Troubleshooting

Why can't my reader be detected?

1) Please ensure that the reader is plugged in firmly.
2) Make sure your reader is fully charged. This can be done using the USB cord provided.
3) Ensure that the media volume or other audio settings on your device is maximized.
4) If you are using an Apple device, please ensure that the SwipeSimple app has access to the device's microphone. This can be done in the settings of your device.
5) If you are using an Android device, please ensure the Bluetooth is off.
6) Ensure that the chip card is fully dipped with the chip facing the gray panel.
7) Ensure that the card's magnetic stripe is facing away from the gray panel.
8) Ensure that you are using the most updated version of the application.

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EMV Chip Card Reader

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Operating the Reader

Step 1

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

Computer/
Power
Adapter ▶
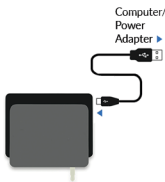
Step 2

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

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

Step 3

Plug your card reader into the audio jack of your smartphone
or tablet. You may need to remove the protective case of
your phone or tablet.

Step 4

Launch the SwipeSimple application to process a sale.

Step 5

Dip the card into the chip slot when prompted by
SwipeSimple. Please ensure that the card remains inserted
throughout the entire transaction. 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.*