DISH PAY

PAYMENT TERMINAL

S1F2

STANDARD USER MANUAL

VERSION:	EU – 002
DATE:	2024 – 02 – 01

DISH DIGITAL SOLUTIONS GMBH

DISH
by METRO

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TABLE OF CONTENTS

1. PRODUCT OVERVIEW

S1F2

Mobile Payment Terminal

An all-in-one Android device with printing power

Main Features:

- **All-in-one device**
  Accept payments next to a variety of apps like your customer order history.
  Perfectly connected to DISH POS / DISH POS Lite system.

- **Print on the go**
  Provide customers a receipt from anywhere in your store, no running back to the counter.

- **Unified experiences**
  Connect journeys across channels with the combined power of Android devices and our single platform.

- **Better performance**
  Built for speed and innovation, with a quad-core processor and Android 9.0 operating system.

2. STANDARD USER MANUAL
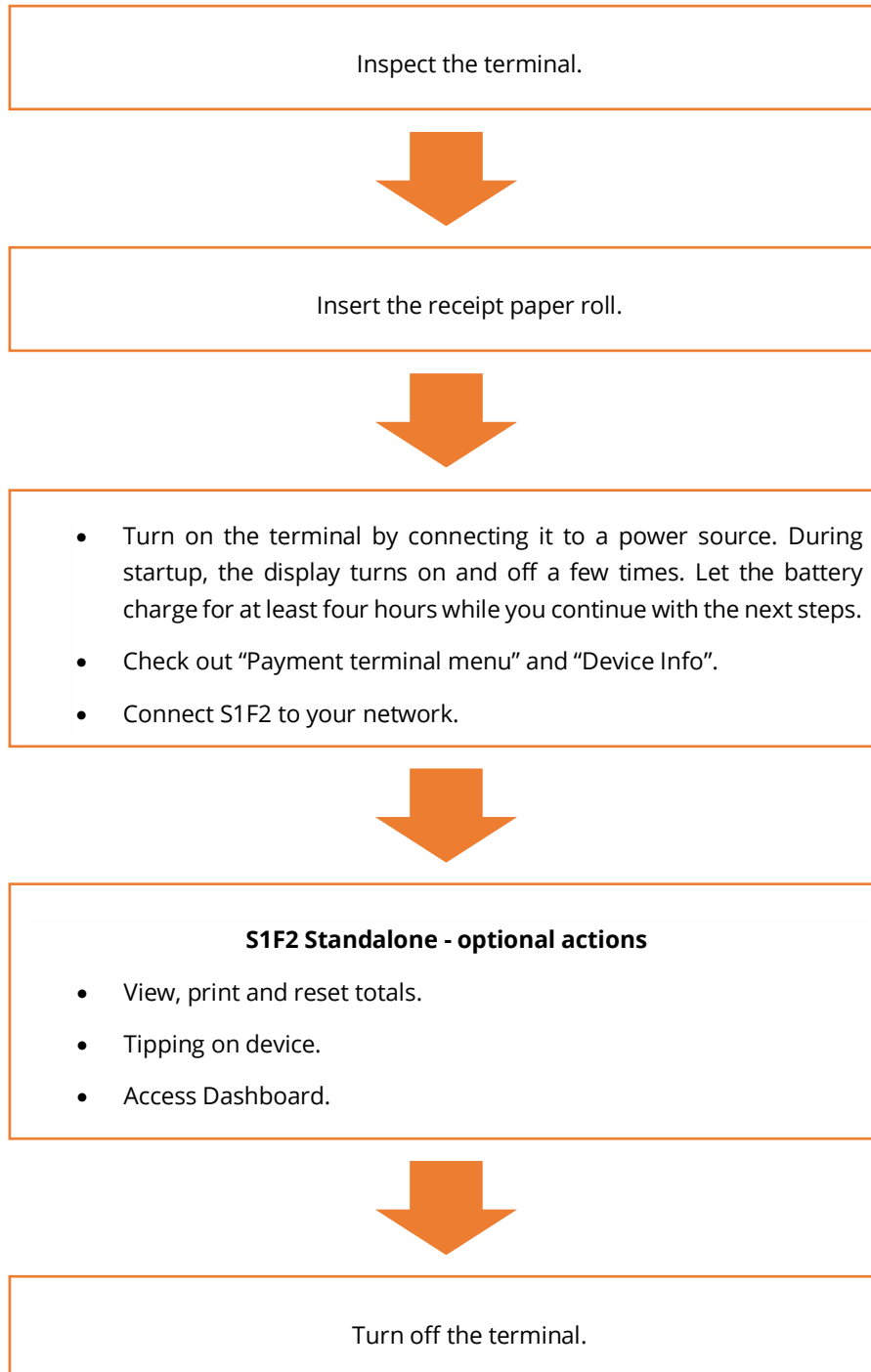
Get started with the S1F2 Payment Terminal.

2.1 SUPPLIED COMPONENTS

- S1F2 Payment Terminal
- Power supply
- SIM card
- Receipt paper roll 57 x 40 mm (Length x Width)

2.2   GET STARTED

These are the steps to get your new S1F2 Payment Terminal up and running.

Inspect the terminal.

Insert the receipt paper roll.

- Turn on the terminal by connecting it to a power source. During startup, the display turns on and off a few times. Let the battery charge for at least four hours while you continue with the next steps.
- Check out "Payment terminal menu" and "Device Info".
- Connect S1F2 to your network.

S1F2 Standalone - optional actions

- View, print and reset totals.
- Tipping on device.
- Access Dashboard.

Turn off the terminal.

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

2.3   INSPECT THE TERMINAL[1]

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.

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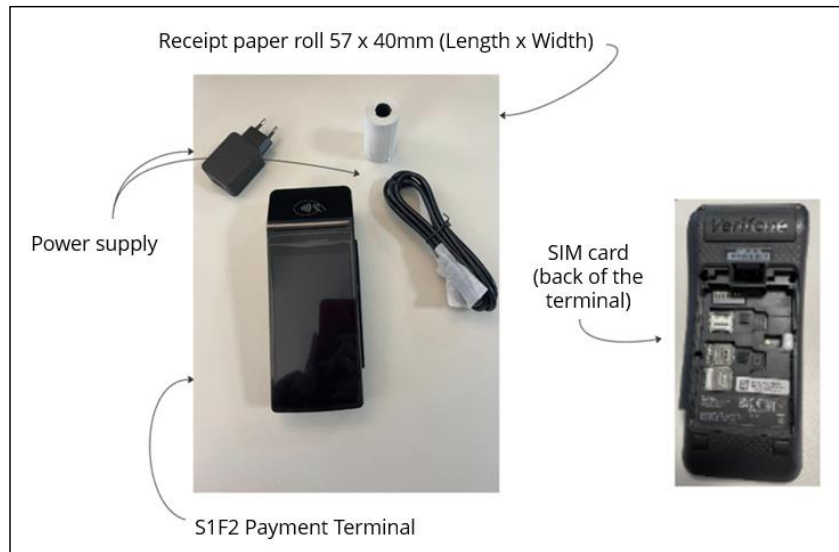
If any of the above checks fail, please contact our DISH Support Team immediately at www.dish.co/contact.

2.4   INSERT THE RECEIPT PAPER ROLL[1]

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.

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

2.5   INSTALL THE TERMINAL[1]

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.

2.5.1 TURN ON THE TERMINAL

- Connect the terminal to a power supply.

    or

- Press and hold the power button on the left side of the terminal 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.

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

2.5.2 PAYMENT TERMINAL MENU

Check out your payment terminal menu, which includes options related to payments, and a configuration menu with relevant settings.

Menu/Button	Description	Passcode
Settings	• **Device info**: view information about the Payment Terminal, like the serial number, configuration version, and store details. Update the software version. Scan to connect to the terminal. • **Network**: enable and configure network connections. Enable airplane mode. • **Configuration**: view, update, or remove the configuration version. • **Display**: adjust the screen brightness. • **Diagnostics**: run network connection tests or send us a diagnostic report. • **Apps**: overview of the apps and certificates installed on the terminal. If an app is scheduled to be installed or removed, this action is carried out when you open this menu.	• No passcode required: o **Device info** o **Diagnostics** o **Display** • Admin & Settings Passcode: o **Apps** o **Configuration** o **Network** o **Device info** > **Software version**
Transactions	• **History**: view transactions stored on the terminal. Re-print the merchant/shopper receipt for an approved transaction. • **Totals**: view and print a transaction totals report. Reset transaction totals. • **New transaction**: Refund, Manual key entry as a standalone terminal. Select the AID priority.	• Transactions passcode required: o **History** o **Totals** o **New transaction** • Refunds passcode required: o **New transaction** > **Refund**
Payment	• Start a normal payment when used as a standalone terminal.	• No passcode required.

Access to certain menu options may be protected by passcodes. To obtain the passcodes, please call our DISH Support Team at www.dish.co/contact.

2.5.3 DEVICE INFO

To view information about the terminal:

• Select **Settings** and then **Device info**.

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

• Model and serial number of the terminal.

• Software version and configuration version that the terminal currently uses.

• Merchant account, store, and store address 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.
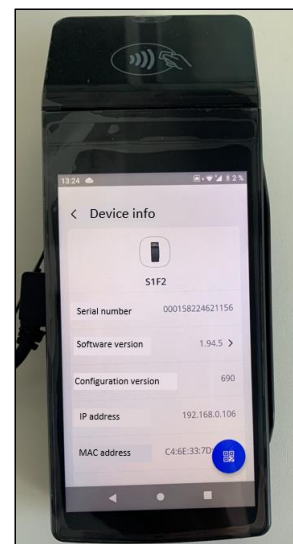
2.6   CONNECT TO YOUR NETWORK

2.6.1 FIRST TIME ORDER

If this is your first order of S1F2 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.

2.6.2 REPLACEMENT / RE-ORDER

If you receive a replacement or re-order of the S1F2 Payment Terminal, please connect the device to your local network via Wi-Fi:

1.   After selecting your language on the **Welcome** screen, select the blue arrow button:

2.   On the Setup **Wi-Fi** screen, select the **+** sign.

3.   Turn on the **Wi-Fi** toggle switch.

4.   Select a Wi-Fi network from the list or select the **+** sign and add the name (SSID) of your Wi-Fi network.

5.   Enter the Wi-Fi password and select **OK**.

6.   The terminal sets the network as default automatically and connects to it.
     You'll now see a Wi-Fi icon at the top of the display.

Here is how you can update the connection settings, which you will need if you have to change Wi-Fi usage later on.

1.   Select **Settings** and then **Network**.

2.   Enter your passcode.

3.   Select **Wi-Fi**. You can now:

   a.   Turn Wi-Fi on or off using the Wi-Fi toggle switch.

   b.   Add another network as described above.

2.6.3 CELLULAR 3G/4G FAILOVER

Your S1F2 Payment Terminal is able to seamlessly switch to processing payments via cellular connection in case of an internet failure. To enable this feature, you'll need a SIM card subscription with us for your terminal, please contact our DISH Support Team at www.dish.co/contact for further details.

2.7 STANDALONE – OPTIONAL ACTIONS[1]

2.7.1 VIEW, PRINT, AND RESET TOTALS

Your S1F2 Payment 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 Payment terminal menu.

2. Select **Transactions** and then **Totals**.

3. Enter the Transactions menu passcode. If you don't know the passcode, please contact our DISH Support Team at www.dish.co/contact.

4. You can now:

     a. View a Totals report for the period shown at the top of the report.

     b. Print the Totals report by selecting the print button:

     c. Start a new reporting period by selecting the reset button:
   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.

2.7.2 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.
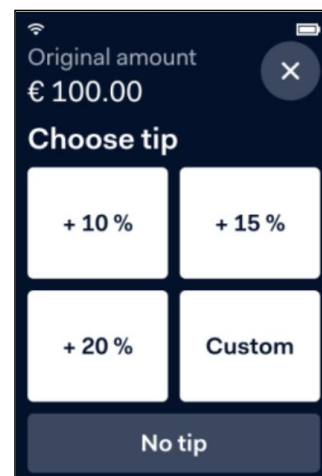
The tipping feature is set by default. If you want to change this setting, please contact our DISH Support Team at www.dish.co/contact.

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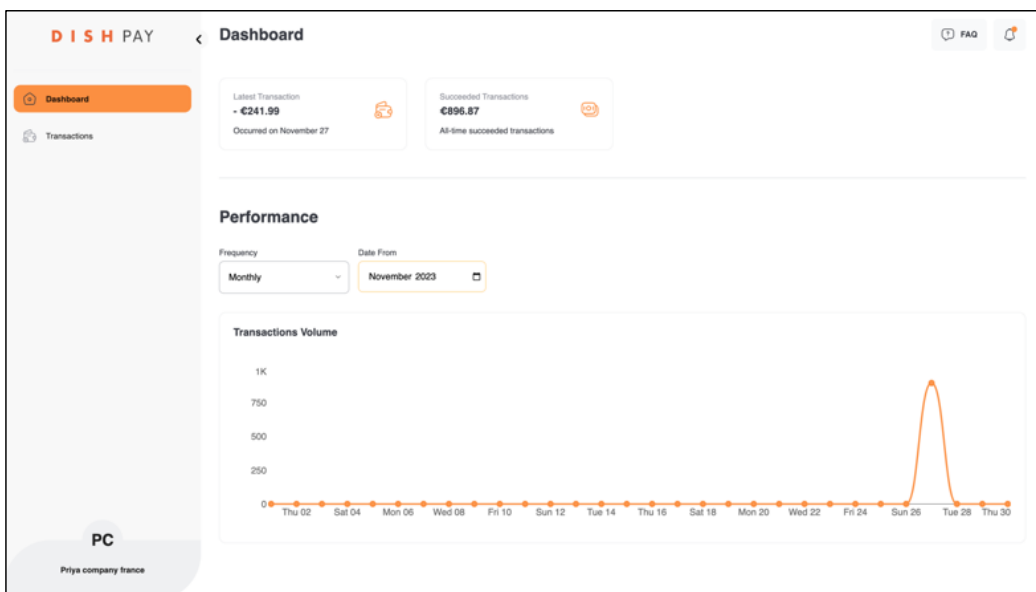
2.7.3 DASHBOARD[1]

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**.
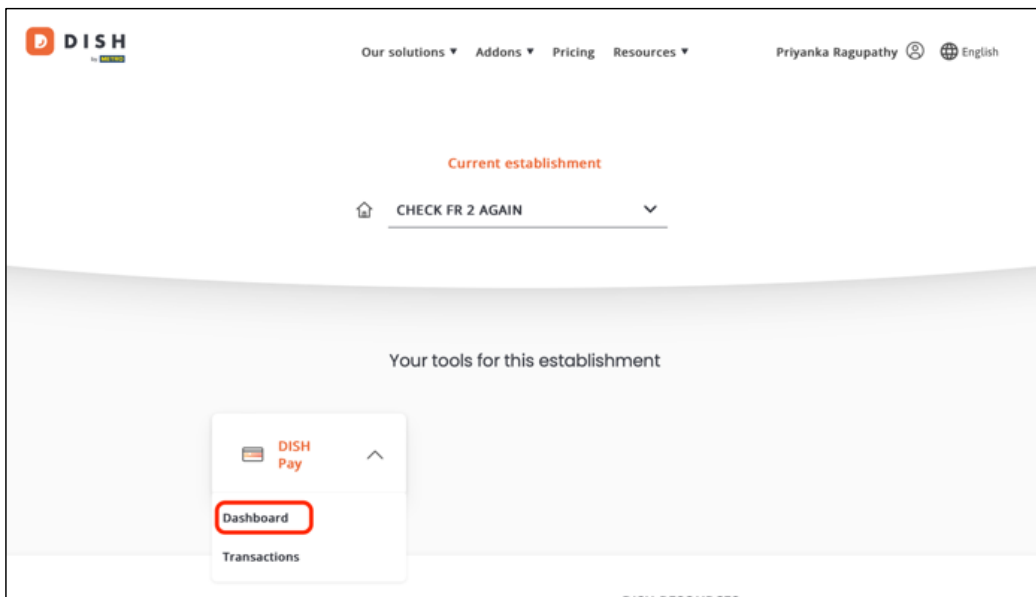
4. Click on **Dashboard**.

5. Select **Transactions** on the left side of your screen to access the relevant information.

6. Review your data, customize, and export reports if needed.

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

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

2.8   CABLE MANAGEMENT

The S1F2 Payment Terminal is equipped with a USB-C charging cable and a region-specific power plug, both compliant with USB industry standards and CE marked certification.

Note: **Please always use the cable provided by us.**

To prevent damage to the USB-C charging cable and the USB-C socket on the Payment Terminal, please make sure to follow these guidelines:

1. Insert and remove the USB-C charging cable by holding the end that connects to the terminal or the power plug.
2. Don't insert or remove the USB-C charging cable in an upward, downward, left, or right direction.
3. Don't bend or fold the USB-C charging cable.
4. Don't use excessive force to insert or remove the USB-C charging cable.
5. Always inspect the USB-C charging cable and the USB-C socket on the Payment Terminal for foreign objects.
6. If the terminal operates in areas of high humidity, dust, or food residue, consider using a charging station.

2.9   TURN OFF THE TERMINAL[1]

To turn off the terminal:

1. Press and hold the power button until a dialog box appears. You can find the power button on the left side of the terminal.

2. Confirm that you want to turn off the terminal.

2.10   ASK FOR ASSISTANCE

If there is an issue with your S1F2 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.

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