Salvation Army (SATCoL) Reference Guide P400+ PED

Version 1.0

CHECKLIST

1. Deliver and Confirm Replacement terminal ☐

2. Remove Faulty Terminal ☐

3. Install Replacement Terminal & Cables ☐

4. Configure static IP address ☐

5. Test Replacement Device ☐

6. Pack-up Faulty Items ☐

7. Ask Duty Manager To Sign Off Job ☐

CONTACT DETAILS

Name	Number
Salvation Army (SATCoL) IT Service Desk	01933 808039
BMc Azurri Helpdesk (POS)	01332 866574

Store Overview

IP Addresses

Machine	IP Address	Subnet Mask	Default Gateway
Till	010.00X.0XX.05X	255.255.255.000	010.00X.0XX.254
PED	010.00X.0XX.06X	255.255.255.000	010.00X.0XX.254
DNS 1	010.021.024.001		
DNS 2	010.022.024.001		

Note: Where the shop ID is only 2 digits, this second octet will remain as "000".

2-digit shop number example.
Shop 13 for example
010.000.013.050 - TILL 1 | 010.000.013.051- TILL 2
010.000.013.060 - PED 1 | 010.000.013.061 - PED 2
3-digit shop number example.
Shop 993 for example
010.009.093.050 (Till 1) | 010.009.093.060 - (PED 1)
010.009.093.051 (Till 2) | 010.009.093.061 (PED 2)
Enter the address for DNS 1 = 10.21.24.1
Enter the address for DNS 2 = 10.22.24.1 These will be the same for all devices at all sites.
05X is the Till number.
06X is the PED number.

PASSWORDS

Device Option	Password
Merchant Login	1XXX (3-digit store number) 12XX (2-digit store number)
Supervisor Login	12345

XX & XXX is the store number.

Warning: Passwords are never to be disclosed to any store staff.

QUICK REFERENCE GUIDE
Please see the detailed guidance which follows this section if you need more information

1.	The PED screen will show the '**Waiting for Merchant Login**' screen. Press the **blue bar** at the top of the screen.
2.	Press the blue bar at the top of the screen. The PED will now display the '**Password Required'** screen. Enter the password '**12345'**. Press the **green tick**.
3.	From the menu displayed select '**Supervisor'**. Enter the password '**12345'**. Repeat this step.
4.	From the menu displayed select '**Communication**'. Next, select '**LAN**'. Select '**Configuration**'. Select '**IPv4**' Set '**DHCP**' to '**No**'. Select '**IP Address**'. Select **'Gateway IP Address'**
5.	Where the shop ID is only 2 digits, this second octet will remain as "000". Shop 13 for example 010.000.013.050 - TILL 1 | 010.000.013.051- TILL 2 010.000.013.060 - PED 1 | 010.000.013.061 - PED 2 3-digit shop number example. 010.009.093.050 (Till 1) | 010.009.093.060 - (PED 1) 010.009.093.051 (Till 2) | 010.009.093.061 (PED 2) 05X is the Till number. 06X is the PED number. Enter the address for DNS 1 = 10.21.24.1 Enter the address for DNS 2 = 10.22.24.1 These will be the same for all devices at all sites.
6.	Select '**Back'** from the top of the screen. Select '**Save'** Press '**OK**'. Press 'OK'. Next select '**Yes'** Press the Red key to go back to the 'Supervisor' screen. Press the **Red** button twice more to return to the '**Merchant Login'** screen.
7.	On the PED press the *** (star)** key. Enter the '**12345'** password. Login as '**Supervisor'**. Go to '**Configuration'**.

		Login again and go to '**POS**' Go to '**Enable/Disable POS**' Select '**Yes**'.
8.		You will then get another login screen. Enter the PED ID '**1XXX**' (XXX will be the store number if the store has a 3-digit number. If the store has a 2-digit number it would be 12XX) Enter the password '**1XXX**' for 3-digit store numbers and '**12XX**' for 2-digit store numbers. (XXX and XX will be the store number) Enter the 'Supervisor' password '**12345**'
9.		Press the *** (star)** key. Logout the user. Press Accept twice. Go to '**Configuration'**. Login again and go to '**POS'**. Go to '**Enable/Disable POS'** Select '**Enable'**. Exit back to the main screen and test integration works with Sale and Refund transactions.
10.	Confirm that the Privacy Shield has been reinstalled	
11.	Have the site manager sign on to the POS and the terminal should now show the "**Ready**" screen.	
12.	Ask site manager to begin a credit card sale for £0.01 as they normally would. When the credit card button has been entered on the POS, the terminal should display "Insert, Swipe or Tap Card" for you to begin testing. Make one test purchase at £0.01, followed by one test refund for the same amount.	

DETAILED INSTRUCTIONS

STEP 1 | Delivering and confirmation of the replacement terminal

> **i.** | Contents

When delivering the terminal you should have a single box which contains:
- The terminal

You will also need the following in order to complete the installation:

- A small Phillips screwdriver

> **ii.** | Serial numbers to be confirmed by Manager/Supervisor only

Please follow the below instructions to ensure the terminal is the correct terminal to be used on site. The site Manager/Supervisor needs to confirm that the serial number on the Ped box and the serial number of the terminal are the serial numbers sent within their delivery email from VeriFone.   The Manager/Supervisor should also follow the PIM (P2PE Instruction manual) to ensure that they are happy that the terminal has not been tampered with

- Locate site Manager/Supervisor
- Ask Manager/Supervisor to confirm the serial numbers are the same serial numbers as provided within the manager/supervisor's delivery email from VeriFone
- Ask the Manager/Supervisor to confirm that the terminal has not been tampered with
- If the Manager/Supervisor confirms that the serial number is correct, and that the terminal has not been tampered with then please proceed to **STEP iii**
- If Manager/Supervisor confirms that the serial numbers are **NOT** correct or believes that the terminal has been tampered with then please call the VeriFone OCIUS Merchant Helpdesk for assistance on: **03333 236509**

> **iii.   Note down Manager's full name in engineer job notes**

Once confirmation has been received regarding the serial numbers, ensure you write down the Manager/Supervisor's full name in your Job notes. This is required in order to detail that confirmation was sought in order to complete the install.
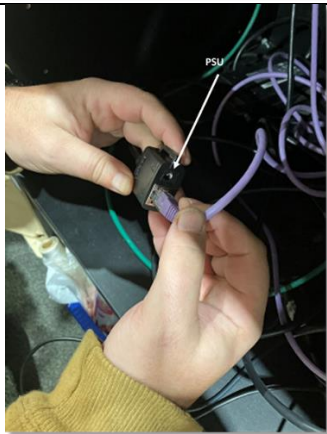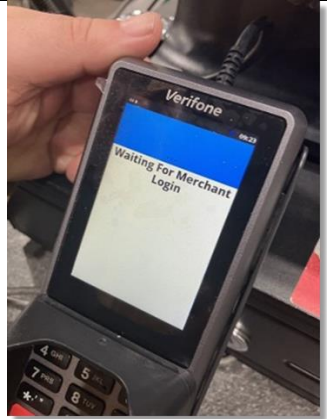
	The Manager/Supervisor must then open the Ped box, once the terminal has been unpacked the manager should show you to the till where the faulty terminal is located, once there proceed to STEP 2. Open the box and check that the serial and PTID numbers on the PED and the box match. If, in the unlikely event, they do not match, call the SATCoL Service Desk, and await further instructions.	
	Cable Replacements When attending site to complete a P400 terminal swap out, the Technical Courier will also replace the cable if required to do so. The Technical Courier will not remove, or replace trunking, alter networking cabling or any other non-fixed cabling whilst onsite. Cable required: CBL435-004-01-A If you notice any obvious physical damage with either cable when replacing the terminal please replace the cable and advise the Technical Courier Helpdesk on 03333 236509	
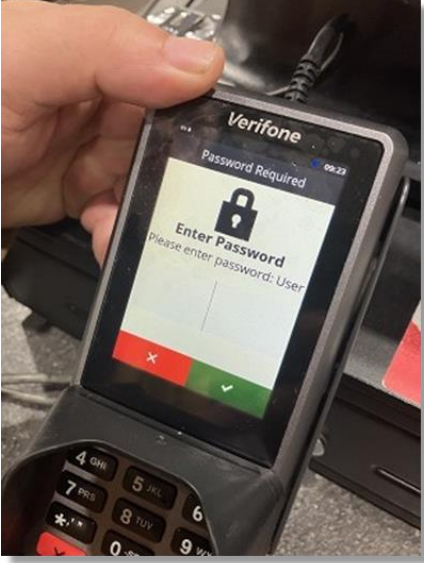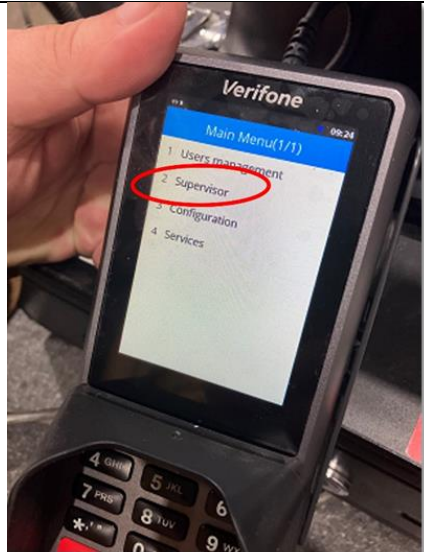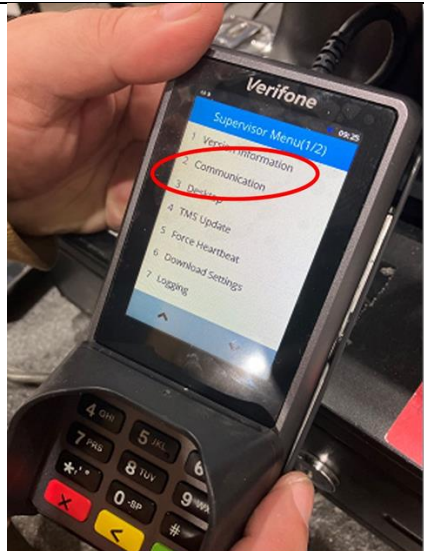
STEP 2 | Removing the faulty terminal
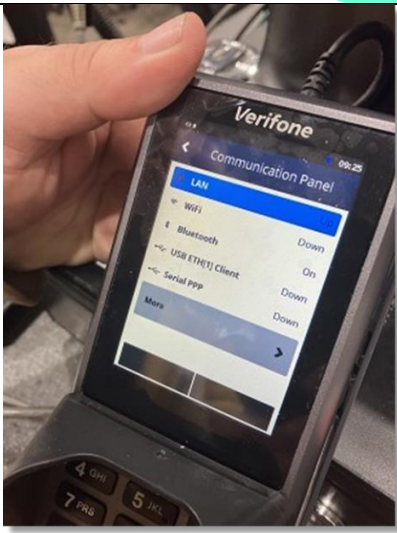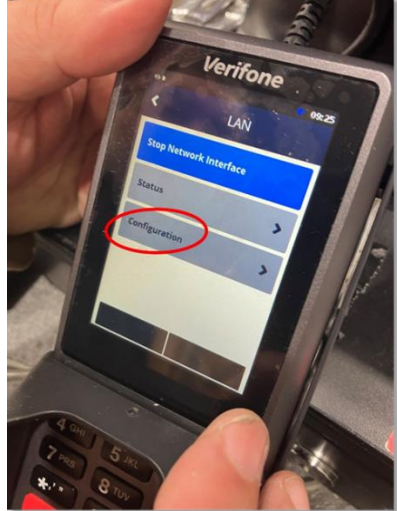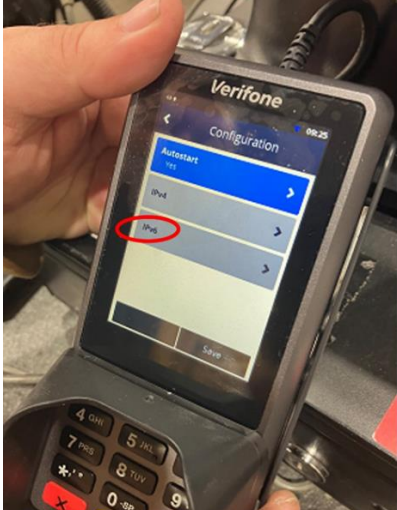
Step	Instruction	Screen Information
1.	a. Ensure the faulty terminal (PTID on underside of device) being replaced matches the details provided in the job notes b. If faulty device does not match job notes – call **03333 236509** and quote job number. If you notice any physical damage to the faulty unit i.e. cracked screen, buttons missing etc then please record a description of the damage within the job notes.	
2.	Remove the terminal back cover which slides down to reveal where the terminal cable is plugged in. Please note a Philips screw may be present and will need to be removed.	
3.	Remove the cable from the terminal. Please note a Philips screw may be present and will need to be removed.	
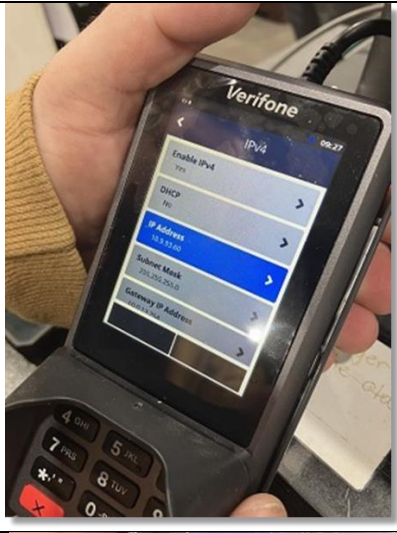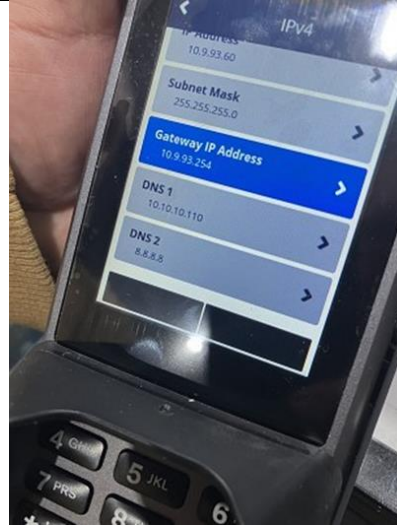
| 4. | a. Put the back cover back in place on the faulty terminal;
b. If a privacy shield is attached to the faulty terminal, please remove this by gently pulling the part of the shield above the keypad away from the terminal and attach to replacement terminal;
c. Place the faulty unit that is to be returned within the Replacement PED box;
d. Record within the job notes the faulty terminal serial number. | |
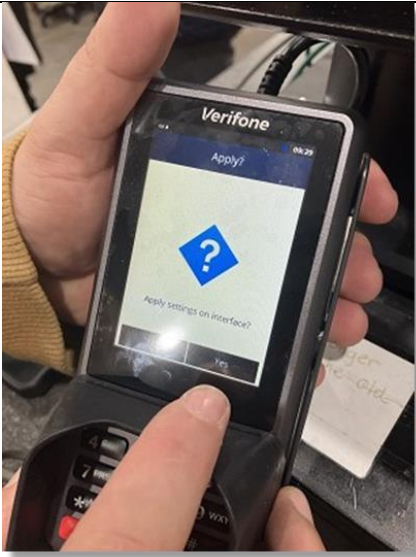
STEP 3 | Installing the replacement terminal

Step	Instruction	Screen Information
	Feed the end of the new PED cable up from beneath the counter, through the access hole if there is one. If there is not an access hole, make sure that the cable is left neat and tidy and will not cause a hazard to staff. Remove the cover from the back of the device and connect the PED cable as shown below.	
	Connect the power supply The PED will power up. If the screen is black, press the green Enter key on the PED.	
	The PED screen will show the '**Waiting for Merchant Login**' screen. Press the **blue bar** at the top of the screen.	

	Press the blue bar at the top of the screen. The PED will now display the '**Password Required'** screen. Enter the password '**12345'**. Press the **green tick**.	
	From the menu displayed select '**Supervisor'**. Enter the password '**12345'**. Repeat this step.	
	From the menu displayed select '**Communication'**.	

	Next, select '**LAN**'.	
	Select '**Configuration**'.	
	Select '**IPv4**'	

	Set '**DHCP**' to '**No**'.	
	Select '**IP Address**'.	
	Select **'Gateway IP Address'**	
	Where the shop ID is only 2 digits, this second octet will remain as "000". Shop 13 for example 010.000.013.050 - TILL 1 | 010.000.013.051- TILL 2	

	010.000.013.060 - PED 1 | 010.000.013.061 - PED 2 3-digit shop number example. 010.009.093.050 (Till 1) | 010.009.093.060 - (PED 1) 010.009.093.051 (Till 2) | 010.009.093.061 (PED 2) 05X is the Till number. 06X is the PED number. Enter the address for DNS 1 = 10.21.24.1 Enter the address for DNS 2 = 10.22.24.1 These will be the same for all devices at all sites.	
	Select '**Back'** from the top of the screen. Select '**Save'** Press '**OK'**. Press 'OK'.	
	Next select '**Yes'** at the screen shown.	
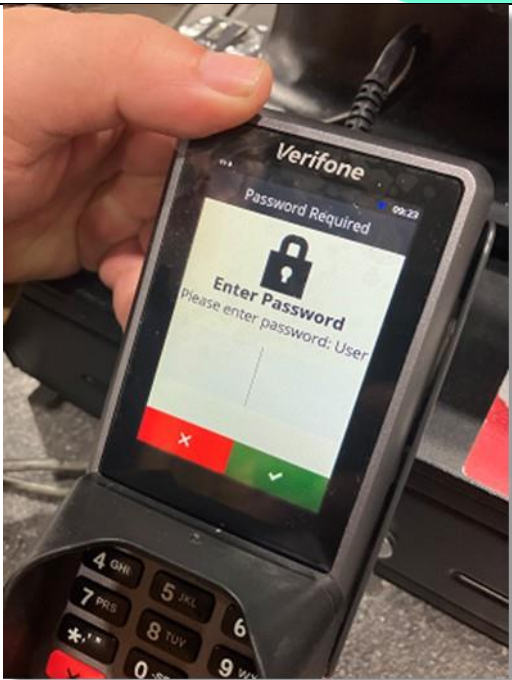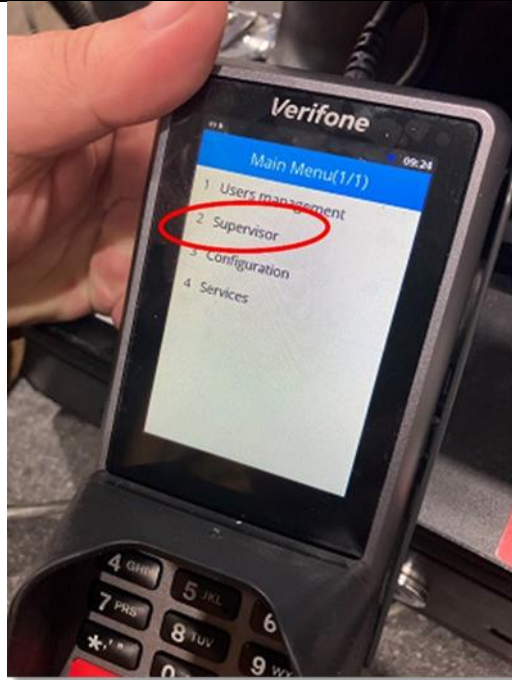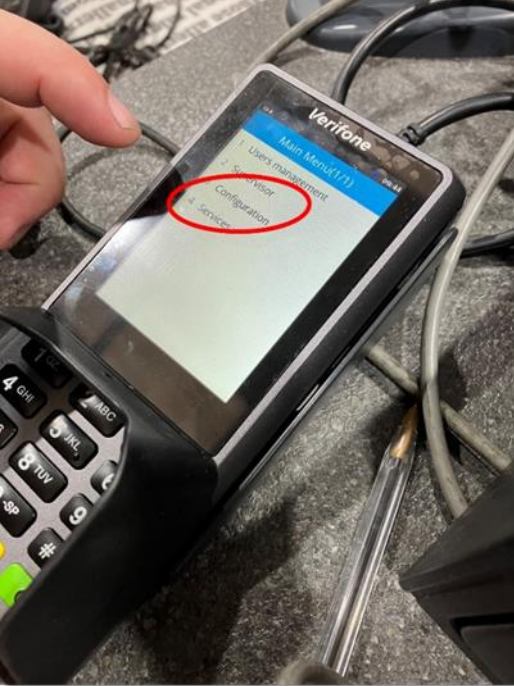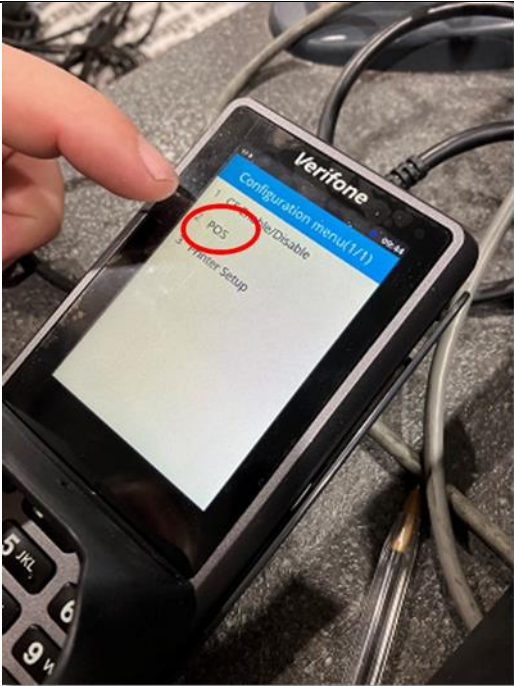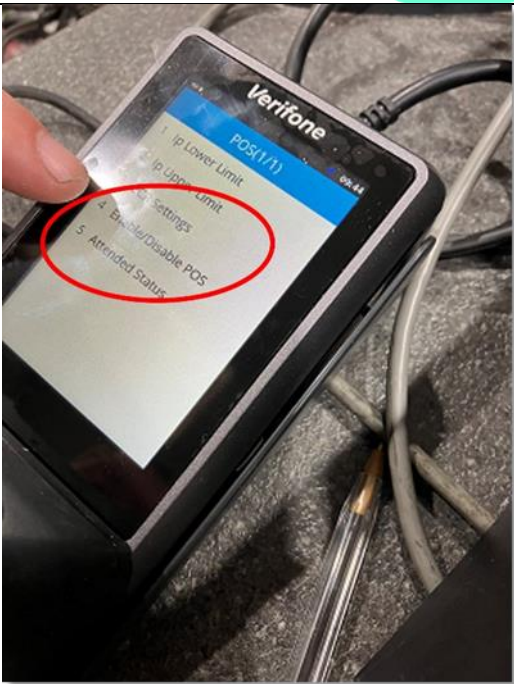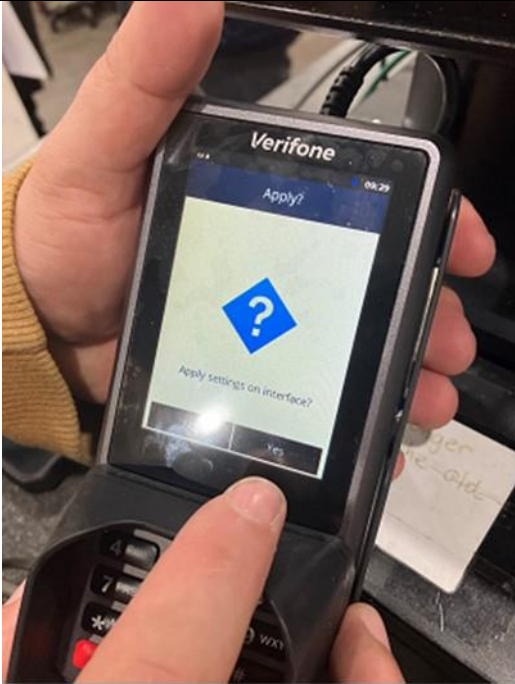
	Press the **Red** key to go back to the '**Supervisor**' screen.
	Press the **Red** button twice more to return to the '**Merchant Login'** screen.
	On the PED press the *** (star)** key.

	Enter the '**12345'** password.	
	Login as '**Supervisor'**.	

	Go to '**Configuration**'.	
	Login again and go to '**POS'**.	

	Go to '**Enable/Disable POS'**	
	Select '**Yes'**.	

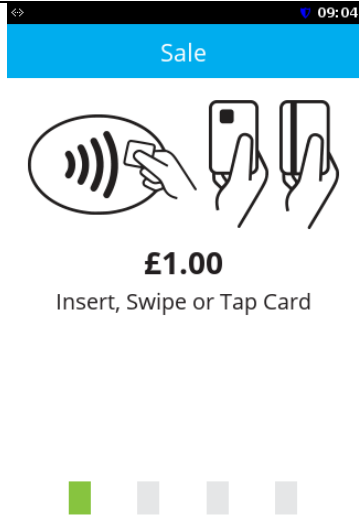|	You will then get another login screen. Enter '**1XXX**' (XXX will be the store number if the store has a 3-digit number. If the store has a 2-digit number it would be 12XX) Enter the password '**1XXX**' for 3-digit store numbers and '**12XX**' for 2-digit store numbers. (XXX and XX will be the store number) Enter the 'Supervisor' password '**12345**'	
	Press the *** (star)** key.	

	Logout the user.	
	Press **Accept** twice. Go to '**Configuration'**.	

	Login again and go to '**POS'**.	
	Go to '**Enable/Disable POS'**	
	Select '**Enable'**. Exit back to the main screen and test integration works with Sale and Refund transactions.	

STEP 4 | Test POS Connectivity

To complete the testing the POS connectivity needs to be tested. This test will confirm that the P400 is responding with the POS (till) during the test transaction.

Step	Instruction	Screen Information
1.	Have the site manager sign on to the POS and the terminal should now show the "Ready" screen.	
2.	Ask site manager to begin a credit card sale as they normally would, when the credit card button has been entered on the POS, the terminal should display "Insert, Swipe or Tap Card" for you to begin testing. *If this screen shows "Insert, Swipe or Tap Card" have the POS Operator cancel the transaction.*	

STEP 5 | Additional Support (if required)

If any issues are encountered with the above steps, contact the VeriFone OCIUS Merchant Helpdesk for assistance on: **03333 236509**

This number gains direct access to the VeriFone OCIUS Technical Support Team, they will be aware that the caller is a Technical Courier from Lantec, this will ensure that call gets priority treatment.

When calling the VeriFone OCIUS Merchant Helpdesk some or all of the following information may be requested.

- MERCHANT NAME:
- MID:
- JOB NUMBER:
- VERIFONE CASE ID:
- FAULTY PTID:
- REPLACEMENT PTID:

These details can be found within the swap request received from VeriFone or within the job notes.

STEP 6 | Job Completion

- Pack up faulty items.
- Ask site manager to sign and agree job completed
- Ensure that all packaging and labels are removed from site.

APPENDIX

    A. P400 Hardware Layout

Touch Screen
Allows easy access
through menus via the

Enter key
Use to save values
entered.

Numeric keypad
Use the Numeric buttons
to cycle through relevant
characters.

Clear key
Use to delete values.

Cancel key
Use to move back to
previous screen.

Press and hold to shut