

# Global Canada P400



## Available Now

This solution requires a monthly rental of datacap netepay hosted.



- Requires System Five Version 6.2.4.444 or higher.
- USB connection
- Supports Tokenization
- Does not support cash back
- Does not support magnetic stripe credit
- No signature capture.
- Magnetic Stripe Reader will not work for System Five Gift Cards as it is encrypted.
- Contactless
- Chip and Pin
- Requires Netepay Hosted which is a SAAS solution (Software as a service) which will require a monthly fee.
- **Store and Forward not currently available.**

## Information on the P400

- This device is ordered from and supplied by Global Payments Canada
- <https://datacapsystems.com/verifone-p400>
- Prompt for CVV is by default turned on. If you wish to turn off CVV then set the following System Five Registry key to GLOBALCAN,ALLOWCARDNOTPRESENT,(machine number) to 1.

## Netepay Install

- Datacap netepay must be downloaded and installed from here  
<http://datacapepay.com/epay50/4699/>
- **DSIEMVClientX™ 1.39** must be downloaded and installed on each workstation. Always follow the download link provided in the deployment id from datacap.
- Verifone P400 USB Driver  
[http://files.datacapepay.com/software/drivers/verifone/UnifiedDriver\\_5.0.5.2-B3.zip](http://files.datacapepay.com/software/drivers/verifone/UnifiedDriver_5.0.5.2-B3.zip)

## Error Codes

- **840 SYSTEM ERROR** - the debit transaction sequence is out of sync. They should now be in sync, please try again. If the issue occurs again, check that “store debit sequence in registry” is not checked. This setting is on the Debit/Pinpads tab of payment processing. If you do not see this setting, the setting is OFF and hidden.
- **Authentication Error**
  - First try a download new parameters on the netepay hosted server.
  - Contact Global payments to have this reset. You need to do a download new parameters on the netepay hosted server after they reset it.

## Issues

- For stations without a pinad using the onscreen entry, in the pinpad setup you need to reselect NONE. It defaults to NONE, but it is not saved and is still on the the Mercury Vx820, so select the P400 and then reselect NONE
- For stations with a pinpad, select Pin Sequence Reset. You may need to authorize the first debit card transaction a second time to re-sequence the pin sequence keys.

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