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Advantage POS Store VER-P400

Verifone P400 POS System PIN Pad User Manual

Model: VER-P400 | Brand: Advantage POS Store

1. PRODUCT OVERVIEW

The Verifone P400 is a state-of-the-art PIN pad designed for Point of Sale (POS) systems, offering advanced features and a robust user experience. It operates on a Linux-based V/OS operating system, ensuring powerful and reliable performance. Its vibrant color display and intuitive design make it an efficient and user-friendly device for various business environments, including retail and restaurants.



Figure 1: Front view of the Verifone P400 PIN Pad, showcasing its vibrant color display.

Key Features:

- **Full Color, Multimedia Display:** 3.5" HVGA (320 x 480) color LCD for enhanced user interaction and multimedia support.
- **Optimized Design:** Angled display, tactile keypad, and redesigned EMV slot for comfortable and efficient operation.
- **Advanced Security:** PCI PTS 5.x approved for secure payment processing.
- **Versatile Connectivity:** Supports Bluetooth 4.2 LE (optional), Ethernet, and WiFi (5 GHz + 2.4 GHz).

- **Multiple Payment Acceptance Types:** EMV (chip cards), MSR (magnetic stripe), and NFC/CTLS (contactless).
- **Expandable Memory:** 1024MB (512MB Flash, 512MB SDRAM) with MicroSD support.
- **Powerful Processor:** 600MHz, Cortex A9 32-bit RISC processor, 1500 MIPS.

2. SETUP GUIDE

2.1 Unpacking

Carefully remove all components from the packaging. Ensure the following items are present:

- Verifone P400 PIN Pad unit
- Power adapter (if included, or ensure compatible power source)
- Any ordered accessories (e.g., mounting adapter, privacy shield, stylus, cables)

2.2 Connecting the Device

1. **Power Connection:** Connect the power cable to the P400 unit and then to a suitable power outlet. The device requires 5-12V DC power or 5V 500mA via USB.
2. **Network Connection:**
 - **Ethernet:** For wired connectivity, connect an Ethernet cable from the P400 to your network router or switch.
 - **Wi-Fi:** For wireless connectivity, the device supports 5 GHz and 2.4 GHz Wi-Fi. Configuration will typically be done during initial software setup.
 - **Bluetooth:** Bluetooth 4.2 LE is an optional connectivity feature for specific applications.
3. **Host Device Connection:** Pair the P400 with your host POS system or computer. This connection is crucial for transaction processing and data exchange.

2.3 Initial Configuration

Upon first power-on or after a factory reset, the device may require initial setup. This typically involves:

- Selecting language and regional settings.
- Connecting to your Wi-Fi network (if not using Ethernet).
- Software configuration and integration with your payment processing account. *Note: As per product information, software configuration and bank partner setup will be coordinated with Advantage POS Store after your order.*

3. OPERATING INSTRUCTIONS

3.1 User Interface

The Verifone P400 features a 3.5-inch HVGA color LCD with a capacitive touchscreen and a tactile keypad. Transactions and prompts will be displayed on the screen, and input is provided via the touchscreen or physical keys.



“
Consumers are accustomed to touchscreens, and the 400 offers a familiar, engaging experience.”

Figure 2: The Verifone P400 in operation, demonstrating the touchscreen for signature capture.

3.2 Payment Acceptance

The P400 supports various payment methods:

- **EMV (Chip Cards):** Insert the chip card into the EMV slot at the bottom of the device with the chip facing up. Follow the on-screen prompts.
- **MSR (Magnetic Stripe Cards):** Swipe the card through the magnetic stripe reader slot, typically located on the side or top of the device.
- **NFC/CTLS (Contactless Payments):** Tap the contactless card or mobile device near the contactless payment symbol on the display.

After the card is read, the customer may be prompted for a PIN, signature, or to confirm the transaction on the screen.

3.3 Advanced Features

- **Loyalty Programs & Offers:** The P400 can integrate with Verifone Business Solutions to support loyalty programs, pay-with-points, and card-linked offers, enhancing customer engagement.
- **Bluetooth LE/Beacon Capabilities:** These features allow for more personalized customer experiences and potential future applications.

4. MAINTENANCE

4.1 Cleaning

To maintain the device's appearance and functionality:

- Use a soft, lint-free cloth slightly dampened with water or a mild, non-abrasive cleaner.
- Do not use harsh chemicals, solvents, or abrasive materials, as these can damage the display or casing.
- Ensure no liquid enters the device's ports or openings.

4.2 Software Updates

Regularly check for and apply software updates for the V/OS (Linux-based) operating system. Updates often include security enhancements, bug fixes, and new features, ensuring optimal performance and compliance.

5. TROUBLESHOOTING

5.1 Common Issues and Solutions

Issue	Possible Cause	Solution
Device not powering on	Power cable disconnected or faulty outlet	Check power connections; try a different outlet.
Transaction declined/error	Network connectivity issue, processing account problem, or card error	Verify network connection (Wi-Fi/Ethernet). Contact your payment processor or Advantage POS Store for account-related issues. Try a different card.
Display unresponsive/frozen	Software glitch	Perform a hard reset (refer to device-specific reset procedure or power cycle the device).
Poor Wi-Fi connection	Weak signal, interference	Move device closer to router, reduce interference, or switch to Ethernet.

If you encounter issues not listed here or if the suggested solutions do not resolve the problem, please contact Advantage POS Store support for assistance.

6. TECHNICAL SPECIFICATIONS

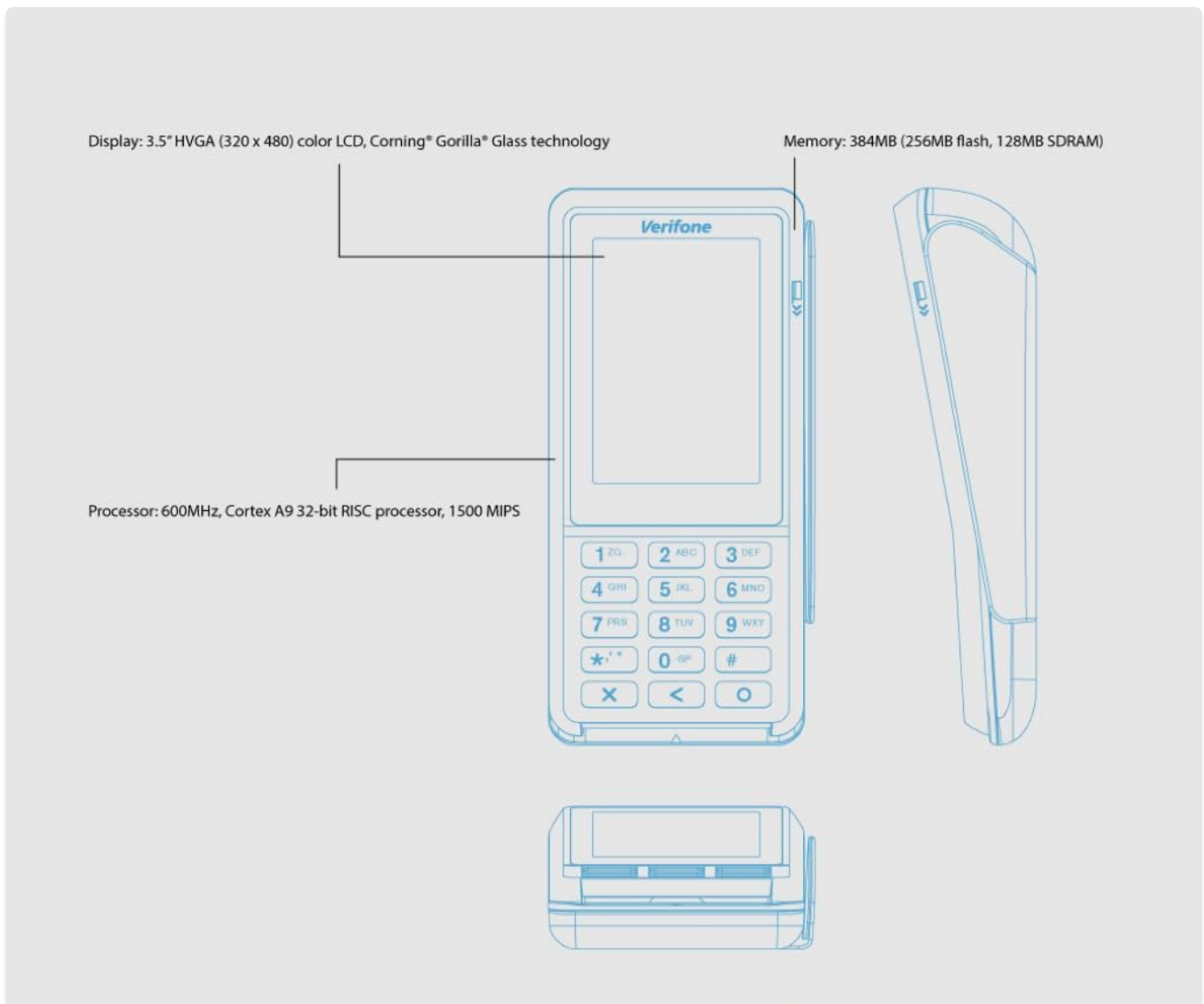


Figure 3: Technical diagram illustrating key specifications of the Verifone P400.

Feature	Specification
Model Number	VER-P400
Operating System	V/OS (Linux-based)
Display	3.5" HVGA (320 x 480) color LCD, Capacitive Touchscreen
Processor	600MHz, Cortex A9 32-bit RISC processor, 1500 MIPS
Memory	1024MB (512MB Flash, 512MB SDRAM), MicroSD
Connectivity	Bluetooth 4.2 LE (optional), Ethernet, WiFi 5 GHz + 2.4 GHz
Payment Acceptance	EMV, MSR, NFC/CTLS
Security	PCI PTS 5.x approved
Power	4.8W maximum power consumption, 5-12V DC, power over USB 5V 500mA
Color	Black

Feature	Specification
Included Components	PIN Pad unit

7. WARRANTY AND SUPPORT

For warranty information and technical support regarding your Verifone P400 PIN Pad, please contact Advantage POS Store directly. Support for this device is typically provided in conjunction with your payment processing account established through Advantage POS Store.

It is recommended to keep your purchase records and any account details readily available when contacting support to facilitate faster service.