vSecureGateway

Android User Guide

Version 130529

Android User Guide

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Downloading and Installing Your Software

To begin processing transactions through vSecureGateway's CellSwipe for the Android, the first step is to download the CellSwipe application and install it on your Android. To install the application perform the following steps: (Please note a fee may apply)

1. From the Android Phone navigate to the **"Google Play"** application

2. Select the **"Search"** button and enter **"CellSwipe"**

3. Select the **"CellSwipe for Android"** application from the App list

4. On the info page, select **"Buy $.99"**

5. Confirm the purchase of the application

6. The application will automatically start to download

7. After download is complete the Application will be available for selection

Login

CellSwipe for the Android requires a username and password specific to your account. This information is in your welcome email from Digital Financial Group Customer Service

1. Select the **CellSwipe** application and enter the username and password.

If the Login Failed User account is Disabled screen pops up the account is disabled. Contact Customer Support to reactivate the account.

The Help Desk option allows you to connect with CellSwipes help desk by phone call or by e-mail.

Phone: **866-637-9473 or 866-557-9473**

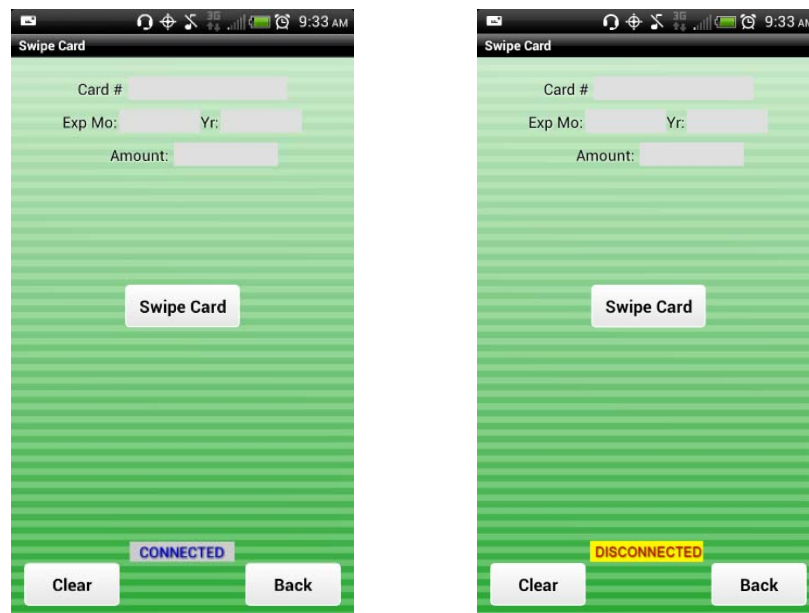Email: **customerservice@digitalfg.com**
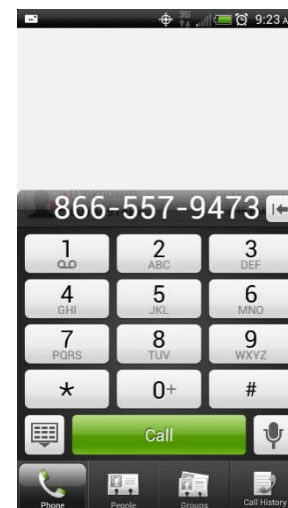
Connecting Your Swipe Device:

Insert the CellSwipe device into headphone jack on the Android device.

The connection status will be indicated at the bottom of the Swipe Menu in blue for connected or red for disconnected.

Note: When the swipe device is not connected the Swipe transaction option will not function.

Options on the Main Menu can be restricted based on user access. If a user does not have access the Invalid Permission screen will pop up.

Admin user – Access to Swipe, Manual, Void, Refund, Reports, and Configuration

Manager user - Access to Swipe, Manual, Void, Reports, and Configuration

User - Access to Swipe, Manual, Reports, and Configuration

Processing a **Swipe** Sales Transaction

To process a sales transaction using the swipe device, perform the following steps:

1. Make sure the swipe device is attached to the Android

2. Select **Swipe** from the main menu

3. Select **Swipe Card** then Swipe the card through the device

4. The card information will auto fill

5. Enter the **Transaction Amount**

6. Click **Process**

7. Once the transaction is complete select **E-mail** to email a copy of the receipt or click **Next** to return to the main menu
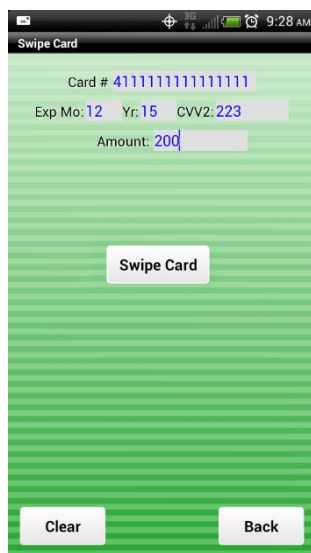
Processing a **Manual** Sales Transaction

To process a manual sales transaction, perform the following steps:

1. Select **Manual** from the main menu

2. Enter the **Credit Card Number**

3. Enter the **Expiration Month and Year**

4. Enter the **CVV Number** from the back of the card

5. Enter the **Transaction Amount**

6. Enter the **Card Holder Street # and Zip** (only if AVS is enabled)

7. Click **Process**

8. Once the transaction is complete select **E-mail** to email a copy of the receipt or click **Next** to return to the main menu

Processing a **Void** Transaction

Void cancels a pending transaction and removes the transaction from the daily total. You can only void transactions that were processed during the current business day.
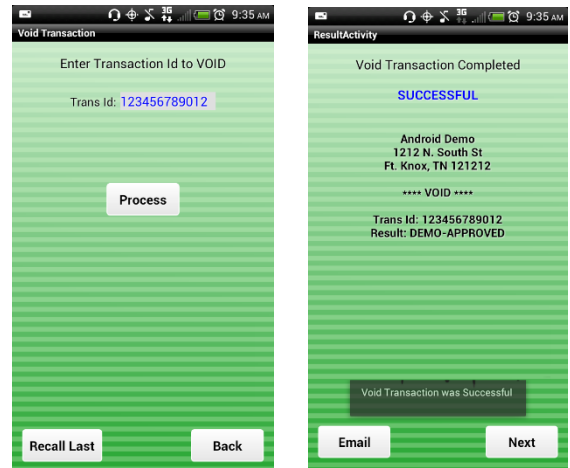
Voids can be done from the CellSwipe application or the Online Reporting site (vSecureReports).

To void a transaction perform the following steps:

1. Select **Void** from the main menu

2. Enter the **Transaction ID**. This may be found on the receipt

    OR

3. Click **Recall Last Trans**

4. Click **Void**

5. Once the void is complete select **E-mail** to email a copy of the receipt or click **Next** to return to the main menu

## Processing a **Refund** (Credit) Transaction

Refund returns the original dollar amount to a customer's credit card account, based on a previously settled transaction, usually the day after taking the original transaction.

It is not necessary to have the customer's credit card number because Refunds uses the credit card number from the original transaction.

You can issue a refund from the CellSwipe application or the Online Reporting site (vSecureReports).

To Refund a transaction, perform the following steps:

1. Select **Refund** from the main menu

2. Enter the **Transaction ID**. This may be found on the receipt

3. Enter the **Reference #** (This may be found on the receipt)

4. Enter the **Amount** of the original transaction (This may be found on the receipt)

5. Click **Refund**

6. Enter **Password**

7. Click **Next**

8. Once the void is complete select **E-mail** to email a copy of the receipt or click **Next** to return to the main menu
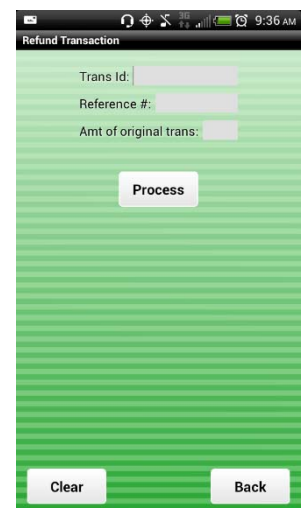
Configuration Menu

The Configuration menu allows the user to turn AVS (Address Verification System) on or off. Reset the password and to delete transaction history and user account information for the Android.

AVS

To turn off AVS (Address Verification System), perform the following steps:

1. Select **Configuration** from the main menu
2. Select the button next to AVS Input to change from **ENABLED** to **DISABLED**

Demo

Demo mode is not available after the initial log in.

Reset Password

To reset the password, perform the following steps:

1. Select **Configuration** from the main menu
2. Click the **Reset Password** button