

Verifone P400

— **User Manual** —
& Setup Guide





Overview

Re-think countertop payments with the Verifone P400 card reader. Engineered for optimal security compliance, the P400 supports all major NFC/contactless schemes and mobile wallets. It's a payment device built to meet the needs of the contemporary merchant. Whether you're a restaurant or a retail operation, this tool is your gateway to top-tier transactions. With prime PIN pad functionality and eye-catching design, the Verifone P400 is here to make your payments secure and stress-free.

Click here to [purchase the Verifone P400 terminal](#) from our online shop.

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Setup

Basic Pre-Installation

1. To get started, you will need your P400 terminal, a screwdriver, the power cord, and adapter cord.
2. Next, turn your terminal so that the back side is facing you.
3. Use a screwdriver to unfasten the rear panel.
4. Remove the panel door to access the open rear panel compartment.
5. Slide adapter cord into the open compartment before re-attaching the panel door. Merchants should feed the cable through an opening in the back.
6. If necessary, re-fasten the screws to the rear panel.
7. Plug power cord into your adapter's electrical port.
8. Connect the other end of your power cord to a working power source.
9. Following this, your terminal will automatically power ON.
10. You will be asked to connect to a network. To choose your network, select CONFIGURE TERMINAL. For specific instructions on this process, see the section of our guide titled HOW TO SET UP AN ETHERNET OR WIFI CONNECTION.
11. Select BOARD THE TERMINAL. If you experience difficulty boarding your terminal, this could be due to a potential connectivity issue. Merchants inquiring about the terminal ID number should know that it contains your device's model number and serial number.

Note: Merchants hoping to use an Ethernet cable with their Verifone P400 must purchase one independently.

How to Load Paper Roll

The Verifone P400 lacks a built-in printer. Thermal receipt paper rolls cannot be loaded into it.

How to Turn On/Off

- **Power ON:** Connect your Verifone P400 to a working power source. The terminal will be powered on automatically.
- **Power OFF:** Disconnect your Verifone P400 from its power source.

Note: Merchants are advised to unplug or power off their Verifone terminal during connection. Unplugging from power can protect against memory tampering and data loss.

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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 or 1166832).
You are now in SYSTEM MODE.

How to Set Up an Ethernet or Wifi Connection

Connect to Ethernet

1. From your home menu, select CONNECT.
2. Connect one end of your Ethernet cord to the corresponding port on your power adapter labeled ETH. Do not connect your Ethernet cord via the RS232 port.
3. Connect the other end of your Ethernet cord to the Ethernet port on your device router.
4. Under the NETWORK menu, select ETHERNET.
5. Review your connection details. If they look accurate and correct, scroll down to select the APPLY option.
6. Your Verifone P400 will begin connecting to the network via Ethernet.

Connect to WiFi

1. From your home menu, select CONNECT.
2. Access the NETWORK menu.
3. Select WIFI.
4. A small, circular PLUS SIGN icon will appear in the bottom corner of your screen. Select this option to proceed.
5. At this point, your terminal will display a roster of available local networks. Find and select your network before entering your unique, case-sensitive password, and confirm by pressing the green key on the P400 keypad.
6. A text alert reading CONNECTING will appear on your display.
7. Upon successful connection, your terminal will display your network's name on the P400 screen.

How to Change Your Connection Type

1. From the home menu, press the 9 key, followed by the green key.
2. When ready, enter the default admin password, then press the green key again to confirm.
3. Access the NETWORK menu.
4. Select your desired connection type and confirm network settings when ready.

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A Note on Verifone P400's Network Priority

The Verifone P400 is designed to prioritize Ethernet connection. This is true even if wireless connection has been established. Having Ethernet and WiFi configured simultaneously can create issues for merchants hoping to accept payments.

Verifone P400 - Default Password

The Verifone P400's default password is 9416557. Merchants must enter SYSTEM MODE using either 166831 or 1166832.

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Accept Payments

The Verifone P400 can accept cards via EMV, magnetic stripe, or NFC/contactless options. It accepts all the major card brands, Visa, Mastercard, Discover, and American Express, and is buffered by PCI-compliant security that meets the PED (PIN Entry Device) standard. The Verifone P400 offers WiFi and Ethernet connectivity and the option to use Bluetooth 4.2. Software and maintenance support for the Verifone P400 was discontinued in 2024.

How to Process a Sale

Chip Credit Sale

1. Start by creating an order that can be viewed under ORDER SUMMARY on your POS. Details should include the price, the purchased item, and tip details, if applicable.
2. Under PAYMENT METHOD, select CREDIT CARD.
3. If prompted, confirm that you are using the Verifone P400 terminal.
4. If this is a restaurant sale, you will eventually be redirected to a screen that reads CHOOSE TIP. Enter the tip amount you wish to leave, or select NO TIP.
5. Insert your EMV chip card into the P400's EMV chip reader.
6. An AUTHORIZING alert will appear on your screen, followed by an APPROVED alert upon transaction verification.

Note: If you experience difficulty with your EMV chip card reader, check your network connection, port, and host connection. Alternatively, check the physical state of the card itself, as the EMV chip may be damaged.

Manual Entry Credit Sale

1. Start by creating an order that can be viewed under ORDER SUMMARY on your POS. Details should include the price, the purchased item, and tip details, if applicable.
2. Under PAYMENT METHOD, select MANUAL ENTRY since this is technically a card-not-present transaction (CNP).
3. If prompted, confirm that you are using the Verifone P400 terminal.
4. If this is a restaurant sale, you will eventually be redirected to a screen that reads CHOOSE TIP. Enter the tip amount you wish to leave, or select NO TIP.
5. Please manually enter the credit card details into your Verifone P400. You may also be prompted to enter an expiration date, CVV information, and a billing zip code.
6. An AUTHORIZING alert will appear on your screen, followed by an APPROVED alert upon transaction verification.

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Accept Payments Cont.

Cash Sale

1. Start by creating an order that can be viewed under ORDER SUMMARY on your POS. Details should include the price, the purchased item, and tip details, if applicable.
2. Under PAYMENT METHOD, select CASH.
3. If prompted, confirm that you are using the Verifone P400 terminal.
4. Proceed to verify the details of the cash sale. This step will require the use of a cash drawer. The Verifone P400 does not come with its unique cash drawer.
5. Dispense with requisite change.
6. An AUTHORIZING alert will appear on your screen, followed by an APPROVED alert upon transaction verification.

Note: Your Verifone P400 can accept contactless payments, depending on what POS the merchant is using. It does this via an integrated contactless module. If your P400 cannot process contactless transactions, check to ensure that you are set up and enabled to accept these kinds of payments. For further assistance, contact Verifone support.

How to Reprint Receipts or Reports

The Verifone P400 has no built-in printer, so it cannot print or reprint receipts or reports independently.

How to Process a Refund

1. Once in SYSTEM MODE, select ADMINISTRATION.
2. In the ADMINISTRATION MENU, select TRANSACTIONS.
3. Select and confirm the transaction for which you wish to refund.
4. An alert will appear on your display, informing you that your refund has been approved and will be issued to the cardholder.

How to Void Transaction

1. Once in SYSTEM MODE, select ADMINISTRATION.
2. In the ADMINISTRATION MENU, select TRANSACTIONS.
3. Select and confirm the transaction you wish to void.
4. An alert will appear on your display, letting you know the void has been confirmed.

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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.
5. When prompted, enter your default Verifone P200 Plus password. Following this, select ADMINISTRATION.
6. In the ADMINISTRATION menu, select DATE/TIME.
7. Modify date and time details as needed using the 24-hour clock format.

How to Select a Language.

1. Press and hold the 1, 5, and 9 keys simultaneously to access the SETTINGS menu.
2. Select SET LANGUAGE.
3. Select your preferred language (English, Spanish, French), then press the green key to confirm.
4. If prompted at any point during this process, enter the Verifone P400's default password to verify language selection.

Adjusting Volume

Merchants can access the volume controls for their Verifone P400 when in SYSTEM MODE. To modify volume settings, merchants can toggle the volume control from left (to decrease volume) to right (to increase). When maximum audio output has been accessed, the OS may enact power-saving capabilities on this device.

Adjusting Brightness

1. Follow the steps to enter SYSTEM MODE.
2. Select ADMINISTRATION.
3. In the ADMINISTRATION menu, select DISPLAY.
4. Merchants can modify brightness settings to their liking.

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DNS Configuration

1. Confirm that your terminal is securely connected to your network of choice.
2. From the home menu, select SETTINGS.
3. Select WIFI.
4. Scroll down until you see an option that reads CONFIGURE DNS. When ready, select this option.
5. If your DNS is set to AUTOMATIC, switch it to MANUAL.
6. Select ADD NETWORK.
7. In the first field, enter 8.8.8.8.
8. In the second field, enter 8.8.4.4.
9. Upon successfully configuring DNS settings, select SAVE to finalize.

How to Check the IP Address

1. From the COMMUNICATION PANEL, select STATUS.
2. Select IP ADDRESS.
3. Select LAN.
4. Verify or modify details related to your IP address, mask, gateway, etc., to ensure accuracy.

How to Locate your P400's Mac Address

1. Press the 1, 5, and 9 keys at the same time to get started.
2. Select COM CONTROL, then select MORE.
3. Select STATUS.
4. Select CONNECTIONS.
5. Select LAN.
6. Scroll down until you see a MAC heading with a string of letters and numerical digits beneath it. This is your device's Mac address.
7. Press the red X key to return to the COMMUNICATIONS menu.

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Troubleshooting & Tips

Verifone P400 Common Error Messages

Below is a list of other common messages you may receive on your Verifone P400 screen, alerting you of an error that needs to be addressed. These usually appear along with corresponding error codes:

- **ALREADY CONNECTED:** New connection failed due to pre-existing connection.
- **DEVICE ID EXISTS WITH DIFFERENT DEVICE:** An error has occurred linking the new device ID to the existing device ID. An error message is displayed when the user assigns an existing Device ID to the new Device ID.
- **INVALID READER VERSION:** Unsupported software detected.
- **NO ESTABLISHED CONNECTION:** No device is currently connected.
- **NOT CONNECTED:** Self-explanatory; to troubleshoot, try unplugging Ethernet cord before plugging back in.
- **READER ERROR:** Reader detected an error while processing request.
- **TAMPER DETECTED:** The reader does not recognize the card. The device will then shut itself down, becoming inoperable. Merchants should immediately halt use of their device and contact Verifone support for the next steps.

How to Troubleshoot if your PAX P400 Does Not Start

Here are a few things you can do if your P400 is not starting:

1. Check that your power cable is properly connected to your device.
2. Check that your host power source is functional.
3. If all else fails, contact Verifone support for assistance.

How to Troubleshoot a Blank Screen or Display

Here are a few things you can do to troubleshoot a blank or unresponsive screen on your P400.

1. Ensure all cable connections are properly configured.
2. Touch screen to check that your P400 is not operating in screensaver mode.
3. Use the stylus pen to try navigating your menu.

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How to Fix an Unresponsive Touchscreen

If the touchscreen on your Verifone P400 screen is unresponsive, it may have been caused by dirt or other detritus. For troubleshooting purposes, merchants can see the section below, titled CLEANING GUIDELINES FOR YOUR PAX P400. If cleaning problems persist, attempt a reboot or contact Verifone support, as additional maintenance may be required.

Cleaning Guidelines for your PAX P400

Verifone P400 users should only clean their device's touchscreen using a clean, damp microfiber cloth and a couple of drops of non-scrub soap. Using abrasive detergents or other cleaning agents can seriously impair your device, and these issues are not covered under Verifone's warranty.

Here are some tips for cleaning your P400 touchscreen:

1. Refrain from spraying or otherwise applying any kind of non-approved cleaning agent to the surface of your device.
2. At all times, refrain from using hydrogen peroxide, bleach, or other similar solvents.
3. Avoid drying your Verifone device too rigorously. Excessive drying can prompt electrostatic discharge (ESD) and thus create a TAMPER alert on your P400.

How to Reset your Verifone P400

1. Press and hold the green and red keys on your P400 keypad simultaneously for five to seven seconds.
2. When prompted, select REBOOT.
3. Your Verifone P400 will begin the rebooting process shortly. If this reset process fails, contact Verifone support.

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How to Reset Your Admin Password

1. Press and hold the 1, 5, and 9 keys simultaneously to access the SETTINGS menu.
2. When prompted, select SUPERVISOR, then enter supervisor password and confirm.
3. Select SECURITY.
4. Select PASSWORD MGR., then select the option that allows you to CHANGE PASSWORD.
5. When prompted, select USER PASSWORDS.
6. Select SUPERVISOR, then enter the supervisor password again to proceed.
7. At this point, you will be prompted to create a new password for your device. Select the option that allows you to create a new password and, using the P400 keypad, create one by following the guidelines outlined. Your password must be between five to eight digits long. You may use either your working password or the P400's default or supervisor passwords.
8. When your new password has been created, confirm. You will receive an alert that your new password has been authorized.

Downloading P400 Drivers

1. To begin, open the folder titled VERIFONEDRIVERS.
2. Open the folder titled VERIFONEUNIFIEDDRIVERINSTALLER. A string of numerical digits (5.0.40) may follow the file name.
3. Open the folder corresponding to your host device: 32 or 64, depending on whether said host is 32 or 64-bit.
4. Double-click the VERIFONEUNIFIEDDRIVERINSTALLER folder.
5. Following the download, move all relevant files onto your hard drive. 32-bit or 64-bit host systems may prompt merchants to run the .msi as part of the download process.
6. Your Verifone P400 is now USB-functional.

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A Note on Firmware and Software Updates

The most recent firmware upgrade for the Verifone P400 is VIPA 7816. It is a single-package upgrade, and there are separate processes for firmware and software PED downloads. The Verifone P400 is designed to update its software automatically when connected to power. To ensure that your device receives all automated updates, leave your device connected to power. Disconnecting your Verifone P400 from power, particularly in the evening, could disrupt any potential updates.

To manually update your device, follow these instructions:

1. Once in SYSTEM MODE, select UPDATE.
2. Select UPDATE PANEL.
3. You will then be permitted to transfer any relevant files either via USB or NFS. Select the option you wish to proceed with. Users can also manage transfers via their device's SD memory feature.
4. Select SERIAL to initiate a download of your device's serial port.

A Note on Factory Resets

If you are experiencing difficulties with your Verifone P400, 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 P400 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.

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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