





P400 Quick Reference

Turning On

Either connect to power or press the button with the green circle  for 5 seconds until the screen lights up.


Turning Off

Unplug the power cord and press the button with the red cross  for 5 seconds until the screen changes and gives you four options. Select Shutdown by touching the screen.


Get out of Verifone Idle Screen

1. Press Enter
2. Then Press 999 to get off the Verifone Screen and into settings

Purchase

3. Enter in the purchase price on the screen and press ENTER 
4. Present customer card
5. Customer selects account and enters PIN.

Purchase with Cash

1. Press # then select 3, enter the purchase amount then press ENTER 
2. Enter cash out amount,

2. Press ENTER ○
3. Present customer card,
4. Customer selects account and enters PIN.

Log On

Press # on the screen then select Log On.

Settlement

1. Touch # on the screen, then # again, select Settlement.
2. Touch Cutover and then ENTER ○

Process a Refund

1. Press # then # again, select Refund,
2. Swipe merchant card then type in the Merchant Pin and press ENTER ○
3. Type in Refund amount and press ENTER ○
4. Customer swipe card,
5. Customer enters their account and pin number,
6. Transaction complete.

Card Not Present Transaction

1. Type in the purchase amount then press ENTER ○
2. At the Present Card screen start typing the card number then press ENTER ○
3. Type in Expiry Date then press ENTER ○
4. Select Yes or No to answer CSC number is available,
5. Type in the CSC Number and press ENTER ○
6. If no CSC number available select reason why unavailable, 7.
Select Credit, terminal will then process and display the result.

Adding a Surcharge

1. Press the # button three times before selecting Option 2 for Setup
2. Enter in the Setup Password “999” followed by ENTER ○
3. Select Option 3 for Surcharge
4. If you are wanting a Percentage, select Option 3
5. Enter in the minimum surcharge amount followed by ENTER and maximum surcharge amount followed by ENTER ○
6. Type in the percentage you are wanting, i.e., if you are wanting a 2.5% surcharge, type in 25.00
7. Press ENTER again through the minimum and maximum surcharge amount
8. Select Option 1 if you want this enabled on Contactless/PayWave transactions or Option 2 if you do not
9. Hold down the red cross ✖ and reboot the terminal

Customer Receipt Options

1. Press the # button three times before selecting Option 1 for Utility
2. Select Option 2 for Print Utility
3. Select Option 1 for Receipt Options
4. Select Option 1 if you do not wish to print receipts, Option 2 if you want one receipt printed or Option 3 if you want two receipts to print
5. Select Option 1 if you want it to always print out a merchant receipt or Option 2 if you want it to ask before printing a merchant receipt
6. Press ENTER ○ and reboot the terminal