

DISH PAY

PAYMENT TERMINAL

V400c Plus

STANDARD

USER MANUAL

VERSION: EU - 002

DATE: 2024 - 02 - 01

DISH DIGITAL SOLUTIONS GMBH



by **METRO**

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TABLE OF CONTENTS

- 1. PRODUCT OVERVIEW 4**
- 2. STANDARD USER MANUAL.....5**
 - 2.1 Keypad keys..... 5**
 - 2.2 Get started 6**
 - 2.3 Inspect the terminal 7**
 - 2.4 Insert the receipt paper roll 9**
 - 2.5 Install the terminal10**
 - 2.5.1 Turn on the terminal.....10
 - 2.5.2 Admin menu.....10
 - 2.5.3 Device info..... 11
 - 2.6 Connect to your network11**
 - 2.6.1 Using V400c Plus – connected to DISH POS / DISH POS Lite 11
 - 2.6.2 First time order 11
 - 2.6.3 Replacement / Re-order 11
 - 2.6.4 Change Wi-Fi.....12
 - 2.7 Standalone - optional actions12**
 - 2.7.1 View, print and reset totals.....12
 - 2.7.2 Reprint a transaction receipt.....13
 - 2.7.3 Tipping on device.....13
 - 2.7.4 Dashboard.....13
 - 2.8 Turn off the terminal15**
 - 2.9 Ask for assistance15**

1. PRODUCT OVERVIEW

V400c Plus

Standalone countertop Payment Terminal, with added printer



Main Features:




- **Self-boarding capabilities**
Can be configured and pre-loaded for each store address. Unpack the terminal, plug it in, and it's ready to go.
- **Printed receipts**
Customize logos and messaging or combine table orders and payment receipts into a single printed record.
- **Connected**
Wi-Fi and Ethernet enable an advanced customer journey.
Perfectly connected to DISH POS / DISH POS Lite system.
- **Fully customizable**
From branded logos and rich media advertising to input screens for loyalty program sign-ups, surveys, and NPS assessments.

2. STANDARD USER MANUAL

Get started with the V400c Plus Payment Terminal.

2.1 KEYPAD KEYS



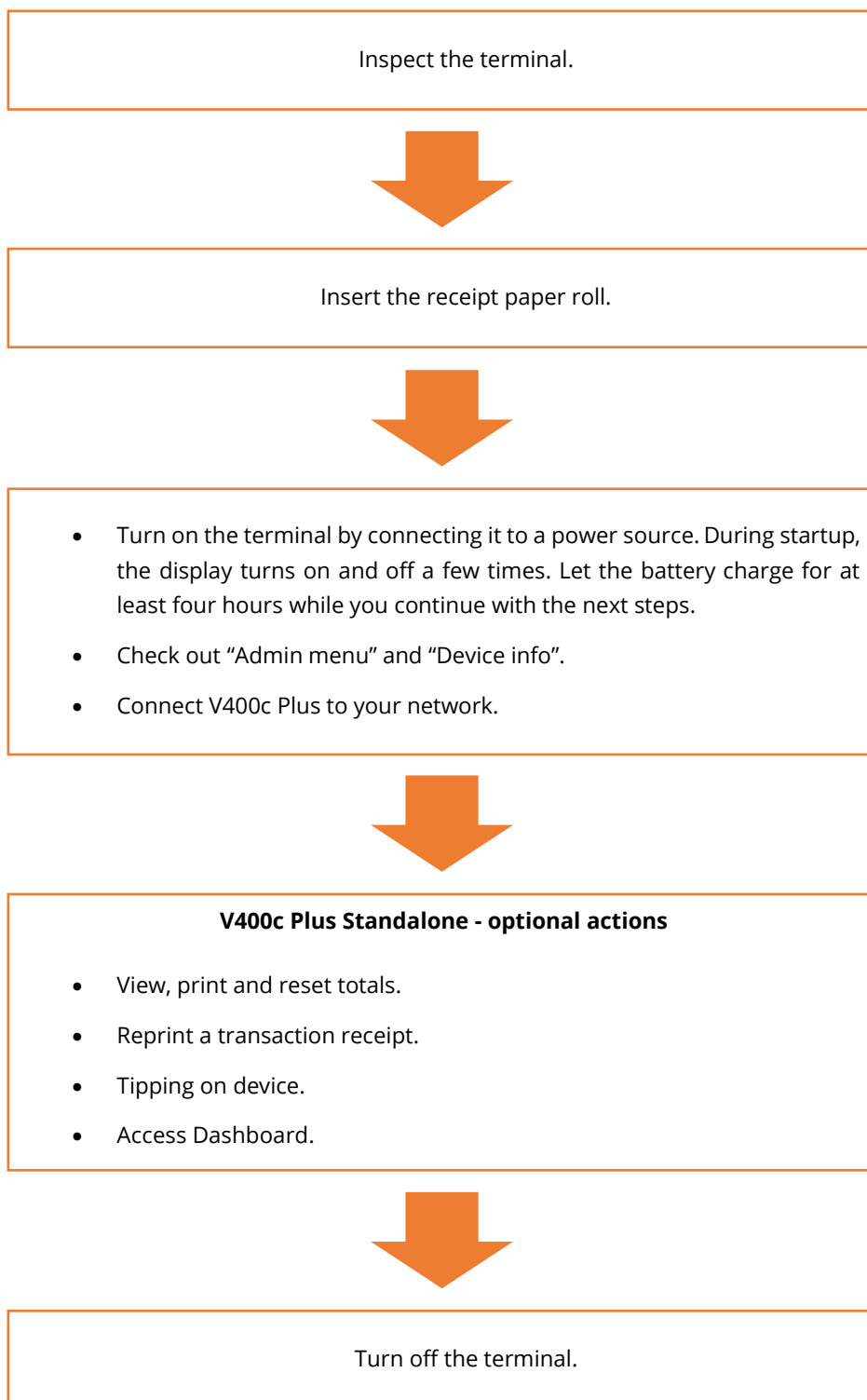
Key	Name
	Cancel
	Clear
	Confirm

Supplied components

- V400c Plus Payment Terminal
- Power supply
- Privacy shield
- Receipt paper roll 57 x 40mm (Length x Width)

2.2 GET STARTED

These are the steps to get your new V400c Plus Payment Terminal up and running.



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, which consists of a red label with a barcode and a unique number, remains unbroken and firmly attached across the lid of the box.

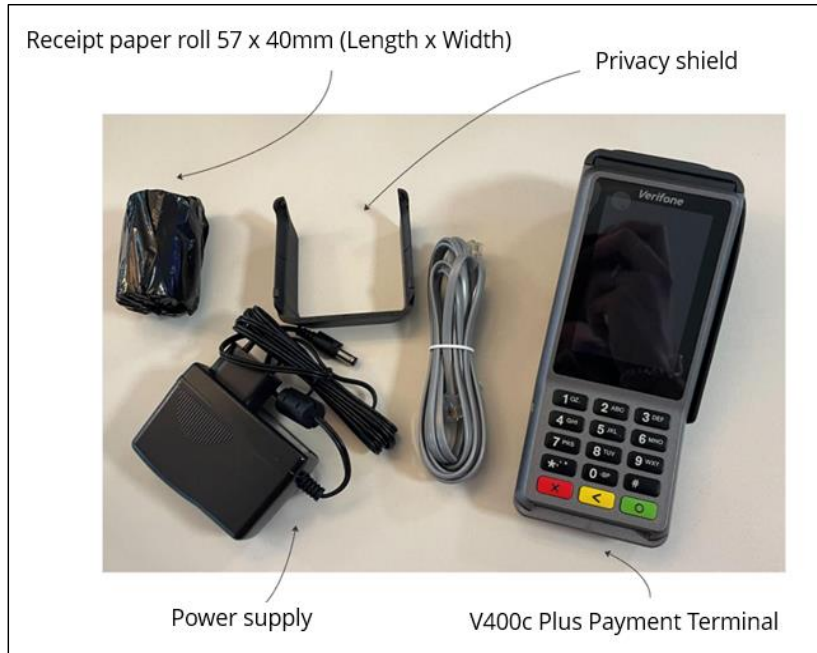


2. Break the security seal, take the terminal out of the box, and check if the **serial number (S/N)** on the terminal matches the serial number on the box.



¹ Images are for reference only. The actual model may vary depending 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 INSERT THE RECEIPT PAPER ROLL¹

1. Pull up the latch of the paper compartment and swing the cover downwards.



2. Insert the paper roll by placing it into the terminal, and ensure that the paper sticks out slightly.



3. Close the cover of the paper roll compartment.



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

2.5 INSTALL THE TERMINAL

If you turn on V400c Plus 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.

2.5.1 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.

When the terminal is connected to a power supply, the battery will start charging. An icon at the top of the display indicates the battery charge level. Please allow the battery to charge for at least four hours while you proceed with the next steps.

2.5.2 ADMIN MENU

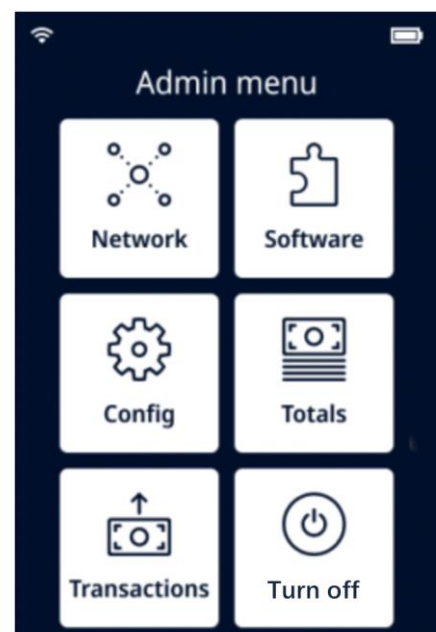
Check out “Admin menu”: you'll need the Admin menu on the terminal for various tasks.

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.

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.
Totals	<ul style="list-style-type: none"> • View and print transaction totals.
Transactions	<ul style="list-style-type: none"> • Get an overview of transactions stored on the terminal. • Re-print the receipt for a transaction.
Turn off	<ul style="list-style-type: none"> • Turn off the terminal.



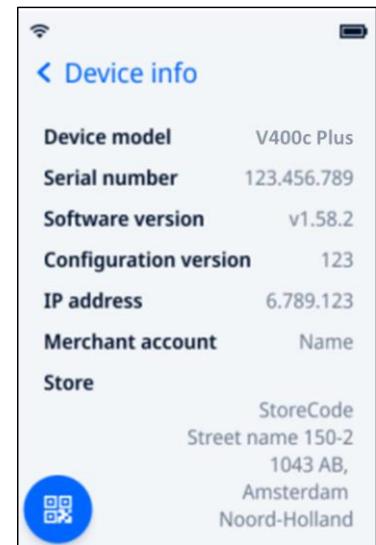
2.5.3 DEVICE INFO

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.



2.6 CONNECT TO YOUR NETWORK

2.6.1 USING V400C PLUS – CONNECTED TO DISH POS / DISH POS LITE

When your V400c Plus Payment Terminal, as part of DISH Pay, is used as an add-on and connected to DISH POS / DISH POS Lite, the network setup for this device will be arranged/configured by our DISH Support Team.

- Simply switch on your V400c Plus Payment Terminal, and it will automatically connect to your local network.


2.6.2 FIRST TIME ORDER

If this is your first order of the V400c Plus Payment Terminal, please contact our DISH Support Team at www.dish.co/contact. Our Support Team will guide you through the process of connecting your device to your network.

2.6.3 REPLACEMENT / RE-ORDER

If you receive a replacement or re-order of the V400c Plus Payment Terminal, please connect the device to your local network via Ethernet LAN for communication with the DISH Pay payments platform:

- 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.

2.6.4 CHANGE WI-FI

After boarding the terminal from either [2.6.1](#) or [2.6.2](#), if you need to change Wi-Fi usage, please follow these instructions:

1. Go to the [Admin menu](#).
2. Select **Configure Network** > **Wi-Fi**. You can now:
 - Use the Wi-Fi toggle switch to turn Wi-Fi on or off.
 - Change IP Settings.
 - Add another network as described in [2.6.1](#) and [2.6.2](#).

2.7 STANDALONE – OPTIONAL ACTIONS¹

2.7.1 VIEW, PRINT AND RESET TOTALS

When not connected to DISH POS or DISH POS Lite, the terminal can generate a Totals report, providing an overview of the total amounts for sales, refunds, gratuities (tips), and cancellations processed by the terminal since the last report reset. By resetting the report, you can use this functionality to get day totals or shift totals.

a. Obtain the Totals report:

1. Go to the [Admin menu](#).
2. Enter the Admin menu passcode and select the **Confirm** key.

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

3. Select **Totals**.
4. Select an action:
 - **View**: shows the Totals report for the period shown at the top of the report.
 - **Print** > **Yes**: prints the Totals report.
(Optional) To reset the counter after printing the (day or shift) totals, select **Yes** when prompted with **Reset totals?**
 - **Reset** > **Yes**: starts a new reporting period. The Totals from the previous period are no longer shown.

b. Resetting automatically

To automatically reset the Totals every day at a specific hour, please contact our DISH Support Team at www.dish.co/contact.

¹ These actions only apply, when the DISH Pay terminal is not connected to DISH POS or DISH POS Lite.

2.7.2 REPRINT A TRANSACTION RECEIPT

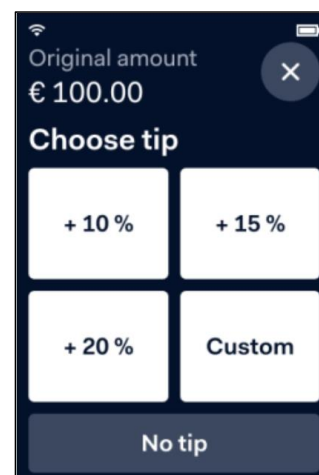
To print another copy of the shopper or merchant receipt for a specific transaction:

- Go to the [Admin menu](#).
- Select **Transactions**.
- Select the transaction that you want to reprint a receipt for.
- Select **Receipts** and then the receipt you want to print: **Shopper receipt** or **Merchant receipt**.
- Select **Print**.
- Select **Cancel** to return to the point where you can select and print the other receipt or select **Cancel** repeatedly until the Admin menu closes.

2.7.3 TIPPING ON DEVICE

The terminal has an integrated tipping function, allowing your guests to make cashless tips through the payment terminal.

1. Enter the total amount that needs to be paid into your terminal.
2. The tipping screen will appear (as shown in the picture).
3. Let the customer choose the desired tip amount.
4. Your customer can use either the card or phone for payment on the terminal.
5. The payment receipt will be automatically printed.
6. The tipping amount will be shown on the receipt.



The tipping feature is set by default. If you want to change this setting, please contact our DISH Support Team at www.dish.co/contact.

2.7.4 DASHBOARD¹

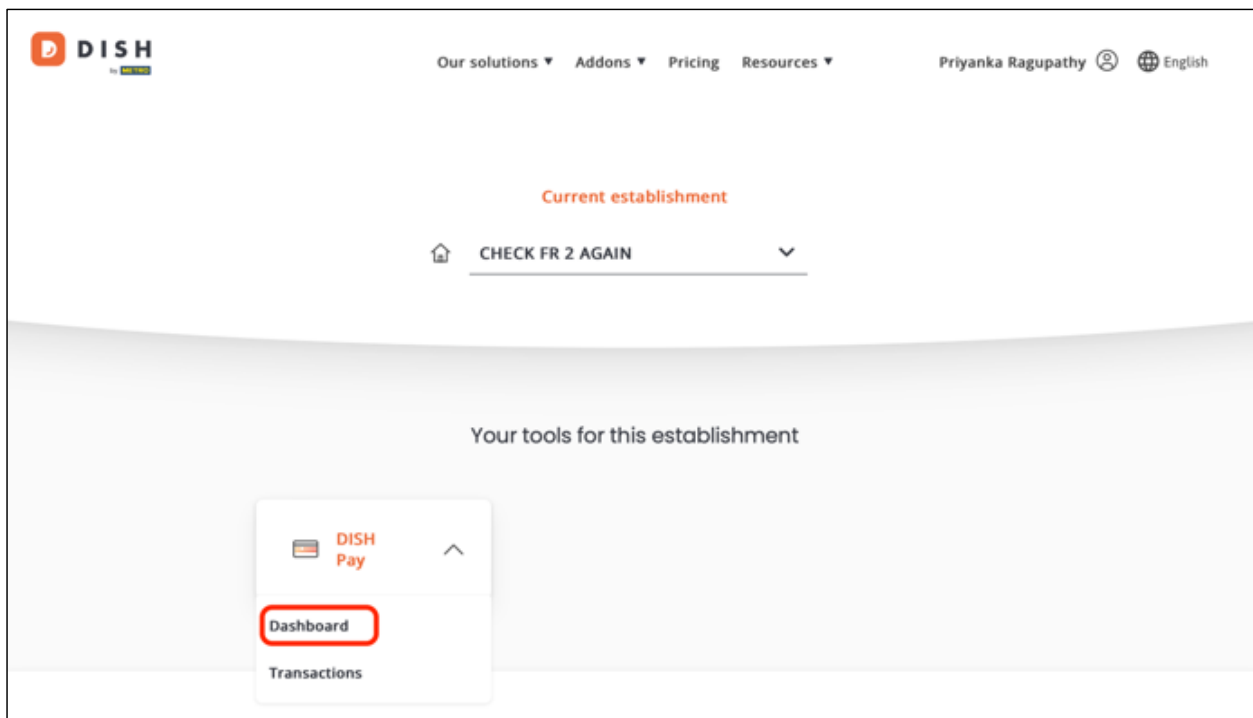
Accepting transactions is a crucial aspect of your business, and monitoring your card turnover is equally important. Stay informed by connecting to your Dashboard, where you can track transactions, payouts, and other account-related information.

To do so, log in to your dish.co account and access the Dashboard by clicking on DISH Pay:

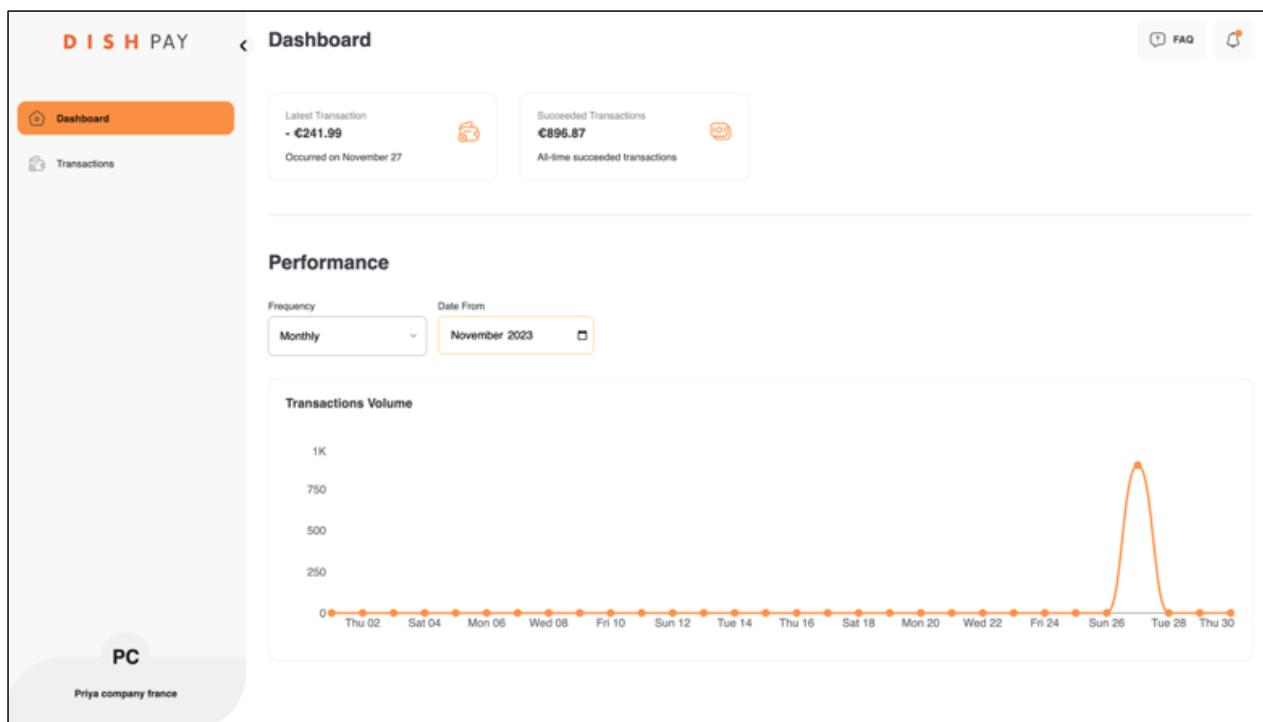
1. Connect to dish.co.
2. Log in to your dish.co account using your credentials.

¹ Dashboard might be available in the future for DISH Pay terminals, when they are connected to DISH POS or DISH POS Lite.

3. Select **DISH Pay**.



4. Click on **Dashboard**.
5. Select **Transactions** on the left side of your screen to get access.
6. Review your data, customize, and export reports if needed.



For further information, please refer to [DISH Support](#) (login required). If you have additional questions, please contact our DISH Support Team at www.dish.co/contact.

2.8 TURN OFF THE TERMINAL

To turn off the terminal, you can choose one of the following options:

1. Disconnect the terminal from the power supply.
2. Go to the [Admin menu](#) and select **Power off**.
3. Press and hold the **Cancel** key until (after 5-20 seconds) the display turns off.

2.9 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.