



**DUNN DEVICE MANAGER
APPLICATION USER MANUAL**

(DEVICE MODEL-WIZARPOS Q3)

VERSION 1.4

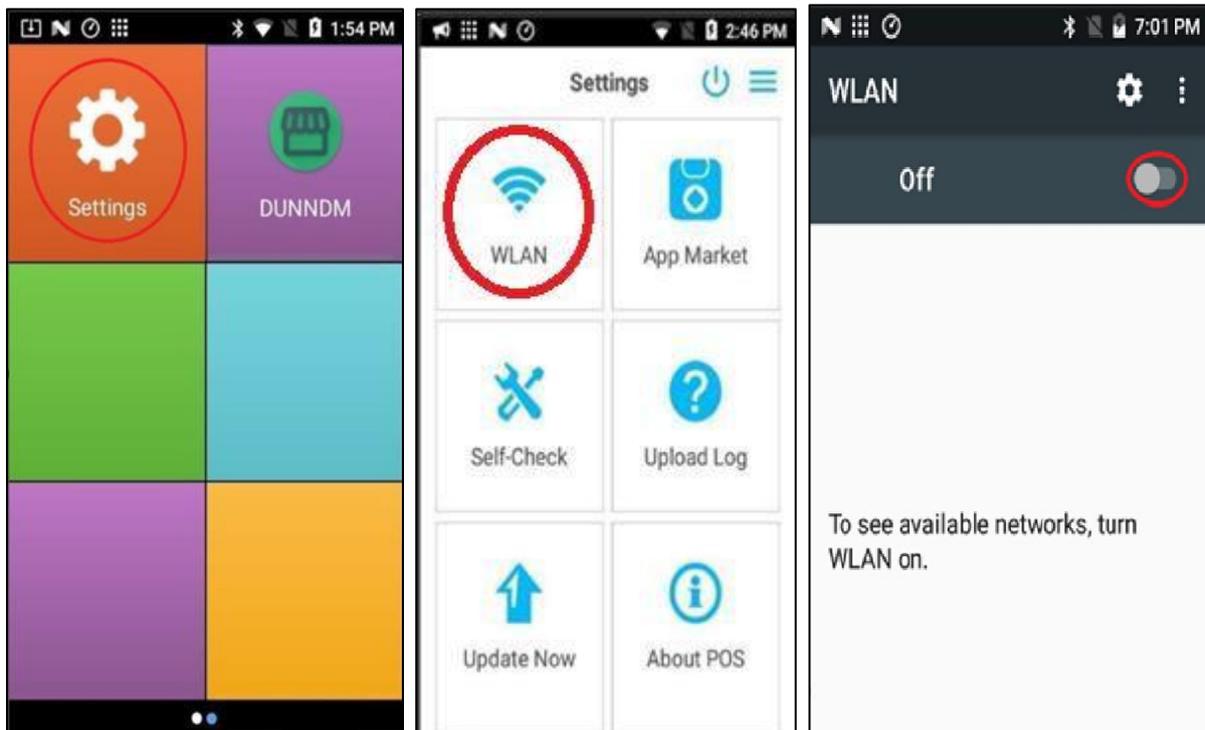
SECTION 1: START UP INSTRUCTIONS

1. START UP CHECKS:

- Please ensure your Information Technology or Systems Administration Department whitelist all Dunn domains: *.dunn.app. In some instances, your firewall may be blocking the automatic download of DUNNPOS.
- Upon device start up, the **DUNN** logo should appear. If it doesn't appear, **please call 888.717.1996 or email support@vancoevents.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 888.717.1996 or email support@vancoevents.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
- Tap on Settings then WLAN. Turn on WLAN to see available networks and connect to a network with secure and stable internet connection.



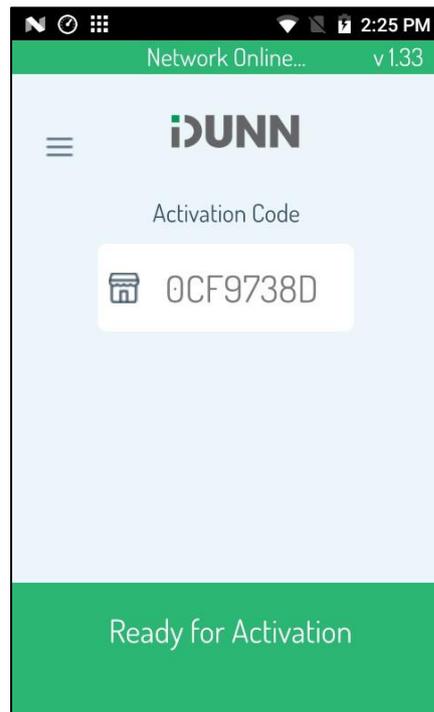
Using the above steps to connect to Wi-Fi should ensure data connectivity.

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.

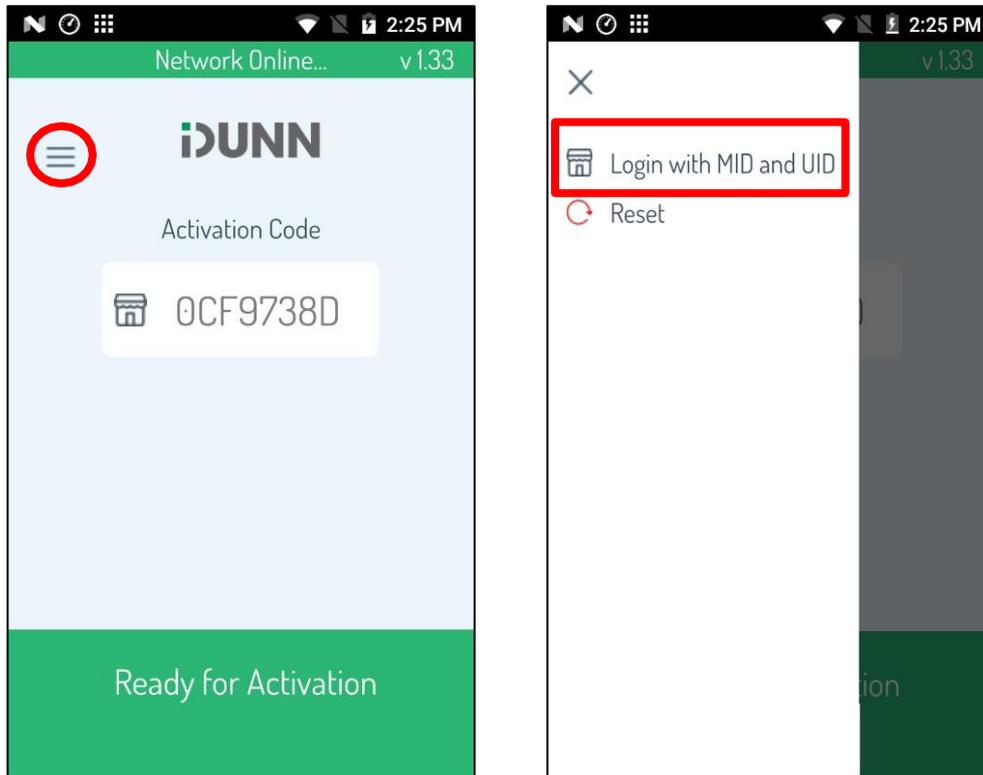
NOTE: *If DUNNPOS is not installed when you turn your device on for the first time, make sure the device is powered on, connected to the internet and plugged into power. Set the device aside for three hours or overnight; it will automatically install the correct version of DUNNPOS.*

Click on the DUNNPOS application to start the application. Upon successful activation, the page below on the right will appear.



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

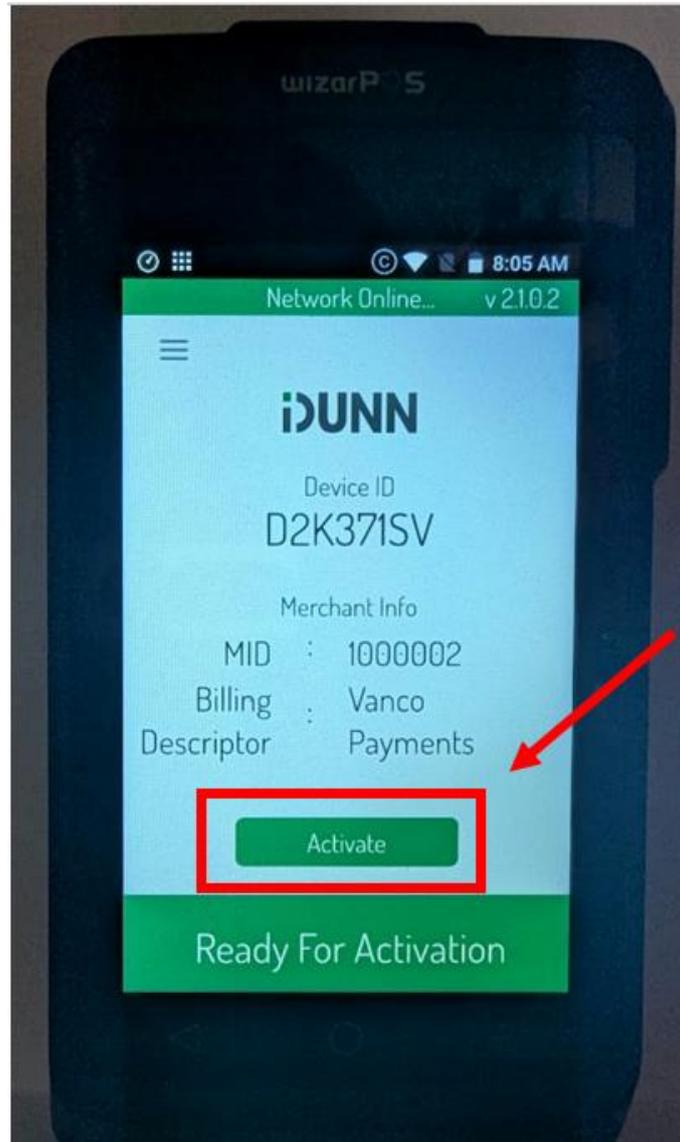
This option should only be used when MID and UID credentials are given to login. When using with another app from browser, this option should not be selected.

RESET

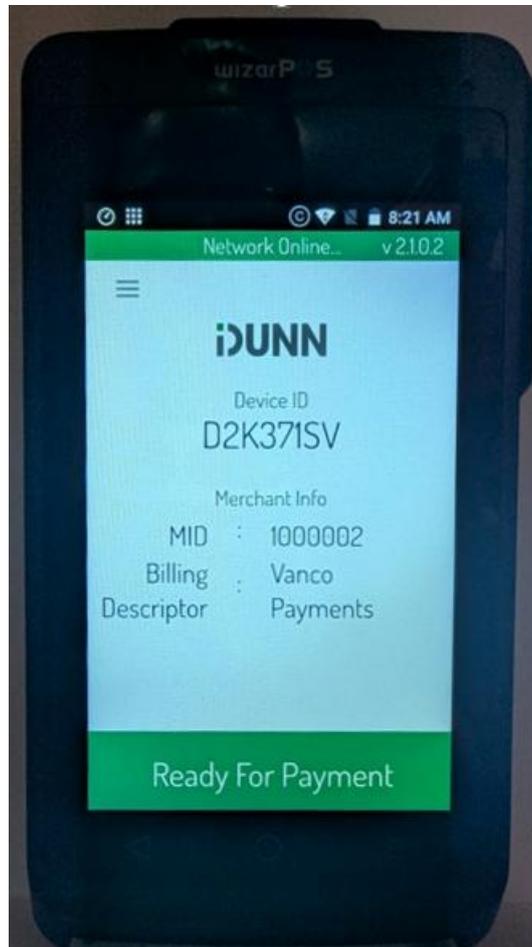
This option is used to reset the application to start over from initial login. It should be only used to reset in case of an issue as identified by support. Refer section 5 for details.

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.)



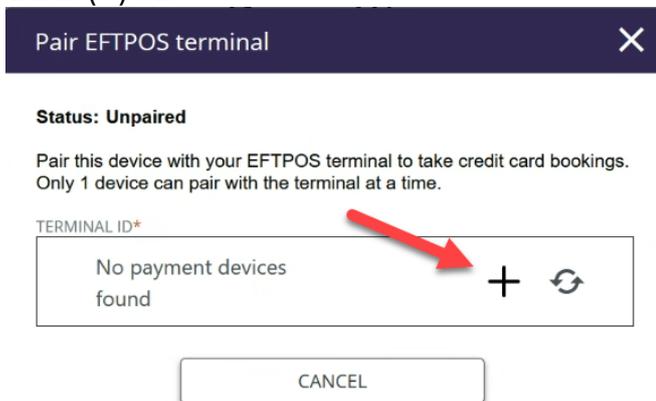
If the device is not manually logged out (See Section 6) it will log out and go back into standby mode after 8-12 hours. When ready to process again, simply hit activate on the target device.

SECTION 4: USING DEVICE WITH BOX OFFICE

1. Login to your Vanco Events dashboard from desktop/laptop/tablet (<https://portal.vancoevents.com/us/dashboard>).
2. On the left menu under *BOX OFFICE*, select *Point of sale (Box Office Web)*.
3. Select your event.
4. Click on *EFTPOS unpaired* in the top-right corner of your screen.



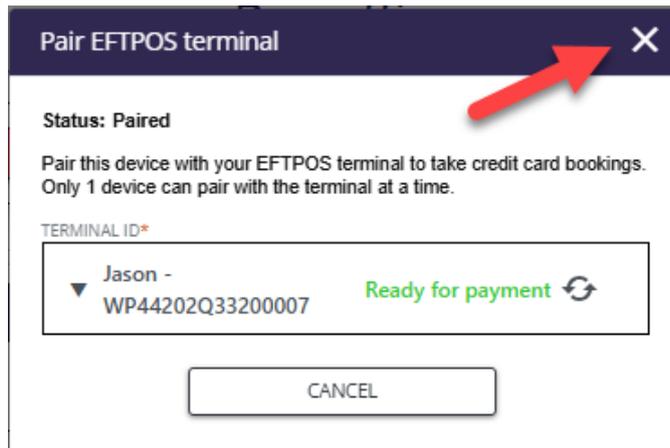
5. Select the correct Terminal ID to link your device.
NOTE: if this is the first time using the terminal, you will need to add (+) it.



Enter Device ID in ALL CAPS and click checkmark icon.



- a. 'Ready for payment' will indicate you are ready and can close the pop-up.



- b. If the device is not powered on or is disconnected from Wi-Fi you will see **Check device is on and has wifi**. Refresh when the device is powered on and connected to Wi-Fi.



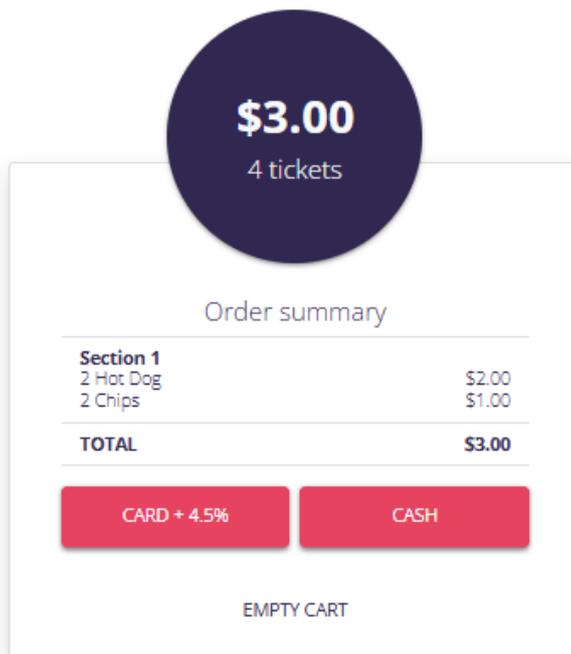
- c. If your device has not been Activated, you will see **Tap activate on device then refresh** message (refer to SECTION 3 for instruction on how to Activate). Refresh once the device is activated.



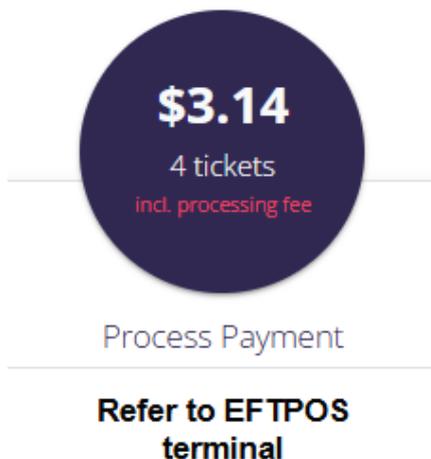
6. On the event page, use the (+/-) icons under QTY to add or remove items from the cart (additional seat selection is required for seated events).

TICKET TYPE	DESCRIPTION	PRICE	QTY
Hot Dog	Condiments: Ketchup, Mustard, Relish	\$1.00	1
Chips	Original, BBQ, Cheddar	\$0.50	1
Candy	Snickers, Butterfinger, M&M, Skittles	\$0.75	0
Ice Cream Cup	Chocolate, Vanilla, Swirl	\$1.25	0

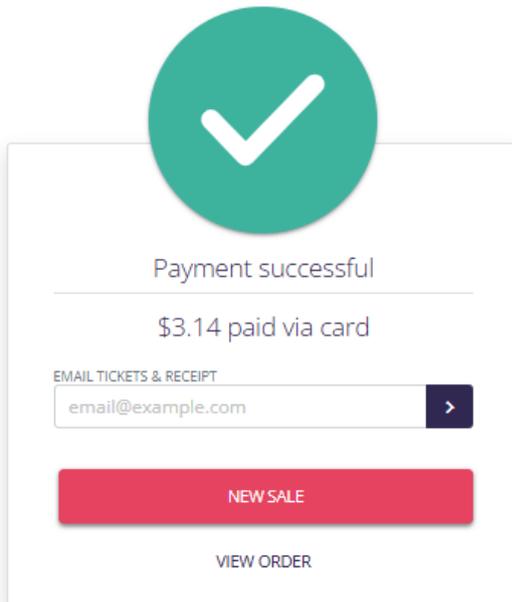
7. Select payment method **CARD** (the ticket fees will appear if enabled).



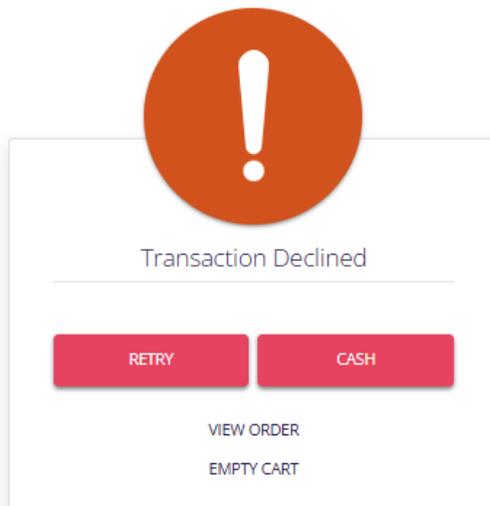
8. An updated total will appear if any fees are added. Select *COMPLETE CARD PAYMENT*, then **Refer to EFTPOS terminal** will display.



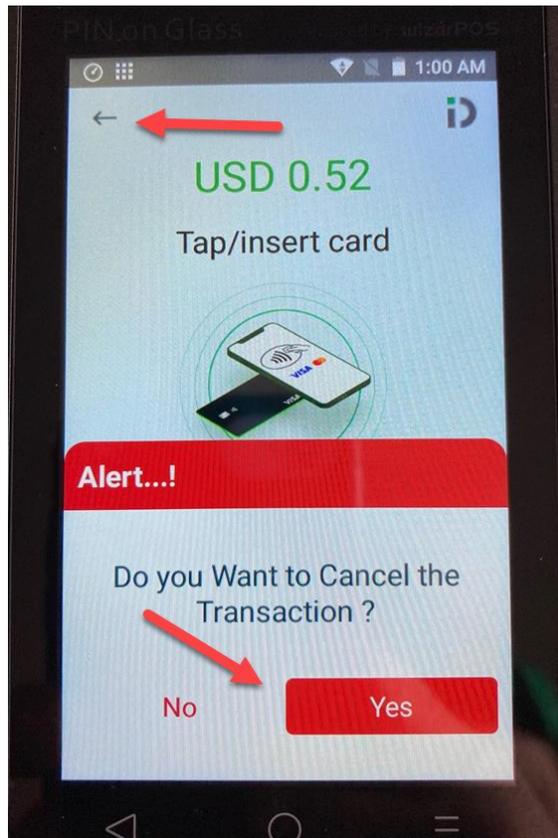
9. Take payment using the terminal (see SECTION 5).
- 'Payment successful'** will appear once the payment has completed.
Optional: enter the payor's email address in the *EMAIL TICKETS & RECEIPT* box, then hit the > arrow to send.



- b. If you receive a **Transaction Declined** message, you have the option to reattempt using the same card, try a different card, take cash or empty cart to start over.



- c. If no payment is attempted within 2 minutes, the **Transaction timed out** message will display.
- d. To cancel a transaction before payment is attempted, on the terminal you can click the top-left *back arrow*, then Yes.



Transaction initiation failed on device will display in Box Office.

10. Select *NEW SALE* to begin a new transaction (back to step 6)

The **Bookings** page is where you can view all orders taken through your Box Office. Depending on the user type, the Vanco Events user can Refund transactions, void tickets, email booking transactions and print receipts. From Box Office, you can find this by selecting  then *Bookings*. Click into individual transactions for more options.

Bookings

Click on a booking to resend or reprint tickets and receipts, or to make refunds to box office bookings. Filters can be used to search for bookings.

 Active Filters: 0
CLEAR FILTERS

BOOKED	NAME	EMAIL	LAST 4 DIGITS	EVENT	SESSION TIME	PAYMENT	STATUS	VOID	PAYMENT REFERENCE
Feb 27 25 12:55 PM	Box Office			Concessions	Feb 17 25 4:43 PM	7.00	✓		
Feb 27 25 12:55 PM	Box Office			Concessions	Feb 17 25 4:43 PM	1.25	✓		
Feb 27 25 12:55 PM	Box Office			Concessions	Feb 17 25 4:43 PM	2.00	✓		
Feb 27 25 12:55 PM	Box Office			Concessions	Feb 17 25 4:43 PM	0.50	✓		
Feb 27 25 11:09 AM	Box Office		0005	Concessions	Feb 17 25 4:43 PM	3.14	✓		4m5n-d72- 6x277e
Feb 27 25 10:26 AM	Box Office			Concessions	Feb 17 25 4:43 PM	3.14	Failed		
Feb 27 25 10:09 AM	Box Office			Concessions	Feb 17 25 4:43 PM	3.14	Failed		

Booking review

BOOKING	PAYMENT
Box Office	VISA : XXXXXXXX0005 BOOKING DATE: February 27 2025 BOOKING TIME: 11:09 am TIMEZONE: (UTC-08) BANK STATUS: Successful BOX OFFICE USER: Jason.Herlache@revtrak.com PAYMENT REFERENCE: 4m5n-d72-6x277e

ITEMS	QUANTITY	TOTAL PRICE
 Concessions	4	\$3.00
TOTAL PURCHASED		USD \$3.00
PROCESSING FEE		USD \$0.14
CARD PAYMENT		USD \$3.14

REFUND / VOID

EMAIL BOOKING CONFIRMATION

PRINT TICKETS

PRINT RECEIPT

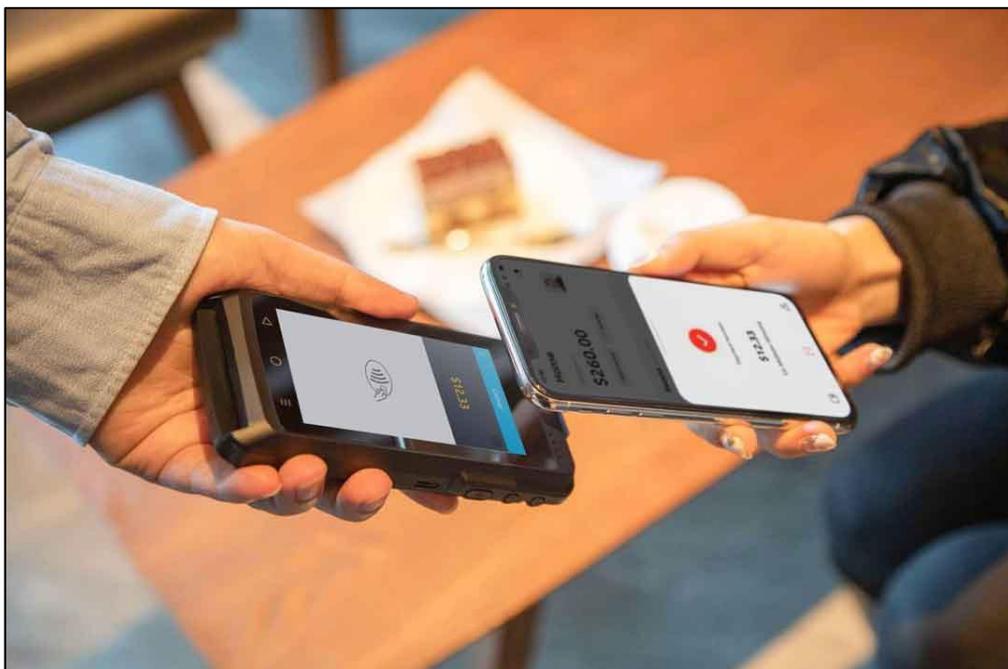
- **Refund/Void** – allows you to issue refunds and/or void tickets purchased through Box Office only.
- **Email Booking Confirmation** – allows you to enter an email address and send the booking confirmation to that address.
- **Print Tickets** – if you have an on-site printer available, you can print tickets for the purchaser.
- **Print Receipt** – if you have an on-site printer available, you can print a receipt for the purchaser.

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.



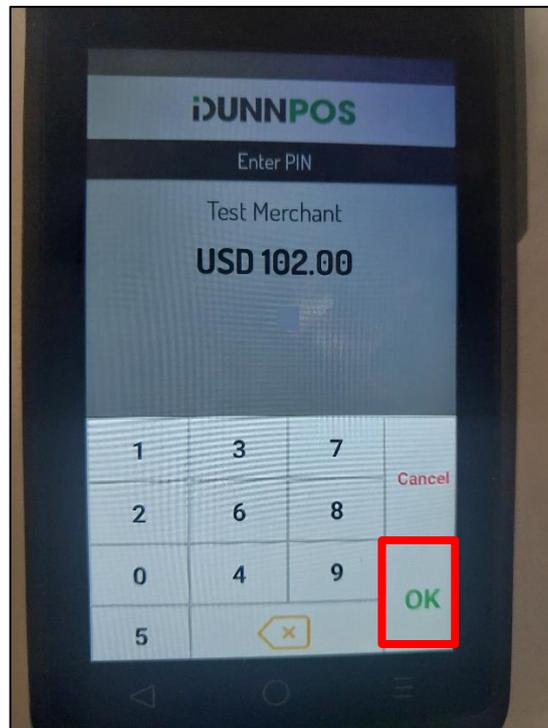
SWIPING A CARD:

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

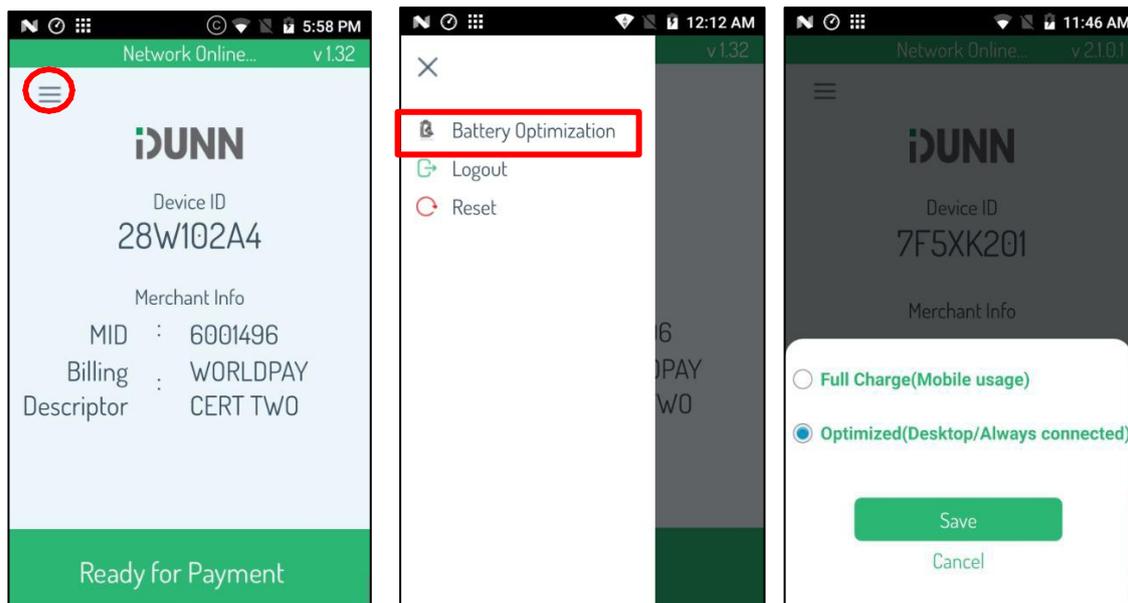
DEVICE SUPPORTS 2 BATTERY MODES:

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.

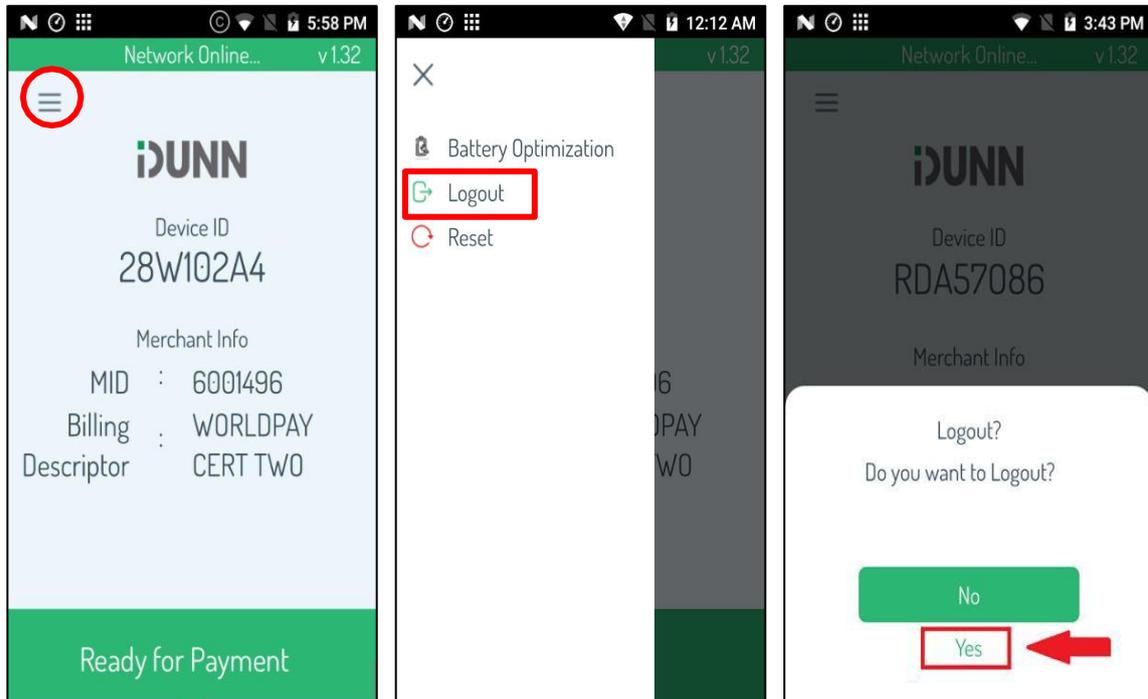
2. **DESKTOP MODE:** Devices are configured to desktop mode out of the box. This mode is ideal for when the device is continuously connected to a power source and used in conjunction with another application on a desktop browser. Select this mode when the device is continuously connected to power source. 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.



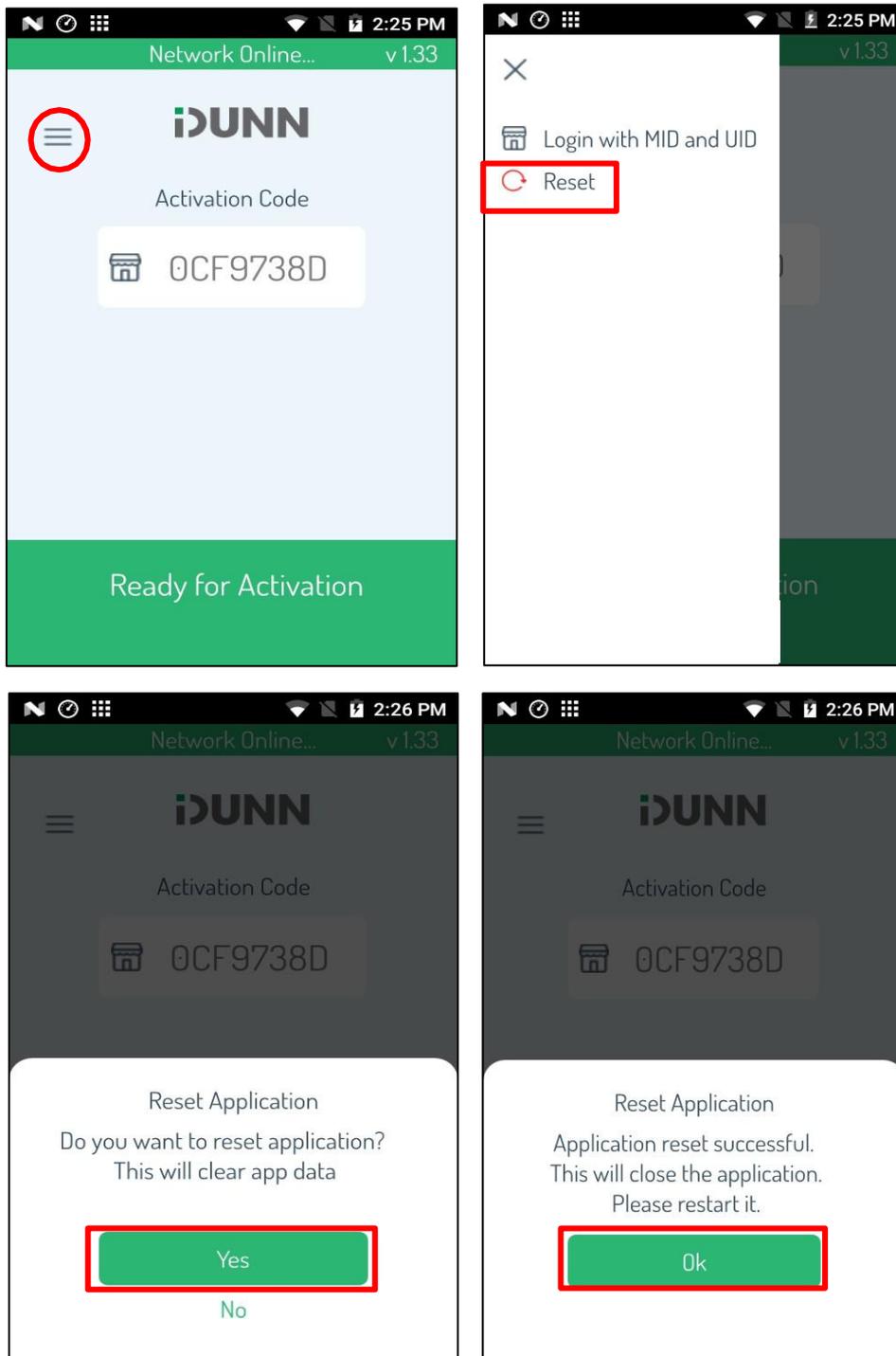
NOTES:

SECTION 8: RESET APPLICATION

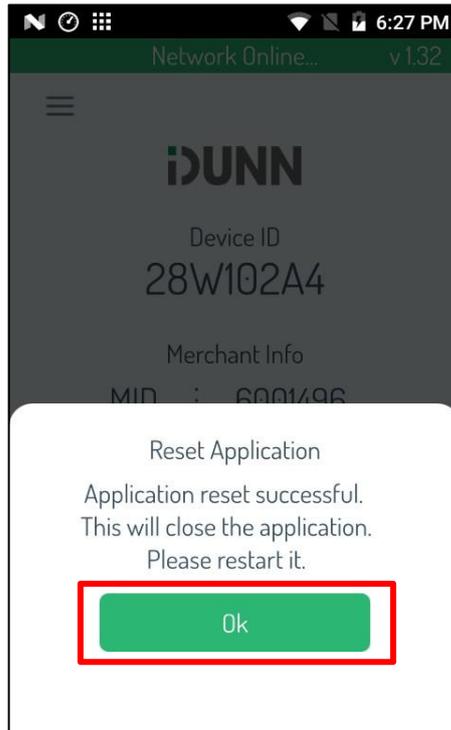
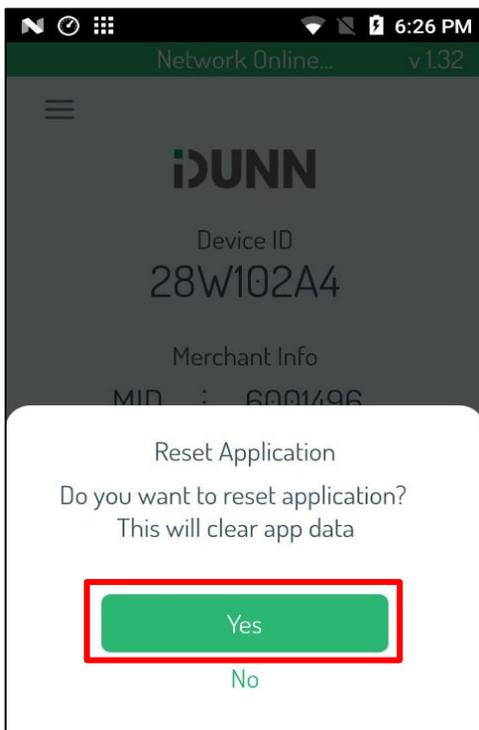
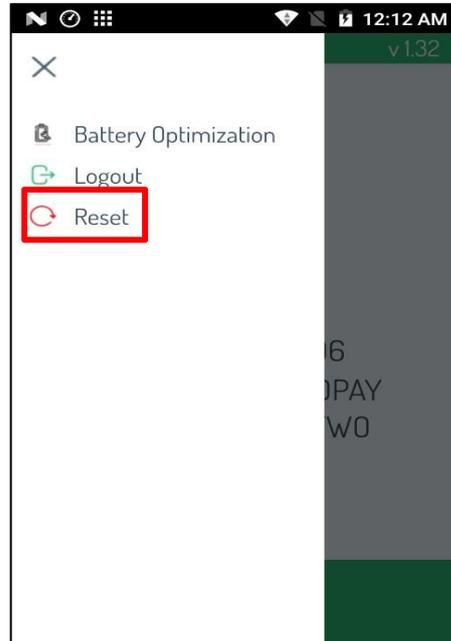
If you encounter repeated errors on your application, perform a reset instead of logging out. A reset clears the application's cache and resets its software, helping to resolve persistent issues that logging out may not address. Refer to the pictures below to reset device before and after login.

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

- **DEVICE BEFORE AFTER LOGIN**



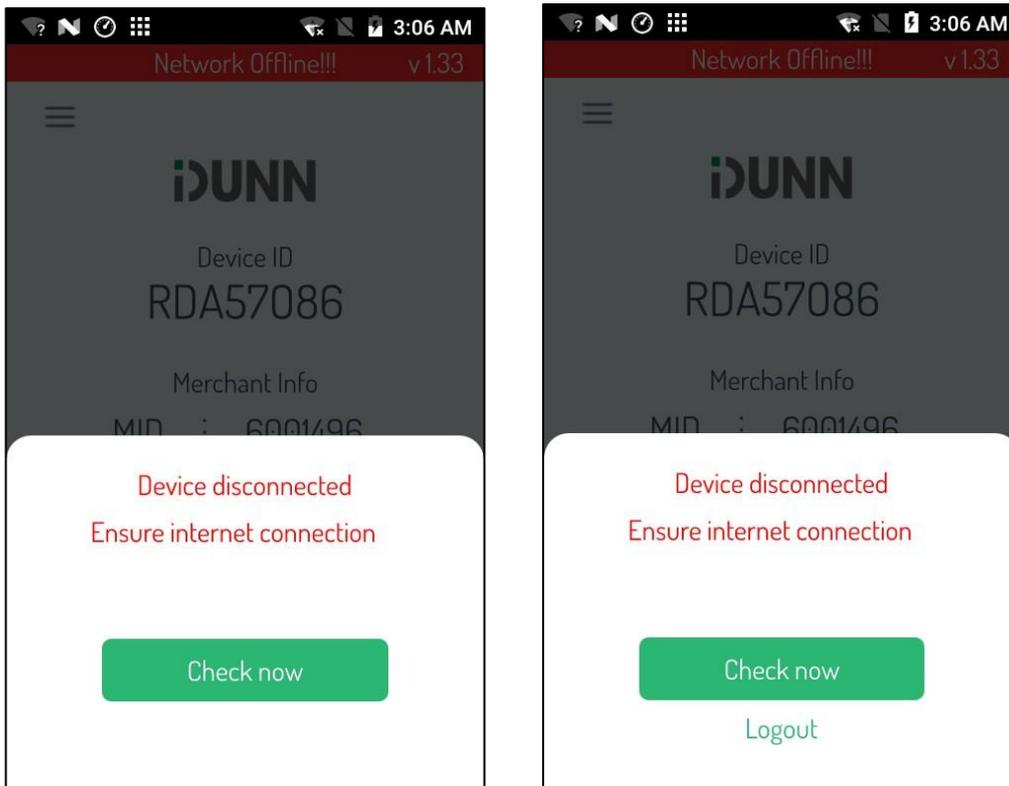
- **DEVICE RESET AFTER LOGIN**



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.

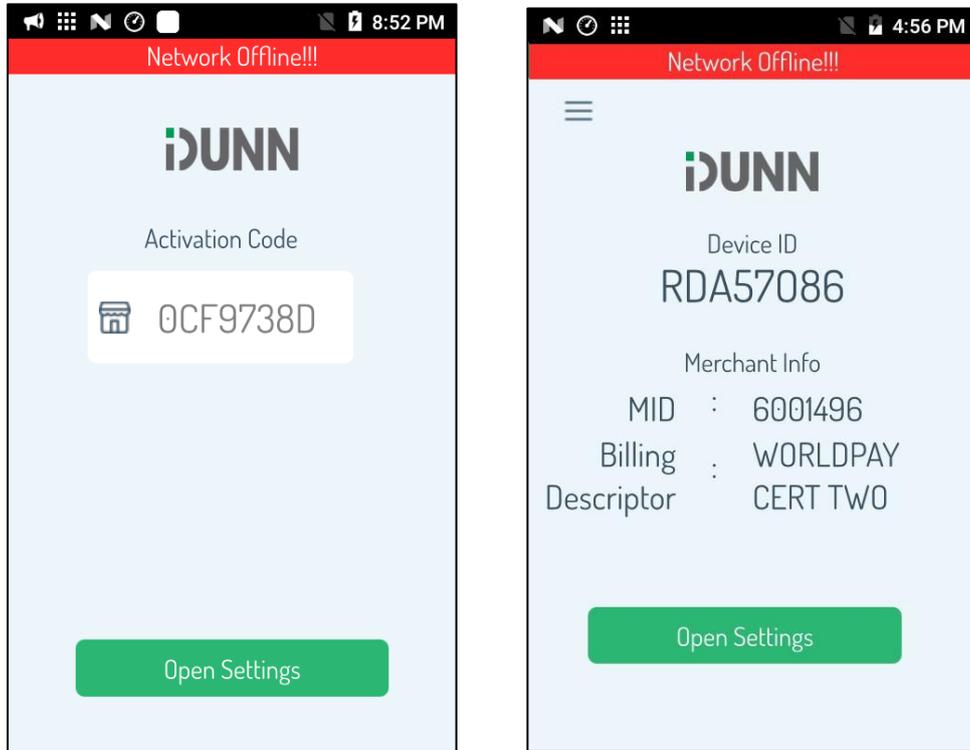


WHAT USER SHOULD DO: Once the network is available to the device, connect to the available network/platform by clicking on the “check now” button.

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”.

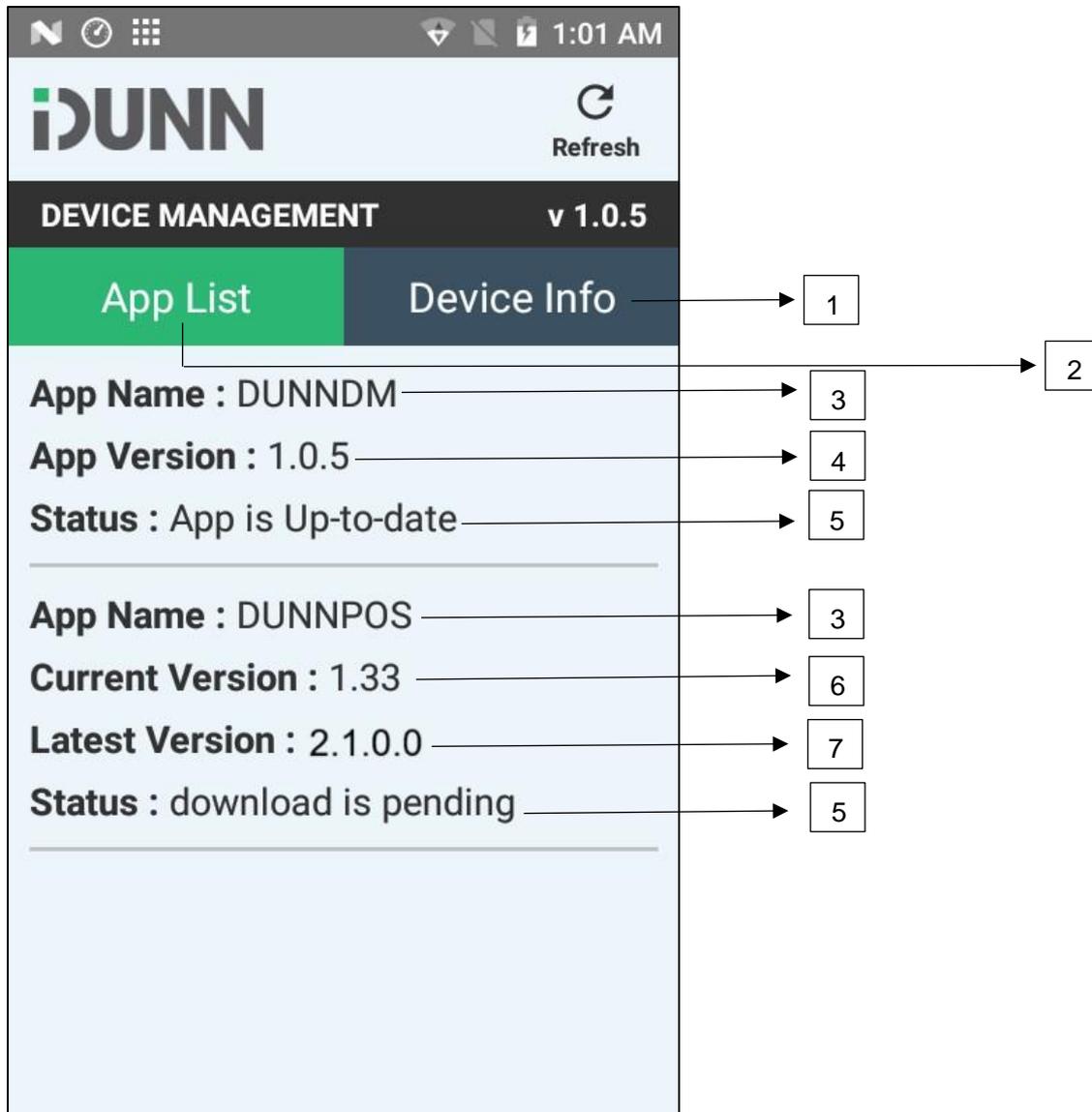
SECTION 10: USING THE DUNNDM APPLICATION

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 3 hours; it will automatically install the correct version of DUNNPOS.



- (8) Device's name
- (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.