

DISH PAY

PAYMENT TERMINAL

V400c Plus

SELF-INSTALLATION USER MANUAL

VERSION: EU - 001

DATE: 2024 - 02 - 01

DISH DIGITAL SOLUTIONS GMBH



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V400c Plus

Standalone countertop Payment Terminal, with added printer

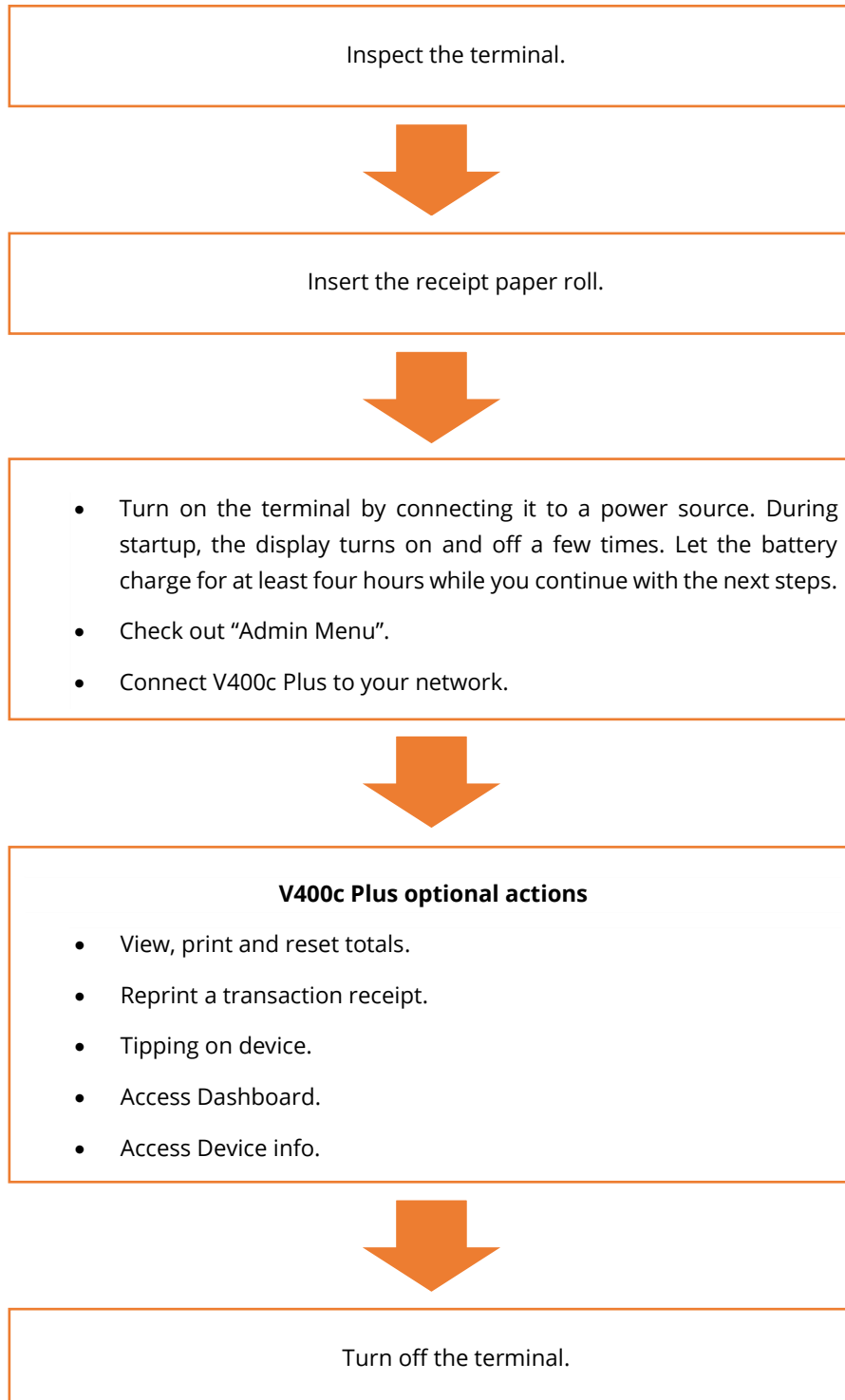


Key	Name
	Cancel
	Clear
	Confirm

Note: This user manual only applies to customers who have purchased DISH Pay as a standalone product and do not use it with DISH POS or DISH POS Lite.

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!

A more detailed guide can be found in the following.

STEP 1: 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.

1.1 VERIFY THE BOX CONTAINING THE TERMINAL

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



1.2 CHECK THE SERIAL NUMBER

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.



CAUTION: 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.

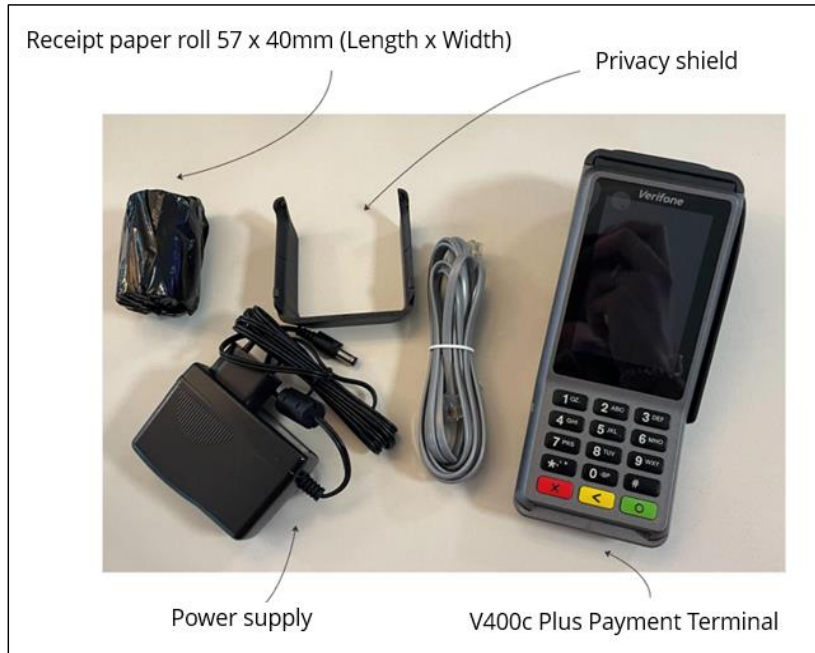
If any of the above checks fail, please contact our DISH Support Team immediately at www.dish.co/contact.

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

1.3 VERIFY THE CONTENT OF YOUR BOX¹

Your V400c Plus set consists of the following components:

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



If any of the described components are missing, please contact our DISH Support Team immediately at www.dish.co/contact.

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

STEP 2: 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; actual model may vary depending on the choice of your purchase.

STEP 3: INSTALL THE TERMINAL

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.

3.1 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. Please do not interrupt this process.

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.

3.2 ADMIN MENU

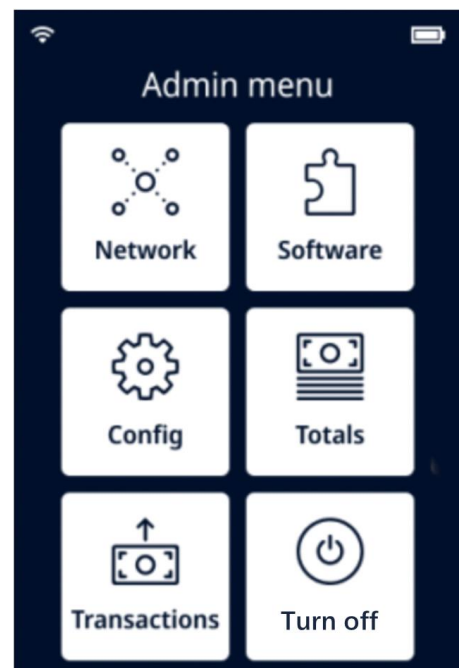
Check out the “Admin menu”: you will need it for various tasks.

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 the 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.



3.3 CONNECT TO YOUR NETWORK

Connect your device to your local network via Wi-Fi with the following instruction:

- On the terminal display, select **Configure network**.
- Select **Wi-Fi**.
- Turn on the **Wi-Fi** toggle switch.
- Select the **+** icon to add a network. The terminal scans for Wi-Fi networks.
- Choose the desired network from the list and enter the Wi-Fi password or select **Add manually** and enter the name (SSID) of the Wi-Fi network and the Wi-Fi password.
- Select the check mark to confirm.
 - The terminal sets the network as default automatically and connects to it.
 - You will now see a Wi-Fi icon at the top of the display.

STEP 4: OPTIONAL ACTIONS

4.1 VIEW, PRINT, AND RESET TOTALS

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.

4.2 REPRINT A TRANSACTION RECEIPT

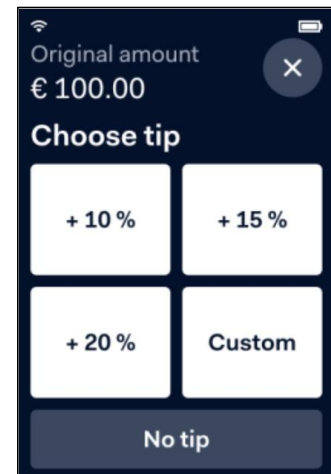
To print another copy of the shopper or merchant receipt for a specific transaction:

- 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.

4.3 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.



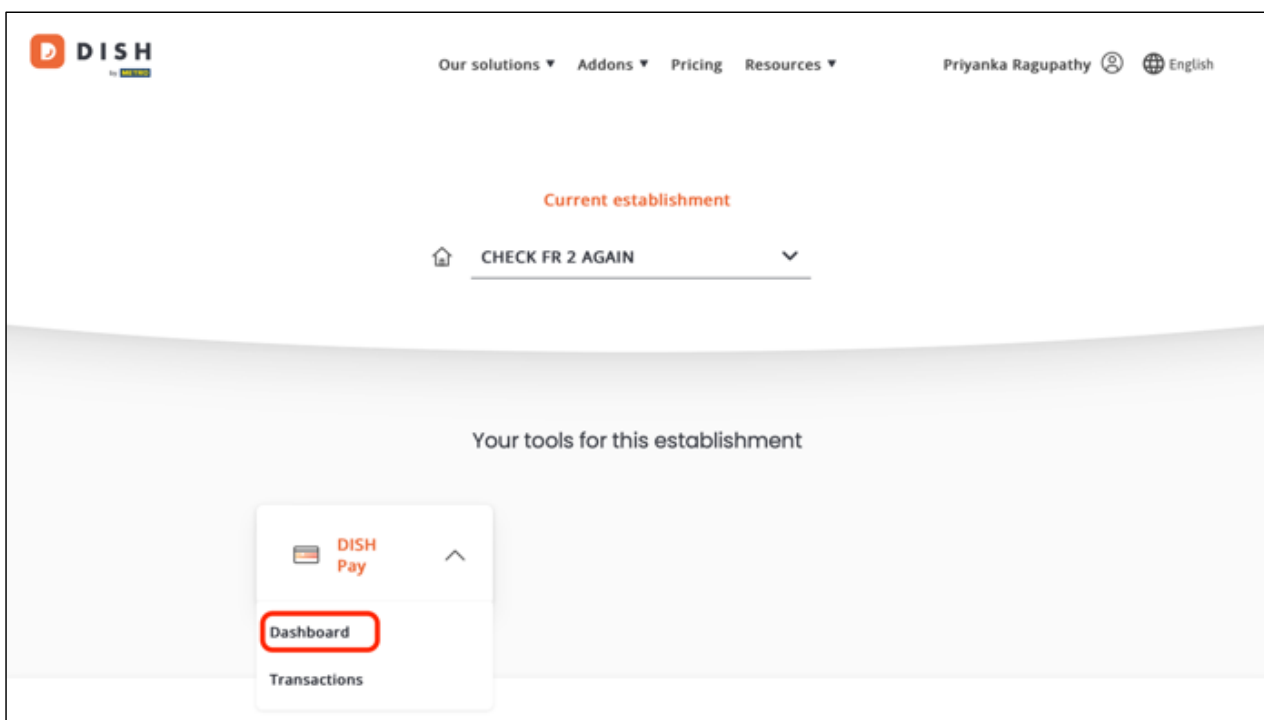
The tipping feature is set by default. If you want to change this setting, please contact our DISH Support Team at www.dish.co/contact.

4.4 DASHBOARD

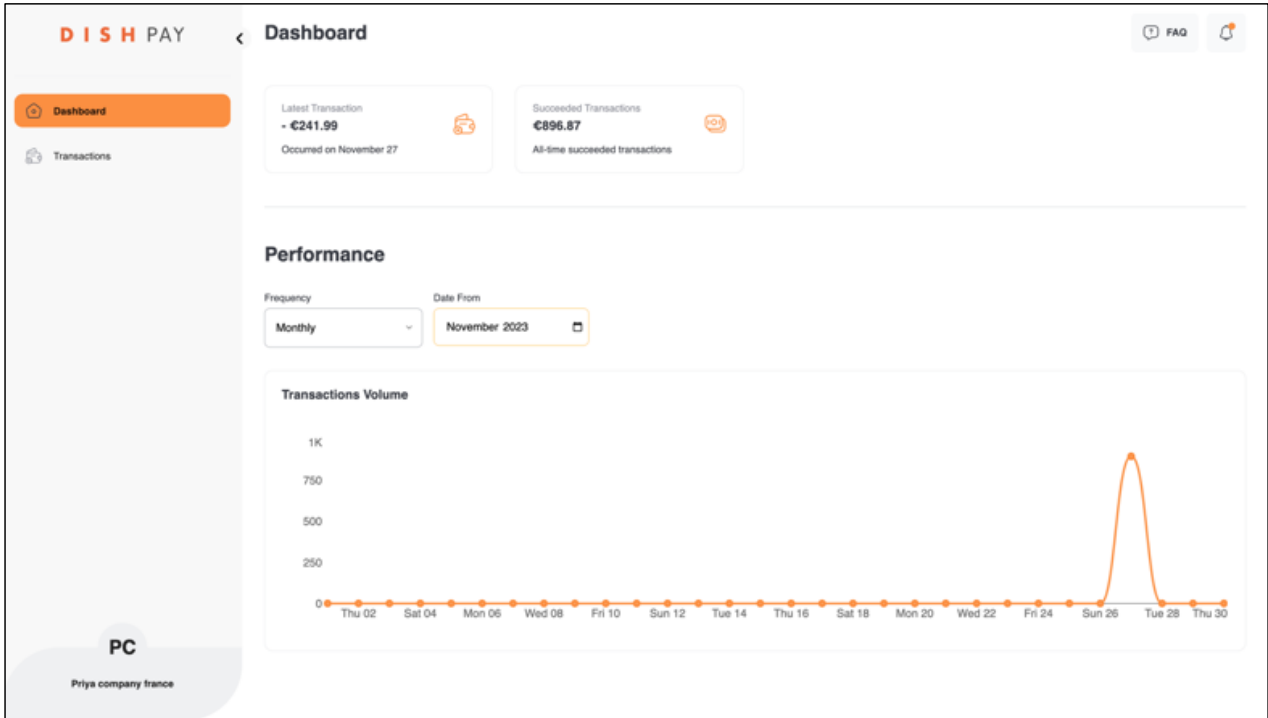
Accepting transactions is a crucial aspect of your business, and monitoring your card turnover is equally important. Stay informed by connecting to your Dashboard, where you can track transactions, payouts, and other account-related information.

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.
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.

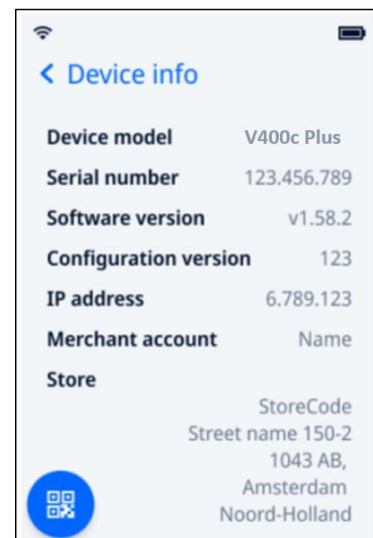
4.5 DEVICE INFO

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 display a QR code containing device information. When you contact our DISH Support Team via www.dish.co/contact, they may ask you to scan this QR code.



STEP 5: TURN OFF THE TERMINAL

To turn off the terminal:

- Go to the [Admin menu](#) and select **Power off**.
or
- Press and hold the **Cancel** key until (after 5 - 20 seconds) the display turns off.

STEP 6: 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.