

# Verifone P200

— User Manual —  
— & Setup Guide —





## Overview

Whether you're a small business or a mid-sized company, the Verifone P200 Plus will help you compete with the most prominent players in your field. This state-of-the-art pin pad has versatile card-reading capabilities and lightning-fast processing, allowing you to build brand loyalty while easily enhancing your business operations. Featuring WiFi and Bluetooth connectivity, you'll have everything you need to stay ahead in today's competitive market.

Click here to [purchase the Verifone P200 terminal](#) from our online shop.

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## Setup

### How to Load Paper Roll

The Verifone P200 Plus lacks a built-in printer. Therefore, thermal receipt paper rolls cannot be loaded into it.

### How to Power On and Off

- **Power ON:** Press and hold the green key on your P200 Plus for three seconds or until the Verifone logo appears on your display.
- **Power OFF:** Press the red X key for three seconds.

### How to Set Up an Ethernet or Wifi Connection

#### Connect to Ethernet (Static IP)

1. Press and hold the 1, 5, and 9 keys at the same time to access your SETTINGS menu.
2. Using the direction pad in the middle of your device, scroll down until you see the CONTROL PANEL option. Select when ready.
3. Select SYSMODE or SYSTEM MODE.
4. Select SUPERVISOR MODE.
5. Enter your customized supervisor password or the P200 Plus default password to continue.
6. Select ADMINISTRATION.
7. Select CONFIG EDITOR, then CONFIG.USR1.
8. Select SACOM, then MODIFY.
9. In the text box that reads “Modify Sacom,” type IP. Confirm by pressing the green confirmation key on the lower-rightmost side of your P200 Plus keypad.
10. To return to the ADMINISTRATION menu, press the red X key twice.
11. Select COMMUNICATIONS.
12. Select the ETHERNET connection option.
13. Select ETH0, then MODE.
14. Merchants may be prompted to enter static values for their gateway, mask, IP address, and potentially other factors (DNS1, DNS2, etc.)
15. Press the red X key. If asked to save the changes you’ve made, select OK.
16. If asked if you wish to configure another device, select NO.
17. Press the red X key twice to return to your main menu.

*Note: Some merchants may be prompted to reboot their P200 Plus after confirming static IP Ethernet configurations.*

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## Setup Cont.

### Connect to WiFi

1. Press and hold the 1, 5, and 9 keys at the same time to access your SETTINGS menu.
2. From your settings menu, select CONTROL PANEL.
3. Select SYSMODE or SYSTEM MODE.
4. Select SUPERVISOR.
5. When prompted, enter your P200 default password, then press the green key to confirm.
6. The merchant will be presented with a drop-down menu, select the ADMINISTRATION option.
7. Select COMMUNICATIONS, then WIFI.
8. Select WIFI SCAN.
9. A text display will appear on your screen, asking if you wish to turn on your P200's WiFi capabilities. Select OK to confirm.
10. Select your home network.
11. A text display will appear on your screen, letting you know your network has been saved. Select OK to proceed.
12. Return to the WIFI menu. There, you will see a menu option that reads WIFI CONFIGURATION.
13. When prompted, enter your case-sensitive WiFi password.
14. a.) Numbers and letters are denoted according to the keys on the keypad (the way they would be with a telephone).
15. b.) Uppercase, lowercase, and numeric digits can be accessed by pressing #.
16. Upon successfully entering your password, press the green key to confirm. Press the red X key to be returned to the WiFi menu.

### How to Enter System Mode

1. Press the 1, 5, and 9 keys at the same time.
2. When prompted, enter the default password 166831. You are now in SYSTEM MODE.

### Verifone P200 Plus - Default Password

The Verifone P200 Plus's default password is 166831. Specific Verifone devices allow merchants to select their unique supervisor password using the SYSTEM MODE setting.

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## Accept Payments

The Verifone P200 Plus can accept credit and debit cards via magstripe and EMV and select contactless and smart card options. It is powered by an Arm Cortex-A9 processor and accepts payments from all the leading card brands: Visa, Mastercard, Discover, and American Express.

The Verifone P200 Plus and the Verifone P400 are remarkably similar devices. However, they are also different in ways that are worth mentioning. The P400 has a larger screen and enhanced touch-screen capabilities, while the P200 Plus functions partly through a keypad. The P200 Plus also has navigation keys, while the P400 does not. These two devices accept almost all of the same options as far as magstripe and smart cards are concerned, and they are supported by the same level of PCI security.

### How to Process a Sale

#### Magstripe Credit Sale

1. The cardholder will swipe their credit card through the P200 Plus's triple-track magnetic stripe reader. Note that the stripe must face the keypad to perform the transaction successfully.
2. An LED alert on the P200 Plus screen will indicate that the swipe was successful.

#### Debit Sale

1. The cardholder will swipe their credit card through the P200 Plus's triple-track magnetic stripe reader.
2. Prior to verification of the sale, the cardholder will be prompted to enter their PIN details on the P200's keypad.
3. An LED alert on the P200 Plus screen will indicate that the swipe was successful.

#### Smart Card Sale

1. Cardholders will insert their smart card into the P200's smart card reader with the card icon facing upward.
2. Cardholders should not remove their smart card from the Verifone P200 Plus until instructed to do so. Prematurely performing this step can disrupt the transaction process.
3. Upon verification of the sale, the merchant will receive an alert that the transaction is complete.

*Note: The exact steps for performing a smart card transaction with your Verifone P200 Plus may vary depending on what payment app you are using.*

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## Accept Payments Cont.

### Contactless Sale

*Note: Your P200 device can complete contactless transactions thanks to its built-in contactless module. Merchants must initiate the ability to accept contactless transactions on their P200 through an external app.*

1. A contactless logo will appear on your Verifone P200 Plus display.
2. At this point, the cardholder will tap their card against the display.
3. Upon transaction verification, the merchant will hear a beeping sound accompanied by an LED alert.

### How to Reprint Receipt

The Verifone P200 Plus does not have a built-in printer, so it cannot print or reprint receipts independently.

### Processing Refunds

The Verifone P200 can administer refunds so long as the programming that supports the device is set up to perform this task. The merchant's processing bank may also determine how they perform refunds.

### Voiding Transactions

The Verifone P200 can void select transactions if the merchant's point-of-sale software enables it to perform this task. Certain processing banks or institutions may impose a time limit after a transaction, after which point it cannot be voided. Similarly, certain transactions dictate that a merchant may initiate a void no less than twenty-five minutes after the completion of the transaction itself.

Please contact Verifone support for more information on the nuances of voiding transactions with a Verifone P200.

### How to Print Reports

The Verifone P200 Plus has no built-in printer; therefore, it cannot print reports independently.

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## Settings

### How to Change the Date and Time

1. Press and hold the 1, 5, and 9 keys at the same time to access your SETTINGS menu.
2. From your settings menu, select CONTROL PANEL.
3. Select SYSMODE or SYSTEM MODE.
4. Select SUPERVISOR. If prompted, enter the default password (166831). In the SUPERVISOR main menu, select ADMINISTRATION.
5. Select DATE/TIME.
6. Modify date and time details as needed using the 24-hour clock format.

### How to Adjust Brightness

1. Press and hold the 1, 5, and 9 keys at the same time to access your SETTINGS menu.
2. From your settings menu, select CONTROL PANEL.
3. Select SYSMODE or SYSTEM MODE.
4. Select SUPERVISOR. If prompted, enter the default password (166831).
5. In the SUPERVISOR main menu, select ADMINISTRATION.
6. Select DISPLAY to modify brightness.
7. Modify brightness settings as needed.

### A Note on Downloading and Installing Drivers

The P200 Plus's installation driver helps facilitate communication between the payment device and its resident OS. It ensures no-fuss transaction processing and smooth and efficient business operations. We recommend working with Verifone support to ensure your device (and its operating system) recognizes the driver in question.

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## Troubleshooting & Tips

### How to Reboot

Merchants using the Verifone P200 Plus can press the green key for up to ten seconds to initiate a reboot.

### A Note on Factory Resets

If you are experiencing difficulties with your Verifone P200 Plus, 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 P200 Plus are encouraged to contact Verifone for assistance.

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

### A Note About the Verifone P200's End-Of-Life Status

Verifone declared the P200 Plus as end-of-life in April of 2023. Merchants using a P200 Plus with PCI 4. x level security will still receive support until April 2026.

### 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](https://support.verifone.com)) or telephone (1-800-837-4366).

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