



VeriFone, Inc.  
US: 1-800-Verifone  
www.verifone.com

# V400c Certifications and Regulations

## Electrical

### Power Packs

Before you connect the terminal power pack to an electrical outlet, check that the on/off power switch on the terminal is off. If the terminal does not have an on/off switch, check that the power cable connector is removed from the terminal's power port. Or, when connecting the terminal to a power pack, always connect the plug of the power pack to an electrical wall outlet first. Then connect the power cable to the terminal's power port.

The power pack is rated as follows:

- Input Voltage: 100-240V AC, 50/60 Hz
- Output Voltage: 11.6V DC, 1.55A

V400c is intended to be provided with a UL listed power supply module having an output rating of 11.6V DC, minimum 1.55A, Tma 50°C, Class II, DFIU type and evaluated as a Limited Power Source or PS2 or equivalent.

### AC Adapter

The AC adapter is designed to ensure your safety and to be compatible with this equipment. Please follow these guidelines:

- Do not use the adapter in a high-moisture environment. Never touch the adapter when your hands or feet are wet.
- Allow adequate ventilation around the adapter. Avoid locations with restricted airflow.
- Connect the adapter to a proper power source. The voltage and grounding requirements are found on the product case and/or packaging.
- Do not use the adapter if the cord becomes damaged.
- Do not attempt to service the adapter. There are no serviceable parts inside. Replace the unit if it is damaged or exposed to excess moisture.

### Peripherals

Before connecting any peripheral device, turn off power to the terminal and check that the power cable connector is removed from the terminal's power port. Turn on power only after you are finished connecting the peripheral device(s). For complete information about peripheral installation and use, please refer to the user documentation supplied with those devices.

### Telecommunication Cord

**CAUTION:** To reduce the risk of fire, use only No. 26AWG or larger UL Listed or CSA Certified Telecommunication Line Cord.

**ATTENTION:** *Pour réduire le risque d'incendie, utilisez uniquement 26AWG ou grande UL ou CSA Certifié cordon de ligne téléphonique.*

### Location - Environment Considerations

This device is for indoor use only. Do not plug the power pack into an outdoor outlet or operate the terminal outdoors. It is not waterproof or dustproof and is for indoor use only. Do not be used outside the normal operating temperature range. Any damage to the unit from exposure to rain or dust may void your warranty. Do not use the terminal where there is high heat, dust, humidity, moisture, or caustic chemicals or oils. Keep the terminal away from direct sunlight and anything that radiates heat, such as a stove or a motor.

**WARNING!** Your POS terminal contains sensitive electronic components that can be permanently damaged if exposed to excessive shock or vibration. To minimize the risk of damage to your terminal, avoid dropping your terminal and operating it in high-shock and high-vibration environments. Do not store the terminal where prolonged exposure to extreme temperature can occur, because it can cause permanent damage. Do not expose the terminal to water. Contact with water can cause this unit to malfunction.

**AVERTISSEMENT** Votre terminal de point de vente contient des composants électroniques sensibles, susceptibles de subir des dommages définitifs en cas d'exposition à des chocs ou à des vibrations excessives. Pour minimiser le risque de dommages pour votre terminal, éviter de le faire tomber ou de l'exposer à des environnements pouvant provoquer des chocs et des vibrations excessives. Ne pas stocker le terminal dans des lieux susceptibles d'entraîner une exposition prolongée à des températures extrêmes, du fait des dommages définitifs que cette situation peut provoquer. Ne pas exposer le terminal à l'eau. Un contact avec de l'eau peut provoquer un dysfonctionnement de l'unité.

## Equipment

### Damage

Carefully inspect the shipping carton and its contents for any damage. If the unit or any product component appears damaged or to have been tampered with, immediately notify the shipping company and your VeriFone distributor or service provider. Do not use a unit that has been damaged or tampered with.

### Tamper Warning

This device has a tamper-evident case to indicate if an unauthorized party has opened the device. Opening the case will make the unit inoperable and void the product warranty.

### Repairs

Do not, under any circumstances, attempt any service, adjustments, or repairs on this equipment. Instead, contact your local VeriFone distributor or service provider for assistance. Failure to comply may void the product warranty.

### Location - Ease of Use

Select a location for your device that contributes to its ease of use:

- A location convenient for both the merchant and the cardholder.
- A flat support surface, such as a countertop or a table.

### Cleaners and Solvents

Never use thinner, trichloroethylene, or ketone-based solvents to clean the device - they may deteriorate plastic or rubber parts. Do not spray cleaners or other solutions directly onto the keypad or display. For best results, use a clean cloth dampened with water and mild soap. To remove stubborn stains, use alcohol or an alcohol-based cleaner.

### Notice for WLAN

**For CE WLAN: 5150-5350 MHz**  
This device is restricted for indoor usage in all the member states when operating in the 5150 to 5350 MHz frequency range.

This equipment may be operated in:											
AT	BE	BG	HR	CY	CZ	DK	EE	FI			
FR	DE	EL	HU	IE	IT	LV	LT	LU			
MT	NL	PL	PT	RO	SK	SI	ES	SE			
UK(NI)	IS	LI	NO	CH	TR						

**For UK WLAN: 5150-5350 MHz**  
This device is restricted for indoor usage in the UK when operating in the 5150 to 5350 MHz frequency range.

### Notice for ISCED WLAN

(i) The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

(ii) Where applicable, antenna type(s), antenna models(s), and worst-case tilt angle(s) necessary to remain compliant with the e.i.r.p. elevation mask requirement set forth in section 6.2.2.3 shall be clearly indicated.

**Avvertimento:**  
(i) *Les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.*  
(ii) *Lorsqu'il y a lieu, les types d'antennes (s'il y en a plusieurs), les numéros de modèle de l'antenne et les piles angés d'inclinaison nécessaires pour rester conforme à l'exigence de la p.i.r.e. applicable au masque d'élevation, énoncée à la section 6.2.2.3, doivent être clairement indiqués.*

### Coin Cell Instructions

Dispose of the coin cell in accordance with all national, state, and local laws and regulations as regionally required. Some batteries may be recycled and may be accepted for disposal at local recycling centers.

**CAUTION:** There is a risk of explosion if the battery is replaced by an incorrect type.

**ATTENTION:** *Il existe un risque d'explosion si la batterie est remplacée par un modèle incompatible.*

- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.
- Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.
- A battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

## V400c Certifications and Regulations

Verifone Part Number: DOC425-001-EN-A, Revision A06



## FCC/ISED Compliance

The following product has been tested and certified as compliant with the regulations and guidelines detailed below:  
Manufacturer: VeriFone, Inc.  
Brand: Verifone  
Model: V400c and V400c Plus

### Part 15 of FCC Rules

This device complies with the limits for a Class B digital device as specified in Part 15 of FCC Rules which provides reasonable protection against harmful interference in a residential installation. The device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:  
(1) This device may not cause harmful interference.  
(2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. In the unlikely event that there is interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter. The use of a shielded interface cable is required to comply with the Class B limits of Part 15 of FCC Rules.

Any changes or modifications to this equipment not expressly approved by Verifone could void the user's authority to operate this equipment.

**Note:** The country code selection is for non-US models only and is not available to all the US models. Per FCC regulation, all Wi-Fi product markets in the US must fixed to US operation channels only.

### Part 68 of FCC Rules

This equipment complies with 47 CFR Part 68 of the FCC Rules. On the modern board inside this equipment is a label that contains, among other information, the FCC registration number and ringier equivalence number (REN) for this equipment. If requested, this information may be provided to the telephone company.

The REN is used to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the device not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum RENs for the calling area.

This device complies with FCC-established rules permitting this device to be directly connected to the telephone network.

This terminal cannot be used on telephone-company-provided coin service. Connection to Party Line Service is subject to state tariffs.

This equipment uses a USOC jack. RJ11C.

An FCC-compliant telephone cord and modular plug are provided with this equipment. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack that is Part 68 compliant.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operation, or procedure that could affect the operation of this equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact Verifone or your local Verifone distributor or service center in the U.S.A. for repair and/or warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you to remove this equipment from the network and install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

## Innovation, Science and Economic Development Canada Class B Emission Compliance Statement

This device complies with the Innovation, Science and Economic Development Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:  
(1) This device may not cause interference.  
(2) This device must accept any interference, including interference that may cause undesired operation of the device.

*Le présent appareil est conforme aux CNR d'Innovation, Science and Economic Development Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:*

- (1) L'appareil ne doit pas produire de brouillage.
- (2) L'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter, except tested built-in radios.

*Cet appareil et son antenne ne doivent pas être situés ou fonctionner en conjonction avec une autre antenne ou un autre émetteur, exception faites des radios intégrées qui ont été testées.*

The country code selection feature is disabled for products marketed in the US/Canada.

*La fonction de sélection de l'indicatif du pays est désactivée pour les produits commercialisés aux États-Unis et au Canada.*

This Class B digital apparatus complies with CAN ICES-003(B).

*Cet appareil numérique de la classe B est conforme à la norme NMB-003(B) du Canada.*

## Telecom

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

The Ringier Equivalence Number (REN) is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five.

*Le présent matériel est conforme aux spécifications techniques applicables d'Innovation, Science and Economic Development Canada.*

*L'indice d'équivalence de la sonnerie (IES) sert à indiquer le nombre maximal de terminaux qui peuvent être raccordés à une interface téléphonique. La terminaison d'une interface peut consister en une combinaison quelconque de dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'excède pas cinq.*

## Notice for Operating Frequency and Output Power

Feature	V400c	V400c Plus
NFC 13.56MHz (dBµA/m at 10m)		-14.15
2.4G WLAN (b/g/n): 2400-2483.5MHz (EIRP dBm)	NA	<20
5G WLAN (a/n/ac): 5150-5250/5250-5350/5470-5725 MHz/5745-5825 MHz (EIRP dBm)	NA	<20 (5745-5825 MHz < 13.82 dBm)
BT-EDR/LLE: (EIRP dBm)	NA	<10

## SAR Warning Statement

### USA

The product complies with the FCC portable RF exposure limit set forth for an uncontrolled environment and is safe for intended operation as described in this manual. Further RF exposure reduction can be achieved if the product can be kept as far as possible from the user body or set the device to lower output power if such a function is available. The SAR limit set by the FCC is 1.6W/kg for body-worn SAR and 4W/kg for extremity SAR. This device has been tested and meets the FCC RF exposure guidelines to be positioned at a minimum of 0 cm from the body.

*This device complies with SAR for general population/uncontrolled exposure limits in ANSI/IEEE C95.1-1992 and has been tested in accordance with the measurement methods and procedures specified in IEEE 1528-2013.*

### CE

This device complies with the Radio Equipment Directive (2014/53/EU) issued by the Commission of the European Community. A minimum separation distance of 0 mm must be maintained between the user's body and the device, and 0 mm must be maintained between the user's extremity and the device, including the antenna during body-worn/extremity operation to comply with the RF exposure requirements in Europe. To comply with RF exposure requirements in Europe, third party belt-clips, holsters, or similar accessories used by this device should not contain any metallic components. The use of accessories that do not satisfy these requirements may not comply with RF exposure requirements and should be avoided.

### ISED

This product complies with the Canada portable RF exposure limit set forth for an uncontrolled environment and is safe for intended operation as described in this manual. Further RF exposure reduction can be achieved if the product can be kept as far as possible from the user body or set the device to lower output power if such a function is available.

*Le produit est conforme aux limites d'exposition pour les appareils portables RF pour les États-Unis et le Canada établies pour un environnement non contrôlé. Le produit est sûr pour un fonctionnement tel qu décrit dans ce manuel. La réduction aux expositions RF peut être augmentée si l'appareil peut être conservé aussi loin que possible du corps de l'utilisateur ou que le dispositif est réglé sur la puissance de sortie la plus faible si une telle fonction est disponible.*

### UK

This device complies with the Radio Equipment Regulations 2017 SI 2017/1206 issued by the British Standards Institution. A minimum separation distance of 0 mm must be maintained between the user's body and 0 mm must be maintained between the user's extremity, including the antenna during body-worn/extremity operation to comply with the RF exposure requirements in the UK. To comply with RF exposure requirements in the UK, third party belt-clips, holsters, or similar accessories used by this device should not contain any metallic components. The use of accessories that do not satisfy these requirements may not comply with RF exposure requirements, and should be avoided.

## Recycling: DO NOT DISCARD!

UNIT MUST BE RECYCLED OR DISPOSED OF PROPERLY.

For proper disposal instructions, go to <http://recycle.verifone.com>

Please retain this sheet for future reference.

continued on rear cover

## Recyclage: NE PAS JETER!

L'unité doit être recyclée ou mise au rebut dans les endroits prévus à cet effet.

Pour connaître les procédures de mise au rebut, consultez le site <http://recycle.verifone.com>

À conserver pour référence ultérieure.

suite au verso



# V400c Declaration of Conformity



## DECLARATION OF CONFORMITY

according to EN ISO/IEC 17050-1 and 17050-2

This declaration of conformity is issued under the sole responsibility of the manufacturer.

**Manufacturer's Name** VeriFone, Inc.  
**Manufacturer's Address** VeriFone, Inc.  
1400 West Stanford Ranch Road  
Suite 150 Rocklin, CA 95765

Declares, that the product:

**Product Name:** V400c  
**Model Name:** V400c and V400c Plus  
**Part Number:** M425-xxx-xx-xxx-x  
**Brand:** Verifone  
**Product Options:** All

Conforms to the following product specifications:

Regulatory Requirement	Standards	V400c	V400c Plus
<b>Safety:</b>	IEC 62368-1:2014 EN 62368-1:2014 + A11:2017 IEC 62368-1:2018 EN IEC 62368-1:2020 + A11:2020	X	X
<b>EMC:</b>	EN 55032:2015 + A11:2020, Class B EN 61000-3-2:2014, Class A EN IEC 61000-3-2:2019 + A1:2021, Class A EN 61000-3-3:2013 + A2:2021 EN 55035:2017 + A11:2020	X	X
<b>RF (Wi-Fi/BT):</b>	EN 301 489-1 V2.2.3 EN 301 489-17 V3.2.4 EN 300 328 V2.2.2 EN 300 440 V2.2.1 EN 301 893 V2.1.1		X
<b>RF (RFID):</b>	EN 301 489-1 V2.1.1 Draft EN 301 489-3 V2.1.1 EN 300 330 V2.1.1	X	X
<b>SAR:</b>	EN 50566:2013/AC:2014 EN 62311:2008 EN 62209-2:2010/IEC 62209-2:2010 EN 62479:2010	X	X
<b>Telecom:</b>	ETSI ES 203 021	X	X

### Supplementary Information:

We hereby declare that the devices comply with the requirements of the Radio Equipment Directive 2014/53/EU. This product carries the CE Mark Directive 93/68/EEC, and conforms to RoHS Directive 2011/65/EU, and delegated Directive (Annex II) 2015/863/EU, as well as Technical Documentation: EN IEC 63000:2018 and DIN EN IEC 63000:2018.

CE Approval Date: March 31, 2024

Thomas Weikart  
EVP, Global Operations,  
2744 North University Drive,  
Coral Springs, FL 33065

European contact for regulatory topics only:

Verifone GmbH  
Seilerweg, 2F, Bad Hersfeld  
36251, Germany  
Tel: +49 6621 84-500

# V400c Declaration of Conformity



## DECLARATION OF CONFORMITY

according to EN ISO/IEC 17050-1 and 17050-2

This declaration of conformity is issued under the sole responsibility of the manufacturer.

**Manufacturer's Name** VeriFone, Inc.  
**Manufacturer's Address** VeriFone, Inc.  
1400 West Stanford Ranch Road  
Suite 150 Rocklin, CA 95765

Declares, that the product:

**Product Name:** V400c  
**Model Number:** V400c and V400c Plus  
**Part Number:** M425-xxx-xx-xxx-x  
**Brand:** Verifone  
**Product Options:** All

Conforms to the following product specifications:

Regulatory Requirement	Standards	V400c	V400c Plus
<b>Safety:</b>	BS EN 62368-1:2014 + A11:2017 BS EN IEC 62368-1:2020 + A11:2020	X	X
<b>EMC:</b>	BS EN 55032:2015 + A11:2020, Class B BS EN IEC 61000-3-2:2019 + A1:2021, Class A BS EN 61000-3-3:2013 + A2:2021 BS EN 55035:2017 + A11:2020	X	X
<b>RF (Wi-Fi/BT):</b>	EN 301 489-1 V2.2.3 EN 301 489-17 V3.2.4 EN 300 328 V2.2.2 EN 300 440 V2.2.1 EN 301 893 V2.1.1		X
<b>RF (RFID):</b>	EN 301 489-1 V2.1.1 Draft EN 301 489-3 V2.1.1 EN 300 330 V2.1.1	X	X
<b>SAR:</b>	EN 50566:2013/AC:2014 EN 62311:2008 EN 62209-2:2010/IEC 62209-2:2010 EN 62479:2010	X	X
<b>Telecom:</b>	ETSI ES 203 021	X	X

### Supplementary Information:

We hereby declare that the devices comply with the requirements of the Radio Equipment Regulations 2017 (S.I. 2017/1206). This product carries the UKCA Mark, and conforms to the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012 (S.I. 2012/3032).

UKCA Approval Date: March 31, 2024

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