



**DUNN DEVICE MANAGER
APPLICATION USER MANUAL**

(DEVICE MODEL-WIZARPOS Q3)

VERSION 1.4

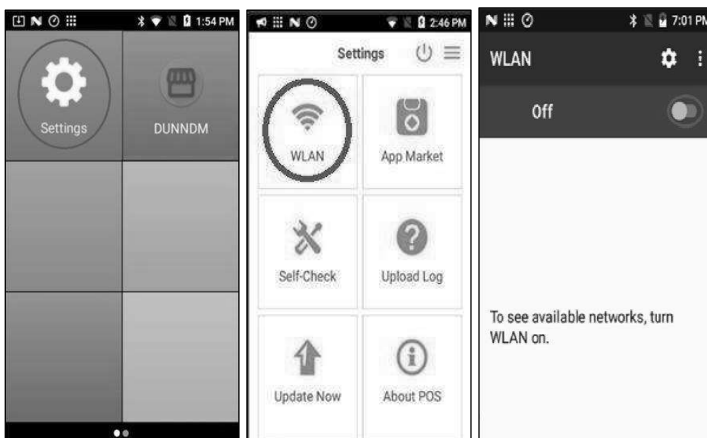
SECTION 1: START UP INSTRUCTIONS

1. START UP CHECKS:

- Upon device start up, the **DUNN** logo should appear. If it doesn't appear, **please call 888.847.9885 or email support@revtrak.zendesk.com for support with device serial number to get a firmware update.**
- The Device should have the DUNNDM application v1.0.5 or later installed. If an early version is installed on the device, please call 888.847.9885 or email support@revtrak.zendesk.com.
- For the first time when the device is to be used, please ensure the device is plugged in or battery is charged up to at least 60% or above.

2. ENSURE DATA CONNECTION:

- Ensure device has Wi-Fi or mobile data connection
- Tap on Settings then WLAN. Turn on WLAN to see available networks and connect to a network with secure and stable internet connection.

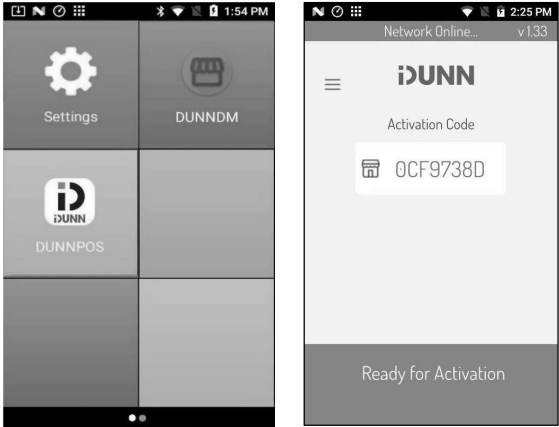


Using the above steps to connect to Wi-Fi should ensure data connectivity.

SECTION 2: USING DUNNPOS APPLICATION

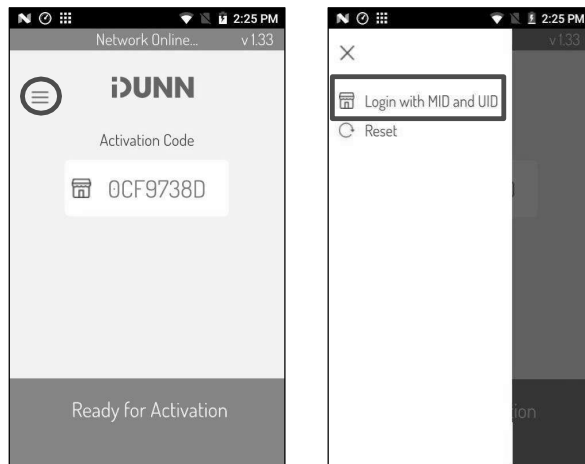
The DUNNPOS application is the main application to be used for transaction processing. Ensure that the latest version is installed on the device before using. Click on the DUNNPOS application to start the application. Upon successful activation, the page below on the right will appear.

Commented [BK1]: Mandy may want to update this.



NOTE:

Use the activation code displayed on the screen to login to the DUNNPOS application. Do not use the “Login with MID and UID” option to login to DUNNPOS application as shown below.



LOGIN WITH MID AND UID

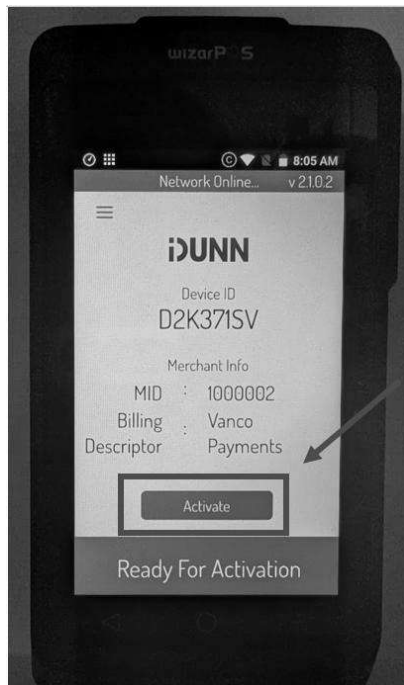
This option should only be used when MID and UID credentials are given to login. When using with another app from browser, this option should not be selected.

RESET

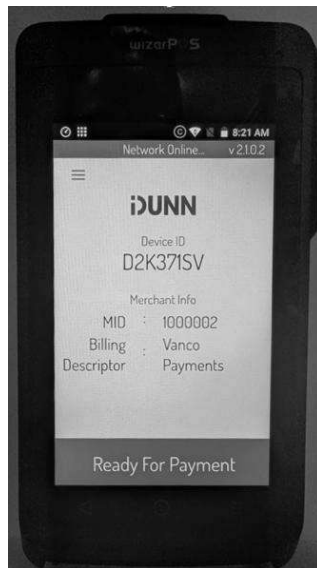
This option is used to reset the application to start over from initial login. It should be only used to reset in case of an issue as identified by support. Refer section 5 for details.

SECTION 3: DEVICE ACTIVATION

The device needs to be activated prior to processing transactions. Activating the device is as simple as pressing the "Activate" button on the device.



After hitting the activate button, the device will show "Ready for Payment."
You are now ready to start processing using your Vanco Software Platform
(i.e., RevTrak and/or Vanco Events.)



If not the device is not manually logged out (See Section6) it will logout and go back into standby mode after 8-12 hours. When ready to process again, simply hit activate on the target device.

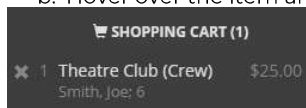


SECTION 4: CREATE A SHOPPING CART

1. Open your Vanco RevTrak Portal (example.revtrak.net/portal)
2. Login with your unique RevTrak Portal Username and Password
3. Open the Order Entry module.
4. Assign the customer setting (express contact, existing contact, or new contact).
5. Locate the item and enter information as prompted.
6. Use the filter box or "All Inventory" drop-down to narrow results.



- 7.
8. Click **Save** to add the item to cart.
- 9. Edit an Item in Cart**
 - a. Locate the item in the cart.
 - b. Click the item and enter changes.
 - c. Click **Save**.
- 10. Remove Item from Cart**
 - a. Locate the item in the cart.
 - b. Hover over the item and click the X button.



- 11.
12. Payment Method & Checkout
13. Click **Checkout**.
14. In the *Payment Method* section, select an option.
15. To use your new device, select 'Terminal' (soon to be updated to 'Contactless Device'). Then, from the 'Select payment device' dropdown menu, select the correct device from the list based on the device ID number.
16. Click **Pay**.

SECTION 5: TAP INSERT AND SWIPE CARD

Below are best practices:

TAPPING A CARD/MOBILE WALLET ON DEVICE:

1. Please tap card/phone with mobile wallet near the top of the POS device as shown below.
2. On hearing the beep, please remove the card/mobile wallet.



INSERTING A CHIP CARD:

1. Please insert the card at bottom of the POS device as shown below.
2. On hearing the beep, please remove the card.



SWIPING A CARD:

1. Please swipe the card at top behind of the device as shown in the image below.



BYPASSING PIN ENTRY:

When the card is tapped, inserted, or swiped a PIN may be requested by the device.



- **BYPASSING PIN TO PROCEED WITH TRANSACTION**

When the card is tapped or inserted or swiped in some cases PIN is requested by the device. If user wishes to proceed with a PIN-less transaction, they should **press the 'OK' button** as indicated on screen above to move forward without PIN.

NOTE: Authorization of this type of transaction without a PIN is dependent on the issuer of the users payment card.

SECTION 6: BATTERY OPTIMIZATION

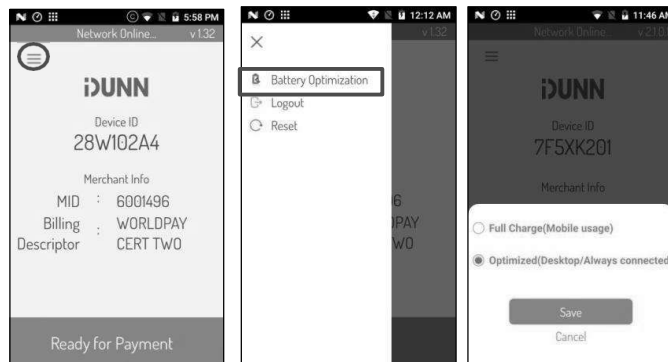
DEVICE SUPPORTS 2 BATTERY MODES:

1. **MOBILE MODE:** In mobile mode, the device will fully charge to 100% of the battery capacity.

Mobile mode provides portability and the convenience of carrying the device wherever there is a wifi connection. However, leaving the device in this mode indefinitely can degrade battery life. It is recommended that the device be put back into desktop mode after mobile usage.

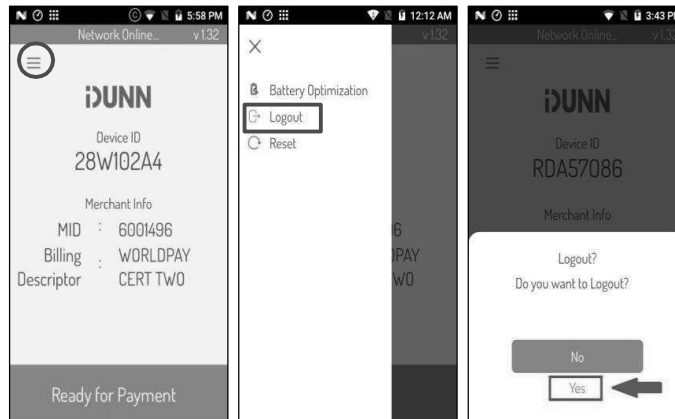
2. **DESKTOP MODE:** Devices are configured to desktop mode out of the box. This mode is ideal for when the device is continuously connected to a power source and used in conjunction with another application on a desktop browser. Select this mode when the device is continuously connected to power source. The device will switch to this mode if it is connected to a power source for an extended period. When in this mode, the device will charge to 80% and then stop charging. It will start charging again when the device reaches 20%.

SELECTION OF BATTERY MODE MANUALLY:



SECTION 7: LOGOUT

- Please logout before closing the device. This will ensure the session is completed and that it logs the user out of the device.



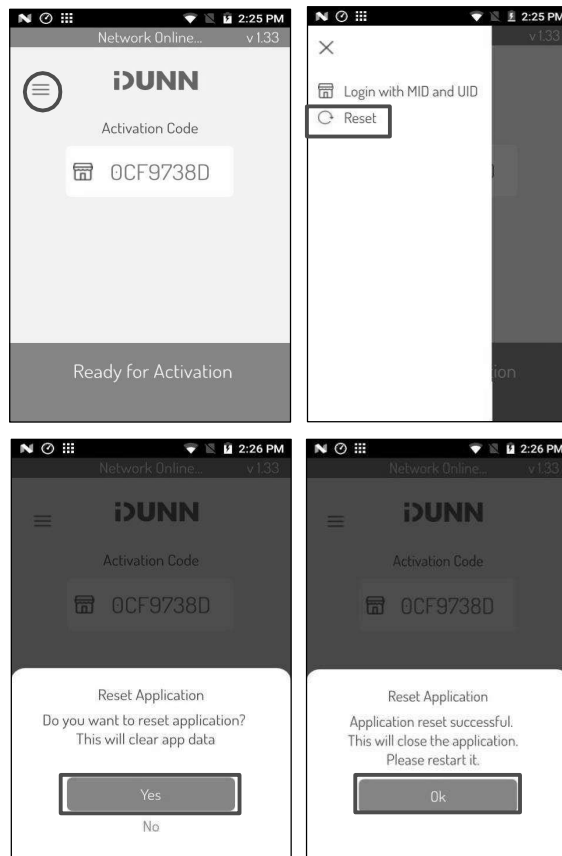
NOTES:

SECTION 8: RESET APPLICATION

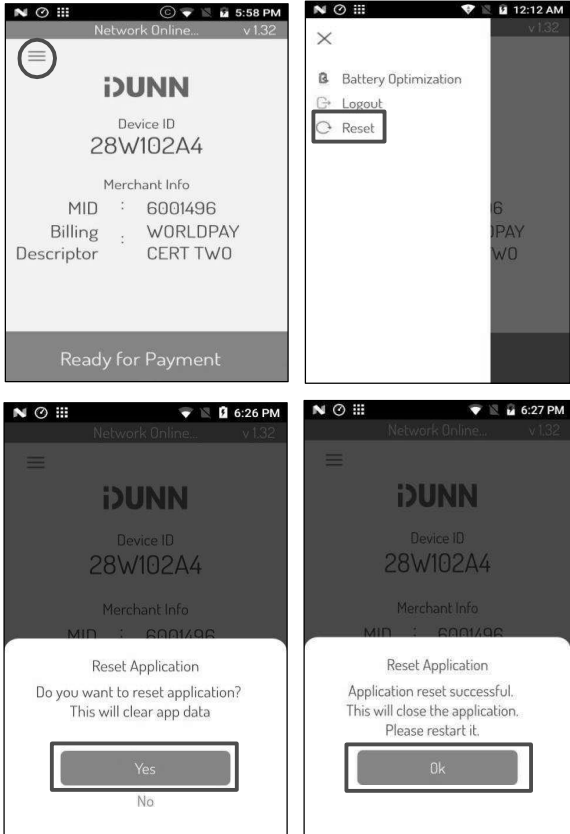
If you encounter repeated errors on your application, perform a reset instead of logging out. A reset clears the application's cache and resets its software, helping to resolve persistent issues that logging out may not address. Refer to the pictures below to reset device before and after login.

Note: the initial activation code may need to be reentered if a reset is initiated.

- **DEVICE BEFORE AFTER LOGIN**



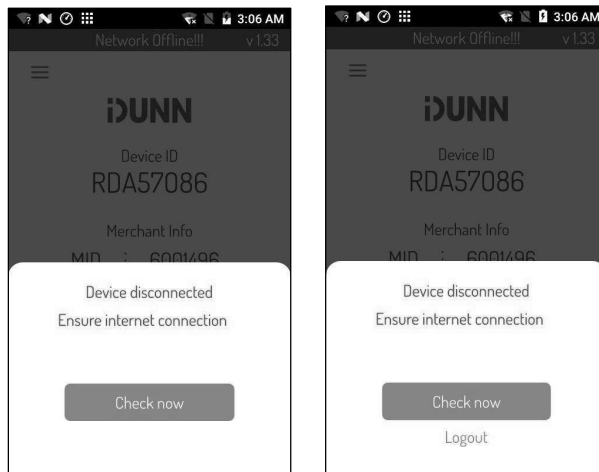
• **DEVICE RESET AFTER LOGIN**



SECTION 9: COMMON ISSUES

1. CONNECTED TO WIFI BUT NO INTERNET:

When the device is connected to a Wi-Fi network, but has no internet connection, you'll see the screens below. First, the screen on the left will appear.

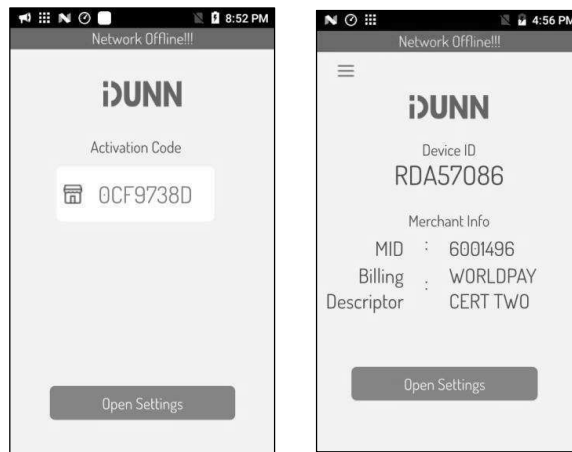


WHAT USER SHOULD DO: Once the network is available to the device, connect to the available network/platform by clicking on the “check now” button.

If your Wi-Fi network still doesn't establish a connection to the internet the screen on the right side will appear. In this case, logout of the existing session, connect to a stable internet connection and login again.

2. WIFI DISCONNECTED/LOSTCONNECTION:

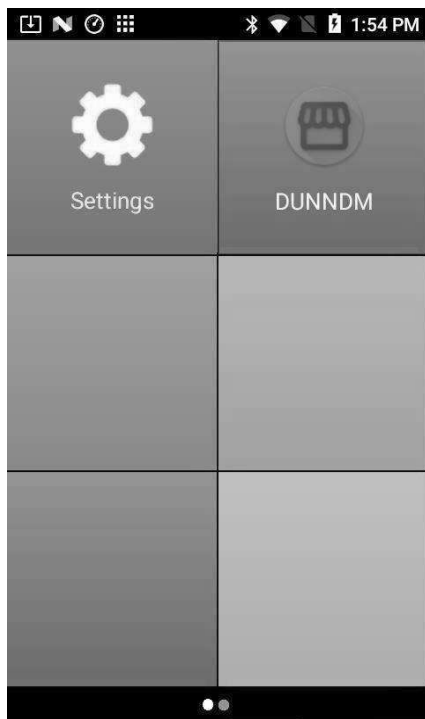
When the device is not connected to either Wi-Fi, you will see the error below.



WHAT USER SHOULD DO: Click on Open Settings and follow the instructions mentioned in Section 1, Subsection 2: "Ensure Data Connection".

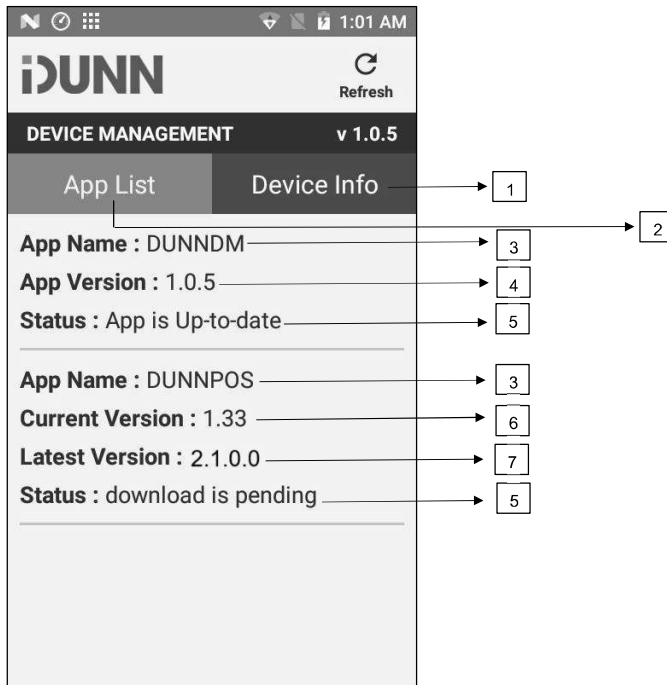
SECTION 10: USING THE DUNNDM APPLICATION

DUNNDM application is available by default on device as shown below.



CLICK ON "DUNNDM" APPLICATION

Once the application is opened, you will see a list of supported applications. It will install them automatically (if network connectivity is available).



- (1) Device information
- (2) Application and supported application list
- (3) Current application name, i.e., DUNNDM
- (4) Application version of DUNNDM
- (5) Application status of DUNNDM
- (6) Current version of DUNNPOS application
- (7) Latest version of DUNNPOS application

NOTE: Make sure the device is connected to the internet after opening the DUNNDM application. The DUNNDM app will install the DUNNPOS app. Set the device aside for 10 minutes; it will automatically install the correct version of DUNNPOS.



The screenshot shows the DUNN Device Management app interface. At the top, there's a status bar with icons for signal, Wi-Fi, battery, and time (1:00 AM). Below that is the DUNN logo and a Refresh button. The main header is 'DEVICE MANAGEMENT v 1.0.5'. There are two tabs: 'App List' and 'Device Info'. The 'Device Info' tab is active, displaying the following information:

App List	Device Info
Device Name	: WIZARPOS Q3
OS Version	: 7.1.2
Serial Number	: WP21122Q33000001
Firmware Status	: Up to date
Firmware Version	: wp1.0.10-1737-g4199776531

Arrows point from the following labels to the corresponding fields in the table:

- (8) Device's name
- (9) Device's OS version
- (10) Device's serial number
- (11) Device's firmware status
- (12) Device's firmware version

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- (9) Device's OS version
- (10) Device's serial number
- (11) Device's firmware status
- (12) Device's firmware version

SECTION 11: IMPORTANT NOTES

- The device will not go into sleep mode while the DUNNPOS application is running until user presses the power button to close/send application to background.
- Please do not uninstall and install the application manually. Please only use DUNNDM application to install updates.