

CUSTOMER-FACING DISPLAY SETUP GUIDE

CONNECTING CUSTOMER-FACING DISPLAY

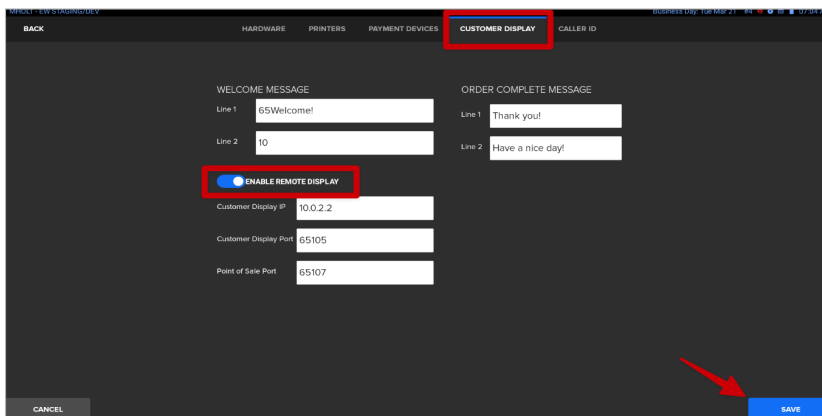
Customer-facing Display automatically links to the terminal it is connected to. There are two ways to connect:

1. **Docking:** You can dock the display directly to the back of the terminal.
2. **Cable:** You can also use the included USB-C cable to connect to the workstation.

Once connected, it will pair with that terminal via Bluetooth.

Enabling/Disabling the Customer-facing Display

1. From your POS, go to **Manager -> Devices -> Customer Display**.
2. Check **Enable Remote Display** and tap **Save**.

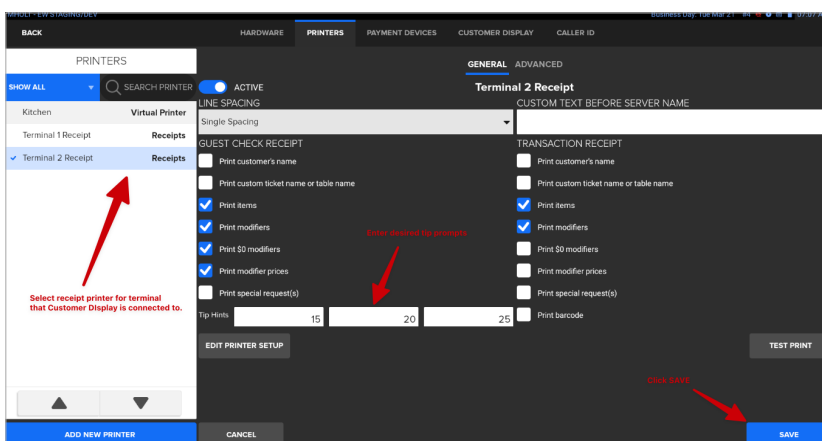


3. Your Customer-facing Display is now enabled.

Note: When this setting is disabled and the Customer-facing Display is connected to the POS, the display will show a setup screen. We recommend you do not leave the display out when it is disabled.

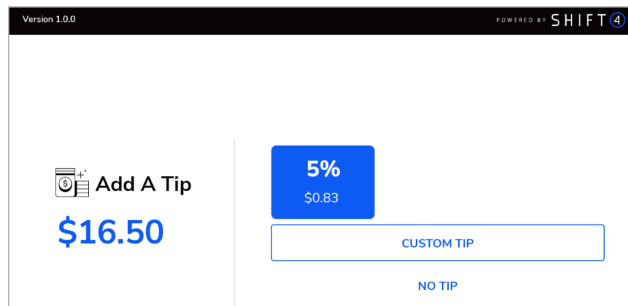
Setting Up Tip Prompts

1. Your Customer-facing Display will prompt customers to choose a tip amount. In your point of sale, you can configure up to three percentage options you want your customer to see.
2. From your POS, go to **Manager -> Devices -> Printers** and select the receipt printer assigned to the terminal you're connecting the Customer-facing Display to.

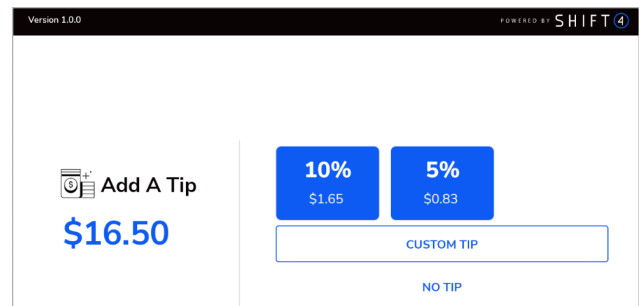


3. In the **Tip Hints** fields, enter the percentages you want in the order you want them to appear. Tap **Save**.
 - If you just want one tip prompt, set only one field, and leave the others set to 0, and so on.
 - To disable the Tip Prompt screen, go to the **Payment Devices** tab and ensure **Prompt for Tips** is turned off.

One Tip Prompt Example: 5%, 0, 0



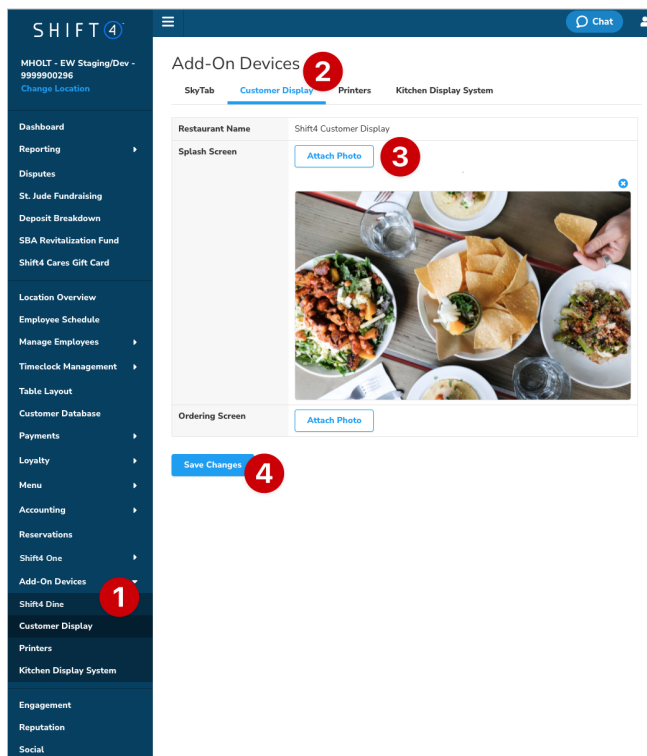
Two Tip Prompts Example: 10%, 5%, 0



CUSTOM BRANDING

You can customize the idle screen, and if not using Loyalty, you can customize what your customer sees while their order is being placed.

1. Log in to [Shift4 Customer Hub](#)
2. Click on **Add-On Devices** (left navigation)
3. Click on **Customer Display** tab
4. Click **Attach Photo**
5. Select an image and choose **Upload**
 - Idle Screen Target Dimensions: 1280px x 744px
 - Order Screen Target Dimensions: 512px x 640px
6. Once uploaded, the images will automatically appear for all customer displays associated with your location.



Result:

