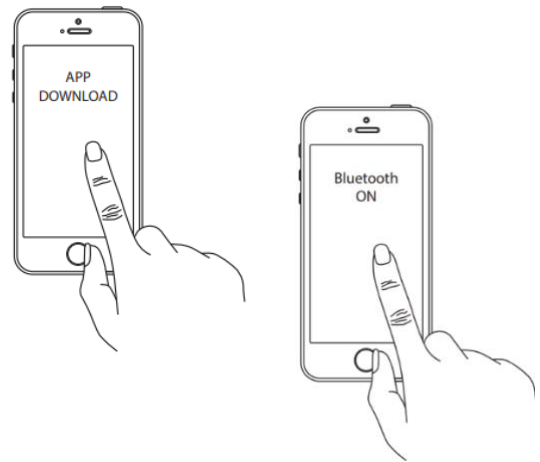
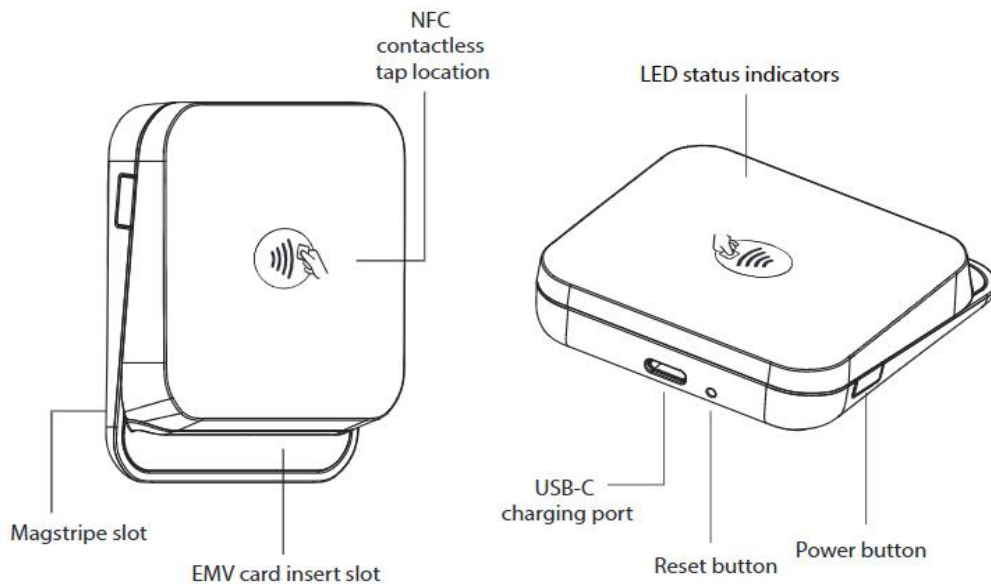


Getting Started with Your Card Reader (M2)

FIRST UP! Make sure you are using the SignUpGenius Payments Companion mobile app's point-of-sale (POS) flow. This requires that you download the SignUpGenius Payments Companion mobile app (the card reader will not work with SignUpGenius's **web** payment flow). Also ensure you have enabled Bluetooth within your device settings.



Getting to know your M2 reader



Getting Started

Connect the charging cable to the reader and charge it for two hours before initial use. Please use the charging cable provided in the reader box. You can press and release the power button once to see the charging status. See below for more details on charge statuses.

Turning the reader on

Press and release the power button. The LEDs will turn on and the reader will beep twice. The reader will wait five minutes for a Bluetooth connection before automatically shutting off.

Connecting the reader to the SignUpGenius mobile app

IMPORTANT: You should NOT pair the card reader within your device settings; it will not function properly if this is done. Instead, connect the reader from within the point-of-sale flow within the SignUpGenius Payments Companion mobile app. The reader will automatically pair when you reach the “Connect Card Reader” screen during your first point-of-sale checkout within the SignUpGenius Payments Companion mobile app. See below for troubleshooting tips.

When accepting payment within the SignUpGenius point-of-sale flow:

1. Make sure you've turned on your Bluetooth card reader and that Bluetooth is enabled on your device.
2. After clicking “Pay Now” on the checkout view, you'll be prompted to “Connect Card Reader”. If multiple readers are within range, you'll be asked to select a card reader using the serial numbers on the back of the readers for reference.
3. Once the reader is connected, you'll see a view that says, “Card Reader Connected”. From this view, click the orange “Accept Payment” button and proceed.

Trouble connecting? Try one of the following:

- If you accidentally paired your card reader from within your device settings, follow these steps to achieve a successful connection:
 1. Close out your SignUpGenius Payments Companion mobile app (shut it down by swiping it closed).
 2. Go to your device's Bluetooth settings and turn Bluetooth off and back on.
 3. Re-open your SignUpGenius Payments Companion mobile app and attempt payment again.
- Check to make sure device's Bluetooth and location services are turned on.
- Ensure your device is compatible: iOS 6.0 or above; Android 5.0 or above
- Make sure you allowed SignUpGenius access to Bluetooth when you downloaded the SignUpGenius Payments Companion app. Check for this within your device **Settings > SignUpGenius**.
- Make sure no other devices are currently connected to the card reader.

Attempting to connect more than one device to the reader

Like most Bluetooth devices (e.g., headphones, mouse, etc.), the card reader can only be **actively used** by one device at a time. If you need multiple people with different devices to accept payments in one location, you'll want to ensure you have multiple card readers (one reader per device).

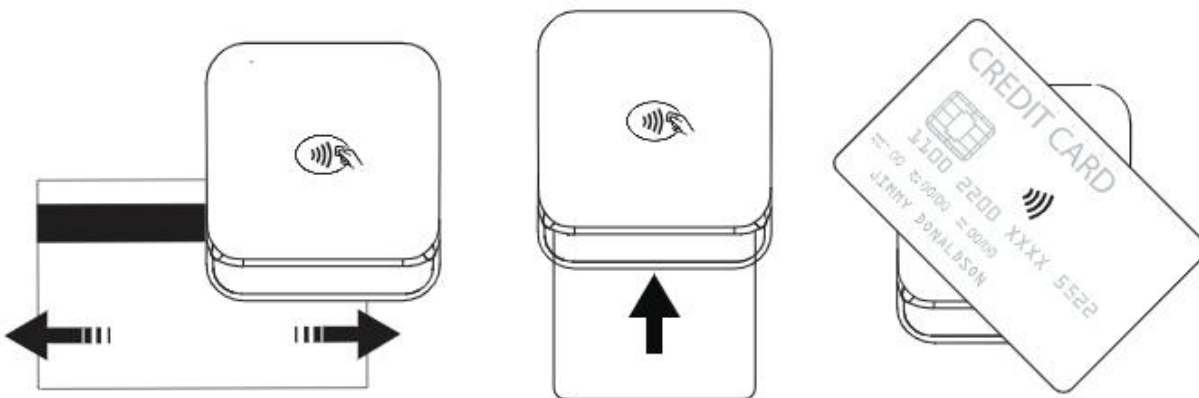
If a reader is already connected to—and was recently in use by—a mobile phone (phone A), and you want to make it available to another device instead (Phone B), the Phone A user must first disconnect from the reader. The Phone A user can do this by either:

1. Going into their device settings and toggling off Bluetooth.
2. Clicking "Disconnect Reader" on the "Accept Payment" view within the SignUpGenius Payments Companion mobile app POS flow.

Accepting payments

The SignUpGenius Payments Companion mobile app's point-of-sale flow will guide you through the payment process. You'll add items to your cart, proceed to checkout and then click "Pay Now". You'll then be prompted to connect your reader and accept payment. Once your reader is connected, the Bluetooth card reader will allow you to accept payments via either tap, dip or swipe, depending on the credit card being used:

1. Cards with an NFC  symbol can be tapped.
 2. Cards with a chip can be dipped.
 3. Only cards with no NFC symbol and no chip should be swiped.
- (NOTE: For EMV cards that support chip and contactless payments, magstripe is intended to be a fallback only. Therefore, if swipe payments are attempted on these cards before several chip or contactless attempts are made, they will fail.)



Reader not processing a credit card? Check the following:

- If the reader has turned off, lightly press the power button to turn it back on.
- Make sure the chip/magstripe are facing the right direction when using dip or swipe. For contactless payments, make sure the card or mobile device is placed within 1.5 in/4 cm of the contactless tap logo.
- If the device is at low power level, use the charging cord to recharge it, then retry.
- Make sure the device is within range of the card reader.
- Ensure the card reader is connected to your device (see instructions above).
- If for any reason you receive a “Multiple Cards Detected” error message, this is typically either because there are other NFC cards in the vicinity and the reader cannot decipher the target card, or because the card is being tapped at an odd angle. To avoid this error, ensure no other cards are in the area and/or attempt to tap the card again, ensuring the card is tapped from an “above” position versus tapped on the side or at an angle.

Turning the reader off

If a reader has not yet been connected to a device via Bluetooth, after five minutes of inactivity, the reader turns off. A simple tap of the power button will turn it back on. When connected to a device, the reader automatically turns off after 10 hours of inactivity.

To turn the reader off manually, press and hold the power button until the LEDs display a power down sequence (after roughly 6 seconds). With typical usage, you should need to charge the card reader only once per day.

Updating your card reader's firmware

If your card reader needs to update its firmware (software that powers the reader and delivers critical updates to it) you will be prompted to do this from the “Card Reader Connected” view within the SignUpGenius Payments Companion mobile app. If you see a button that says, “Update Reader Firmware”, we recommend clicking it to ensure the card reader performs optimally. You will see a status bar during these updates to monitor the update's progress.

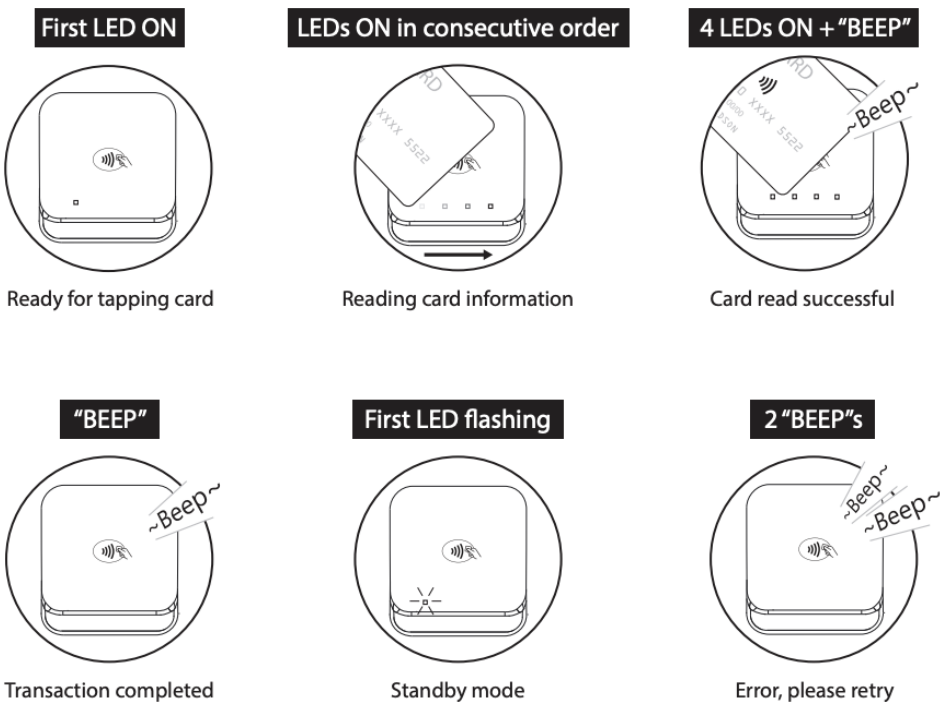
Understanding your reader's charging status

Press and release the power button once to see green LED lights that indicate your reader's battery status:

	Full charge
	75% charge
	50% charge
	25% charge
	Charging

Understanding your reader's LED status indicators

See the visuals below to better understand your reader's LED status lights:



TIP: Although rarely necessary, if your reader is ever unresponsive, use a paperclip to click the reset button on the end of the reader to reboot.

