The "Octopus" App - Step-by-step Demo

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* All the screenshots in this guideline are captured from the "Octopus" App Version 5.5.0 (Document Version: 201702)

1. Download the "Octopus" App at Google Play

You can download the "Octopus" App provided by Octopus Cards Limited at Google Play for enquiry and online payment use.





Enter "Octopus" at Google Play and press search. Select the "Octopus" App provided by Octopus Cards Limited. Tap "Install".

2. Understand the detection area of the mobile device



When using the "Octopus" App for the first time or update from earlier version, the "Octopus" App will display the NFC detection area of the mobile device if it is supported by Octopus.

3. Enable the required system functions for using the "Octopus" App

		📕 🗎 11:00
Octopus		72 :
ENQUIRY		AAVS
Attention		
NFC is turned off		SET UP
Data connection is	sunavailable	SET UP
Register Octopus	number	SET UP
\bigtriangledown	\bigtriangleup	

If the system has detected certain system functions have been turned off which prevent the operation of the "Octopus" App, or there is no registered Octopus, a list of reminders will be provided for you to enable the related functions or register your Octopus number.

Register the Octopus 4.



top right corner.

the Octopus. If you have registered the Octopus for Online Payment, you can use the service after 24 hours on the same mobile device.

5. Enquire the Octopus



1. Open the "Octopus" App. Place your Octopus at the back of your mobile device, until the transaction information is shown.

	_ 15:02
	HKD 88.8
	20/10/15 15:02
	03/10/14
Notification You will receive pus with service messa Octopus. To chang please edit in the c App.	sh notification Ige on this e the setting, ard list in Octopus
N 00,10,1110.00	SETTINGS OK
Mini Bus 03/10/14 13:30	-6.5
Retail Shop 03/10/14 12:45	-25.0
Convenience Store 02 (10 (14 09:20 Try out the 'Octopus Onlir	-20.0 ne Payment Service' now

2.After you have enquired your Octopus on the mobile device for the first time, you will be able to receive our service notification through this mobile device. You may change this setting in the Card List.

	📕 📘 15:02
← **59988	
Remaining value	HKD 88.8
	20/10/15 15:02
Last reload date	03/10/14
Automatic Add Value Service (AAVS) amount	HKD 250.0
Retail Shop 03/10/14 19:50	-132.3
Bus 03/10/14 18:40	-45.0
MTR 03/10/14 15:30	-60.0
MTR 03/10/14 15:30	AAVS
Mini Bus 03/10/14 13:30	-6.5
Retail Shop 03/10/14 12:45	-25.0
Convenience Store	-20.0
Try out the 'Octopus Onlin	e Payment Service' now

3. Read the transaction information.

6. Using the Octopus for Online Payment

6.1. Using the "Octopus" App to scan QR Code or enter Payment Code



- 1. Open the "Octopus" App. Tap "Payment".
- 2. Tap the "QR Code" icon in the middle to start the QR Code Reader, or enter the 7 digit payment code.

3. Taobao[®] users please read the notes. Other users can just ignore it. Then click "OK".

4. Review the merchant information and payment amount. Read and agree the online payment important notes. Taobao[®] users can choose to provide mobile number for the refund purpose.



5. Place your Octopus at the back of your mobile device, until the Receipt is shown.

6. Transaction is completed. You can review the Octopus remaining value and transaction details.

6.2. Using mobile website or merchant mobile application



1. Select Octopus as payment method and start Octopus Payment.



2. Review the merchant information and payment amount. Read and agree the online payment important notes.



3. Place your Octopus at the back of your mobile device, until the Receipt is shown.



4. Transaction is completed. You can review the Octopus remaining value and transaction details.

7. Review Online Payment Receipt



"Payment".

select the online payment receipt for review.

You can also tap the "delete" icon at the top right corner to delete the receipt.



5. Confirm to delete the receipt. Once the receipt has been deleted, it cannot be recovered.

Collect Online Payment or Other Refund / Bonus (Applicable to specific merchants only) 8.



"Register Octopus" icon at the top right corner.

the refund / bonus from the list.

4. Place your Octopus at the back of your mobile device, until the Receipt is shown.

Remarks : To receive notification, you have to make transaction enquiry or online payment with that particular Octopus at least once.

🔷 💎 🎽 🖻 4:57

← MERCHANT REFUND / BONUS

Refund / Bonus collected

Reference number 2016101816572238640

Octopus number 91677731

Merchant name Online Merchant

Refund / Bonus Amount HKD 10.0

Remaining value HKD 580.0

Collection Time (Y-M-D H:M:S) 2016-10-18 16:57:22

Last add value date 2016-10-18

If you have any enquiries on the items above, please call the Octopus Customer Service Hotline at 2266 2222 and provide the reference number.



5. Refund / bonus is collected. You can review the Octopus remaining value and refund details.

Remarks : To receive notification, you have to make transaction enquiry or online payment with that particular Octopus at least once.

9. Review Online Payment or Other Refund / Bonus Receipt



icon at the top right corner to delete

the receipt.

10. Activate AAVS



1. Open the "Octopus" App and tap "AAVS".

2. Tap "Activate AAVS".

3. Follow the instruction, input the ID no. & date of birth information, then tap "Activate now".

4. Place your Octopus at the back of your mobile device to activate AAVS.

11. Collect Incomplete Transaction or Other Refund

11.1. For Octopus Cards and Products

		11:00	
Octopus		72 :	← **5998
ENQUIRY		AAVS	Remaining v
Welcome Ba	ack!		
Please place you mobile device ur shown.	ur Octopus at the band	ack of your rmation is	Last reload date Automatic Add Va Service (AAVS) ar
			Refund 26/06/15 13:53
			Octopus Cards Limited 17/06/15 13:20
	-	NFC TIPS	Octopus Cards Limited 17/06/15 13:17
			You have succes collected refund Total HKD8.8) to Octopus.
\bigtriangledown	\bigtriangleup		\bigtriangledown

1. Open the "Octopus" App. Place your Octopus at the back of your mobile device. No prior registration is required.

st reload date 26/06/15 tomatic Add Value HKD 500.0 fund +8.8 /06/15 13:53 +8.8 topus Cards +0.0 nited cash +0.0 /06/15 13:20 topus Cards topus Cards +0.0 /06/15 13:20 topus Cards nited cash +0.0 /06/15 13:20 topus Cards nited cash +0.0 /06/15 13:20 topus Cards nited cash +0.0 /06/15 13:17 ABOUT REFUND Dub have successfully ABOUT REFUND Dub have successfully ABOUT REFUND	emaining value	Hk	(D 308.8 26/06/15 13:53
fund +8.8 /06/15 13:53 +8.8 topus Cards cash +0.0 /06/15 13:20 topus Cards +0.0 topus Cards cash +0.0 /06/15 13:20 cash +0.0 topus Cards cash +0.0 /06/15 13:17 cash +0.0 but have successfully ash +0.0 but have successfully	ast reload date utomatic Add Value ervice (AAVS) amount		26/06/15 HKD 500.0
topus Cards mited cash +0.0 706/15 13:20 topus Cards mited cash +0.0 706/15 13:17 but have successfully polected refund (Count 1, but HKD8.8) to your ctopus.	efund 6/06/15 13:53		+8.8
topus Cards nited cash +0.0 706/15 13:17	ctopus Cards imited 7/06/15 13:20	cash	+0.0
ou have successfully Jllected refund (Count 1, ABOUT REFUND otal HKD8.8) to your ctopus.	ctopus Cards imited 7/06/15 13:17	cash	+0.0
	You have successfully collected refund (Coun Total HKD8.8) to your Octopus.	t 1,	ABOUT REFUND
	\bigtriangledown	\triangle	

has been registered.

13:53



3. If the Octopus has not been registered, only the refund amount and remaining value will be shown.

11.2. For Octopus Mobile SIM



"Register Octopus" icon at the top right corner.

2. Click on the Octopus Mobile SIM entry at the top of the list.

3. Click "Enquiry" next to "Octopus Refund".

4. The refund will be credited to your Octopus Mobile SIM.