

DISH PAY

PAYMENT TERMINAL

SIF2

SELF-INSTALLATION USER MANUAL

VERSION: EU - 001

DATE: 2024 - 02 - 01

DISH DIGITAL SOLUTIONS GMBH



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S1F2

Mobile Payment Terminal

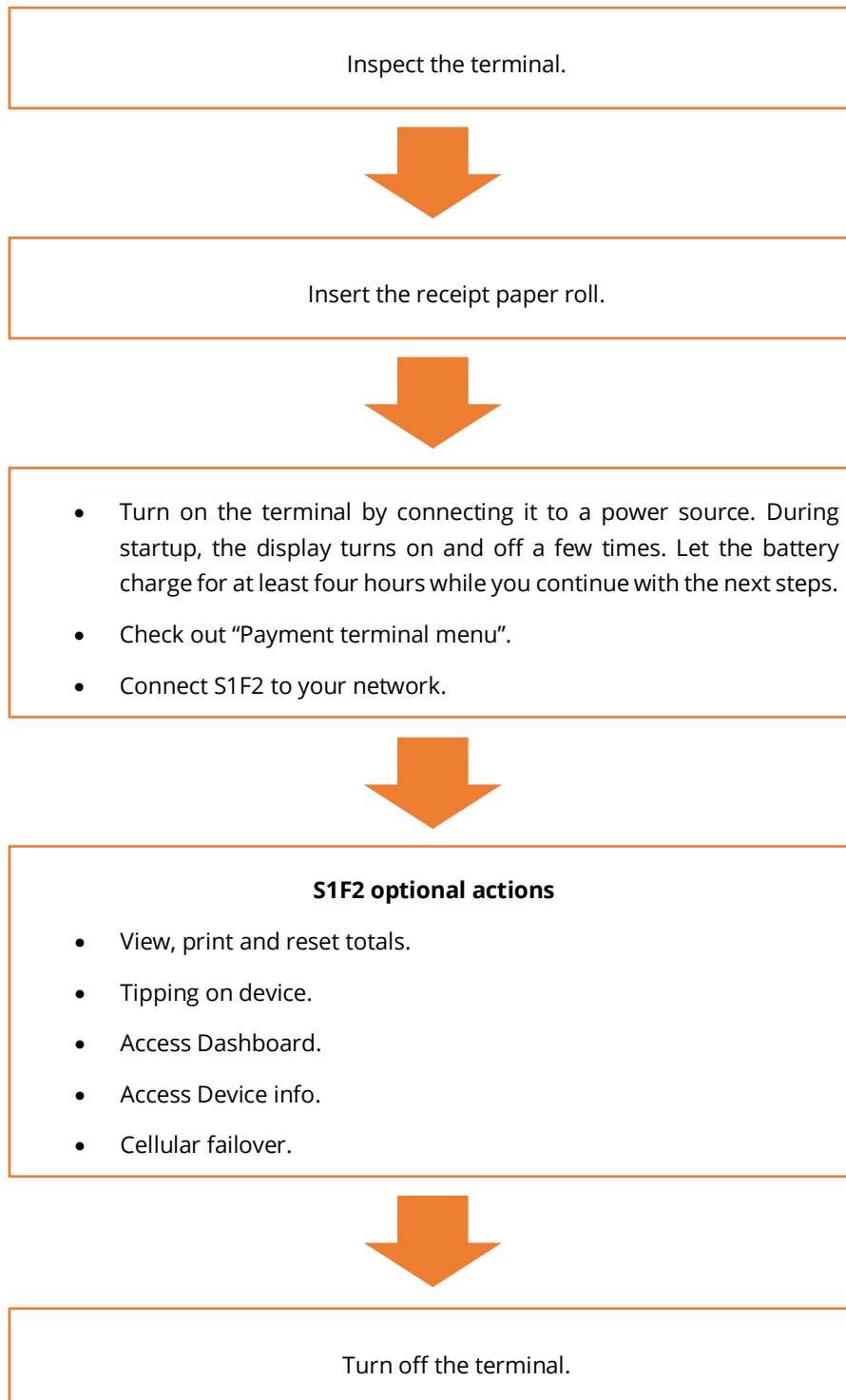
An all-in-one Android device with printing power



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 S1F2 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.

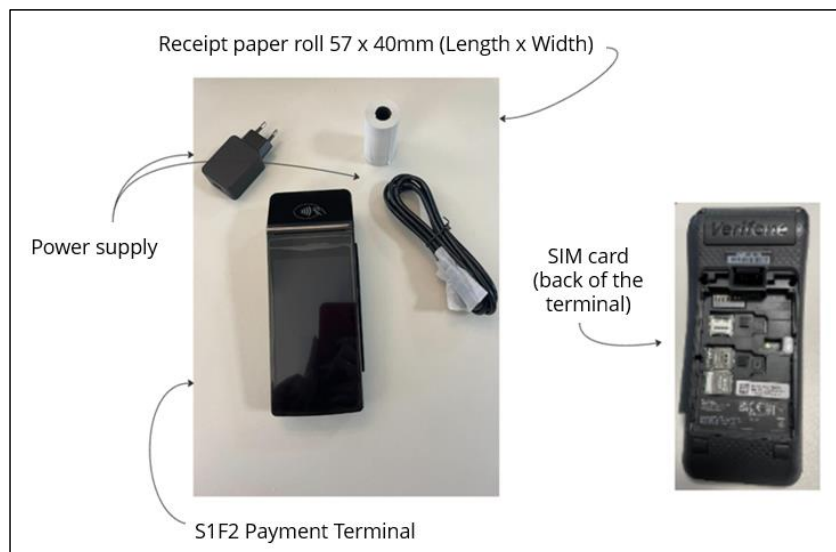
If any of the above checks fail, please contact our DISH Support Team immediately at www.dish.co/contact.

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

1.3 VERIFY THE CONTENT OF YOUR BOX¹

Your S1F2 set consists of the following components:

- S1F2 Payment Terminal
- Power supply
- SIM card
- Receipt paper roll 57 x 40 mm (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 TERMINAL¹

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 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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3.2 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
 <p>Settings</p>	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • No passcode required: <ul style="list-style-type: none"> ○ Device info ○ Diagnostics ○ Display • Admin & Settings Passcode: <ul style="list-style-type: none"> ○ Apps ○ Configuration ○ Network ○ Device info > Software version
 <p>Transactions</p>	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Transactions passcode required: <ul style="list-style-type: none"> ○ History ○ Totals ○ New transaction • Refunds passcode required: <ul style="list-style-type: none"> ○ New transaction > Refund
 <p>Payment</p>	<ul style="list-style-type: none"> • Start a normal payment when used as a standalone terminal. 	<ul style="list-style-type: none"> • 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.

3.3 CONNECT TO YOUR NETWORK

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



- After selecting your language on the Welcome screen, select the arrow button: 
- On the Setup **Wi-Fi** screen, select the + sign.
- Turn on the Wi-Fi toggle switch.
- Select a Wi-Fi network from the list or select the + sign and add the name (SSID) of the Wi-Fi network.
- Enter the Wi-Fi password.
- Select **OK**.
 - The terminal automatically sets the network as default and connects to it.
 - You'll now see a Wi-Fi icon at the top of the display.

STEP 4: OPTIONAL ACTIONS

4.1 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.

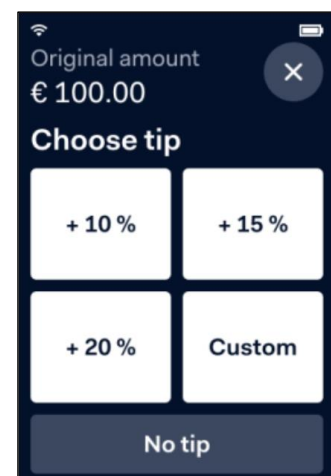
b. Resetting automatically

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

4.2 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.



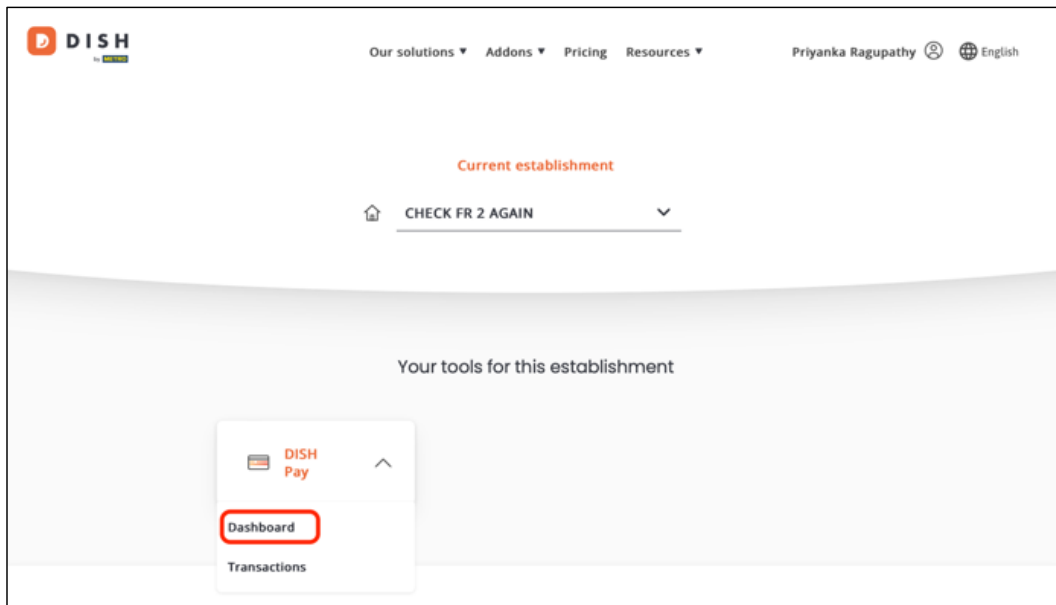
The tipping feature is set by default. If you want to change this setting, please contact our DISH Support Team at www.dish.co/contact.

4.3 DASHBOARD

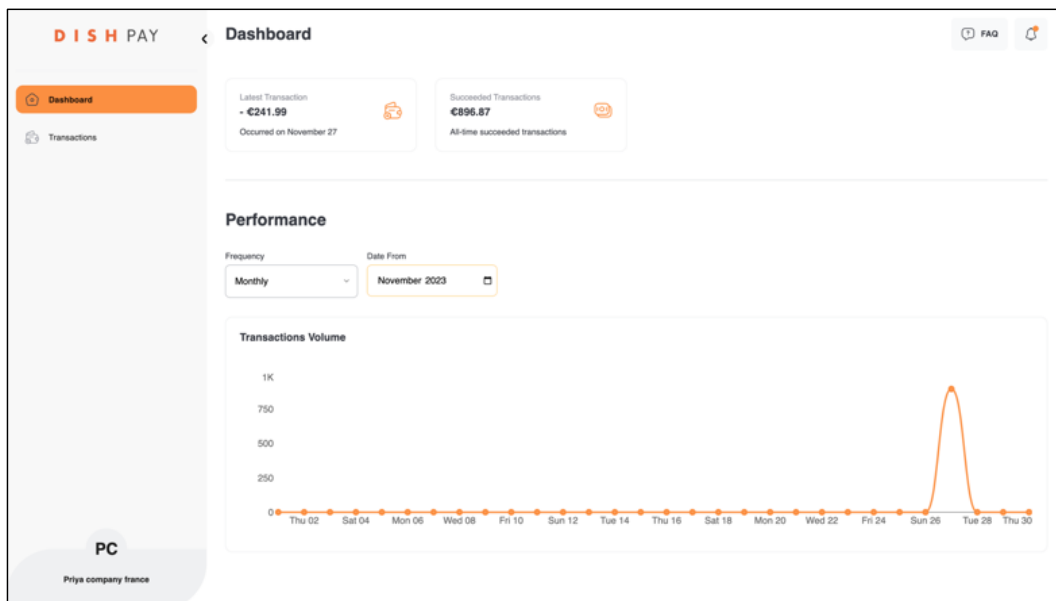
Accepting transactions is a crucial aspect of your business, and monitoring your card turnover is equally important. Stay informed by connecting to your Dashboard, where you can track transactions, payouts, and other account-related information.

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 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.

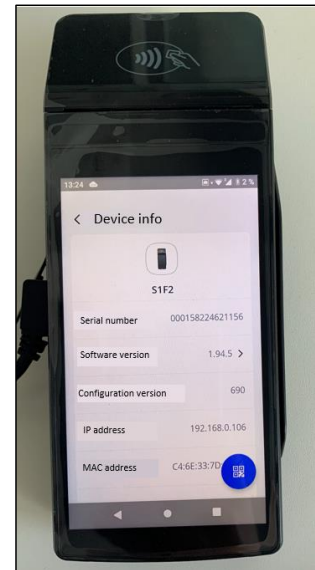
4.4 DEVICE INFO

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.



4.5 CELLULAR FAILOVER

Your S1F2 terminal can automatically switch to processing payments using a cellular connection when the internet connection fails. For this you need to have a SIM card subscription with us for your terminal.

When in doubt, please contact our DISH Support Team at www.dish.co/contact.

STEP 5: TURN OFF THE TERMINAL¹

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.

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.

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