Verifone V400m Terminal User Guide

This user guide is intended for use by Wpay customers and includes:

- information on the features and functions of the terminals
- basic information on how to operate the terminal
- descriptions of available transaction types
- links to other useful references

V400m Terminal User Guide

PINpad features

Key Features

Printer

Tap zone
for Contactless
transactions

Swipe zone
for Magnetic stripe
reader

Key pad

Insert zone
for Chip card

Key	Name
✕	Cancel
‹	Clear
○	Confirm
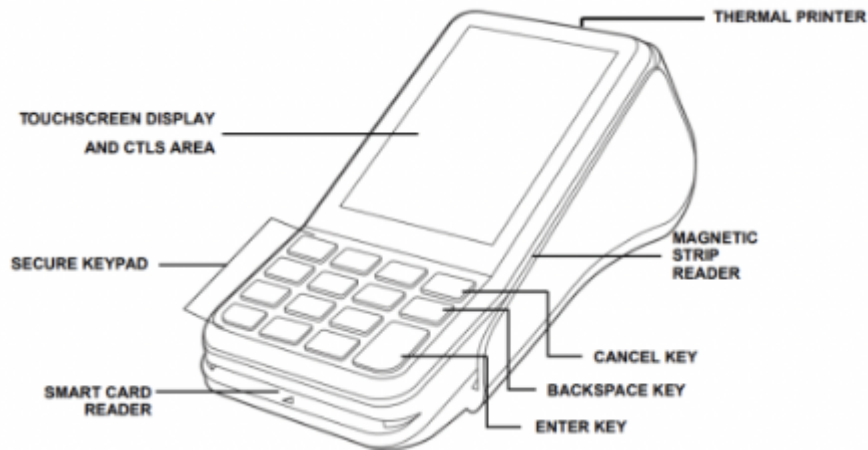
- Capacitive touch LCD display and contactless (CTLS) tap area
- Smart card reader
- Magnetic stripe reader
- Integrated thermal printer
- Secure alpha–numeric keypad
- Additional function keys ('#' , '*')

Alpha-numeric keypad:

In order to use an alpha character the button must be pressed repeatedly in quick succession, until the correct character is shown on the display. The options will cycle through uppercase and lowercase versions of the alpha characters.
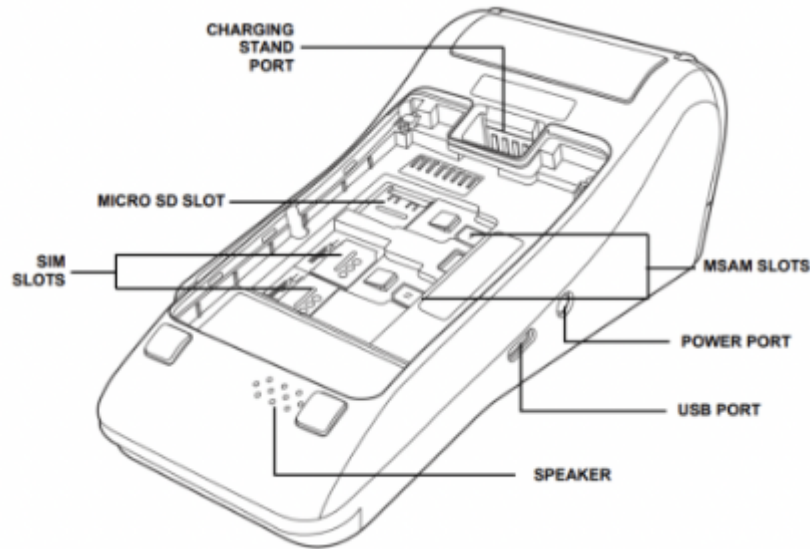
- Micro SD slot
- Dual MSAM slots to support stored-value card programs or other merchant card requirements
- Dual SIM Card compartments (SIM is supplied for standalone-only customers)
- USB-C port for file loading/retrieval

Accessories available with Wpay V400m

- Power supply (also known as barrel jack adapter)
- Battery 5V DC, 2.2A (typically already fitted inside)
- Optional charging base

Connectivity

The V400m is normally connected through WiFi to the POS but if the terminal is to be used in standalone mode it may be connected to the Internet using WiFi or alternatively, the 4G cellular network. The 4G option requires a SIM card which will have been pre-installed and configured where required.

If guidance is required on the setting up of WiFi, or troubleshooting WIFi or 4G connectivity, refer to the **V400m Terminal – Installation Guide** – see Other Reference Material in the Appendices.

The V400m does not require a cable except during charging. The cable may be connected to the terminal or to the base.

Basic Functionality

Basic Functions	Action
Power On	To turn the terminal on connect it to a power supply using the power supply cable or by placing it on a base that has a power supply cable connected.
Power Off	To turn the terminal off hold down the red **X** (**Cancel**) key and select **Shutdown.** Note – you will need to press the green **O** (Enter) to restart after a shutdown.
Restart	Hold down the red **X** **(Cancel)** key and select **Reboot.**
Cancel	Press the red **X** button to cancel, or to go back a screen.
Idle State	If there is no activity on the terminal for some time the terminal will return to the Idle screen.

Configuration settings that govern the way that the terminal manages transactions are set in the terminal management system, e.g. allowed transaction types, management of offline situations, surcharge or tipping functionality, passwords, etc. Changes to these settings can be made by users with appropriate permissions or by request to Wpay.

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Software Installation

Software must be installed before a V400m terminal can be used. This is typically done before the terminals are shipped but if installation is required refer to the relevant sections in the **Wpay Software Installation Guide** for information about installation and installation procedure – see Other Reference Material in the Appendices.

Initialisation

After powering up a PINpad it will go through a series of steps. This may take a few minutes but the steps will all be executed automatically.

The sequence may end showing that is necessary to perform a logon:
A "**W**" in the bottom right corner indicates that a logon to the Wpay Switch is required and an "**R**" in the bottom right corner indicates that an Security (RSA) logon is required.
These may be initiated from the POS or by pressing **#,** entering the password **4648** and pressing **Enter** (green **O** button). This will initiate whichever logons are required.

Where a logon receipt is printed or shown on the computer screen, you can check the receipt to make sure the store name and number are correct for the store. These details are shown at the top of the logon slip.

```
------------------------       Store Number
   ABC ENTERPRISE    6112  ◄──
   CDE STORE NAME    NSW
           WOW  LOGON
MERCH ID:6110006020A2774
TERM ID:          A2774015 ◄──   Terminal ID
ACTIVE S/W:         560XXX
CPAT VERS·          0xxxxx
```

Logons

There are 3 types of logons:

1. **Wpay Switch logon**
    A PINpad must logon to the Wpay Switch in order to be able to transact. These logons occur automatically from time to time.

2. **RSA logon**
    A security logon delivers encryption keys from the Wpay Switch to the PINpad and loads them into the PINpad. It can be triggered on the POS, or on the PINpad by pressing **#,** entering the password **4648** and pressing **Enter** (green **O** button).

3. **TMS logon**
    A terminal management system logon allows the PINpad to check for new software versions and to download a newer one where necessary. It can be triggered on the POS, or on the PINpad by pressing the **#** button and entering the password **3696** and pressing **Enter** (green **O** button).

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Transaction Methods
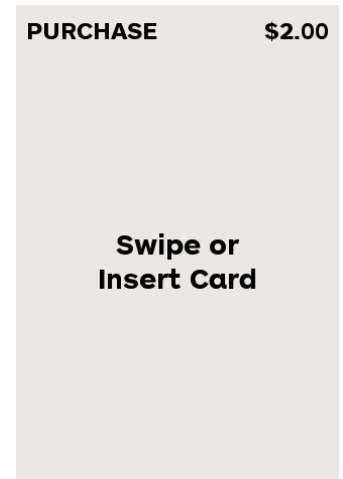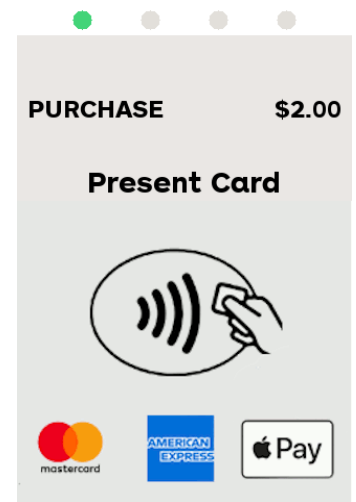
1. Contactless reader

The contactless card reader is located behind the PINpad screen. Payments may be processed by bringing the card close to the screen.

2. Chip reader

The chip reader is located at the bottom of the PINpad. After the payment amount is determined, the cardholder needs to insert the card with the chip leading and leave the card in the reader.

3. Magnetic stripe reader

The magnetic stripe reader is located on the right side of the PINpad. After the payment amount is determined, the cardholder needs to pass the magnetic stripe through the slot, facing towards the terminal.

PURCHASE $2.00

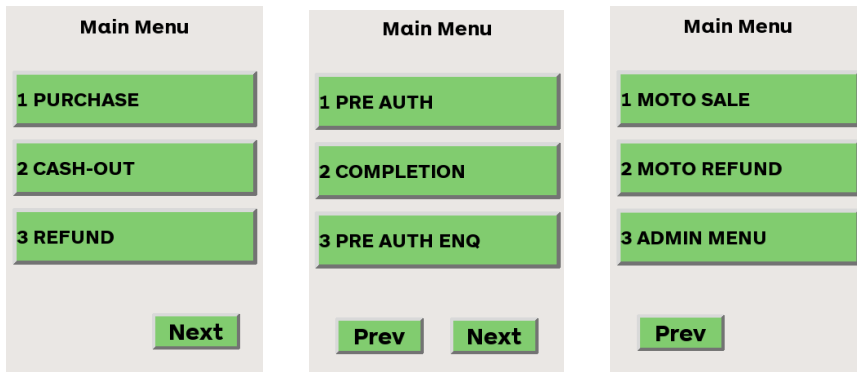Present Card

PURCHASE $2.00

Swipe or
Insert Card

Transaction Types and Functions

The following section describes the transaction types that may be performed on a Wpay V400m terminal. The actual terminal screens may differ slightly but will be similar to those shown in the transaction sections below.

Note that transaction types apart from Purchase and Refund are only enabled by arrangement with Wpay.

On standalone terminals transactions may be initiated from the **Main Menu** on the terminal itself. The Main Menu may be accessed by pressing **Enter.**
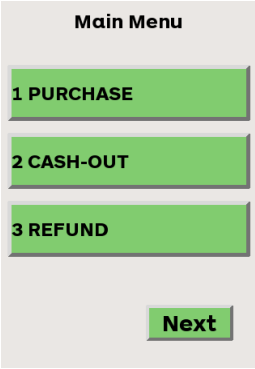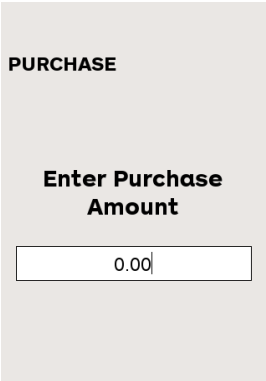
The options that show up on the Main Menu will vary depending on which have been enabled. The Main Menu will likely have a few pages since a maximum of 3 options can appear on one screen. Use the **Next** (or **#**) and **Prev** (or *****) buttons to move through the screens. The last option on the last page will always be **Admin Menu**.
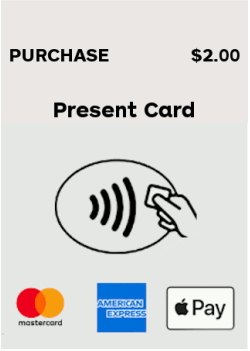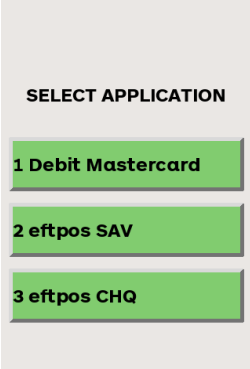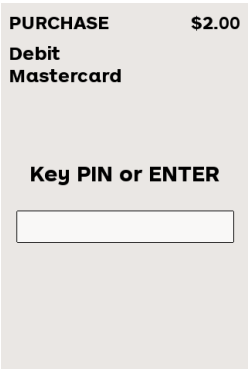
Main Menu	Main Menu	Main Menu
1 PURCHASE	1 PRE AUTH	1 MOTO SALE
2 CASH-OUT	2 COMPLETION	2 MOTO REFUND
3 REFUND	3 PRE AUTH ENQ	3 ADMIN MENU
Next	Prev Next	Prev

1. Purchase

A purchase transaction is the most basic and frequently used transaction. It is used when goods or services have been totaled in price and prompts the customer to present their card to authorise the transaction.

Terminal screen	Actions
Main Menu **1 PURCHASE** **2 CASH-OUT** **3 REFUND** **Next**	A purchase transaction can be initiated from the POS or in the case of a standalone terminal, from the Main Menu. The Main Menu is accessed by pressing **Enter** and then a Purchase transaction can be initiated by pressing **1** or selecting option **1 PURCHASE**. The Purchase function can also be accessed from the Idle screen by using the shortcut of pressing **1** since Purchase is item 1 on the Menu.
PURCHASE **Enter Purchase Amount** 0.00	Key in the purchase amount and press **Enter**. If Cashout has been enabled then opportunity to enter a cashout amount will follow. Enter the amount or press **Enter** to bypass this. See more on Cashout below if required.

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PURCHASE $2.00 **Present Card** mastercard · AMERICAN EXPRESS · Pay	At this screen customers can choose whether to tap, swipe or insert their card. Manual entry of a card number may be initiated at this screen if it has been configured as an allowed transaction type. See more at the Manual Entry section.
SELECT APPLICATION 1 Debit Mastercard 2 eftpos SAV 3 eftpos CHQ	Where applicable, account-type options will be displayed in accordance with what is available on the customer's card. This screen does not display if the contactless method is chosen. To select an option press the corresponding number on the PINpad keys or press the option on the screen.
PURCHASE $2.00 **Debit Mastercard** **Key PIN or ENTER**	If requested the customer should use the keypad to enter their PIN and press **Enter**. This screen does not display if the contactless method is chosen, unless the transaction total is above the limit for contactless.

```
PURCHASE          $2.00

Debit
Mastercard




        Processing
        Please Wait
```

An EFT message is sent to the card Issuer to verify that the customer's card is valid and the amount is available and a response of **Approved** or **Declined** will be returned.

See more on managing Declines in the <u>Declines and Errors</u> section.

```
PURCHASE          $2.00

Debit
Mastercard




        Approved
```

```
PURCHASE          $2.00

Debit
Mastercard



        Declined
      Contact Issuer
```
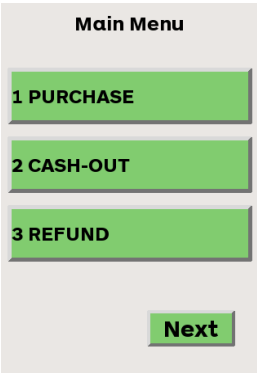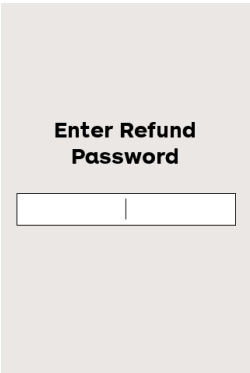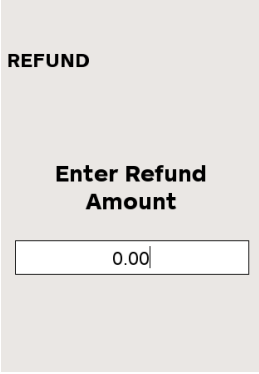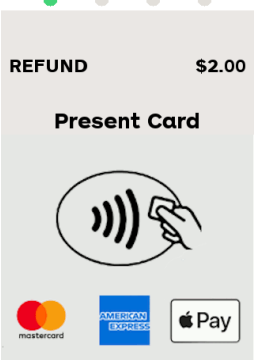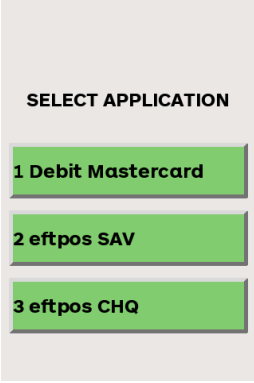
2. Refund

Refunds can be issued when the item/s purchased or service provided is approved for a refund according to the terms set by the merchant. Refunds of purchases paid for by card must be processed on the same card and not with cash.
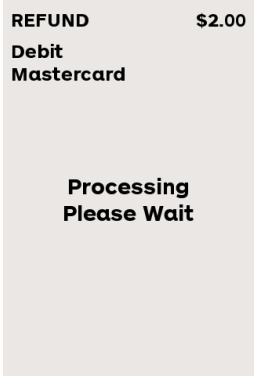
The ability to process refunds can be protected by use of a password. This is set in the terminal management system.

Terminal screen	Actions
Main Menu 1 PURCHASE 2 CASH-OUT 3 REFUND Next	A refund can be initiated from the POS or in the case of a standalone terminal, from the Main Menu. The Main Menu is accessed by pressing **Enter.** Then select the **REFUND** option or press the number corresponding to Refunds – **3** in this example. The Refund function can also be accessed from the Idle screen by using the shortcut of pressing the option number for Refunds – **3** in this example.
Enter Refund Password	If requested, key in the password and press **Enter**. This is dependent on whether a Refund Password has been configured in the terminal management system or not.

REFUND **Enter Refund Amount** 0.00	Enter the amount to be refunded.
● ○ ○ ○ **REFUND** **$2.00** **Present Card** mastercard AMERICAN EXPRESS Pay	The customer may choose whether to tap, swipe or insert their card.
SELECT APPLICATION **1 Debit Mastercard** **2 eftpos SAV** **3 eftpos CHQ**	If a customer has swiped or inserted their card they may have to select the account to which the refund will be processed. To select an option press the corresponding number on the PINpad keys or press the option on the screen.

REFUND **$2.00** **Debit** **Mastercard** **Processing** **Please Wait**	After processing, the customer may need to enter their PIN or provide a signature before the transaction response is received.

The card issuer will return the refund amount as a credit to the customer's account. The funds are deducted from that day's settlement to the merchant.

3. Surcharge

By arrangement with Wpay merchants can enable surcharges on card payment transactions to support recovering the costs applied by the card schemes. It is the responsibility of the merchant to understand the cost of acceptance and ensure that any surcharges are in line with this amount.

The amount to be applied as a surcharge is set at a scheme level and when enabled, the surcharge is calculated by the PINpad and is added automatically. The rate for each scheme with surcharging enabled must be set via the terminal management system.

It is necessary to inform customers that making a card payment will incur a surcharge if the merchant has enabled it.

A surcharge can be defined for the following schemes:
- VISA
- Mastercard AMEX
- eftpos
- UPI (China Union Pay)
- Diners
- JCB

Note the following about surcharging:

- A surcharge is not applied to a Refund transaction. Should the merchant need to refund the surcharge amount as well, they will need to create a refund amount that includes the surcharge amount.
- A surcharge may be added to a cashout in a Purchase-with-Cashout transaction. The ability to to do this is managed by a setting in the terminal management system. It cannot be applied to standalone cashout transaction.
- The surcharge may be calculated on the transaction value including or excluding a tip where a tip was applied. This is managed by a setting in the terminal management system.
- The transaction amount including the surcharge, is displayed on the terminal after the card details and account have been confirmed.
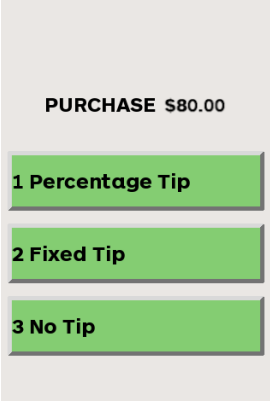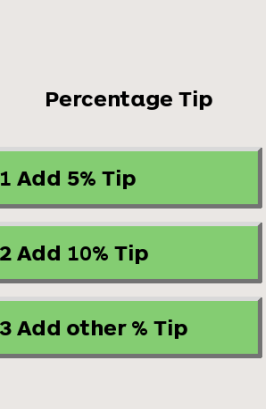- The transaction amount and the surcharge amount is displayed both separately and combined on the customer and merchant receipts.
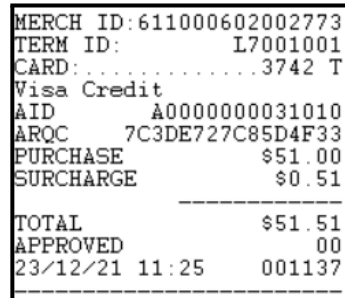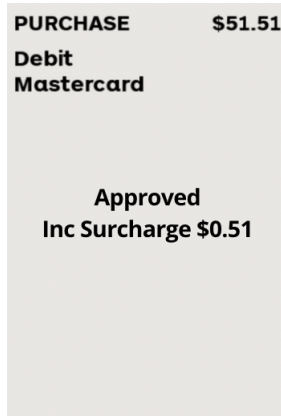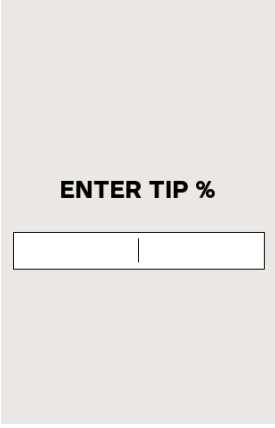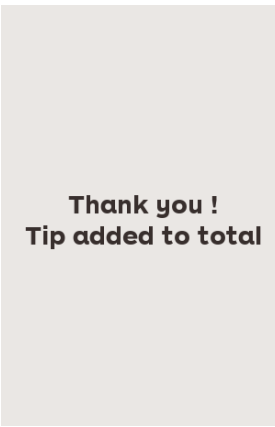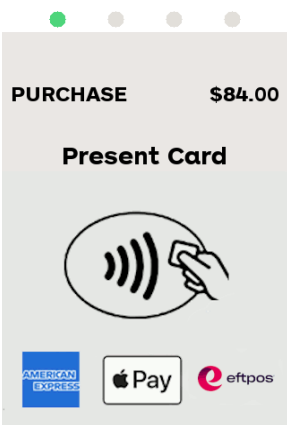
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4. Tipping

A tip may only be applied to a Purchase or a Purchase–with–Cashout transaction. Tipping is enabled by a setting in the terminal management system.

A maximum % of the transaction value may also be set, or 0% for 'no maximum' applies.

Terminal screen	Actions
PURCHASE $80.00 1 Percentage Tip 2 Fixed Tip 3 No Tip	When Tipping is enabled three options will be displayed before the card is presented at the terminal. Select which tip method is to be used by pressing the relevant number on the keypad and **Enter**, or by pressing on the option. If option **1 – Percentage Tip** is selected, the terminal will present 3 more options.
Percentage Tip 1 Add 5% Tip 2 Add 10% Tip 3 Add other % Tip	Select which % tip to apply by pressing the relevant number on the keypad and **Enter**, or by pressing on the option. If option 1 or 2 is selected the terminal will calculate: Purchase Amount x 5 or 10%, rounded down to nearest cent. The calculated tip amount will be added to the original cost.

ENTER TIP %	If option 3 – **Add other % tip** is selected a new screen is presented. Enter a value of up to 99. This will be checked against the Tip Max Percentage, if set. If the Tip Max was exceeded the terminal will return to the first tipping menu to begin again, otherwise the calculated tip amount will be added to the original cost.
Thank you ! **Tip added to total**	Once the tip has been added a screen confirming that the tip has been applied will automatically display for 2 seconds.
PURCHASE **$84.00** **Present Card**	It will be followed by **Present Card** screen with the new total amount and the normal purchase process steps follow.

5. MOTO and MOTO Refund
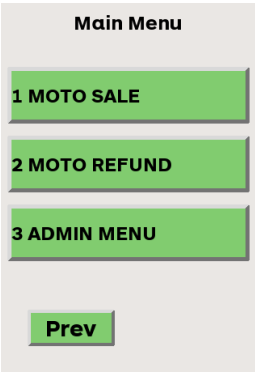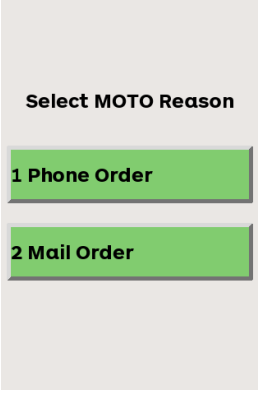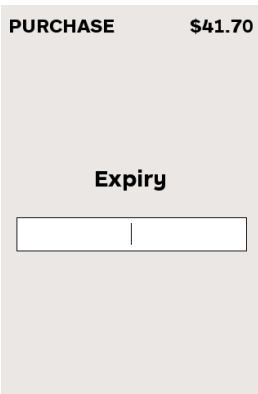
MOTO (Mail Order Telephone Order) refers to transactions in which a business can process payments by entering customer provided card details without the customer being present.

A password may be set in the terminal management system to restrict the use of MOTO if required.
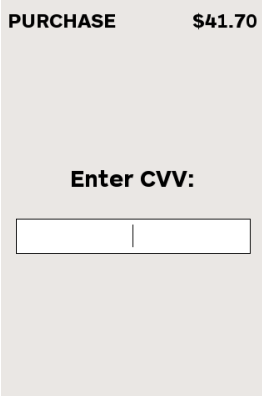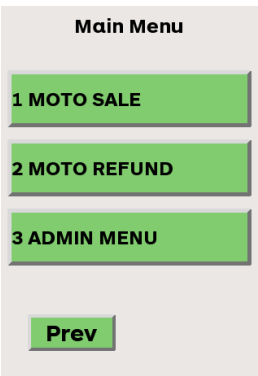
Refunds by MOTO require both a refund and a MOTO password to be set in the terminal management system. When a MOTO refund is invoked the refund password will be required first, followed by the MOTO password. The PINpad will then prompt for the card number, expiry, and CVV (optional).

Terminal screen	Actions
Main Menu 1 MOTO SALE 2 MOTO REFUND 3 ADMIN MENU Prev	A MOTO transaction can be initiated from the POS or in the case of a standalone terminal, from the Main Menu. The Main Menu is accessed by pressing **Enter** and then pressing **MOTO SALE** or the number of the MOTO Sale option, **1** in this example. Note that you may need to use the **Next** button (or press **#)** if the MOTO Sale option is not on the first page of the Main Menu.
Enter Password	If a MOTO Password has been set in the terminal management system the PINpad will prompt for the MOTO password.

Select MOTO Reason 1 Phone Order 2 Mail Order	Select the type of MOTO by pressing the number of the option or pressing the option itself. Key in the purchase amount and press **Enter**.
PURCHASE $41.70 **Card Number:**	When prompted, key in the card number and press **Enter**.
PURCHASE $41.70 **Expiry**	Key in the Expiry Date and press **Enter**.

PURCHASE $41.70 Enter CVV: [_____]	Key in the CVV and press **Enter**. If CVV entry has not been configured as mandatory in the terminal management system you may be able to press **Enter** to bypass CVV entry.
Main Menu 1 MOTO SALE 2 MOTO REFUND 3 ADMIN MENU Prev	A MOTO Refund can be initiated by finding and selecting the **MOTO REFUND** option on the Main Menu. For a MOTO Refund the Refund password will be required before the MOTO password.

6. Shift totalling

Shift Totals provide a merchant with a running transaction count and value, at a terminal level. This allows the totals on a terminal to be reset independently of any other terminal or settlement window. The end of a shift can therefore be controlled by the merchant and can assist with POS reconciliation and tip payout processes.

There is no limit to the duration of a shift and there are no limits on how many times a shift can be cleared in a day.
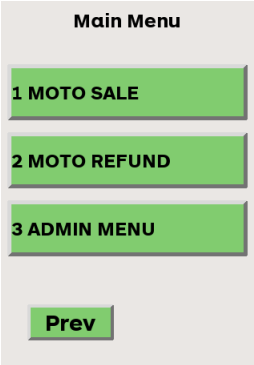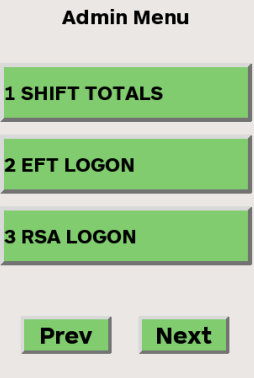
Shift Totalling is enabled for all merchants but use of the reporting function is optional. Note however, that shift totals can only be cleared, i.e. reset to zero, after printing, and, if shift totals are not cleared, the totals will continue to accumulate.

Shift Totals are always sent to a print queue and are not visible on the terminal.
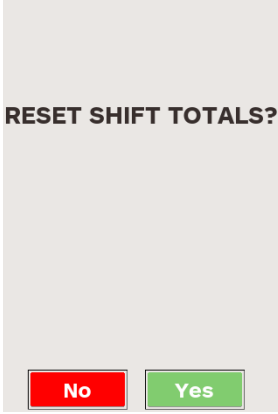
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The schemes and transaction types reported on, will reflect only those that are supported by the merchant.

Printing and Clearing of Shift Totals is initiated as follows.

Terminal screen	Actions
Main Menu 1 MOTO SALE 2 MOTO REFUND 3 ADMIN MENU Prev	The **Shift Totals** function is on the Admin Menu which can be accessed from the last page of the Main Menu. Press **Enter** to open the Main Menu and select **Next** (or press **#)** if necessary, to find the **ADMIN MENU** option. Select **ADMIN MENU** or press the relevant number on the keypad.
Admin Menu 1 SHIFT TOTALS 2 EFT LOGON 3 RSA LOGON Prev Next	Select **Next** (or press **#)** to open the second page of the Admin Menu if the **SHIFT TOTALS** option does not appear on the first page. Select **SHIFT TOTALS** or press the relevant number on the keypad. The terminal will send a print command to the local printer immediately.

RESET SHIFT TOTALS? [No] [Yes]	After printing, a prompt to **Reset Shift Totals** will be displayed. If **No** is selected shift totals will not be reset and any further transaction counts and values will continue to accumulate indefinitely. If **Yes** is selected shift totals will be reset to zero and once reset, there is no ability to retrieve prior Shift Totals.

NOTE: If Shift Totals are not cleared the terminal will accumulate totals up to $999,999,999 and will then roll back to zero.
The report includes the following elements.

- Transaction counts and values of non-reversed transactions, by transaction types
  - The transaction types shown depend on the types that are configured in the terminal management system
    PA Open refers to uncompleted Pre-Auths
  - The **NET** Count total includes whichever apply from: Purch + Cash Out + Tips + Refunds + Deposits
  - The **NET** Value includes whichever apply from: Purch + Cash Out + Tips – Refunds – Deposits
- Transaction counts and values of non-reversed transactions, by Scheme – this is the net settlement position expected by Scheme

```
SHIFT TOTALS REPORT

MERCH ID:611000602002773
TERM ID:        L7001001

FROM:     14/01/10 01:39
UNTIL:    30/01/12 08:30

  SUB-TOTALS BY TYPE

003 SALES         $57.24
000 CASH OUT       $0.00
000 TIPS           $0.00

000 DEPOSITS       $0.00
------------------------------
003 NET           $57.24
  SUB-TOTALS BY SCHEME

000 VISA           $0.00
000 MC             $0.00
003 EFTPOS        $57.24
------------------------------
```
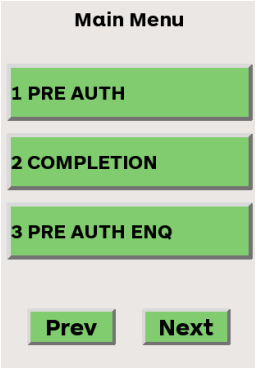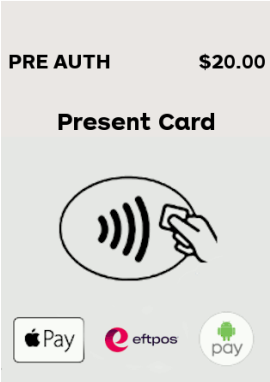
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7. Pre-Authorisation

A pre-authorisation transaction places a temporary hold for the amount on the customer's account, until the transaction is completed by the merchant. Enabling pre-authorisation functionality is done via the terminal management system and is currently only available for the V400m terminal in standalone mode.

Terminal screen	Actions
Main Menu 1 PRE AUTH 2 COMPLETION 3 PRE AUTH ENQ Prev Next	A pre-authorisation can be initiated from the POS or in the case of a standalone terminal, from the Main Menu. The Main Menu is accessed by pressing **Enter.** Select **PRE AUTH** or press the number corresponding to Pre Auth. Select **Next** (or press **#)** to open the second page of the Main Menu if the Pre Auth option does not appear on the first page.
PRE AUTH **Enter Purchase Amount** 0.00	Key in the purchase amount and press **Enter**.
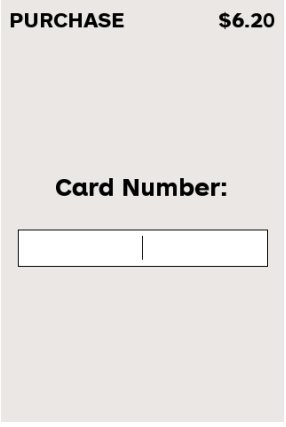
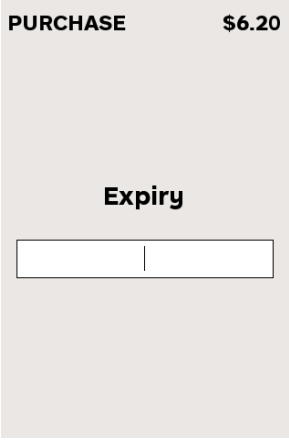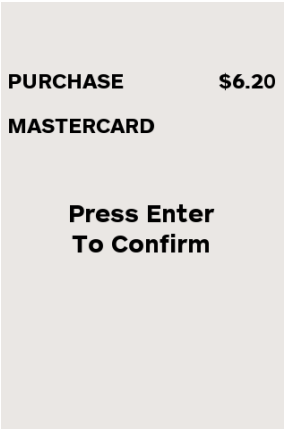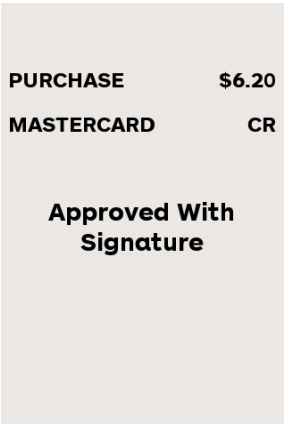|	
PRE AUTH **$20.00** **Present Card** Apple Pay eftpos pay	At this screen customers can choose whether to tap, swipe or insert their card.
PRE AUTH **$20.00** **Debit** **Mastercard** **Key PIN**	If requested the customer should use the keypad to enter their PIN and press **Enter**. This screen may not display if the contactless method is chosen, unless the transaction total is above the limit for contactless. An EFT message is sent to card Issuer to verify that the customer's card is valid and the amount is available, and a hold will be put on the funds.
Main Menu **1 PRE AUTH** **2 COMPLETION** **3 PRE AUTH ENQ** **Prev** **Next**	To complete the transaction Access the Main Menu by pressing **Enter.** Select **Completion** and follow the terminal prompts

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8. Manual Entry

This process is used to manually enter a card number where the terminal has failed to read the magnetic stripe or chip on the card successfully. This function is only available for credit cards and it is only possible if a password has been set via the terminal management system.

The cardholder will be required to provide a signature to authorise the transaction.

Terminal screen	Actions
Enter Password	To initiate a Manual Entry press the **#** key when **Present Card** is displayed on the terminal. Key in the password and then press **Enter**.
PURCHASE $6.20 **Card Number:**	Key in the card number and press **Enter**.
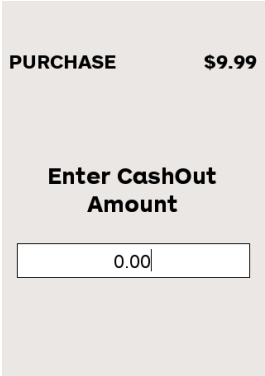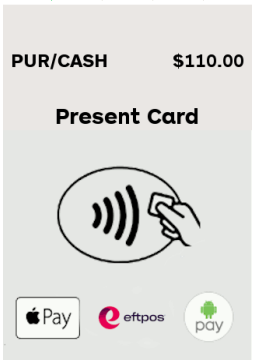
PURCHASE $6.20 **Expiry**	Key in the card expiry date and press **Enter**.
PURCHASE $6.20 MASTERCARD **Press Enter To Confirm**	Press **Enter** to confirm and proceed with the transaction.
PURCHASE $6.20 MASTERCARD CR **Approved With Signature**	The customer will be required to provide a signature to authorise the transaction.
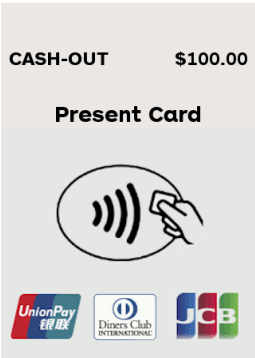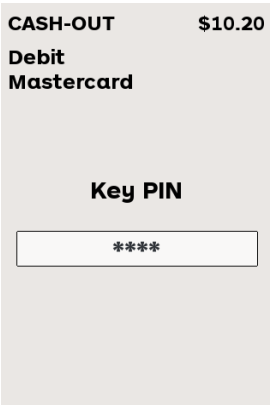
9. Cashout

A customer can ask for a cash payout if it has been configured in the terminal management system. A cashout can be done with or without a purchase transaction.

Terminal screen	Actions
PURCHASE $9.99 Enter CashOut Amount 0.00	To add a cashout to a purchase transaction initiate a purchase transaction as usual from the POS or from the Main Menu on the PINpad. Key in the purchase amount and press **Enter**. If the Cashout function has been enabled in the terminal management system a prompt for the cashout amount will follow. Enter the amount or press **Enter**.
PUR/CASH $110.00 Present Card Pay eftpos pay	For a Purchase-with-Cashout the cashout amount will be added to the purchase amount and increase the transaction total.

CASH-OUT **Enter CashOut Amount** 0.00	To initiate a standalone Cashout transaction press **Enter** to bring up the Main Menu and then select the **Cashout** option or press **Next** if it is not on that screen. Key in the cashout amount and press **Enter**.
CASH-OUT $100.00 **Present Card**	Key in the cashout amount and press **Enter**.
CASH-OUT $10.20 Debit Mastercard **Key PIN** ****	The customer will need to present their card and follow the next steps as required, including entering their PIN.

Printing Receipts

When a terminal is set-up in Integrated mode it normally has an external printer that is connected via the POS. Customer receipts are printed by the POS and include the financial data that is transmitted to the POS by the terminal.

In standalone mode, after a transaction is processed an option to print a customer copy of the receipt will appear on the terminal and the customer can opt to receive the receipt or not. Copies of customer receipts are stored in the RCP file regardless.

Customer Copy?

No   Yes

When a v400m terminal is on-base it is assumed that the customer is near enough to the POS to pick up the full receipt. When a terminal is off-base EFT receipts may be printed from the terminal itself. This local print option is commonly used in scenarios such as paying at a restaurant table or an outside pickup.
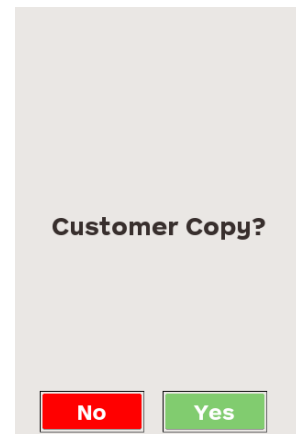
At the prompt asking whether a Customer Copy is required or not, the **No** or **Yes** options can be selected using the touchscreen or by using the **Enter** or **Cancel** keys on the PINad. If no selection is made within 30 seconds, the terminal will time out and return to idle without printing.

From software version 735 upwards, the prompt asking whether an additional Customer Copy is required may be disabled or re-enabled by pressing **#PRINT (#77468)** on the PINpad. #PRINT does not affect the customer copy sent to the POS, only the option to print a local copy of the receipt, on the terminal printer, on an integrated terminal in an off-base scenario.

Reprinting a receipt is a manual option that is useful in a situation where the receipt has failed to print, e.g. when the printer runs out of paper or another copy of the receipt is required by the merchant or customer. To get a copy customer receipt, use the **Get Last Receipt** function on the POS.

Entering **#77** on the terminal will reprint a local copy of the EFT receipt.

If a terminal is in standalone mode receipts are always printed on the terminal itself. There will be a merchant copy and the option to print a customer copy.

Note that the option to print a customer copy cannot be disabled by using #PRINT when in standalone mode.

Loading a Paper Roll

A paper roll may be loaded into a V400 terminal as follows:

1. Unlock the paper compartment by pulling up the latch and swinging the door downwards.
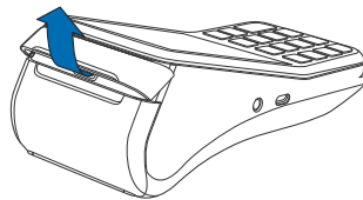
2. Load the paper roll with the edge of the paper on top of the roll.

3. Pull a length of paper up over the serrated cutter and close the compartment.

Declines and Errors

A transaction may be declined when there is a user error, lack of funds or other card related problem, or a connection issue during processing. Some of the more frequently seen errors are described below. The codes are printed on the receipts.

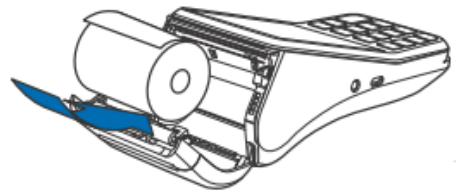| Error	Code	Next Steps
Declined Contact Issuer	01	Retry, try alternative form of payment
Declined Contact Bank	04	Try alternative form of payment
Declined Invalid Amount	13	Check allowed amount with issuer / Change the amount
Declined Invalid Card Number	14	Try alternative form of payment
Declined Contact Bank	51	Insufficient funds for selected account
Declined No Savings Account	52	Try alternative account / form of payment
Declined No Savings Account	53	Try alternative account / form of payment
Declined Expired Card	54	Try alternative form of payment
Declined Incorrect PIN	55	Retry PIN or begin transaction again
Declined Over Card Limit	61	Try alternative form of payment
Declined Exceed PIN Tries	75	Try alternative form of payment
Declined Bank Unavailable	91	Try alternative form of payment
Declined Contact Issuer	Z1	Try alternative form of payment
Declined Contact Issuer	Z3	Try alternative form of payment
Declined Contact Issuer	Z4	Try alternative form of payment
Declined System Error	nn	System error, retry / call Helpdesk

APPENDICES

1. Support Contacts

Call the Wpay Hub: 1300 10 9729 (1300 10 wpay)
Email: support@wpay.com.au
Log a ticket in the **Merchant Portal**: https://flow.wpay.com.au/

The following sort of information is helpful when raising a support request:
- Merchant name
- Store number
- Site Name
- Contact point
- Description of issue
- Referencing Merchant Support Ticket Number (if available)
- How often does the issue occur
- Steps to reproduce
- POS logs
- Screenshots of error
- Copy of the Receipt
- Supporting evidence

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2. PINpad Function Codes

During Idle mode	
#99	Reboot Terminal (with full contactless initialisation), or hold down the **Cancel** key
#3696	TMS logon– can also be forced through a terminal reboot
#4648	RSA logon– Look for a R or W in the bottom right corner of the terminal screen to indicate which logon is required
#667	Print EMV Diagnostic Receipt
#74438	Shift totals print
#11112227	Configure Terminal Comms to POS : TCP/IP or Serial or USB
#3824	Terminal information– submenu selection below 0 – Show s/w versions 1 – show TID 2 – show MID 3 – show PPID 4 – show Loyalty dB status 6 – show stored SAFs (EFT and QC) 7 – show Loyalty dB log o/p 8 – show h/w type (P400, V400m etc.)
#2667	Display Current Comms setup

#9434	Wifi Setup
#28	Get bluetooth status
#44583	Get mobile data from SIM (APN etc)
#11112222	Swap mode- integrated to standalone + reverse
#77468	Enable/disable off base option for customer receipt print (integrated mode only)
#2288	Get battery status
#2284	show preauth records

During "Present Card State"	
#9999	Manual Entry of Card Number
#4438	Entry of Electronic Gift Card Number (#GIFT)

3. Other Reference Material

V400m Terminal – Installation Guide	V400m Terminal – Installation Guide
Wpay Software Installation Guide	Wpay Software Installation Guide
Troubleshooting WiFi or 4G	V400m Terminal – Installation Guide

connectivity	

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Glossary

CTLS	Contactless
CVV	Card Verification Value, usually a 3-digit code on the back of a card
EFT	Electronic funds transfer
EMV	A payment method based on a technical standard for chip cards. EMV stands for "Europay, Mastercard, and Visa", the three companies that created the standard.
LCD	Liquid Crystal Display
LFD	Local File Download
Micro SD	Micro Secure Digital – commonly used to expand the storage system of smartphones, drones, gaming devices and cameras
MOTO	Mail Order Telephone Order
MSAM	Multiple Secure Access Module
PAN	Primary Account Number
POS	Point of Sale
RSA	RSA is an encryption key system used for secure data transmission. "RSA" comes from the surnames of Rivest, Shamir and Adleman, who described the algorithm.
RTM	Remote Terminal Management
TMS	Terminal Management System

Document Change History

Document change history stored here.