



SERVIPAY
Solutions de paiement



A920 PRO : The + complete!

How to use



Catering



Shop



Transport

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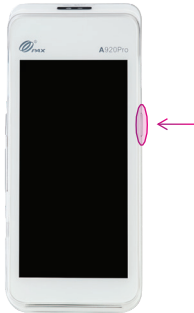
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1. Starting up and switching off



1.1. Switching on and off

1.1.1. Keep your finger pressed down on the button on the right of the terminal.

1.1.2. Release the button and let the terminal switch on.

1.2. Switch the terminal to standby

1.2.1. Press the right button once. The terminal will go into standby mode.

1.2.2. Press the right button again. The terminal will come back on.

1.3. Switching off the terminal

1.3.1. Keep your finger pressed down on the button on the right of the terminal.

1.3.2. Press Turn off.

1.3.3. Press **Turn Off** a second time.



2. Important

- To use the terminal, it must be more than **10%** charged. If this is not the case, the terminal will not accept any credit card transactions and will not be able to close.
- Check that there is **enough paper** for the tickets, because without paper the terminal will not close.

3. Network initialisation

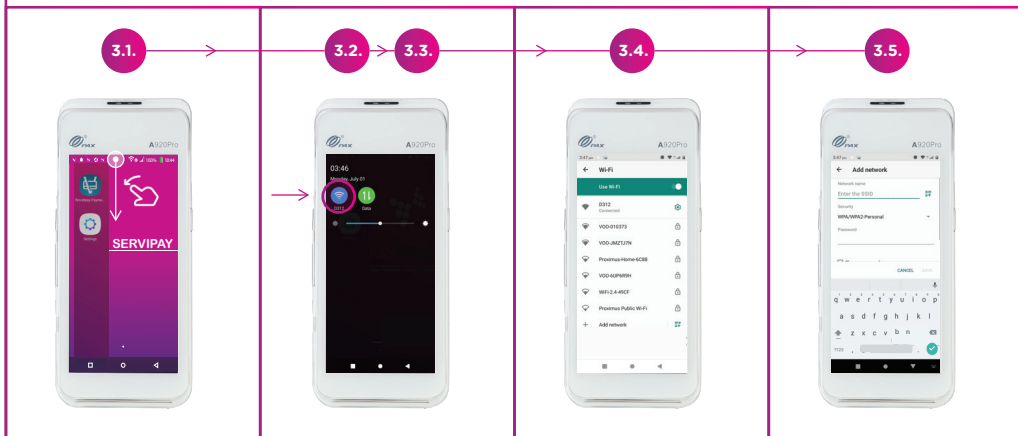
3.1. Slide your finger from top to bottom.

3.2. If the icons are not coloured, press once on the WI-FI and/or 4G logo to activate them.

3.3. Keep your finger pressed down on the WI-FI icon until the settings page opens.

3.4. Select your Wifi and enter your code.

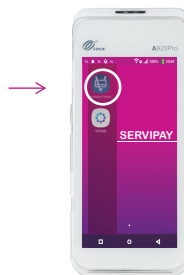
3.5. Exit the wifi settings by pressing the circle at the bottom of the screen.



4. Novelpay start-up

4.1. Click on the blue application named **Novelpay Paym...**

4.2. Wait for the application to open.



5. How Novelpay works

5.1. Charge a customer

5.1.1. Press the button next to the word **Sale**.

5.1.2. Enter the amount to be paid by the customer. Be careful to add the cents.

5.1.3. Press **Next**.

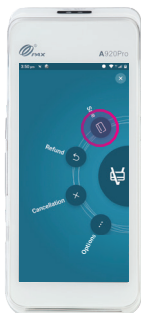
5.1.4. Follow the terminal's instructions to make the customer pay.

5.1.5. If the payment is approved, a receipt will be issued.

Note

If an error has been made during payment, press **Back** to cancel the transaction.

5.1.1.



5.1.2.

5.1.3.



5.2. Refund a customer

5.2.1. Press the button (back arrow) next to the word **Refund**.

5.2.2. Enter the code **3360**.

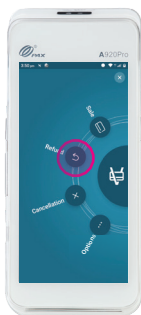
5.2.3. Press **Next**.

5.2.4. Enter the amount to be refunded.

5.2.5. Press **Next**.

5.2.6. Follow the terminal instructions.

5.2.1.



5.2.2.



5.2.3.



5.2.4.



5.2.5.

5.3. Cancel a transaction

5.3.1. Press the button (cross) next to the word **Cancel**.

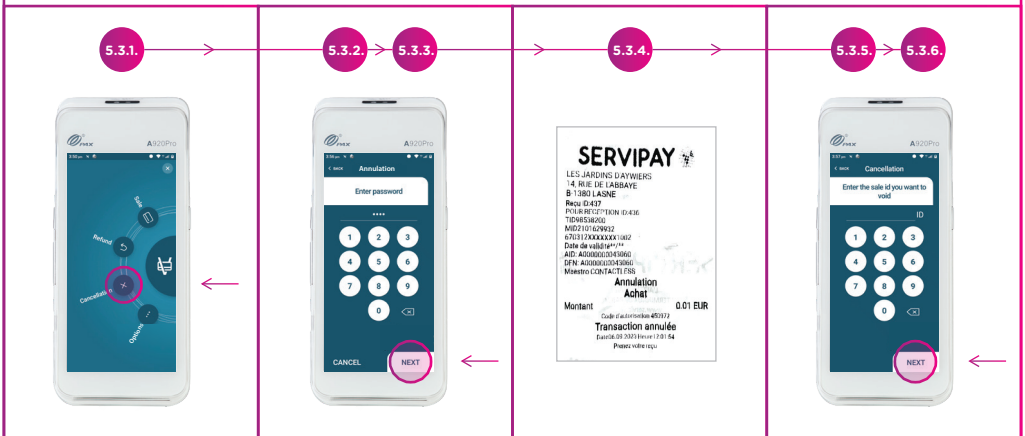
5.3.2. Enter the code **3360**.

5.3.3. Press **Next**.

5.3.4. Look at the ID on the ticket you wish to cancel.

5.3.5. Enter the **ID**.

5.3.6. Press **Next**.



5.4. Difference between refund and cancellation

Difference between refund and cancellation :

Cancelling a payment means cancelling the transaction in the terminal, which means that the customer will not be charged for the money; the transaction is made to "disappear".

Cancellation can be carried out as long as the terminal has not been closed.

A refund, on the other hand, returns money to the customer.

This is done, for example, when a customer's account has been debited for a product that they have not received, and the money must be returned. A refund is a payment of a negative amount.

5.5. View and reprint transaction history

5.5.1. Press the button (3 small dots) next to the word **Options**.

5.5.2. Press **Transaction history**.

5.5.3. You can see all the transactions made since the terminal was last closed.

5.5.4. To print a ticket for a transaction, press **Print** next to the transaction you are interested in

Or

5.5.5. If you want to see all the transaction details on one ticket, press **Print Transaction History** at the bottom of the screen.



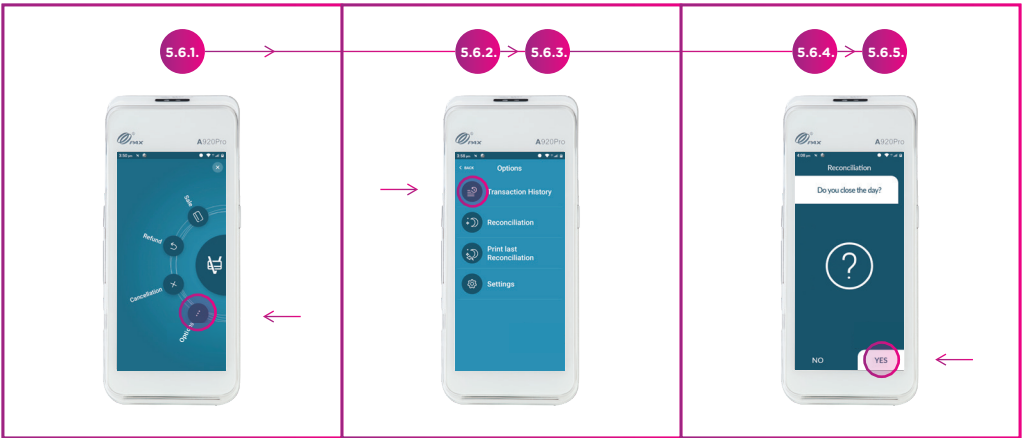
5.6. Closing the terminal

5.6.1. Press the button (3 small dots) next to the word **Options**.

5.6.2. Press **Reconciliation**.

5.6.3. Press **Yes**.

5.6.4. The terminal will issue a closing ticket and make a small update immediately afterwards.



5.7. Reprint the last closing

5.7.1. Press the button (3 small dots) next to the word **Options**.

5.7.2. Press **Print last reconciliation**.

5.7.3. Click on **Yes**.



6. Solutions to minor problems

6.1. Payment problem

6.1.1. Check that the battery is more than 10% charged.

6.1.2. Check that the terminal is connected to WiFi and/or 4G. To do this, slide your finger from top to bottom.

- If the two icons are grey, they are switched off. Press them to activate them.
- If both icons are lit but there are problems reading the map, deactivate Wi-Fi and leave only 4G.

6.2. The terminal no longer responds

6.2.1. Restart the terminal entirely.

6.3. The ticket does not come out

6.3.1 Check that there is paper in the terminal.

6.3.2. Check that the roll is correctly positioned in the printer and that there is no paper jam.



Do you have any questions
or need paper rolls?



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