

Verifone P400

Troubleshoot network issues.

Activate internet.

4 + 6 → code 1234 → Admin menu → Settings → Communications → Wi-Fi / LAN → Configuration
→ Autostart → Save
No need to change any settings!

ECR

4 + 6 → code 1234 → Admin menu → Settings → ECR
ECR Address: IP Address from the printed report
ECR Port: 9600_
comm. device: "Wi-Fi" or "Ethernet [#0](#)" for LAN
Red button for the main screen: is "Waiting for ECR" still there?

If issue persists

Downloading parameters should never be used for this issue!
Reboot does not solve the issue either!

Both for P400 & V400c

Internet activation or if "Network test failed".

1. # or 4 + 6 (1234) → Admin menu → Settings → Communications → Wi-Fi / LAN → Configuration → (LAN or Wi-Fi network name) → Save No need to change any settings!

or from another menu:

2. # or 4 + 6 (1234) → Admin menu → Settings → Communications → More → Configuration → Network Interface → Wi-Fi or LAN → Configuration → (LAN or Wi-Fi network name) → Save
No need to change any settings!

Network Fallback

or 4 + 6 (code 1234) → Admin menu → Settings → Network Fallback → Default → "Wi-Fi" or "Ethernet [#0](#)" for LAN

P400 Network Interface

4 + 6 → code 1234 → Admin menu → Settings → Communications (interface "Up"?) → More → Configuration → Start/Restart Network Interface → Wi-Fi or LAN → OK → Restart Network Interface: Yes

If the error message is still there: Start/Restart Network Interface on V400c

No connection

VHQ → Details → Parameters → veppnb → Edit → Terminal → Select number → Check the box under: "Is POS coupled" → Save.

If P400 writes, "Terminal is ready," it means that it cannot see V400c. This error appears only in the 1st time setup. Recheck the configuration you made (IP, port, cables in the right place).