

Authorize.Net Mobile Application

iOS Version 3.2.1 and Android Version 3.2

User Guide

February 2017

Authorize.Net®

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Recent Revisions to This Guide

Release	Changes
February 2017	Added the section "Set Default Landing View," page 18.
August 2016	Rewrote this guide to reflect the new design and functionality associated with catalog management and EMV transactions. For more information on the new functionality, see "What's New?," page 8.
October 2015	Removed the section Authorizing the Device for Use. This section is no longer required because devices are automatically authorized the first time a user logs in from the device.
September 2015	Added section "Managing Mobile Devices," page 12.
August 2015	Updated guide to reflect the most recent enhancements to the user interface.

About This Guide

Audience and Purpose

This guide is written for merchants who use the Authorize.Net mobile application to process transactions. Some operations require administrator privileges in the Authorize.Net merchant interface.

Conventions

Note and Important Statements



Note

A *Note* contains helpful suggestions or references to material not contained in the document.



Important

An *Important* statement contains information essential to successfully completing a task or learning a concept.

Text and Command Conventions

Convention	Usage
bold	<ul style="list-style-type: none"> Field and service names in text; for example: Include the ics_applications field. Items that you are instructed to act upon; for example: Click Save.

Customer Support

For support information about any Authorize.Net service, visit the Support Center:

<https://support.authorize.net/>

Introduction

The Authorize.Net Mobile Application enables Authorize.Net merchants to easily and securely accept payment from customers.

What's New?

- **SKU Catalog Capability**—create a catalog of items to sell, based on item SKU codes. The catalog includes a built-in hierarchical structure designed to assist you in organizing your catalog, including:
 - **Departments**—the highest level of designation. For example, *Camping Supplies*.
 - **Categories**—the sub-level of designation that falls within a department. For example, *Tents*.
 - **Sales Items**—the actual item for sale that falls within a category. For example, *Red 2-Person Tent*.

For more information about SKU capabilities, see "[POS Setup](#)," page 16.

- **Multiple Tax Rates**—use as many different tax rates as you do in your retail environment.
 - Taxes may use other “Base Taxes” and have an added rate
 - Taxes may apply at any level of your Sales Items hierarchy
 - Taxes may apply at the Department, Category, or Sales Item level (see hierarchy below)

For more information about tax rates, see "[POS Setup](#)," page 16.

- **EMV Chip Transactions**—process EMV chip payments using an EMV chip-enabled card device.



EMV chip support is being rolled out one processor at a time. For a list of processors and expected support dates, please see the EMV Chip FAQs at <http://www.authorize.net/support/emvfaqs/#compatible>

- You can now choose Remember Me at the login screen. See "[Logging In to Your Account](#)," page 13.
- You can now set the default landing view. See "[Set Default Landing View](#)," page 18.

Hardware Support

Mobile Devices

- Version 3.2 of the Authorize.Net Mobile Application for Android supports devices running Android 5.0 or later, with connectivity from a wireless carrier or Wi-Fi provider.
- Version 3.2.1 of the Authorize.Net Mobile Application for iOS supports devices running Apple iOS 9.0 or later, with connectivity from a wireless carrier or Wi-Fi provider.

Compatible Card Readers

Supported mobile card readers may be purchased through our partner POS Portal. For more information, visit <https://partner.posportal.com/authorizenet/auth/>.

For More Information

For more information about this product, including availability, pricing, and transaction rates, contact your merchant bank and your Authorize.Net sales contact.

Feedback

If you have any comments or suggestions about the Authorize.Net Mobile Application, please contact feedback@authorize.net.

If you have any comments or suggestions about this document, please contact documentation@authorize.net.

Setting Up

Before downloading the app, you can begin by completing some mobile-related tasks in the Authorize.Net Merchant Interface.

After you complete the tasks in the merchant interface and download and install the app, you can use the app's Settings page to set up your payment options - see [Using the Menu Button](#).

Reviewing Payment Form Settings

The Payment Form settings in the Merchant Interface enable you to specify certain fields as being required when transactions are submitted to Authorize.Net. Because the fields passed to Authorize.Net from the Authorize.Net Mobile Application are already defined, you may experience transaction errors (Reason Response Code 33) if you have other fields selected as required in the Payment Form settings. To prevent these errors, log in to the Merchant Interface and review the Payment Form settings.

To review payment form settings:

- Step 1** Log in to your account at <https://account.authorize.net>.
 - Step 2** From the main toolbar, click **Account**.
 - Step 3** Under Transaction Format Settings, click **Payment Form**.
 - Step 4** Click **Form Fields**.
 - Step 5** Uncheck all selected fields in the Required column.
 - Step 6** Click **Submit**.
-

Changes made to the Payment Form settings will affect any software solution that posts transactions to Authorize.Net using the Advanced Integration Method (AIM), Direct Post

Method (DPM) or Server Integration Method (SIM). Contact your developer to ensure that other solutions are not adversely affected by these changes.

Configuring Address Verification Service (AVS) Settings

AVS helps detect suspicious payment card transactions. It compares the billing address provided by the cardholder with the billing address on file at the payment card issuing bank. A transaction is accepted or rejected based on your AVS settings in the Merchant Interface. When a transaction is rejected, the application displays a status of Declined.

To configure your AVS settings:

- Step 1** Log in to the Merchant Interface at <https://account.authorize.net/>.
 - Step 2** From the main toolbar, click **Account**.
 - Step 3** Select **Settings**.
 - Step 4** In the Security Settings section, click **Address Verification Service**.
 - Step 5** Check the AVS codes for which the payment gateway should reject transactions.
 - Step 6** Click **Submit**.
-

Changes made to the AVS settings will affect any transaction submitted to Authorize.Net using the Advanced Integration Method (AIM), Direct Post Method (DPM) or Server Integration Method (SIM). Contact your developer to ensure that other solutions are not adversely affected by these changes.

Updating Business Information

To edit your business information, you must log in to the Authorize.Net Merchant Interface. If you have not entered merchant information in the app, the receipt will use the information entered in this section. If merchant information is entered in the app, the information in the app takes precedence.

To update your business information:

- Step 1** Log in to the merchant interface at <https://account.authorize.net/>.
 - Step 2** In the main toolbar, click **Account**.
 - Step 3** In the left menu, click **Merchant Profile**.
 - Step 4** Click **Edit Business Information**.
 - Step 5** Update your business information as needed by editing the provided text fields and drop-down menus.
 - Step 6** Click **Submit**.
-

Managing Mobile Devices

Using the Authorize.Net merchant interface, an account administrator can enable, disable, or delete mobile devices from an account.

To manage mobile devices:

- Step 1** Log in to the merchant interface at https://account.authorize.net.
 - Step 2** Navigate to **Account > Settings > Security Settings > General Security Settings > Mobile Device Management**.
 - Step 3** Select a device in the Device ID column.
 - Step 4** Click one of the following options: Enable Device, Disable Device, or Delete Device.
-

Downloading and Launching the Authorize.Net Mobile Application

You can download the Authorize.Net Mobile Application from Google Play (Android), Apple's App Store or iTunes (iOS), by searching for Authorize.Net. Once the application is finished downloading, it will be in the Applications menu on your home screen.

Accepting Terms and Conditions

The first time you launch the Authorize.Net Mobile Application on your mobile device, you are prompted to accept the Terms and Conditions specific to the Authorize.Net Mobile Application. You will continue to be subject to your existing Authorize.Net Payment Gateway Merchant Service Agreement.

Logging In to Your Account

After you accept the Terms and Conditions, the login page appears. Enter your Merchant Interface credentials, choose whether to use a sandbox account, and tap Log In. You can set the slider to Remember Me so that your credentials are saved.

Using a Sandbox Account

We recommend that you test your implementation using your sandbox account before processing live transactions. Tap the **Use Sandbox Account** slider on the login page.

If you do not have a sandbox account, tap the **Create Sandbox Account** link.

Allowed Special Characters

The following table shows which special characters are allowed, and for which fields.

Table 1 Allowed Special Characters

Special Character	Login ID	Password	Name	Email
&	No	No	Yes	No
%	Yes	Yes	Yes	No
- (Hyphen)	Yes	Yes	Yes	Yes
_ (Underscore)	Yes	Yes	Yes	Yes
#	Yes	Yes	Yes	No
&	Yes	Yes	Yes	No

Using the Menu Button

In the upper-left corner of the app is an icon that looks like three horizontal bars, which is called the Menu button. Tapping the Menu button brings up the app menu.

Menu Button



Options in the app menu include:

- Current Transaction
- Transaction History
- Settings
- Customer Support
- User Guide
- Terms and Conditions
- Logout

Setting Up the Application

When you log in for the first time, you are given the choice to update settings or accept payments. We recommend that you update your settings before accepting payments. You can also navigate to the Settings page at any time by clicking the **Menu** button and choosing **Settings**.

Sales Tax

Tap the slider to enable the sales tax feature. Then tap Default Sales Tax to set the default sales tax rate for payment transactions. Use the number dials to select the default sales tax percentage. When you are finished, tap **OK** to return to the Settings page.



The Default Sales Tax applies to Quick Add Items only. Catalog items are taxed at rates assigned in the POS Setup section.

Tipping

Tap the slider to enable the tipping feature.



When tipping is enabled, a signature is always required. Keep this requirement in mind when adjusting the Skip Signature option later in the Settings page.

Shipping

Tap the slider to enable a shipping option during checkout. Doing so enables you to add shipping address information at the Transaction page. Shipping information includes:

- First name
- Last name
- Address one
- Address two
- City
- State
- ZIP code
- Phone number

Skip Signature

This option is used for EMV-enabled device to skip the signature if the purchase is less than \$25.

Skip Signature

When this feature is enabled, a signature is not required for transactions of less than \$25. Be aware that this feature is incompatible with tipping. When tipping is enabled, the Skip Signature option cannot be enabled. Both options cannot be on at the same time; they are mutually exclusive.

EMV Reader

Sets the app to expect an EMV Reader during payment.

POS Setup

Here you can enter information about your business that will appear on the receipt sent from the mobile device. If you do not enter information in the app, the receipt will display the merchant information that exists in the Authorize.Net merchant interface. If you enter merchant information in the app, that information supersedes the information in the merchant interface.

Fields in Merchant Info Settings

- Business name

- Address
- City
- State
- ZIP code
- Phone number
- Email address

POS Setup

The POS Setup page contains several important options that enable you to customize how you interact with the application.

Tax Types

This feature enables you to create specific tax types that can be selected at checkout.

To add a tax type:

- Step 1** Tap **+ Add Tax Type**. The Add Tax Type page displays.
 - Step 2** Tap the **Tax Type** field and enter a name for the tax type.
 - Step 3** To modify an existing tax type, tap **Base Tax (Optional)** and select the existing tax type.
 - Step 4** Tap **Tax Rate Name** and enter a name for the tax rate.
 - Step 5** Tap the **Rate (%)** field and enter the tax rate percentage.
 - Step 6** Tap **Save** to return to the Tax Types page.
-

Sales Departments

This feature enables you to add sales departments. For example a sales department might be *Electronics*. Departments can contain categories, making them the top level of the hierarchy.

To add a sales department:

- Step 1** Tap **+ Add Department**. The Add New Department page displays.
- Step 2** Tap **Department Name** and enter a name for the department.

- Step 3** Tap **Select Tax Type** to select a tax type. If no tax type exists, you can add one from the POS Setup page.
 - Step 4** Click **Save** to return to the Sales Department page.
-

Sales Categories

This feature enables you to create sales categories, which can be contained within a sales department. For example, within the *Electronics* sales department, you can create a *Television* category.

To create a sales category:

- Step 1** Tap **Category Name** and enter the name of the category.
 - Step 2** Tap **Upload Images** to add an image associated with this category. The image will be scaled to fit your device. The minimum size is 50kb and the maximum is 5MB. Most popular image types are accepted, including JPG, PNG, and BMP.
 - Step 3** Tap **Select Department** to select an existing sales department. If no sales department exists, you can create one from the POS Setup page.
 - Step 4** Tap **Select Tax Type** to select a tax type. If no tax type exists, you can add one from the POS Setup page.
 - Step 5** Click **Save** to return to the Sales Categories page.
-

Sales Items

This feature enables you to create specific sales items that can be contained within a sales category. For example, within the *Television* sales category, you could create an item called *50-inch 4K Display*.

To create a sales item:

- Step 1** Tap **+ Sales Item**. The Add Sales Item page displays.
- Step 2** Tap **Item Name** and add a name for the item.
- Step 3** Tap **Item ID** and add the ID number for this item.
- Step 4** Tap **UPC** and add the Universal Product Number for this item.
- Step 5** Adjust the **Available** slider to show whether this item is in stock.

- Step 6** Tap **Upload Image** to upload an image associated with this item. The image will be scaled to fit your device. The minimum size is 50kb and the maximum is 5MB.
- Step 7** Tap **Retail Price** and enter the pre-tax price of the item.
- Step 8** Tap **Select Category** to select an existing sales category. If no sales category exists, you can create one from the POS Setup page.
- Step 9** Tap **Select Tax Type** to select a tax type. If no tax type exists, you can add one from the POS Setup page.
-

Set Default Landing View

To configure the app to open to a particular area each time you log in, select one of the following:

- Quick Add
- Categories
- All Items

Reason Response Codes

Reason Response Codes may be displayed in parentheses within the Authorize.Net Mobile Application when an error occurs during processing. To view information associated with specific codes, use our Reason Response Code Tool:

<http://developer.authorize.net/api/reference/responseCodes.html>

Transactions

To take a payment from a customer, use the Transaction page. To bring up the Transactions page, tap the Options button in the upper-left corner of the app.

The Transaction Page

There are three tabs at the top of the Transaction page which enable you to add items to the order:

- **Quick Add**—You can use this page to add items that are not defined in the Manage console by typing in their name, amount, and other order information.
- **Categories**—Select items from a hierarchy of categories.
- **All Items**—A list of all items that are defined in the Manage console.

Quick Add

Figure 1 The Quick Add Page

The screenshot shows a mobile application interface for adding a transaction. At the top, there's a status bar with signal strength, Wi-Fi, 59% battery, and the time 13:49. Below that is a dark blue header with a menu icon, the word 'TRANSACTION', a close icon, and a shopping cart icon. Underneath the header are three tabs: 'QUICK ADD' (selected), 'CATEGORIES', and 'ALL ITEMS'. The main content area has a light gray background. It features a text input field for 'Goods/Servi...' with a price field set to '\$0.00'. To the right of the price field is a circular icon with a card symbol. Below this is a summary section with the following items:

SUB TOTAL / ITEMS (0)	\$0.00
SHIPPING	\$0.00
TOTAL	\$0.00

Below the summary, there are two options: 'PLUG IN CARD READER' and 'OR KEY IN CARD INFO'. At the bottom of the page is a numeric keypad with buttons for digits 1-9, 0, and a backspace icon. The '0' button is highlighted in a teal color and contains the text 'ADD ITEM'.

To quick-add an item:

-
- Step 1** Tab the **Quick Add** tab to display the Quick Add page.
 - Step 2** Tap the **Goods/Services** field to enter the name of the item. If a name is not entered here, the item is recorded as *Goods/Services*.
 - Step 3** Enter a price in the **\$0.00** field.
 - Step 4** If you enabled sales tax and you did not set a default, or you want to use a tax rate different from the default, tap the **Sales Tax** field and enter the tax rate.
 - Step 5** If you enabled shipping in the Settings page, tap the **Shipping** field and enter the customer's shipping information.

- Step 6** Tap the **Add Item** button in the bottom-right corner of the Transaction page. The item is added to the order.
- Step 7** Repeat steps 1-6 to quick-add more items.
-

Categories

The categories tab contains a hierarchy of categories selected from the Management page.

To select an item from a category:

- Step 1** Tap the **Categories** tab to display the Categories page.
- Step 2** Choose a category from which to select an item.
- Step 3** Select an item in one of several ways:
- You can select an item by tapping it. Each time you tap it, an additional item will be added to the order.
 - Tap the plus (+) icon next to the item to add a single item.
 - Tap the plus (+) sign again to display the item quantity pop-up window. Choose the number of items, either by tapping the plus (+) or minus (-) icons, or by tapping the quantity and typing the number directly. Then choose either **Update** or **Remove All**.
- Step 4** Repeat steps 1-3 to add additional items from categories.
-

All Items

This tab contains all items that have been created in the Management page.

To select an item from the All Items page:

- Step 1** Tap the **All Items** tab to display the All Items page. All items from every category are displayed.
- Step 2** Select an item in one of several ways:
- You can select an item by tapping it. Each time you tap it, an additional item will be added to the order.
 - Tap the plus (+) icon next to the item to add a single item.
 - Tap the plus (+) sign again to display the item quantity pop-up window. Choose the number of items, either by tapping the plus (+) or minus (-) icons, or by tapping

the quantity and typing the number directly. Then choose either **Update** or **Remove All**.

Step 3 Repeat steps 1 and 2 to add additional items from categories.

Checking Out

When you are finished adding items to the order, tap the shopping cart icon in the upper-right corner of the app to display all selected items. Review the items and either click the back arrow to return to the transaction, or tap **Checkout**. The Payment Details page displays.

Payment Details

There are two tabs on the Payment Details page:

- Credit Card—there are two ways to accept credit card payments. You can use a card reader or you can manually key in the information.
- Cash

To pay by credit card using a card reader:

Step 1 Select the **Credit Card** tab.

Step 2 Plug the card reader into the headphone jack.

Step 3 Either swipe the card's magnetic strip or insert the smart-chip card into the slot. See card reader's documentation for more information about this process.

Step 4 Confirm the transaction amount.

Step 5 Have the customer sign.

Step 6 Tap **Authorize**. Do not remove the card or reader while the amount is authorizing. After authorization is complete, the Transaction Summary screen displays.



Do not reduce or mute the volume while the card reader is plugged in to the headphone jack. The reader draws power from your device's headphone jack. When you plug in the reader, your device's volume is automatically set to maximum. If you manually decrease or mute the volume level while the reader is plugged in, the reader might not have enough power to read credit card data, and you will receive an error.

If you are using Android device, see "[Android Audio Considerations](#)," page 27.

To manually enter credit card information:

- Step 1** Select the **Credit Card** tab.
 - Step 2** Tap **Key In Card Info**.
 - Step 3** Tap the **Card Number** field and enter the valid credit card number.
 - Step 4** Tap the **MM/YY** field and enter the card's valid expiration date in the format MM/YY.
 - Step 5** Tap the **CVV2** field to enter the card's verification value. The CVV2 is a unique three-digit number on the back of most credit cards, or a four-digit number on the front of an American Express card.
 - Step 6** Tap the **ZIP** field to enter the ZIP code that is associated with the card.
 - Step 7** Tap the **Charge** button. The Authorize page appears.
 - Step 8** If you enabled tips in the Settings page, tap the Tips field to enter a tip amount.
 - Step 9** Unless you enabled Skip Signature in the Settings page, have the customer enter their signature.
 - Step 10** Tap **Authorize**. After authorization is complete, the Transaction Summary screen displays.
-

To pay by cash:

- Step 1** Tap the **Cash** tab in the Payment Details page.
- Step 2** Enter the amount tendered. There are several ways to do this:

- If you are given the exact amount, tap **Exact Amount**.
- If you are given only bills, you can use the denomination buttons. For example, \$1, \$5, \$10, etc. Change due is calculated for you.
- If you are given bills and change that isn't exact, enter the amount in the Tendered field. Change due is calculated for you.

Step 3 Tap **Submit**. The Transaction Summary screen displays.

Transaction Summary

After the transaction is successfully submitted, the Transaction Summary page displays. A Transaction ID is provided and the customer's receipt is shown. To email the receipt to the customer, tap the **Email** field and enter their valid email address. The receipt is sent but is not stored on your device. To begin a new transaction, tap **New Transaction**.

Logging Out of the Authorize.Net Mobile Application

To log out of the application, tap to the Options button, tap **Log Out**, and then confirm that you want to log out.

If the application is idle for 30-minutes, the next action prompts the user to log in. This also happens after every 8-hour interval.

Managing Transactions

Enabling the Transaction Details API

Before you can view transaction history from the application, you must enable transaction details in the merchant interface.

To enable the Transaction Details API:

- Step 1** Log in to your account at <https://account.authorize.net>.
 - Step 2** Enter your login ID and password.
 - Step 3** Click **Account**.
 - Step 4** Under Security Settings, click **Transaction Details API**.
 - Step 5** Enter your secret answer.
 - Step 6** Click **Enable Transaction Details API**.
-

The default setting of the Transaction Details API feature on the Merchant Interface is OFF, which prevents you from seeing the history of transactions made with the application or from accessing the void or refund functions for those transactions.

If you do not enable this feature, you cannot view transaction history on the application.

Viewing Transaction History

To view the transaction history, tap the **Menu** button and select **Transaction History**.

You can choose the following types of transactions:

- **Last Transaction**—this option is chosen by default and it displays the details of the last transaction processed by this device. You can refund the transaction by tapping the **Refund** button.
- **Unsettled Transactions**—this option displays purchases or refunds that are pending settlement. Tap a transaction to display its details. You can void an unsettled transaction from the detail page by tapping **Void**.
- **Settled Transactions**—this option displays purchases that have already settled as part of the standard Authorize.Net settlement process. Tap a transaction to view its details. You can refund a transaction from the details page by tapping **Refund**.
- **Voided Transactions**—this option displays voided transactions, which are defined as unsettled transactions that were cancelled before settlement. Tap a transaction to view its details.
- **Refunded Transactions**—this option displays those settled transactions that were refunded to the original card. Tap a transaction to view its details.
- **Cash Transactions**—This option displays transactions that were paid for by cash. Cash transactions are only stored on the device (not in the merchant interface), and only for 7 days.

Searching Transactions

You can search for specific transactions from the Transaction History page by tapping the Transaction ID field. Enter a valid Transaction ID, tap the magnifying glass icon, and the Details page for that transaction appears.

Android Audio Considerations

Credit card readers that plug into a mobile device draw power from the device's audio power, and they rely on that device's audio power being set to maximum in order to work properly. Various audio settings can interrupt this power.

Phone Settings

When using an Android device, all audio permissions should be allowed.

All special audio settings should be off. This includes but is not limited to:

- Dolby
- MI Sound
- Beats Audio
- Boom Sound
- BesAudEnh
- DTS

Audio Warning

A volume warning was added in Android versions 4.2 and newer that limits the maximum volume of sound. This may affect the communication between the Android device and your card reader. To ensure the device can output high volume, the user must accept the warning. Most Android device will show the warning automatically, but some devices will require the user to manually make this change. The user will be prompted to accept this warning after each reboot. The following methods can be used:

Method 1 - Warning Opens Automatically

If the warning is not accepted before, it will show automatically when the first Controller command is called. This first command before accepting the warning may fail, user need to send the command again after user accepted the warning.

Method 2 - Warning Opens in Setting When User Changes Volume

- Step 1** Plug the card reader into the headphone jack.
 - Step 2** Open Settings in the App menu and choose Sound.
 - Step 3** Select "Music, video, games and other media", maximize the volume.
-

Method 3 - Warning When Opening a Music or Video App

- Step 1** Plug the card reader into the headphone jack.
 - Step 2** Open the music or video app.
 - Step 3** Press volume-up button on the phone to maximize the volume.
-

Method 4 - Warning When User Maximizes Volume

- Step 1** Plug the card reader into the headphone jack.
 - Step 2** Press volume-up button on the phone to maximize the volume.
-