Verifone V400m QRG

Setting up Equipment
1.) Carefully unwrap the terminal and remove the back cover.
2.) Next, plug the power cord into the port on the left side of the terminal.
3.) Once the power cord has been plugged in, allow the terminal **1-2 minutes** to completely start up.
4.) The terminal is ready once you see, **Transactions** menu with four options: **DEBIT, Balance, Report Menu, and Setup Menu.**

To perform a Debit transaction
1.) Touch **"DEBIT"** on the Main Screen
2.) Touch **"Other"** or press the Green Enter Key.
   a. Transaction amounts can only be in $5 increments (As per banking industry regulations related to PIN based cash withdrawals).
   b. Transactions are up to the store's or customer's maximum allowed amounts.
3.) Touch either "**Checking"** , "**Savings"** or **"Credit"** (Credit needs to have PIN Entered)
4.) It will now prompt to insert the card. Insert the card, chip end first with chip facing up.
5.) Enter the PIN number and press the Green Enter Key to accept, or the Red Exit Key to cancel the transaction.
6.) The terminal will prompt to remove the card.
7.) Once removed, the terminal will advise the customer of the Fee that they will be charged. They can choose either **"YES"** or **"NO"** to accept this charge.
   a. **"YES"** will process the transaction and **"NO"** will cancel the transaction.
8.) If the Debit transaction is approved, a receipt titled **"Receipt A**" will print stating that the transaction has been approved.
   a. Receipts titled **"Receipt A"** are the merchant's copy.
9.) Press the Green Enter Key to print the customer's copy titled **"Receipt B"**.
   a. Receipts titled **"Receipt B"** are the customer's copy.
   b. Both receipts have the same information listed on them.
10.) If the transaction is denied, it will state this on the terminal screen with a brief explanation (EX: bad pin, contact issuing bank, etc..) and will not print a receipt.

To perform a Balance inquiry
1.) Touch "**Balance"**.
2.) It will prompt to insert the card. Insert the card, chip end first with chip facing up and then remove it.
3.) A receipt for the customer titled **"Receipt B"** will print with the customer's balance. A merchant's copy is not provided on Balance inquiries.

To Run Daily Reports
1.) Touch **"Reports Menu"**
2.) Password 123456 , Touch **"OK"** on the screen or Press Green Enter Key
3.) Choose Report wish to Print and Touch it on the Screen