

Why can't my reader be detected?

- 1) Ensure that Bluetooth is enabled on your device.
- 2) Ensure that your reader is fully charged. This can be done using the USB cord provided.
- 3) Ensure that the reader and your device are within the reception range (typically up to 15 feet).
- 4) To pair your reader again, restart your reader by pressing and holding the power on button. Check if you can find your reader's "Serial Number" on the "Select Reader" list.
- 5) To reboot your device, use a paper clip to press the reset button at the bottom of the reader.
- 6) Ensure that the chip card is fully dipped with the chip facing the front of the reader.
- 7) Ensure that the card's magnetic stripe is facing the back of the reader.
- 8) Ensure that you have the latest version of the SwipeSimple app.



Operating the Reader

Step 1

Charge the card reader with the enclosed USB cable. You can either connect the reader to a computer or power adapter. A full charge may take up to 2 hours.

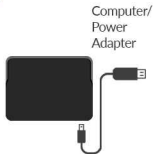
Step 2

Download and install the SwipeSimple app. The app can be downloaded from the App Store or Google Play Store. Please note that SwipeSimple should be entered as a single word (no spaces between the words).

**The reader only works with SwipeSimple 4.0 and above. An additional layer of encryption is added to the reader to guarantee that card data is protected.*

Step 3

Launch the SwipeSimple app to process a transaction.



Step 4

To pair the reader, enable Bluetooth on your device and press and hold the power button. Select the reader from the "Select Reader" list within the SwipeSimple app. When successfully connected, the LED indicator above the power button will be **green**.

Step 5

Dip the card into the chip slot, with the chip facing the front of the reader when prompted by SwipeSimple. Please ensure that the card remains inserted until prompted to remove. Removing the card prematurely will cancel the transaction.

If the card doesn't have a chip:

Swipe the card in a slow fluid manner when prompted by SwipeSimple. Please ensure that the card's magnetic stripe is facing the back of the reader.

**If the card has both a magnetic stripe and a chip, you may be required to dip the card rather than swiping it. Refer to the SwipeSimple application for the correct way to process the transaction.*

