

Verifone M400

— **User Manual** —
& Setup Guide





Overview

Speed up the checkout process with the Verifone M400 pin pad card reader! Designed for multi-lane environments, the Verifone Countertop M400 engages users with a 5” capacitive multi-touch screen. Featuring NFC technology, the M400 terminal facilitates quick and secure contactless payments. Its robust 1GHz processor ensures swift transaction processing, making the Verifone Engage M400 a reliable choice among Verifone devices. With competitive price options and privacy pin pad security, the Verifone M400 enhances efficiency and security at your point of sale!

Click here to [purchase the Verifone M400](#) from our online shop.

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Setup

Basic Pre-Installation

1. Turn Verifone M400 over and remove the rear access panel.
2. Insert the Verifone data cable into your device's USB-C adaptor.
3. Re-attach the access panel.
4. Use the screws and screwdriver that come with your Verifone M400 to fasten the panel to your device.

How to Mount Terminal

1. Align your Verifone M400 on top of the mounting base.
2. Match the screws to the keyholes located on the back of your device.
3. Gently press the M400 down on the mounting stand until it locks into place.

How to Mount Your Stylus Pen

Note: If your Verifone M400 comes with its stylus pen already pre-assembled, disregard the following steps.

1. Your Verifone M400 stylus pen will come attached to a compact stylus holder designed to protect your stylus pen from external damage. A cable should be couched inside a small compartment inside the holder. Slide the cable into the open holder compartment with the flat portion of the cable facing down.
2. Insert your stylus pen holder into the side of your Verifone M400 terminal.
3. To unlatch the stylus pen holder, press the button at the rear of the holder and detach it from the terminal.

How to Load Paper Roll

The Verifone M400 does not come packaged with a built-in printer, so there is no way to load thermal receipt paper into this device. However, the M400 can be paired with an external printer. Please contact Verifone support directly for more information on what external printers can pair with your Verifone device.

Verifone M400 - Default/Supervisor Password

The default admin password for the Verifone M400 is 9416557, while the supervisor password is 1668321.

Note: If you see an alert reading COMM ERROR display on your Verifone M400 at any point during the setup process, this indicates an issue with your terminal's COMM SERVER.

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Setup Cont.

How to Turn On/Off

- **Power ON:** Plug your Verifone M400 into your power source. Your terminal should power on shortly after you perform this task. Ensure all power cables are connected, and connect the Ethernet cable if necessary.
- **Power OFF:** To turn off your device, disconnect your Verifone M400 from your power source or press the red X button until you receive a prompt to power the device off.

As an alternative for powering your device off, follow these instructions:

1. From the SETTINGS menu, select POWER.
2. Enter your supervisor password (11668321).
3. Select POWER OFF.
4. Confirm if prompted.

Note: Your Verifone device may restart multiple times upon first installation/configuration.

How to Enter System Mode

1. Press the 1, 5, and 9 keys at the same time.
2. Select CONTROL PANEL, then SYS MODE.
3. When prompted, enter the supervisor password (1668321).
4. You are now in SYSTEM MODE.

Note: To access the SUPERVISOR menu, follow the same steps above and select SUPERVISOR.

How to Set Up an Ethernet or Wifi Connection

Connect to WiFi

1. From the main menu, select ADMINISTRATION.
2. From the administration menu, select WIFI.
3. Ensure that your device's WiFi toggle has been turned ON.
4. If prompted, select ADD NETWORK.
5. Find your personal WiFi network. When prompted, enter your unique network password, then confirm.
6. To return to the main screen, select the green arrow in the upper lefthand corner of the screen.

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Setup Cont.

Connect to Ethernet

Note: Before proceeding with these steps, check to make sure that your Ethernet cable is securely connected to your Verifone M400.

1. In SYS MODE, select SUPERVISOR.
2. If prompted, enter your supervisor password (1668321)
3. From the main menu, select ADMINISTRATION.
4. From the administration menu, select ETHERNET.
5. You will be presented with ETHERNET options: ETH0 or USB0. Select ETH0.
6. When presented with STATIC or DHCP for connection options, select STATIC.
7. Ensure that SPEED is set to AUTO.
8. Ensure that AUTOSTART is enabled.
9. Enter your case-specific IP address when prompted. Consult a Verifone technician for exact details.
10. When prompted, select ENTER or ENTR to save
11. Use the green arrow in the upper lefthand corner of the screen to return to Ethernet configurations.
12. Select MASK.
13. When prompted, enter 255.255.255.0. Be mindful of period placement when entering.
14. When prompted, select ENTER or ENTR to save.
15. Use the green arrow in the upper lefthand corner of the screen to return to Ethernet configurations.
16. Select GATEWAY.
17. Check to make sure that the gateway code being displayed on your Verifone M400 is correct. If it is not, use the Verifone backspace key to clear the incorrect digits and re-enter them as instructed (by Verifone technician).
18. Use the green arrow in the upper lefthand corner of the screen to return to Ethernet configurations.
19. Select DNS1.
20. Enter 8.8.8.8.
21. When prompted, select ENTER or ENTR to save.
22. Use the green arrow in the upper lefthand corner of the screen to return to Ethernet configurations.
23. Select DNS2.
24. Enter 8.8.4.4.
25. When prompted, select ENTER or ENTR to save.
26. As a final step, check your Ethernet configurations for accuracy.

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Accept Payments

The Verifone M400, first released in 2017, can accept cards via EMV chip, magstripe, and select contactless and smart card options. It is supported by WiFi, Ethernet, and optional Bluetooth connectivity. This device, powered by an Arm Cortex-A9 32-bit processor, accepts payments from all the leading card brands: Visa, Mastercard, Discover, and American Express.

How to Process a Sale

Chip Credit Sale

1. From the PAYMENT SCREEN, the merchant may be asked to select between CREDIT CARD, CASH, CHECK, or ACCOUNT CHRG. Select CREDIT CARD.
2. Cardholders will then enter their EMV chip card into the EMV chip card reader located at the bottom of the Verifone M400.
3. An alert will display on the screen reading PROCESSING... PLEASE KEEP CARD INSERTED. After the payment has been authorized, cardholders will remove their EMV chip card from the Verifone M400.

Debit Sale

1. From the PAYMENT SCREEN, the merchant may be asked to select between CREDIT CARD, CASH, CHECK, or ACCOUNT CHRG. Select CREDIT CARD.
2. Cardholders will then swipe or insert their debit card through the Verifone M400.
3. Cardholders will enter their four-digit PIN number when prompted using the M400's built-in keypad.
4. After entering PIN info, press the green ENTER button to confirm.
5. After the payment has been authorized, cardholders will be instructed to remove their EMV chip card from the Verifone M400.

Contactless/NFC Sale

1. From the PAYMENT SCREEN, the merchant may be asked to select between CREDIT CARD, CASH, CHECK, or ACCOUNT CHRG. Select CREDIT CARD.
2. Cardholders will then scan their contactless pay option near the Verifone M400's contactless NFC reader.
3. Cardholders will be notified that their contactless transaction has been approved.

Note: These steps for completing a contactless/NFC transaction apply to mobile wallet options like Apple Pay.

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Accept Payments Cont.

Refunds and Voids

Refunds and voids can be performed with the Verifone M400 as long as the merchant's software supports these actions. The efficacy of refunds and voids authorized with this device is contingent on the specificities of the individual merchant's point-of-sale system.

For additional questions on how to perform these functions with your Verifone M400, contact Verifone support directly.

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Settings

How to Change the Date and Time

1. From the SUPERVISOR main menu, select ADMINISTRATION.
2. From the administration menu, select DATE/TIME.
3. Modify date and time details as needed. The Verifone M400 keypad allows you to adjust hours, minutes, and even seconds.
4. If given the option to do a 24-hour reboot, select the exact time you would like the reboot to occur.
5. To return to the administration menu, use the stylus pen to select the green arrow option in the upper lefthand corner of your screen.

How to Adjust Volume

1. From the SUPERVISOR main menu, select ADMINISTRATION.
2. From the administration menu, select SOUND UTILITIES.
3. Select CHANGE VOLUME.
4. Merchants can then exercise the option to adjust HEADPHONE VOLUME and SPEAKER VOLUME using the Verifone M400's touchscreen.

How to Calibrate Your Touchscreen

1. From the SUPERVISOR main menu, select ADMINISTRATION.
2. Select CALIBRATE TOUCH PANEL.
3. You will confirm that you want to begin the calibration process using the V400 touchscreen when prompted.
4. Follow any on-screen directives as you proceed.

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Troubleshooting & Tips

How to Reset the Verifone M400

1. From the main menu, select ADMINISTRATION.
2. Select EXIT.
3. When asked to select between REBOOT and LOGOUT, select REBOOT.
4. Your Verifone M400 will begin its rebooting process.

Blank/Dark Display

If the display screen on your Verifone M400 terminal is black, you can try one of two things. First, use your operational stylus pen to tap the screen. If this fails, try using your finger.

Your device may be operating in screensaver mode. If the device is not responding or not displaying correct merchant information, the merchant may need to check cables and/or cords. If all else fails, feel free to contact Verifone support directly.

How to Locate your Verifone M400's Mac Address

1. To begin, press the 1, 5, and 9 keys on the M400 PIN pad simultaneously.
2. Select CONTROL PANEL from the main menu.
3. Select SYSMODE.
4. Select SUPERVISOR, then enter the supervisor password.
5. Select ADMINISTRATION.
6. Select COMMUNICATIONS.
7. Select ETHERNET, then ETH0.
8. If prompted, select RUN APPLICATIONS.
9. Mac Address details are located in your Ethernet Configurations menu. After completing these steps, you may be prompted to restart your Verifone M400. Follow any on-screen prompts after selecting this option.

Steps You Can Take To Test Com Connectivity

1. Confirm that your device's Ethernet cable is connected to the appropriate, corresponding port.
2. Confirm that your device has not been tampered with.
3. Reboot terminal/router/modem.

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Troubleshooting & Tips Cont.

A Note on Factory Resets

If you are experiencing difficulties with your Verifone M400, such as lagging response times or difficulty turning the device on, you may need to perform a factory reset. Merchants considering performing a factory reset on their Verifone M400 are encouraged to contact Verifone for assistance. As a security measure regarding PCI compliance, Verifone recommends that M400 users have their devices factory reset by support professionals.

Note: Performing a factory reset will erase all data on the device, including transaction history and customized settings. Back up any important data before proceeding with a factory reset.

How to Reach Customer Service

If you have any customer service issues with your [Verifone device](#), contact Verifone support via their website (support.verifone.com) or telephone (1-800-837-4366).

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