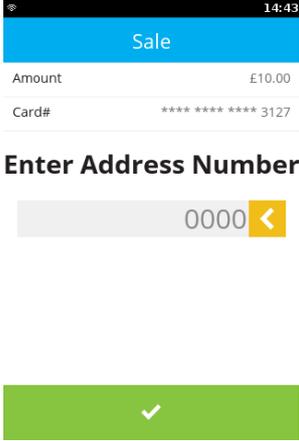
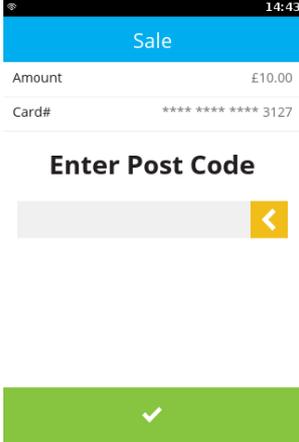
Step	Instruction	Screen Information
1	The terminal is ready to receive an instruction from the POS.	 <p>The screenshot shows the Verifone terminal interface. At the top, the Verifone logo is displayed in a blue bar. Below the logo, the word "Ready" is shown in bold black text. Underneath "Ready" is an icon of a payment card with the word "PAYMENT" on it. The time 16:58 is visible in the top right corner.</p>
2	Present, Insert or Swipe the payment card.	 <p>The screenshot shows the Verifone terminal interface. At the top, the word "Total" is displayed in a blue bar. Below this, there are three icons: a hand holding a card over a payment terminal, a hand inserting a card into a slot, and a hand tapping a card. Below the icons, the amount "£10.00" is shown in bold black text, followed by the instruction "Insert, Swipe or Tap Card". At the bottom, there is a progress indicator consisting of four squares, with the first one filled green and the others grey. The time 09:16 is visible in the top right corner.</p>
3	The P400+ is connecting to the Verifone PAYWare Ocius Gateway.	 <p>The screenshot shows the Verifone terminal interface. At the top, the word "Refund" is displayed in a blue bar. Below this, there is a large black curved arrow icon. Underneath the icon, the text "Connecting 1/3" is shown in bold black text, followed by "Please wait". The time 09:24 is visible in the top right corner.</p>

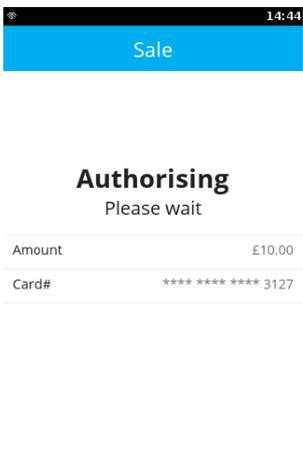
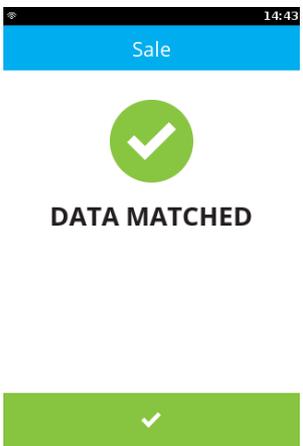
Step	Instruction	Screen Information
4	The P400+ is awaiting a response from the Verifone PAYWare Ocius Gateway.	 <p>Refund</p> <p>09:26</p> <p>Authorising Please wait</p> <p>Amount £10.00</p> <p>Card# **** * 0119</p>
5	The merchant copy of the receipt is being printed by the POS.	 <p>Refund</p> <p>09:16</p> <p>Printing Please wait receipt is printing</p>
6	The transaction has been successfully approved.	 <p>Refund</p> <p>09:17</p> <p>Transaction Approved Approved</p>

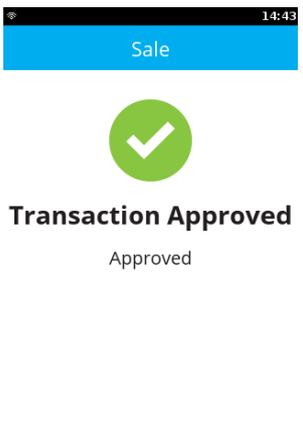
Step	Instruction	Screen Information
7	The cardholder copy of the receipt is being printed by the POS.	
8	The transaction has been completed and the terminal is ready to receive an instruction from the POS.	

4.3 CUSTOMER NOT PRESENT – SALE (MAIL ORDER)

Step	Instruction	Screen Information
1	The terminal is ready to receive an instruction from the POS.	 <p>The screenshot shows the Verifone logo at the top, followed by the word 'Ready' in bold. Below it is a graphic of a payment card with the word 'PAYMENT' on it.</p>
2	Enter the card number.	 <p>The screenshot shows the 'Sale' screen with the amount '£10.00'. The 'Card Number' field is active, showing a series of dashes and a yellow arrow on the right. At the bottom, there are two buttons: a red one with a white 'X' and a green one with a white checkmark.</p>
3	Enter the expiration date of the card.	 <p>The screenshot shows the 'Sale' screen with the amount '£10.00' and the card number '**** * 3127'. The 'Enter Expiration Date' field is active, showing 'MM/YY' and a yellow arrow on the right. At the bottom, there are two buttons: a red one with a white 'X' and a green one with a white checkmark.</p>

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.	 <p>The screenshot shows a mobile application interface. At the top, there is a status bar with a signal strength icon and the time 14:43. Below that is a blue header bar with the word 'Sale' in white. The main content area features a large green circular icon with a white checkmark inside. Below the icon, the text 'Transaction Approved' is displayed in a bold, black font, with the word 'Approved' in a smaller, regular black font underneath.</p>
11	The merchant copy of the receipt is being printed by the POS.	 <p>The screenshot shows a mobile application interface. At the top, there is a status bar with a signal strength icon and the time 14:43. Below that is a blue header bar with the word 'Sale' in white. The main content area features a large, thick, black curved line icon. Below the icon, the text 'Printing' is displayed in a bold, black font, with the text 'Please wait receipt is printing' in a smaller, regular black font underneath.</p>
12	The cardholder copy of the receipt is being printed by the POS.	 <p>The screenshot shows a mobile application interface. At the top, there is a status bar with a signal strength icon and the time 14:43. Below that is a blue header bar with the word 'Sale' in white. The main content area features a large, thick, black curved line icon. Below the icon, the text 'Printing' is displayed in a bold, black font, with the text 'Please wait receipt is printing' in a smaller, regular black font underneath.</p>

Step	Instruction	Screen Information
13	The transaction has been completed and the terminal is ready to receive an instruction from the POS.	 <p>The screenshot shows a Verifone terminal screen. At the top, there is a status bar with a left arrow, a right arrow, and the time '16:58'. Below this is a blue header with the 'Verifone' logo. Underneath the logo, the word 'Ready' is displayed in a bold, black font. At the bottom of the screen, there is a stylized icon of a payment card with the word 'PAYMENT' written on it.</p>

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: Ocious.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: ocious.customer.services@verifone.com

Monday – Friday – 09:00 – 17:30.

Saturday & Sunday – Closed.

Bank Holidays - Closed.

SALES ENQUIRIES

T: 08444 828 203

E: Ocious.enquiries@verifone.com