

SHIFT ④

Android Getting Started User Guide



What's in the box

- A920Pro or A910S Android Terminal
 - Charging Base Station
 - USB Wall Plug
 - USB Type-C Charging Cable
 - SIM Card
Pre Installed
 - Protective Screen
Pre Installed
 - Silicone Case
In chosen colour
-

The Android Terminals

1. Mag Stripe Reader
2. Colour Touchscreen
3. Insert Card Reader
4. Scanner Button
5. Volume Control Button
6. USB-C Charging Port
7. Power Button
8. Scanner
9. Contactless card reader
10. Printer
11. Printer latch



Powering the Terminal

Turning on

To turn on, press and hold the power button on the side of the terminal for 2-3 seconds.

Turning off

To turn off, press and hold down the power button on the side of the terminal for 3 to 5 seconds and then select 'Power Off'.

Restarting

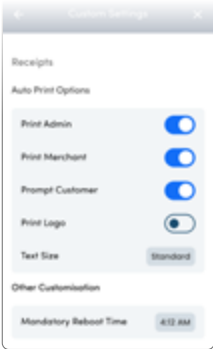
To restart, press and hold down the power button on the side of the terminal for 3 to 5 seconds and then select 'Restart'.

Mandatory Reboot Time

- The terminal is pre-set to reboot at 4am, once every 24 hours
- You may change the reboot time in 'Custom settings' to suit your business hours
- If for any reason the terminal was turned off (between the pre-set reboot time) and restarted, please be aware that it will take 2 minutes for the terminal to restart

Change Mandatory Reboot Time

1. Tap on the menu icon 
2. Tap on 'Merchant Menu' to display merchant related functions
3. Tap on 'Custom Settings'
4. Tap 'Mandatory Reboot Time' and input a time



SMART TIP:

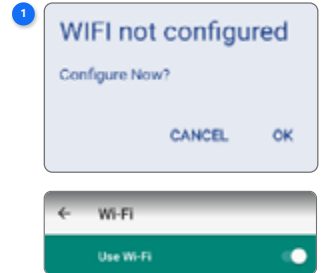
Ensure the mandatory boot time is outside of your usual trading hours.

Connectivity

First Time Wi-Fi Set-up

When setting up initially, you will be prompted with the following screen

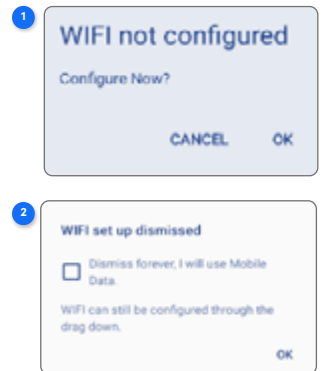
1. Select 'OK' and the Wi-Fi setting screen will appear
2. Select your preferred Wi-Fi network (Avoid free shopping centre Wi-Fi)
3. Enter the Wi-Fi password
4. After you have signed in click the back arrow in the top left
5. Allow the terminal to run its initialisation cycle
(The home screen will appear when the initialisation is successful.)



4G Only Network Set-up

If you wish to use 4G only on your terminal

1. Select 'CANCEL' to dismiss Wi-Fi set up
2. Tick 'Dismiss forever, I will use Mobile Data'



Changing your Wi-Fi Network

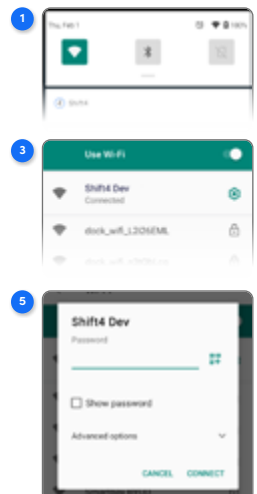
1. Swipe down from the very top of the screen to bring up Wi-Fi, Bluetooth or Mobile Data options
2. If disabled, tap on the Wi-Fi icon to enable Wi-Fi
3. Touch and hold the Wi-Fi icon to open the available list of Wi-Fi connections
4. Select your preferred Wi-Fi connection
5. Enter the Wi-Fi password and select 'CONNECT'

SMART TIP:

To return to the main screen, tap the back arrow on the top left or lower right of the screen.

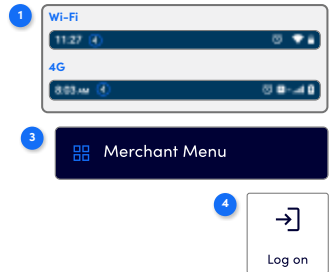


A grey Wi-Fi icon means Wi-Fi is disabled/turned off.



Checking Terminal Connection

1. Check that there is a Wi-Fi/4G signal at the top of the screen
2. Tap on the Menu icon 
3. Tap on 'Merchant Menu'
4. Tap on 'Log On'
5. Terminal will print out a receipt 'Log On Success'
If not, please call 0800 476 278



Change Your Terminal to ONLY Mobile 4G Network:

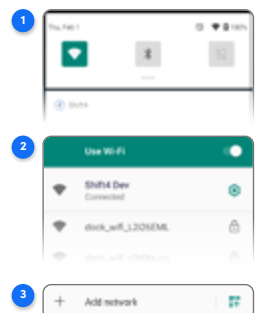
1. Swipe down from the very top of the screen to bring up Wi-Fi, Bluetooth or Mobile Data options
2. Disable Wi-Fi by tapping on the Wi-Fi icon 
3. Make sure that the mobile data icon is on 

SMART TIP:

The Android terminal will default to Wi-Fi connection if Wi-Fi is not disabled.

How to Add Manual Network with SSID

1. Swipe down from the very top of the terminal screen to bring up Wi-Fi, Bluetooth or mobile data options
2. Touch and hold the Wi-Fi icon to bring up a list of available Wi-Fi connection options
3. Scroll to the bottom of the list of the Wi-Fi connections list and tap on 'Add network'
4. Enter the SSID and password and select 'Connect'



Transacting

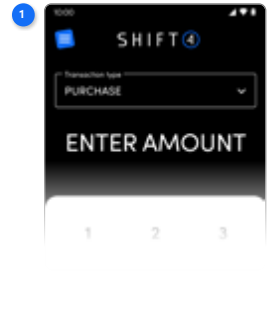
Taking a Payment

1. Enter the amount on the screen:
2. Press 'CONTINUE' when you are ready to proceed with a payment
3. Ask the customer to Tap or Insert their card
4. Ask the customer to tap, swipe or insert their card

SMART TIP:

Tipping can be enabled by our friendly support team. Once enabled, after typing in a purchase, the customer will be asked to enter an amount as a tip, before asking them to present a card.

The maximum tip size is 30% of the transaction.



Cancelling a Payment

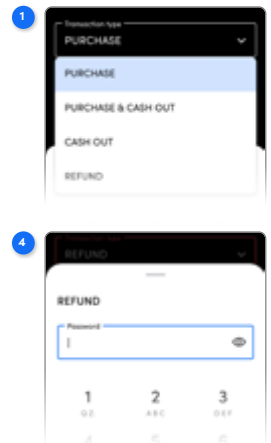
1. Press the 'X' in the top right corner to cancel a transaction

Performing a Refund

1. Select 'Refund' under 'Transaction Type'
2. Enter the refund amount on the screen
3. Press 'Continue' when you are ready to proceed with the refund
4. Enter the refund password
(Your password has been emailed to you – call our support team if you need this to be resent to you)
5. If your customer is using an EFTPOS card, there is an additional step where you will need to swipe your Cuscal Paymark refund card and your customer will need to swipe their card again.
Please contact Cuscal Paymark on 0800 729 627 to get a refund card

SMART TIP:

A refund should only be performed with the same card the transaction occurred with to mitigate any fraud.

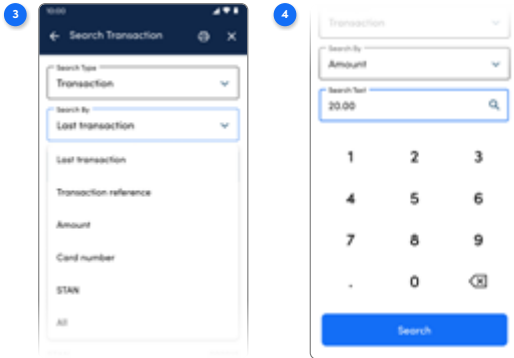


Transaction Search

Transaction search can be used to find and reprint a previous transaction from today.

Search for a Previous Transaction

1. Tap on the menu icon 
2. Tap on 'Search Transaction'
3. Use the 'Search by' dropdown to select what you want to search
4. Enter the search value and tap 'search'



SMART TIP:

You can search for transactions (and settlements) in the Shift4 Business Hub. The Business Hub will show you a detailed view of every transaction you do including a copy of your merchant receipt.

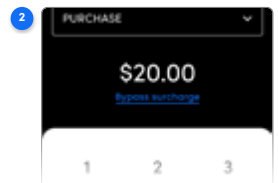
Summary Report

A Summary Report can be used when you would like a total of the transactions through your terminal for the day.

1. Tap the menu icon 
2. Tap on the 'Merchant Menu' icon
3. Tap on 'Merchant Report'
4. Tap on 'Summary Report'

Surcharge Bypass

1. Enter purchase amount
2. Select 'Bypass Surcharge'
3. Enter password (You will need to get this from Shift4 – call our 24/7 support team to get yours)



End of Day – Reconciliation

Everyday your terminal can automatically print a receipt to show you what will be settled into your account. If your terminal is not printing this receipt, please see **Change Print Receipt Options** at the back of this booklet.

You will get two parts to your settlement receipt: one for Shift4 which processes your Visa, Mastercard and Amex transactions (for both debit and credit); and the other for your EFTPOS transactions processed through Cuscal Paymark, where your customer has swiped or inserted their card and manually selected the account they wish to pay with.

Please note: with your Cuscal Paymark settlement receipt, this is only an estimate of what you will receive into your account, as Shift4 does not acquire these transactions.

Not seeing anything for your Cuscal Paymark transactions?

If you are seeing a receipt with no transactions (like the one below), it means your settlement windows for both Shift4 and Cuscal Paymark aren't aligned and at the same time. You will need to contact Cuscal Paymark on 0800 729 627 for assistance to have their window changed to the same as your Shift4 window.

-----EFTPOS-----		
TERMINAL	25030101	
TRAN	000054	
SETTLEMENT INQUIRY		
MERCHANT SUBTOTALS		
22 FEB 2026 AT 17:00		
...		
TRANSACTION COMPLETE		

Settlement Receipts	
SHIFT4	CUSCAL PAYMARK
Fake Trading Name -----MANUAL RECONCILIATION----- Terminal: SZ1x2x3x STAR 000040 Batch No 000003 25 Feb 26 09:07 RECONCILIATION COMPLETED RECONCILED \$00 PURCHASE 52 781.00 CASH 0 0.00 REFUND 1 6.00 TIP 0 0.00 VOID PUR 0 0.00 VOID REF 0 0.00 MOTO PUR 0 0.00 MOTO REF 0 0.00 VOID MOTO PU 0 0.00 VOID MOTO RE 0 0.00 NET TOTAL \$775.00 * * * * * VISA PURCHASE 29 420.00 MASTERCARD 23 361.00 PURCHASE TOTAL \$781.00 -----END-----	*-----EFTPOS-----* TERMINAL 25030101 TRAN 000054 SETTLEMENT INQUIRY MERCHANT SUBTOTALS 22 FEB 2026 AT 17:00 DEBIT PUR 6 \$64.00 VISA PUR 2 \$86.50 TRANSACTION COMPLETE *****

Settlement Times

Shift4 settles to your nominated bank account for processing the next day when your settlement window is our standard period (automatically 10.00pm to 10.00pm).

If you require a custom settlement window (one that is different to our standard period and/or one that aligns with your business operating hours, i.e. 4.30am to 4.30am), then settlement will typically be processed to your nominated bank account 2 days post transaction.

For your customised settlement time, please refer to your setup email. Otherwise for more information, please call out 24/7 support team.

SMART TIP:

Your customers may notice that transactions processed through your terminal will have SMZ* before your business name and two trailing characters at the end when they look at their bank account. These are unique identifiers we are required to have on every transaction.

Point of Sale (POS) + EFTPOS Integration

Generate Pairing Code

- 1. Tap on the menu icon
- 2. Tap on 'Merchant Menu'
- 3. Select 'POS integrations'
- 4. Select 'Add integration'
- 5. Enter the code into your Point of Sale
- 6. Once connected your screen will show



Perform Stand Alone Transaction

- 1. Triple Tap 'Shift4'
- 2. 'Enter Amount' will appear

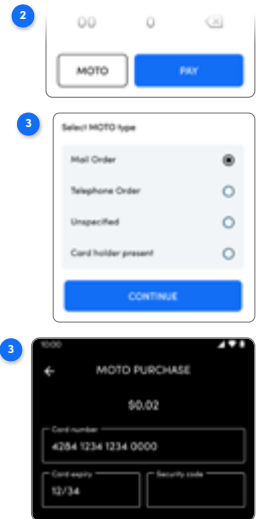


Performing a MOTO Transaction (Mail Order/Telephone Order)

1. Enter purchase amount.
2. Select 'MOTO'
3. Select the type of 'MOTO' and Press 'Continue'
4. Enter the customers card details and Press 'Continue'
5. Signature Required
6. If prompted 'Signature OK?' Press 'YES'
7. The terminal may sometimes prompt you with 'Check Signature on Card. Signature OK?'. If you select 'YES', the transaction will be accepted. If you select 'NO', the transaction will be declined

SMART TIP:

If you don't enter the CVC/CVV (3-digit security number on the back of the card), you will be prompted to select a reason why.



Performing a MOTO Refund

1. Select 'Refund' under 'Transaction Type'
2. Enter the refund amount on the screen
3. Select 'MOTO'
4. Select the type of 'MOTO' and Press 'Continue'
5. Enter the refund password
6. Enter the customers card details and Press 'Continue'
7. Signature Required
8. When prompted 'Signature OK?' Press 'YES'

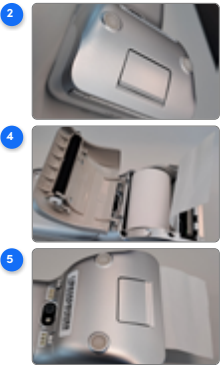
Receipts & Settings

Change Paper Roll

1. Remove the silicon cover (if present) and flip the terminal over
2. Lift the printer hatch lever on the underside of the terminal
3. Remove the empty paper roll core
4. Insert the new roll in the paper well, as pictured, thermal side facing down in this image
5. Close the printer cover by pressing it shut
6. Ensure the silicone cover (if installed) is not caught in the printer roll cover

SMART TIPS:

The receipt will print blanks if the roll is not inserted in the correct direction.



Change Print Receipt Options

1. Tap on the menu icon: 
2. Tap on 'Merchant Menu' to display merchant related functions
3. Tap on 'Custom Settings'
4. Tap the toggle switched to turn options on

Print Admin (Reconciliation will print daily)

Print Merchant (Merchant copy)

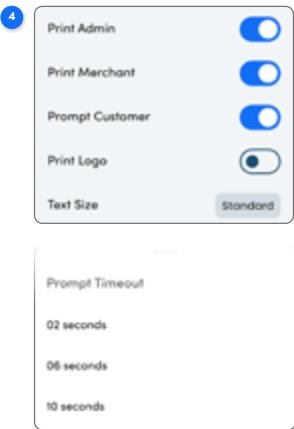
Prompt Customer (Ask if the customer would like to print) 'Print Customer' appears when the 'Prompt Customer' toggle is swiped to the right (Receipt will auto print) By default, 'Prompt Customer' for a receipt timeout is 6 seconds. Tap the time to re-select your preferred timeout

Print Logo (the Shift4 logo at the top of your receipt)

Text Size (To make your receipt smaller or standard)

SMART TIP:

If you do not print your merchant receipt, we keep a copy of this receipt in Shift4 Business Hub.



Reprinting Receipt

1. Tap on the menu icon: 
2. Tap on 'Merchant Menu'
3. Tap 'Reprint Receipt'

Receipt Font Size

1. Tap on the menu icon
2. Tap on 'Custom Settings'
3. Select Text Size 'Standard' or 'Small'
4. Select 'Small'
Selecting 'Small' will make your receipts shorter and should be used if you are wanting to save on paper rolls



Screen & Volume Settings

Adjusting Sounds/Volume

On the left side of the terminal, Press + or - to adjust the volume

If you wish to mute the terminal (no sound) press either + or - to bring up the volume controls.

Then select the bell symbol on the screen

Sound on:  Mute: 



When the Screen Goes to Sleep:

Tap the screen twice to wake it, or press the power button on the right side of the terminal to wake it

Adjust Screen Brightness

1. Swipe down from the very top of the screen
2. The Android Menu will appear, swipe down again on the tab, to expose the brightness bar
3. Hold and move the dot on the screen brightness bar towards the right to increase brightness. To decrease brightness, hold and move the dot towards the left



Need Help?

Call 0800 476 278

www.shift4.co.nz/help-centre

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