DISH PAY

PAYMENT TERMINAL

V400M

STANDARD USER MANUAL

VERSION: EU – 003

DATE: 2024 – 02 – 01

DISH DIGITAL SOLUTIONS GMBH

DISH

by METRO

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40235 DÜSSELDORF | GERMANY

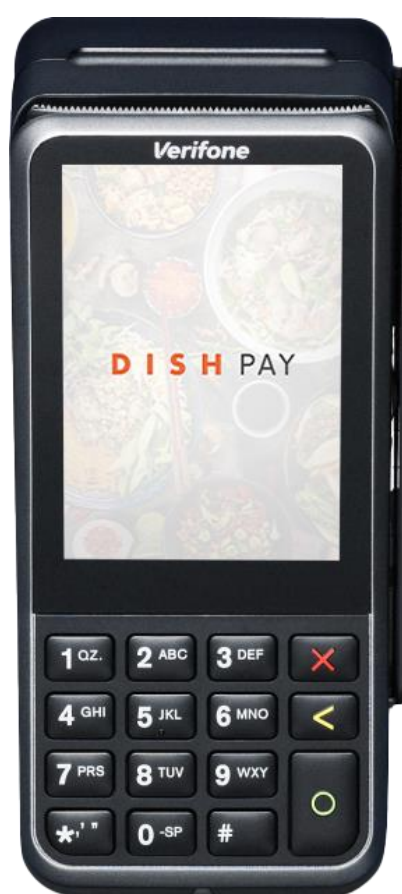WEBSITE: WWW.DISH.DIGITAL | WWW.DISH.CO

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1. PRODUCT OVERVIEW

V400m

Mobile Payment Terminal

Go-to portable, with fast printing and many connections

Main Features:

- **Service friendly**
  Large touchscreen for display impact and ease of use.

- **Non-stop service**
  Charging base system for battery top-ups throughout the day (ordered separately).

- **Connected**
  Bluetooth technology enables advanced customer journeys.
  Perfectly connected to DISH POS / DISH POS Lite system.

2. STANDARD USER MANUAL

Get started with the V400m Payment Terminal.

2.1 KEYPAD KEYS
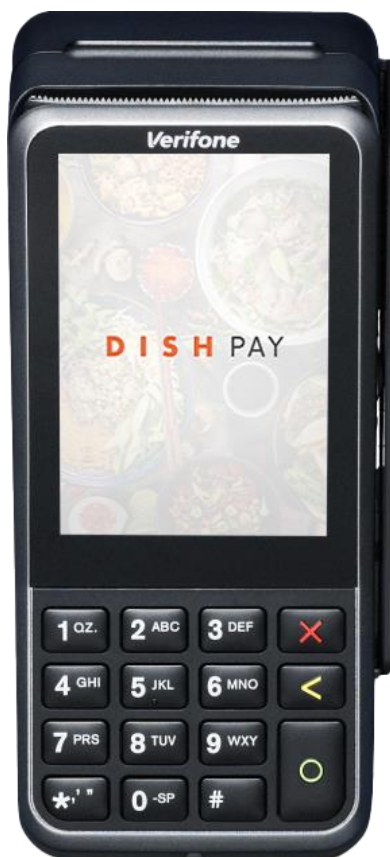
Key	Name
✕	Cancel
‹	Clear
◯	Confirm

Supplied components

- V400m 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 V400m 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 "Admin menu" and "Device Info".
- Connect V400m to your network.

V400m Standalone - optional actions

- View, print and reset totals.
- Reprint a transaction receipt.
- 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 has not 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.
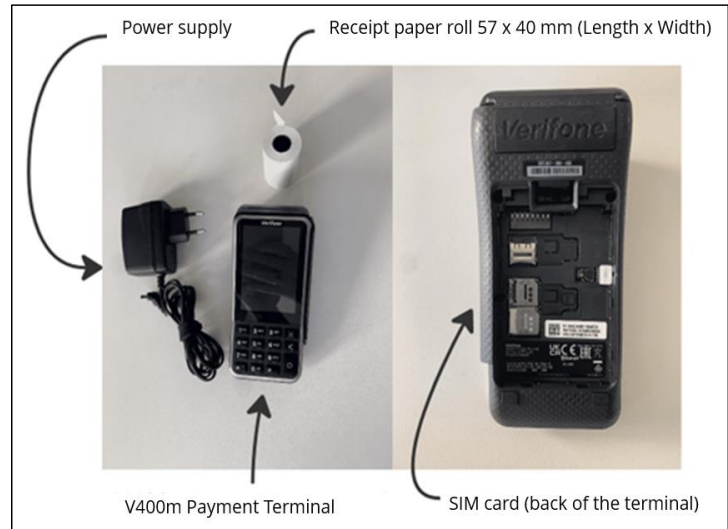

2.   Break the security seal, take the terminal out of the box, and check if the **serial number (S/N)** on the terminal matches the serial number on the box.

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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.

Power supply   Receipt paper roll 57 x 40 mm (Length x Width)

V400m Payment Terminal   SIM card (back 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

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 **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 will 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	- Configure network settings. - Run diagnostic connection tests.	
Software	Update the terminal software.	
Config	- 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	View and print transaction totals.	
Transactions	- Get an overview of transactions stored on the terminal. - Re-print the receipt for a transaction.	
Turn off	Turn off the terminal.	
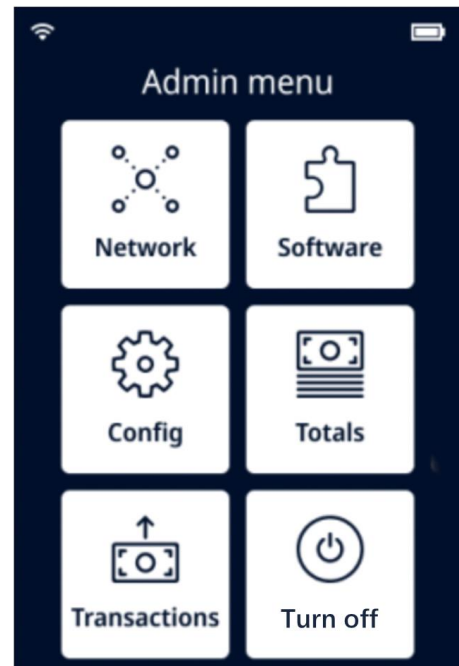
2.5.3 DEVICE INFO

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.
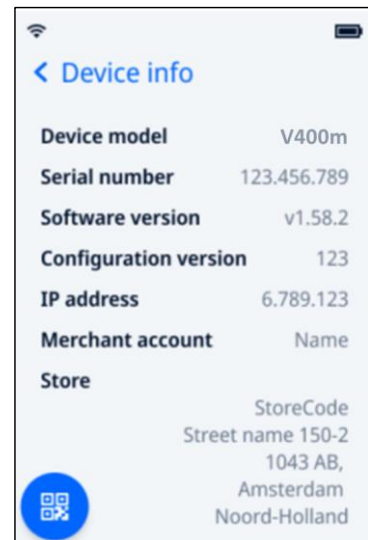
2.6 CONNECT TO YOUR NETWORK

2.6.1 USING V400M – CONNECTED TO DISH POS / DISH POS LITE

When your V400m 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 DISH Support Team.

- Simply switch on the V400m, and it will automatically connect to your local network.

2.6.2 USING V400M – NOT CONNECTED TO DISH POS / DISH POS LITE

When you use the V400 as a standalone terminal, **NOT** connected to DISH POS/ DISH POS Lite, please connect your device to your local network via Wi-Fi with the following instruction:

- **Connect to Wi-fi**

1. On the terminal display, select **Configure network**.
2. Select **Wi-Fi**.
3. Turn on the **Wi-Fi** toggle switch.
4. Select the **+** icon to add a network. The terminal scans for Wi-Fi networks.
5. 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.
6. 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.

2.6.3 CHANGE WI–FI

After the terminal is boarded from either 2.6.1 or 2.6.2, if you need to change Wi-Fi usage, please follow this instruction:

1. Go to the Admin menu.
2. Select **Network** > **Wi-Fi**. You can now:
   - Turn Wi-Fi on or off using the **Wi-Fi** toggle switch.
   - Change IP Settings.
   - Add another network as described above.

2.6.4 CELLULAR FAILOVER

For both 2.6.1 or 2.6.2, your V400m 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.

2.7 STANDALONE – OPTIONAL ACTIONS[1]

When you use the V400m as a standalone terminal, **NOT** connected to DISH POS/ DISH POS Lite, you can perform the following actions with this device.

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.

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 go back to the point where you can select and print the other receipt or select **Cancel** repeatedly until the Admin menu closes.

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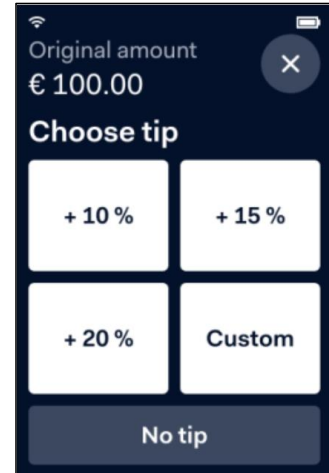
The tipping feature is set by default. If you want to change this setting, please contact our DISH Support Team at www.dish.co/contact.

2.7.4 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**.

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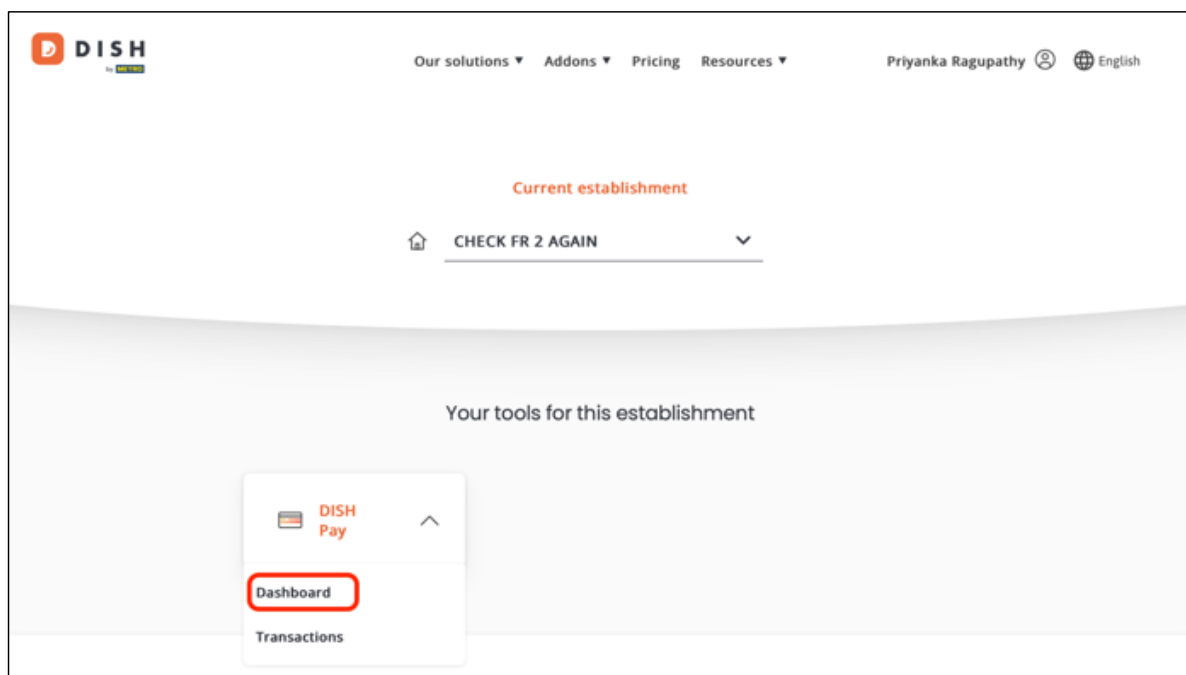
[1] Dashboard might be available in the future for DISH Pay terminals, when they are connected to DISH POS or DISH POS Lite.

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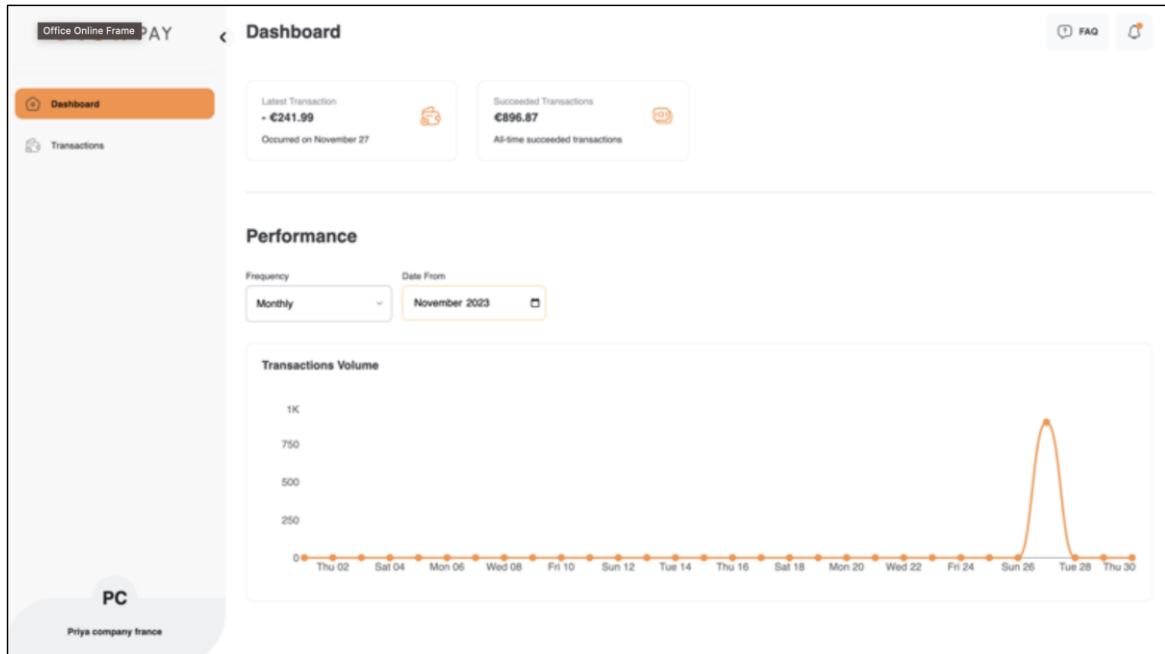
For further information, please refer to DISH Support (login required). If you have additional questions, please contact our DISH Support Team at www.dish.co/contact.

2.8 TURN OFF THE TERMINAL

To turn off the terminal:

- 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.

2.9 ASK FOR ASSISTANCE

If there is an issue with your payment terminal, and you cannot 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.