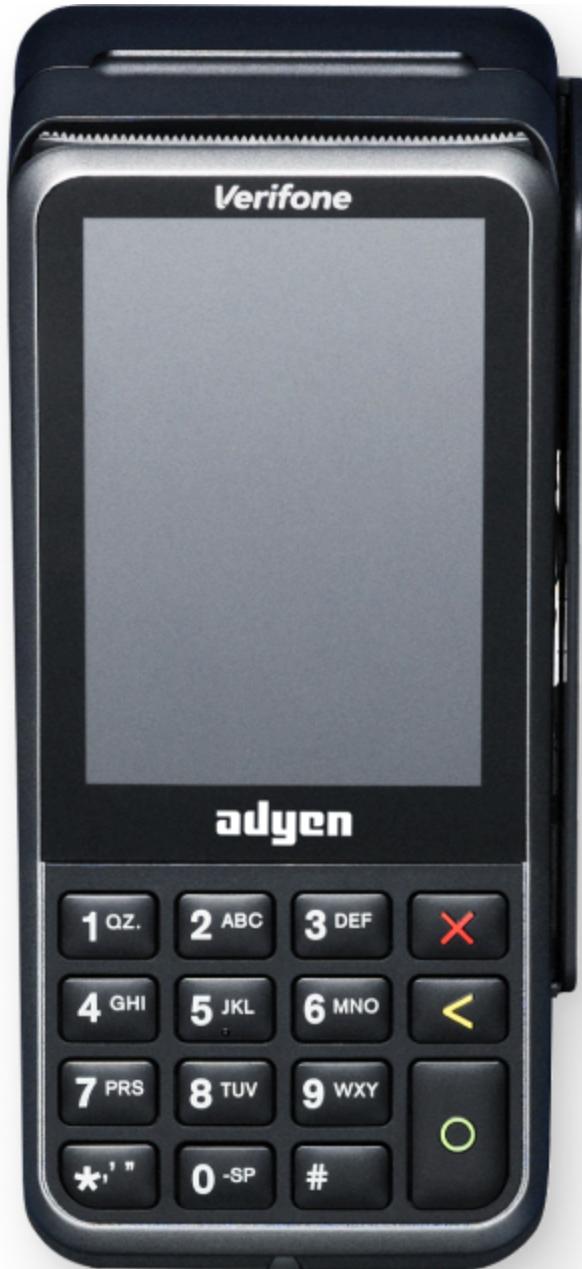


V400m user manual

Get started with the V400m payment terminal.

Print this page



Keypad keys

Key	Name
	Cancel
	Clear
	Confirm

Supplied components

- V400m payment terminal
- Power supply
- SIM card
- Receipt paper roll 57 x 40 mm (Width x Diameter)

In the Adyen Customer Area, under **In-person payments > Orders and returns** you can order new paper rolls and optional accessories such as a standard charging base or Bluetooth base station with Ethernet connectivity.

Get started

These are the steps to get your new V400m payment terminal up and running. Some steps include a link to more detailed instructions.

1. Inspect the terminal.
2. Insert the receipt paper roll.
3. Turn on the terminal by connecting it to a power source. During startup the display turns on and off a few times. Let the battery charge for at least four hours while you continue with the next steps.
4. Select **Configure network**. Then connect the terminal to your network.
5. Select **Board the terminal**, select your store, and select **Confirm**. Boarding can take up to 30 minutes.



If **Board the terminal** doesn't show, wait until the next synchronization with the Adyen platform (on average three hours) and try again.

6. Test the connection with the Adyen platform.
7. Test the connection with your POS system. Skip this step if you will use the terminal as a standalone terminal.

When you have completed these steps, you are ready to process payments!

Inspect the terminal

Because payment terminals process sensitive card data, you must verify that the terminal you received is the correct one, supplied by Adyen, and has not been tampered with.

1. Verify that the shipping box containing the terminal has not been opened and that the tamper-evident security packing tape is intact.
2. If you have access to the Adyen Customer Area, log in and under **In-person payments > Orders and returns** find the order for your terminal.
Then:
 - Verify that the **serial number** (S/N) on the box is the same as in the Customer Area.
 - Using the **track & trace** link, track the order with the carrier to verify that they confirm having delivered the payment terminal.
3. Open the box, take the terminal out of the box, and verify that the **serial number** (S/N) on the terminal is the same as the serial number on the box.
4. Inspect the terminal for tampering. Check for missing screws, additional wires or labels, holes in the device, and anything inserted in or attached to any part of the terminal.

 If any of the above checks fails, contact our Support Team immediately.

Insert the receipt paper roll

1. Pull up the latch of the paper compartment and swing the cover downwards.
2. Insert the paper roll making sure the paper sticks out a bit.
3. Close the cover of the paper roll compartment.

Connect to your network

Connect your terminal to the internet so that it can communicate with the Adyen payments platform.

Connect to Wi-Fi

1. On the terminal display, select **Configure network**.
2. Select **Wi-Fi**.
3. Turn on the **Wi-Fi** toggle switch.
4. Select the + icon to add a network. The terminal scans for Wi-Fi networks.
5. Choose the desired network from the list and enter the Wi-Fi password, or select **Add manually** and enter the name (SSID) of the Wi-Fi network and the Wi-Fi password.
6. Select the check mark to confirm.

The terminal sets the network as default automatically, and connects to it.

You'll now see a Wi-Fi icon at the top of the display.

After the terminal is boarded

If you need to change Wi-Fi usage after the terminal is boarded:

1. Select **Settings > Network**.
2. Enter your passcode.
3. Select **Wi-Fi**. You can now:
 - Turn Wi-Fi on or off using the **Wi-Fi** toggle switch.
 - Change IP settings.
 - Add another network as described above.

Cellular failover

Your V400m terminal can automatically switch to processing payments using a cellular connection when the internet connection fails. Adyen terminals come with a pre-installed and activated SIM (eSIM) card, so you can use the cellular network immediately to board the terminal.

However, terminals boarded before 2022 might not have the SIM card activated if you did not set up the card subscription with us at the time.

When in doubt, contact our Support Team.

Replace physical SIM card

To replace an old or defective physical SIM card with a new one:

1. Turn off the payment terminal.
2. On the back of the terminal, move the latch to the right and lift the cover.
3. Remove the battery to access the SIM card slot.
4. Push the SIM card tray to the left and lift it up to remove the SIM card from the slot.



To prevent damage to the slot, do not use metal tools to manipulate the SIM cards.

5. Install the new SIM card into the same slot, close the SIM card tray and move it to the right.
6. Reinstall the battery and the cover. Make sure the contacts align and that it clicks into place.
7. Turn on the terminal and check if the cellular network icon shows at the top of display.



You can also check the connection on your terminal, under **Settings > Network > Cellular**.

Test the payments platform connection

Payments are processed on the Adyen payments platform. To test the connection with that platform:

1. Select **Settings > Diagnostics > PSP connection**.
2. Check if the **Status** is **Successful**.



You can also **View results** and check if all items have a green check mark .



Do not worry if **Receiving data** has a red cross and the result is **No Error**; the terminal successfully connected with our platform.

Test the POS system connection

If you are going to use the terminal with a POS system (not as a standalone terminal), test the connection with your POS system:

1. Select **Settings > Diagnostics > Terminal API**.
2. Check if the **Status** is **Successful**.



You can also **View results** and check if all items have a green check mark .

3. Select the **Cancel** button to go back to **Diagnostics**, and select **Endpoints**.

The terminal runs tests on four URLs and then shows a final screen.



4. Check if the **Status** is **Successful** or select **View results** to check whether all four URLs in the final screen have a green check mark .

Payment terminal menus

Your payment terminals have a menu with options related to payments, and a menu with options related to configuration. The access to some menu options is protected by passcodes.

Menu/Button	Description	Passcode
 Settings	<ul style="list-style-type: none"> Device info: view information about the payment terminal, like the serial number, configuration version, and store details. Update the software version. Scan the QR code to connect external devices to the terminal. Network: enable and configure network connections. Software: view and update the software version. Configuration: view, update, or remove the configuration version. Diagnostics: run network connection tests or send us a diagnostic report. Power: restart or power off the terminal. 	<ul style="list-style-type: none"> No passcode required: <ul style="list-style-type: none"> Device info Diagnostics Admin & Settings passcode required: <ul style="list-style-type: none"> Configuration Network Software Power
 Transactions	<ul style="list-style-type: none"> Totals: view, print, or reset the transaction totals report. Reset transaction totals. View the last known totals report. History: view transactions stored on the terminal. Re-print the merchant/shopper receipt for an approved transaction. Normal payment: start a normal payment when used as a standalone terminal. The special payments menu when used as a standalone terminal: Refund, Manual key entry, MOTO payment, MOTO refund, Bypass PIN, Bypass AID prio, Cashback. 	<ul style="list-style-type: none"> Transactions passcode required: <ul style="list-style-type: none"> Normal payment Special payments menu Refunds passcode required: <ul style="list-style-type: none"> Refund MOTO refund
 Payment	<ul style="list-style-type: none"> Start a normal payment when used as a standalone terminal. 	<ul style="list-style-type: none"> No passcode required.

- From software version 1.90, all Android and non-Android payment terminals use the same menu structure. If your terminals are on an earlier version, they might be still using the old non-Android terminal menus.

Device info

To view information about the terminal:

- Select **Settings > Device info**.

The **Device info** screen shows:

- Model, serial number, and IP address of the terminal.
- Software version and configuration version that the terminal currently uses.
- Merchant account and store that the terminal belongs to.
- A button to show a QR code with device info.

When you contact our Support Team, they may ask you to scan this QR code.

Turn on/off

If you turn on the payment terminal for the first time or after it was off for a long time, it may make a maintenance call to synchronize the configuration and update the software. This can take 10 to 20 minutes.

When connected to a power supply, the battery charges. An icon at the top of the display indicates the battery charge level.

Turn on the terminal:

- Connect the terminal to a power supply.
- or
- Press and hold the **Confirm** key until the display turns on. The battery charge level needs to be high enough for the terminal to turn on.

During startup the display turns on and off a few times.

Turn off the terminal:

1. Go to **Settings** and select **Power**.
2. Enter your passcode.
3. Select **Power off** and confirm.

You can also press and hold the **Cancel** key until (after 5 - 20 seconds) the display turns off.

Maintain battery performance

Storing payment terminals for longer periods of time can reduce the capacity of the battery or damage it permanently.

To prevent battery degradation:

1. Check the storage conditions:
 - Store the terminals in a cool, dry place.
 - Keep the terminals away from direct sunlight or heat sources.
 - Avoid overcharging - do not store terminals with battery levels over 70 percent.
 - Avoid discharging - do not store terminals with battery levels below 40 percent.
2. Inspect the batteries regularly:

- Every six months, check for battery leakage or swelling.
- Recharge batteries to the optimal level.

In case of battery failure, you can return or replace the terminal. For certain models, you can order spare batteries.



When returning a payment terminal, make sure to dispose of the faulty battery according to your local regulations. Do not include the faulty battery in the return package as it can lead to leakage and thermal discharge.

For more information, refer to [Manage battery power](#).

View, print, and reset totals

The terminal can generate a Totals report. This gives an overview of the total amounts for sales, refunds, gratuities (tips), and cancellations that the terminal processed since the last reset of the report. By resetting the report, you can use this functionality to get day totals or shift totals.

1. Go to the Transactions menu.
2. Enter the **Transactions menu** passcode.
3. Under **History**, you can get the details of past transactions.
4. Under **Totals**, you can:
 - View the Totals report for the period shown at the top of the report. It also shows the totals per card scheme used.
 - **Print** the Totals report.
(Optional) To reset the counter after printing the (day or shift) totals, select **Yes** at the **Reset totals?** prompt.
 - Select **Reset** to start a new reporting period. The totals from the previous period are no longer shown.
 - Access the report from the previous reporting period.

Resetting automatically

To automatically reset the Totals every day at a specific hour, contact our Support Team.

Reprint transaction receipt

To print another copy of the shopper or merchant receipt for a specific transaction:

1. Go to the Transactions menu.
2. Select **History**.
3. Select the transaction that you want to reprint a receipt for.
4. Select the printer icon.
5. Select **Shopper receipt** or **Merchant receipt**.

The terminal prints the selected receipt.

Standalone solution

If you will be using the payment terminal as a standalone terminal, transactions are not initiated from a POS system. Instead, you start transactions from the terminal itself.

Refer to Standalone terminals for instructions on how to make payments, cancel payments, issue refunds, and (when needed) manually enter card details to make a payment.

Troubleshooting

Self-service

If there is an issue with your payment terminal, first try to diagnose and solve the issue yourself, using our Troubleshooting documentation. In many cases, this is the quickest solution.

Ask for assistance

If you cannot resolve the issue using the Troubleshooting documentation, contact our Support Team. Provide the following information:

- Merchant account.
- PSP reference of the transaction, if applicable.
- Terminal serial number. This number is available in the Device info and also printed on the back of the terminal (for example, S/N:123-456-789).

See also

- Configuring the terminal IP address
- Connection tests
- Cellular connectivity

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