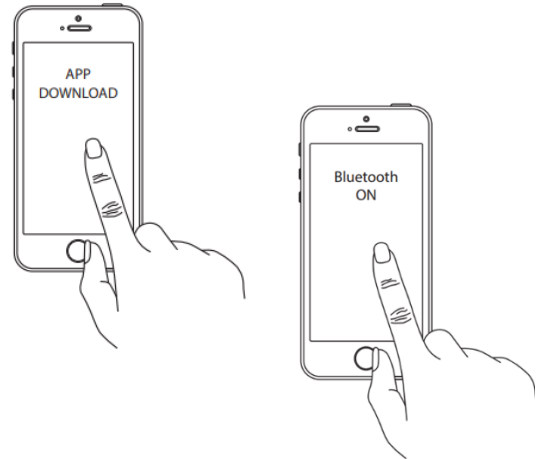
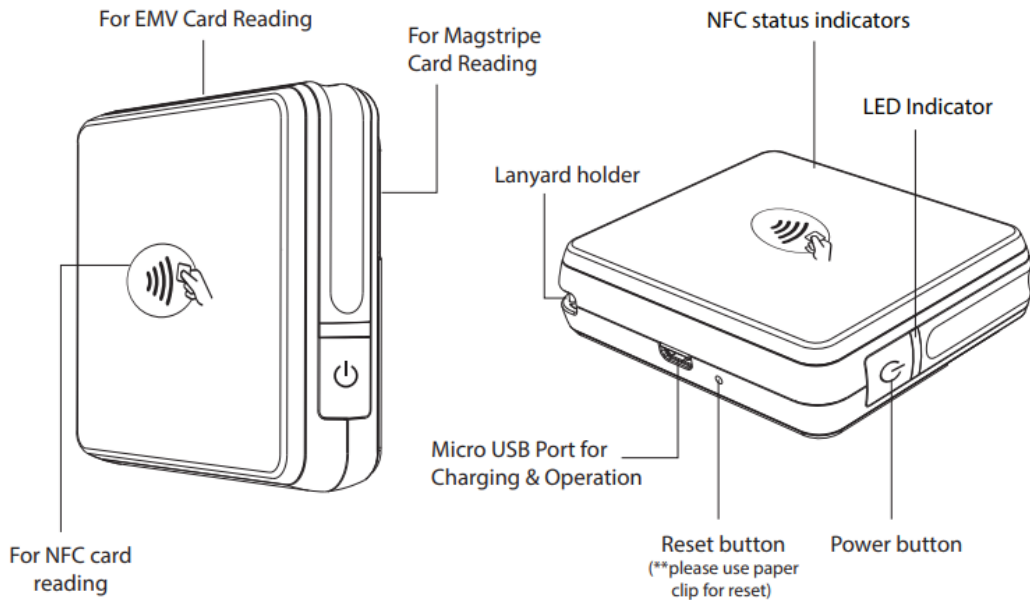


Getting Started with Your Card Reader (BBPOS)

FIRST UP! Make sure you are using the Cheddar Up mobile app's point-of-sale (POS) flow. If you have not yet downloaded the mobile app, you may be erroneously using Cheddar Up's web payment flow, which cannot be used with the Cheddar Up card reader. Also ensure you have enabled Bluetooth within your device settings.



Getting to know your reader



Turning the reader on

To turn on the reader, press and release the power button on the side of the reader. The status light will turn on. Upon start up, the light will move from blue > green > red and eventually flash a steady blue at 1-second intervals. Typically, you need to turn on the card reader only once a day (there's no need to turn the reader off to conserve power).

Connecting to the reader

IMPORTANT: Because this reader uses Bluetooth Low Energy, you should NOT pair it within your device settings. Instead, the reader will automatically pair when you reach the "Connect Card Reader" screen during your first point-of-sale checkout within the Cheddar Up mobile app. If you connected your reader within your device settings, the reader will not connect properly. See below for troubleshooting tips.

When accepting payment within the Cheddar Up point-of-sale flow:

1. Make sure you've turned on your Bluetooth card reader.
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 which reader you want to connect to, 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 Cheddar Up 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 Cheddar Up mobile app and attempt payment again.
- Check to make sure Bluetooth is enabled within your device settings.
- Ensure your device is compatible with the card reader: iOS 6.0 or above; Android 2.1 or above; Windows Phone 8; MS Windows
- Check to make sure you allowed Cheddar Up access to use Bluetooth when you initially downloaded the Cheddar Up app. You can check for this by going into your device **Settings** > **Cheddar Up** and making sure "Bluetooth" is toggled on.
- 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).

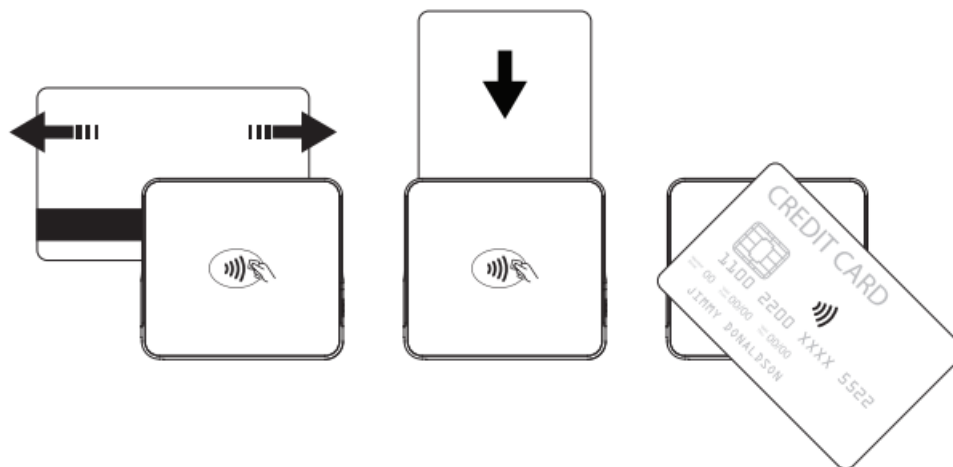
If a reader is already connected to - and was recently in use by - a mobile phone (phone A), and you want to make it available to another device instead (Phone B), the Phone A user must first disconnect from the reader. The Phone A user can do this by either:

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

Accepting payments

The Bluetooth card reader allows you to accept payments via either tap, dip or swipe:

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.



Reader not processing your credit card? Check the following:

- If the reader has turned off (no light), 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.
- If the device is at low power level, use the USB 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 and waking it from standby mode

Once connected to a device, after 30 seconds of inactivity, the reader enters standby mode to conserve power, and its status light begins flashing blue at 5-second intervals. Note that the reader stays connected to your iOS device while in standby mode. In most cases, when you resume activity (e.g., by starting another payment), the reader will automatically wake from standby mode. If it doesn't, give the power button a quick tap to wake it.

If a reader has not yet been connected to a device, 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, press and hold the power button until the status light goes out. If your reader is actively paired with your device and is quickly flashing multicolored lights, you will not be able to power it off. You will need to shut down the Cheddar Up mobile app (or disable Bluetooth within your device settings) to force disconnection before you can power off the card reader.

*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 Cheddar Up mobile app. If you see a gray button that says, "Update Reader Firmware", we recommend clicking it to ensure the card reader performs optimally. Clicking this button should take 1-2 minutes to complete.

Understanding your status light

Whenever the card reader is turned on, the LED located next to the power button shows the reader's status. Here are possible status lights you may experience:

- **None:** The reader is off.
- **Flashing blue every 1 second:** The reader is powered on and ready to connect to a device. (The reader stays in this state for 5 minutes before turning off.)
- **Multicolored flashing:** The reader has been discovered by a device using Bluetooth Proximity and is ready to connect.
- **Steady blue:** The reader is connected to a device. (If the reader is inactive for 30 seconds, it stays connected to the device but enters standby mode to conserve power.)
- **Flashing blue every 5 seconds:** The reader is in standby mode. (Note that the reader is still connected to the device and will wake from standby mode if you resume activity. After 10 hours of inactivity, the reader turns off automatically.)
- **Flashing red:** The reader's battery is low.
- **Rapidly flashing blue and orange:** The reader finished installing a software update.

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