

S1E user manual

Get started with the S1E payment terminal.

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Supplied components

- S1E payment terminal
- USB cable and region-specific power plug for charging
- SIM card

There are two S1E versions:

- Standard version
- Version with a built-in barcode scanner and an extended battery life

Get started

These are the steps to get your new S1E payment terminal up and running. Some steps include a link to more detailed instructions.

1. Inspect the terminal.
2. Turn on the terminal: Connect the terminal to a power supply, then press and hold the power button until the display turns on. Let the battery charge for at least four hours while you continue with the next steps.
3. On the **Welcome** screen, select your language.
4. Connect the terminal to your network.
5. On the **Confirm store** screen, assign the terminal to your store by selecting the check mark button. If the store shown is not your store, use the edit button to change it.



If the **store** screen doesn't show, wait until the next synchronization with the Adyen platform (on average three hours) and try again.

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

Inspect the terminal

Because payment terminals process sensitive card data, you must verify that the terminal you received is the correct one, supplied by Adyen, and hasn't been tampered with.

1. Verify that the box containing the terminal hasn't been opened and that the security seal is intact. The security seal is a red label with a bar code and a number, stuck across the lid of the box.
2. If you have access to the Adyen Customer Area, log in and under **Point of sale > Orders and returns** find the order for your terminal. Then:
 - Verify that the **serial number** (S/N) on the box is the same as in the Customer Area.
 - Verify that the **security seal number** on the box is the same as in the Customer Area.
 - Using the **track & trace** link, track the order with the carrier to verify that they confirm having delivered the payment terminal.
3. Break the security seal, take the terminal out of the box, and verify that the **serial number** (S/N) on the terminal is the same as the serial number on the box.
4. 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 fails, contact our POS Support Team immediately.

Connect to your network

Connect your terminal to the internet so that it can communicate with the Adyen payments platform and your own back-end systems.

Connect to Wi-Fi

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



2. On the **Setup Wi-Fi** screen, select the + sign.
3. Turn on the **WLAN** toggle switch.
4. Select a Wi-Fi network from the list, or select the + sign and add the name (SSID) of the Wi-Fi network.
5. Enter the Wi-Fi password.
6. Select **OK**.

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.

Updating the connection settings

If you need to change Wi-Fi usage later:

1. Select **Settings > Network**.

2. Enter your passcode.
3. Select **Wi-Fi**. You can now:
 - Turn Wi-Fi on or off using the **WLAN** toggle switch.
 - Add another network as described above.

Cellular 3G/4G failover

Your S1E 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 the terminal. When in doubt, contact our POS Support Team.

Turn on/off

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.

When connected to a power supply, the battery charges. An icon at the top of the display indicates the battery charge level.

Turn on the terminal:

- Press and hold the power button until the display turns on. If necessary, connect the terminal to a power supply to charge the battery.

Turn off the terminal:

- Press and hold the power button until a dialog box appears, then confirm you want to turn off the terminal.

Payment terminal menus

| Menu/Button | Description | Access |
|--|--|--|
|  <p>Settings</p> | <ul style="list-style-type: none"> • Device info: view information about the payment terminal. • Network: enable and configure network connections. Enable airplane mode. • Config: view the installed software versions and hardware details such as the unique terminal ID. Remove the configuration. Update the software. • Apps: overview of the apps on the terminal. • Screen brightness: adjust the screen brightness by tapping this button: <div style="text-align: center; margin-top: 10px;">  </div> | <ul style="list-style-type: none"> • Device info and Apps: no passcode required. • Network and Config: Transactions menu passcode. |
|  <p>Transactions</p> | <ul style="list-style-type: none"> • History: view transactions stored on the terminal. • Totals: view a transaction totals report. Reset transaction totals. • New transaction: start various types of payments when used as a standalone terminal. Select the AID priority. | <ul style="list-style-type: none"> • Standalone use: no passcode required. • Integrated setup: Transactions menu passcode. |
|  <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. |

Device info

To view information about the terminal:

- Select **Settings** > **Device info**.

The screen shows:

- Model, serial number, and IP address of the terminal.
- Software version that the terminal currently uses.
- The configuration version.
- Merchant account that the terminal belongs to.
- The store that the terminal is boarded to, and the store address.
- A button to show a QR code with device info.

When you contact our POS Support Team, they may ask you to scan this QR code.

View and reset totals

The terminal can generate a Totals report. This gives an overview of the total amounts for sales, refunds, gratuities (tips), and cancellations that the terminal processed since the last reset of the report. By resetting the report, you can use this functionality to get day totals or shift totals.

To obtain the Totals report:

1. Select **Transactions > Totals**.
2. Enter the Transactions menu passcode.
3. You can now:
 - View a Totals report for the period shown at the top of the report.
 - Start a new reporting period by selecting the reset button:



The totals from the previous period are no longer shown.

Resetting automatically

To automatically reset the Totals every day at a specific hour, contact our POS Support Team.

Standalone solution

If you will be using the payment terminal as a standalone terminal, transactions are not initiated from a cash register app. Instead, you need to start transactions using the **Payment** button.

Refer to Standalone terminals for instructions on how to make payments, cancel payments, issue refunds, and (when needed) manually enter card details to make a payment.