

DISH PAY

PAYMENT TERMINAL

P400 PLUS

USER MANUAL

VERSION: EU - 002

DATE: 2023 - 12 - 01

DISH DIGITAL SOLUTIONS GMBH



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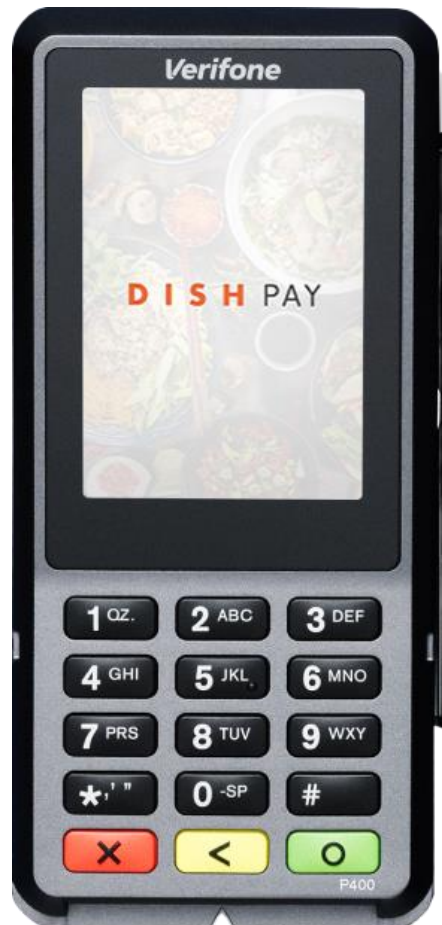
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1. PRODUCT OVERVIEW

P400 Plus

Countertop Payment Terminal

Premium design, super-fast and ultra-reliable



Main Features:




- **Service friendly**
Large touchscreen for display impact and ease of use.
- **Connected**
Perfectly connected to DISH POS / DISH POS Lite system.
- **Speedy**
High performance in times of high payment volumes. Super-fast payment processing for greater customer satisfaction.

2. USER MANUAL

Get started with the P400 Plus Payment Terminal.

2.1 KEYPAD KEYS



Key	Name
	Cancel
	Clear
	Confirm

Supplied components

- P400 Plus Payment Terminal
- Power supply
- Accessories depending on the connection type, for example an Ethernet dongle
- Privacy shield

2.2 GET STARTED

These are the steps to get your new P400 Plus Payment Terminal up and running.

- Inspect the terminal.
- Open the cover on the back of the terminal, connect the dongle cable, and close the cover.
- Tighten the cam lock screw on the back cover (if present), to help prevent damage to the cable connector caused by pulling the cable.



- Turn on the terminal by connecting it to a power source. During startup, the display turns on and off a few times.
- Check out “Admin Menu” and “Device Info”.



- Connect P400 Plus to your network.
- Turn off / Reboot the terminal.

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

2.3 INSPECT THE TERMINAL¹

Since payment terminals process sensitive card data, it is crucial to verify that the terminal you received is the correct one and has not been tampered with.

1. Verify the box containing the terminal:
 - a. It hasn't been opened.
 - b. The security seal, a red label with a bar code and a number, is still intact and affixed across the lid of the box.



2. Break the security seal, take the terminal out of the box, and check if the **serial number (S/N)** on the terminal matches the serial number on the box.



¹ Images are for reference only; actual model may vary depends on the choice of your purchase.

3. Inspect the terminal for tampering. Check for missing seals or 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 fail, please contact our DISH Support Team immediately at www.dish.co/contact.

2.4 TURN ON

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.

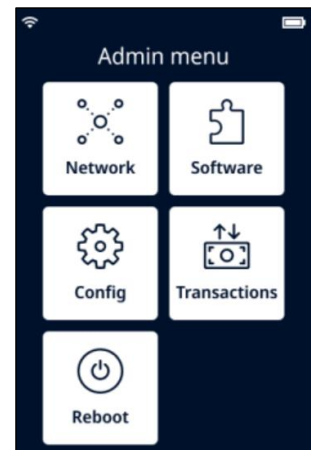
2.4.1 TURN ON THE TERMINAL

Connect the terminal to a power supply. During startup, the display turns on and off a few times.

2.4.2 ADMIN MENU

Check out "Admin menu": you'll need the Admin menu on the terminal for various tasks.

Option	Description
Network	<ul style="list-style-type: none"> Configure network settings. Run diagnostic connection tests.
Software	<ul style="list-style-type: none"> Update the terminal software.
Config	<ul style="list-style-type: none"> Update, view, or remove the configuration. You can view the configuration version, the installed software release, and hardware details such as the unique terminal ID.
Transactions	<ul style="list-style-type: none"> Get an overview of transactions stored on the terminal.
Reboot	<ul style="list-style-type: none"> Reboot the terminal.



To open the Admin menu:

1. Select **9** and then the **Confirm** key.
2. Enter the Admin menu passcode and select the **Confirm** key.

To obtain the passcode, please call our DISH Support Team at www.dish.co/contact.

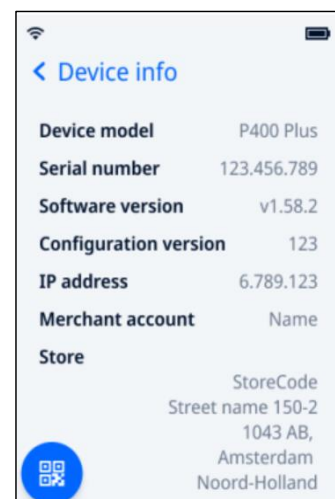
2.4.3 DEVICE INFO

To view information about the terminal:

- Select **5** and then the **Confirm** key.

A screen similar to the one shown here appears, with:

- 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 DISH Support Team via www.dish.co/contact, they may ask you to scan this QR code.



2.5 CONNECT TO YOUR NETWORK

2.5.1 FIRST TIME ORDER

If this is your first order of the P400 Plus, please contact DISH Support Team at www.dish.co/contact. Our Support Team will guide you through the process of connecting your device to your network.

2.5.2 REPLACEMENT / RE-ORDER

If you receive a replacement or re-order of the P400 Plus, to enable communication with the DISH Pay platform, please connect the device to your local network via Ethernet LAN:

- Connect an Ethernet cable to the Ethernet (LAN) port on the dongle.

That's the port marked with **ETH** or this symbol:



Note: Connecting the wrong type of cable to the Ethernet port or plugging the Ethernet cable into the wrong port (e.g., the RS232 port) can cause severe damage to the terminal.

2.6 TURN OFF / REBOOT

Turn off the terminal:

- Disconnect the terminal from the power supply.

Reboot the terminal:

- Go to the [Admin menu](#) and select **Reboot**.

2.7 ASK FOR ASSISTANCE

If there is an issue with your payment terminal, and you can't resolve it by yourself, please contact our DISH Support Team at www.dish.co/contact by providing the following information:

- Terminal serial number: this number is available in the [Device info](#) and printed on the back of the terminal (for example, S/N: 123-456-789).
- Description of the problem: please provide a detailed description of the problem. If it relates to the payment process or a specific transaction, please state the exact time and amount of the transaction.
- PSP reference of the transaction, if available.