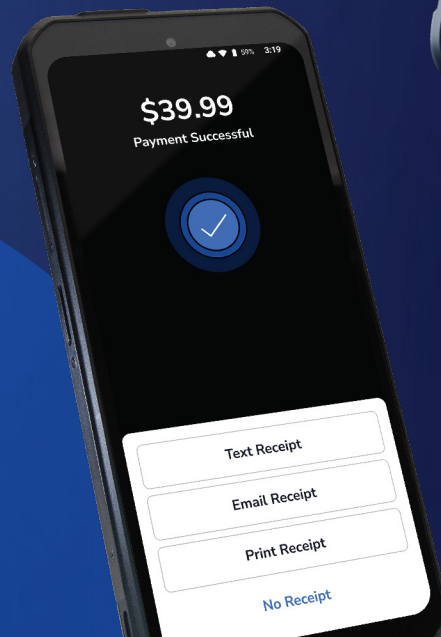


# SHIFT 4®



## Shift4 Dine Installation Guide

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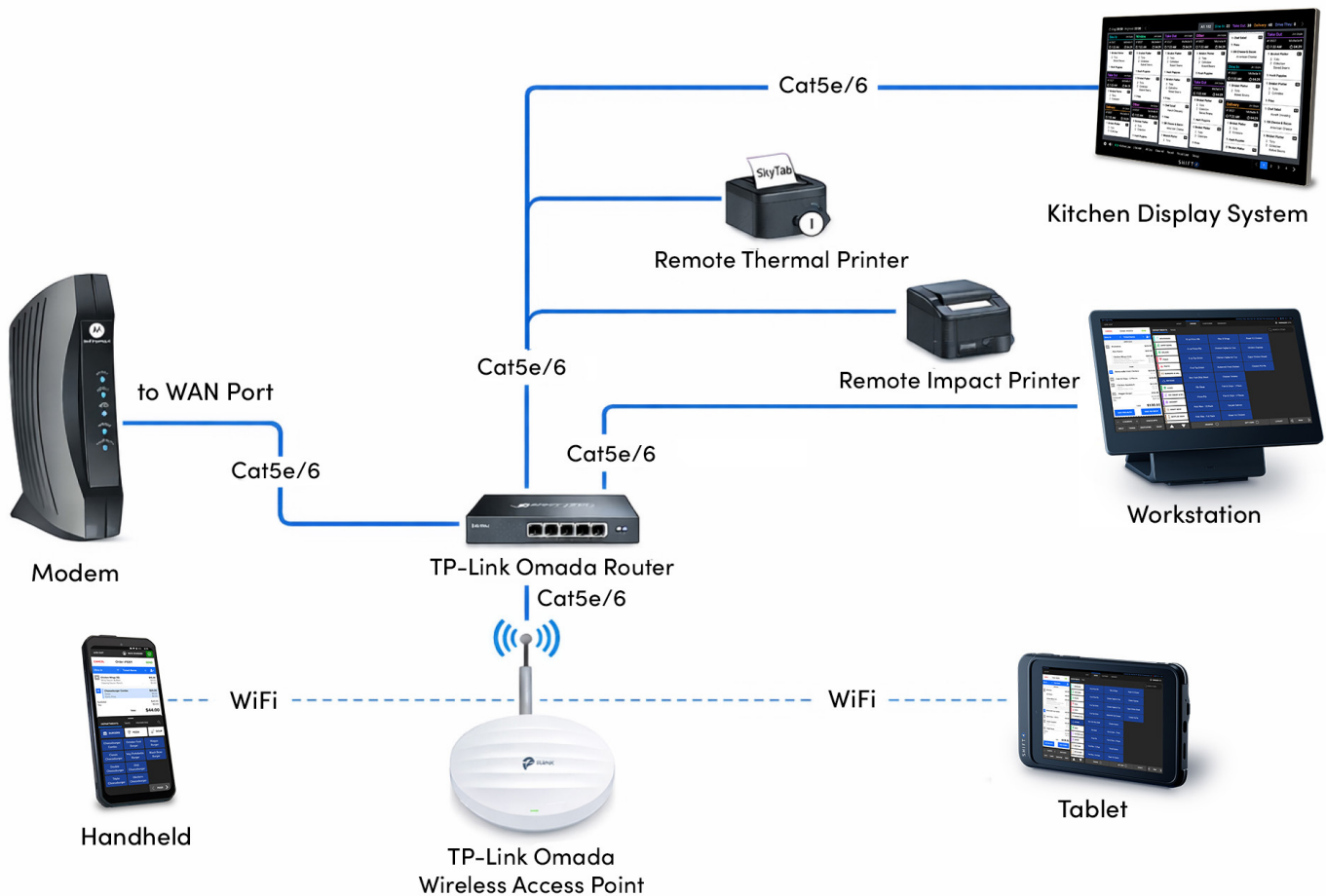
## PRIOR TO INSTALLATION

Verify that the site is ready for installation prior to starting work. Each Shift4 Dine device requires an active internet connection. Cables should be run from each hardware location to the modem. Remote/Ticket printers require hardwired internet connection. We recommend workstations be connected via Ethernet cable, but can also work on WiFi. Mobile/ handheld devices need an active wireless network connection.

**Each workstation requires two power outlets within four feet of the installation location.** Shift4 highly recommends that you do not install equipment in a temporary location (such as the floor, mobile carts, collapsible tables, etc.), **as this can lead to damage of the equipment.**

## NETWORKING

Please ensure that your modem has at least one **open LAN** port for Shift4 Dine to be connected. An Ethernet cable is used to connect these ports to a Shift4 router. The Shift4 router is put in place to keep all POS equipment separate from everything else on the network. You will find the basic network topology below to better understand how to connect Shift4 devices to the provided Shift4 router.



## ROUTER

**\*\* Ensure that the Workstation is in its permanent location before beginning the installation \*\***



1. Place the Shift4 router in its permanent, easily accessible, location. Ensure proper airflow around the device.
2. Connect an Ethernet cable to the **WAN** port on the Shift4 router and the other end to an open **LAN** port on the modem.
3. Connect an Ethernet cable from each workstation's hub to the router's **LAN** ports.
4. Connect an Ethernet cable to each Shift4 Remote/Ticket printer and KDS. Connect the other ends to the router's **LAN** ports
  - If there are more than four network devices, Shift4 will have included a switch to support additional devices. If so, connect an ethernet cable from a **LAN** port of the Shift4 router to a port of the Shift4 switch. Installing a switch multiplies your accessible **LAN** ports.

## ACCESS POINT

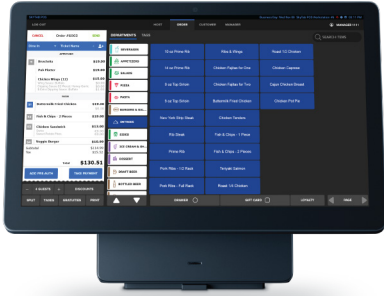
If your order contains a wireless device, you will also receive a TP-Link Wireless Access Point. This access point will emit a 2.4 Ghz and a 5 Ghz wireless signal. This device comes with mounting hardware and should be ceiling mounted in a central location towards the range your wireless devices are going. The Shift4 devices are pre-programmed with an SSID and Passphrase and should automatically connect. If they do not automatically connect, you can connect it on your own easily. Start by going to your device's system settings, looking for WiFi settings, and connect it to the wireless network listed on the back of the Shift4 provided wireless access point (very similar to connecting a cellphone to WiFi).



### Power & Connectivity

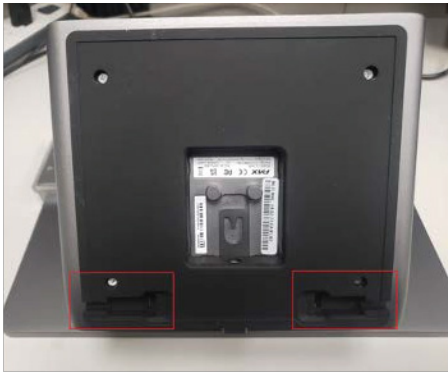
The Access Point is powered through a Power over Ethernet (PoE) injector. This injector device should be installed near the Shift4 router. Connect an Ethernet cable from the port labeled "LAN" on the injector into a free LAN port on the router. Then connect another Ethernet cable from the "POE" port to the back of the Access Point. This single Ethernet connection will provide power and data.





## The Workstation includes:

1. Multipurpose Hub
2. Workstation
3. Power adapter



## Multipurpose Hub

The hub plugs into **one** of the two USB-C ports on the bottom of the terminal. Plug the hub into whichever side flows best with the cables. The second port is for Customer Display use only.

- Ethernet Ports:** One port must have an ethernet cable coming in, the other end of this cable must lead back to the Shift4 Router. The second Ethernet port can be used only for other Shift4 devices, like a PIN pad.
- Power:** Power brick connects here from a wall outlet to the Hub. **Power does not plug into the bottom of the Workstation.**
- USB Ports:** For receipt printer connection and other USB accessories (Shift4 products only).
- RJ12 Port:** (NOT USED)
- Serial Connection:** Only used for a scale.



## CASH DRAWER

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1. Confirm which workstations will have a cash drawer installed.
2. Connect the cash drawer using the RJ12 connector to the DK port on the receipt printer (not the POS system).
  - Dual cash drawers will be split with an adapter coming from the DK port to each drawer.

## THERMAL PRINTER

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### Connecting the Printer

The thermal printer can be used in two different ways depending on your setup.

1. **Receipt Printer:** The receipt printer receives data from the hub via a USB connection. The provided cable is an A to B USB cable. Power will be sourced from a nearby wall outlet.
2. **Remote/Ticket Printer:** When the device is being used for ticket generation it must be connected via Ethernet cable. That Ethernet cable must be connected to the Shift4 router on the other end to ensure network connectivity.
  - **Note:** Printers are not wireless.



### Loading the Paper

1. Place the thermal paper roll into the top of the receipt printer, feeding from underneath the roll.
2. Pull 2-3 inches of paper past the paper cutter and close the lid.
3. Press "Feed" to advance the paper.
4. Scratch the paper with your fingernail to ensure the printable side of the thermal paper is facing forward. The printable side of the paper will darken when scratched by your fingernail.

## DOT MATRIX PRINTER



### Connecting the Printer

1. Connect the Ethernet cable to the remote printer and the other end to the Shift4 router.
2. Connect the power cable first to the printer and then to a power outlet.
3. Power on the remote printer using the power switch on the front face. You should see a power indicator light.

### Loading the Ink Ribbon & Paper

#### Paper:

1. Open the back cover by pushing back the lever on the right side.
2. Place the paper roll into the top of the printer, feeding from underneath the roll.
3. Pull 2-3 inches of paper past the paper cutter and close the lid.
4. Press "Feed" to advance the paper.

#### Ink Ribbon:

1. Using the tabs on the side of the front cover, lift up to uncover the ribbon section.
2. With the spool wheel facing up and to the right, tighten the ribbon by turning the wheel clockwise, then insert the ribbon, leading with the right side, and then pushing the left side down.



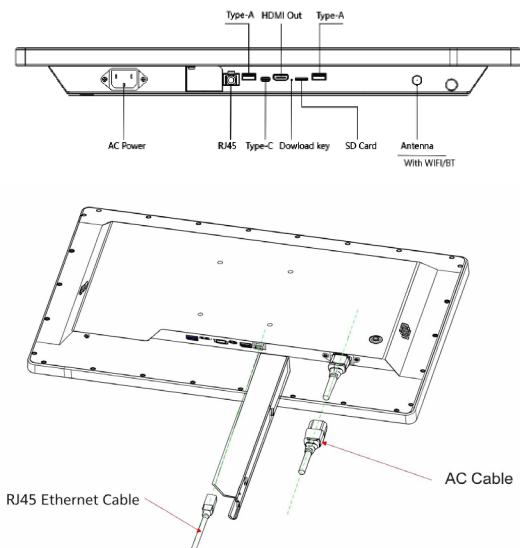
# KITCHEN DISPLAY SYSTEM



## Installation

1. Plug the power cable into the power port on the KDS.
2. Remove the thumbscrew on the bottom of KDS in order to open the baffle and reveal the ports.
3. Connect the Ethernet cable to the port labeled "LAN" on the KDS.
4. Make sure the other end of the Ethernet cable is going back to the Shift4 router.
5. Turn on the KDS with the Power button on the back, holding for 2-3 Seconds or until you see the Shift4 logo show on screen.

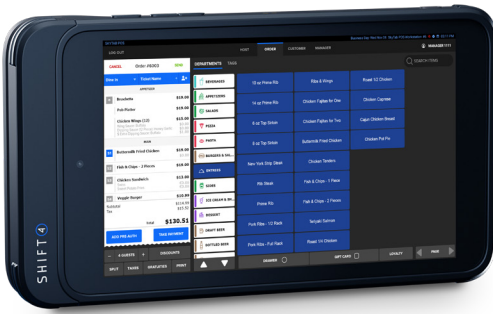
## Bottom View:



## Connection Types

- a. AC Power
- b. RJ45 Port (For Ethernet cable)
- c. USB Type-A (Used for Bump Bar)
- d. USB Type-C (NOT USED)
- e. HDMI Out (mirror screen to TV or monitor)
- f. Download Key (NOT USED)
- g. SD-Card (NOT USED)
- h. USB Type-A (NOT USED)
- i. Antenna (included is a WiFi Antenna to bring the signal outside the metal casing)

## TABLET



### Installation

1. Turn on by holding the power button on the right side of the device.
2. The device should boot up to the login screen.
3. Tablet should already be configured to the Shift4 wireless network and automatically connect. If not, you can locate the SSID and password from the Shift4-provided wireless access point. Plug those credentials into the WiFi settings on the tablet.

Note: Tablet must be on the same internal Shift4 wireless network as the POS stations or else remote printing will not function.

## CUSTOMER-FACING DISPLAY

### Installing the Customer-facing Display (CFD)

1. Take the USB-C cable and plug it into the CFD. The other end of the cable gets plugged into the open USB-C on the bottom of the workstation.
2. Turn on the CFD by holding the power button on the top right of the device for 2-3 or until you see the screen turn on.



# HANDHELD



## Installing Handheld

1. Power on the device by holding the bottom right button until you see the Shift4 Logo or hear a beep.
2. Shift4 Dine should be loaded on device upon boot. Wait until the top bar is completely blue before using.

# CALLER ID



## Connecting the Caller ID

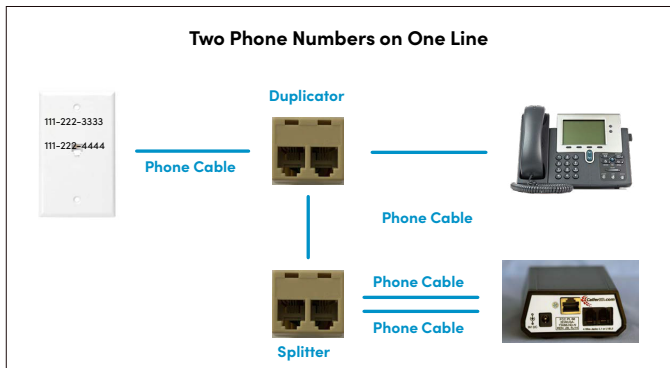
**Note:** Caller ID only connects to analog phone systems.

1. Connect the power supply to the caller ID.
2. Connect the Ethernet cable to the caller ID and then to the TP-Link router.
3. Connect the phone lines to the caller ID.

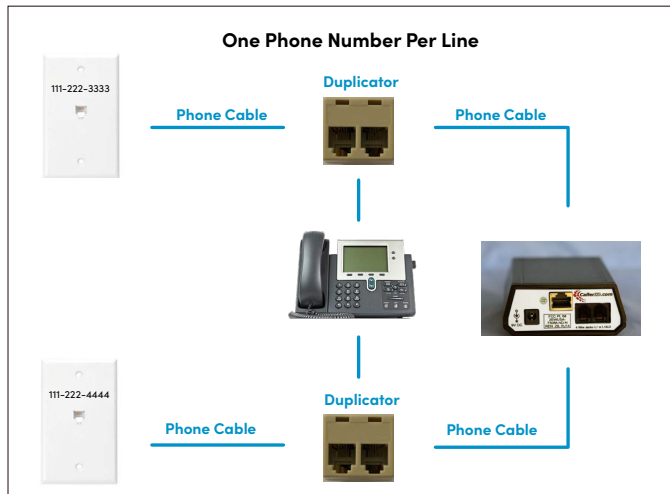
## Connecting the Phone Lines

There are two main phone line setups, either having two phone numbers on a single phone line or having one phone number per line.

Included with the caller ID are line duplicators and line splitters. The duplicator (which does not have any indicating markers) will mirror the line it is plugged into, whereas the splitter (which can be distinguished by “L1” and “L2” markings) will split the phone line into two separate ports.



When connecting to a phone line that has two numbers on it, use the duplicator so the original line can be put through to the phone. The mirrored line can then be plugged into the splitter to separate the phone number prior to plugging it into the caller ID.



When connecting to a phone line that has one number on it, only the use of a duplicator should be required. This will allow the original line to go to the phone and the mirrored line to go to the caller ID. Please note: If you are having issues determining what phone number is allocated to a particular line, you can plug in a landline phone and dial 800.444.4444 which is an automatic number announcement circuit. This will tell you the phone number that you are currently calling from.