Epos Now P400 Wired Integration Guide
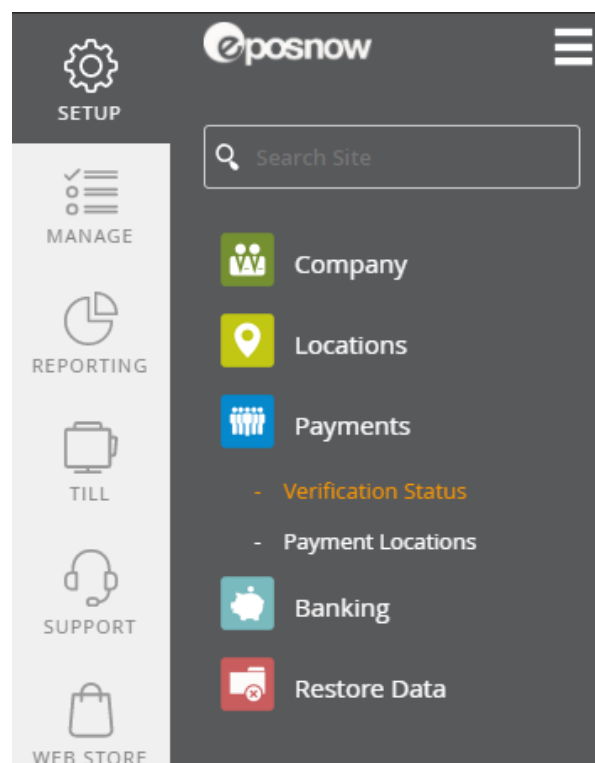
What's in the box?

The Verifone P400 is the wired PDQ used for the EposNow payments integration.
The P400 comes with the following in the box;

- P400 Terminal
- Power Lead
- 1 roll of PDQ receipt paper

Before you set up your card reader, the following steps must be completed in your back office environment.
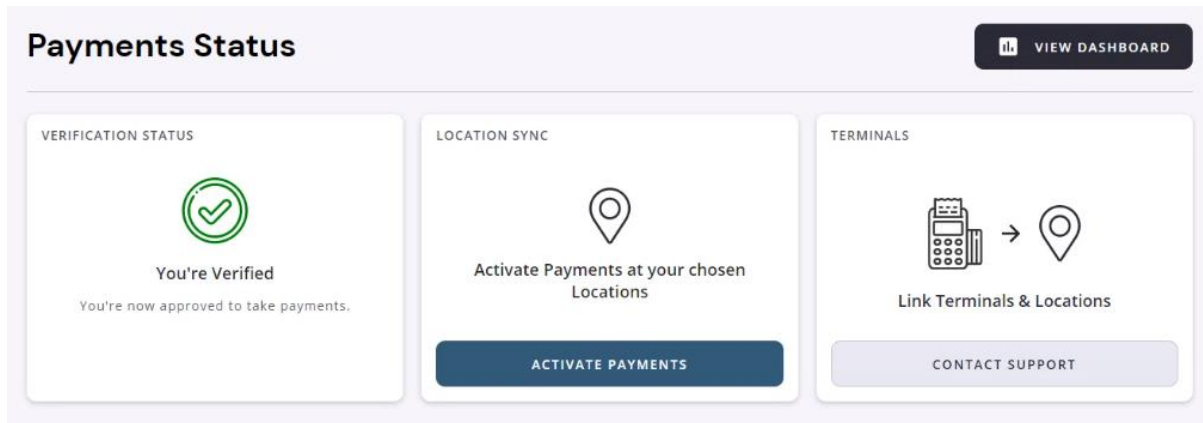
Setting up Epos Now Payments - Back office

In the 'Setup' tab in your back office there is a Payments section (pictured). This section is where the activation of your integration will need completing.

Select Verification Status: Before you can start taking transactions you need to complete your security check. You will need to upload some information about

yourself as the account holder and your business to ensure compliance with payment regulations. The information required will be prompted through a setup wizard which will clearly state the information you need to provide. Once you've completed this you will see your verification status change to 'You're Verified'.

How to activate a Payment Location

Once the setup and documentation has been approved you will then be able to activate the payments for your location which is the last step of the setup process in the back office. To activate the payments follow the below steps;

1. Select 'Activate Payments' under 'Location Sync'
2. You should then see a list of your back office locations
3. Select the green 'Activate Payments' button
4. Check the data for the location is correct and there is a phone number entered
5. Tick 'Confirm Location Details'
6. Select 'Activate Payments'
7. You should now see a green 'Payments Active' bubble next to the location name
8. Go to Setup > Banking > Tender types, you should now see 'EposNow Integrated Card Payments' under 'Integrated Tender Types' if this is visible you should delete the default card tender type before moving on.

Card reader set up

1. Check the box is sealed and the serial number from the box matches the serial number on the PDQ
2. Unbox the PDQ
3. Plug the power lead and network cable into the PDQ and wait for the screen to turn on
4. Once connected ensure there is a network symbol in the top right corner of the PDQ

5. Select onboarding
6. Select the site you wish to link the PDQ to
7. The terminal will now download some updates and configuration files (This can take 15-20 minutes depending on network speed)

Front Till Setup

With the back office installation and setup complete the last step is to configure the settings on the till app and 'Board' your terminal to your location.

Till App Settings

The first step is to go to 'App Settings' on the front till and enable Epos Now Payments.

1. Login to the front till
2. Select the menu in the top left corner
3. Select 'Settings'
4. Select 'Peripherals'
5. Toggle 'Epos Now Payments' to on and then toggle the print settings to the customer's personal preference. If you have more than one terminal ensure you select the default terminal you wish to link to till you're on.
6. Go back to the front till

The final stage of the setup is to finish the setup of the PDQ (card reader)

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1. Select 'Board Terminal' on the touchscreen of the PDQ (card reader)
2. Select the site the want to pair the PDQ (card reader) with.
3. Wait for the PDQ (card reader) to pair to the terminal.
4. Once the PDQ (card reader) has refreshed test a transaction