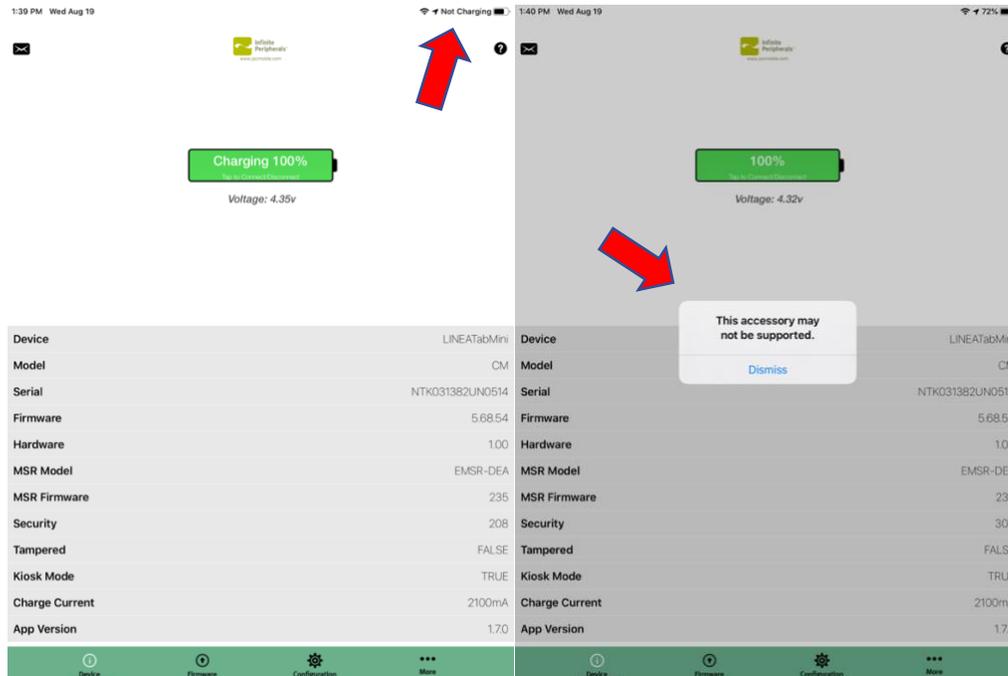


Credit Card Reader Troubleshooting

For all charging related problems

1. Make sure firmware and charge capacity are up to date (Skip to page 2)
2. Perform a hard reset of the iPad by following [this guide](#).
3. Open the IPC Support App. Try a different cable. Unplug and shift the charger in the Credit Card Reader port.



If either of the above error messages appear, this indicates that the cable is not making a solid connection to that particular reader. Many times, a new cable can fix this. Test other cables if you have them on-site and/or purchase a new **Mini**-USB cable online or at a local electronics store. If you have purchased new cables and are still experiencing problems, please let a support representative know.

On rare occasions, the reader will not respond to any cable, in those cases reach out to Teesnap support to get a replacement device sent to you.

If the CCR is not swiping:

1. Perform a hard reset of the iPad. While iPad is resetting, unplug Credit Card Reader from iPad and plug it back in. Try swiping again.
2. If still having issues, reach out to Teesnap Support for a replacement device.

Broken Component

If the lightning connector tip that connects the reader to the iPad is bent/broken the CCR will not work. Reach out to Teesnap Support for a replacement device.

Other problems and suggestions

For any other problems work with the Teesnap support team.

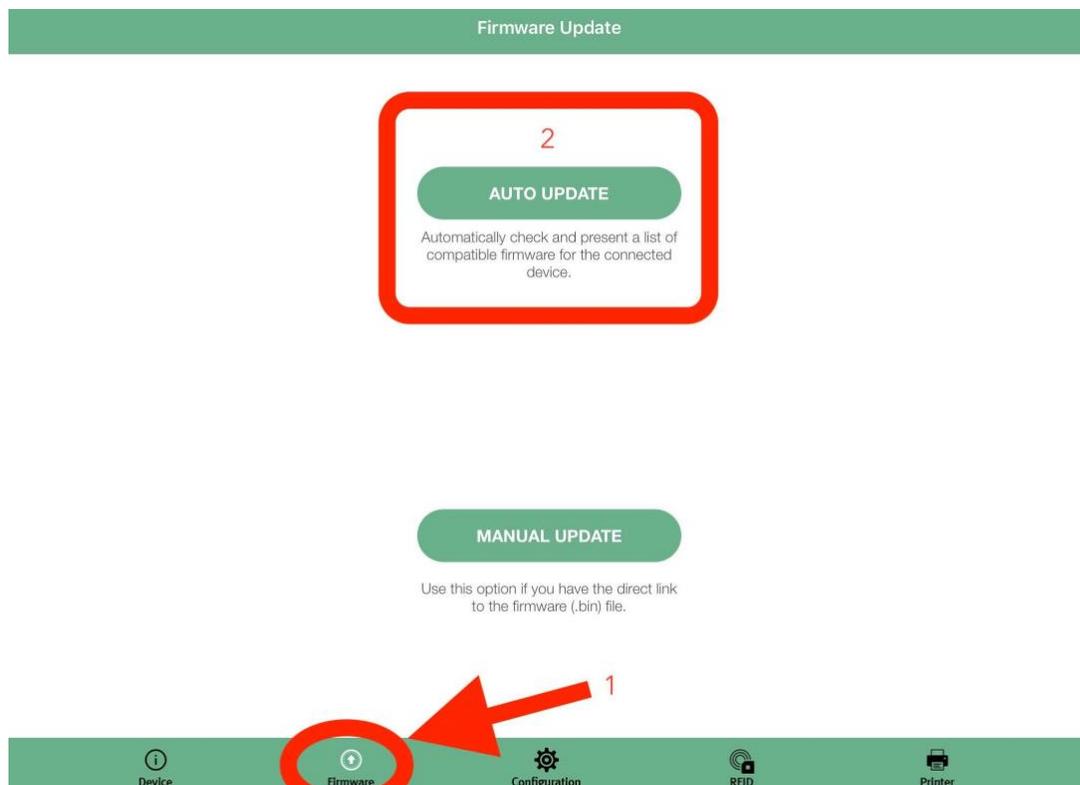
Credit Card Reader Troubleshooting

1. Tap on the [IPC Support mobile application](#)



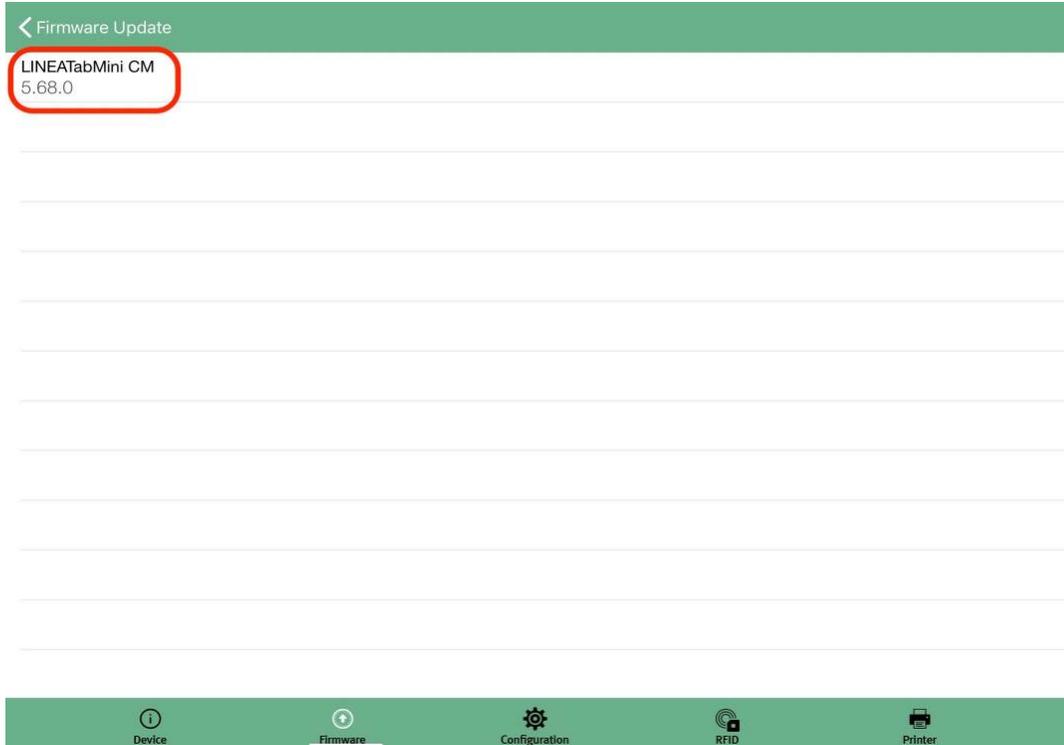
NOTE: Ensure that the card reader is ON and connected to the iPad.

2. Press on [Firmware tab](#)¹, then tap on [Auto Update](#)².



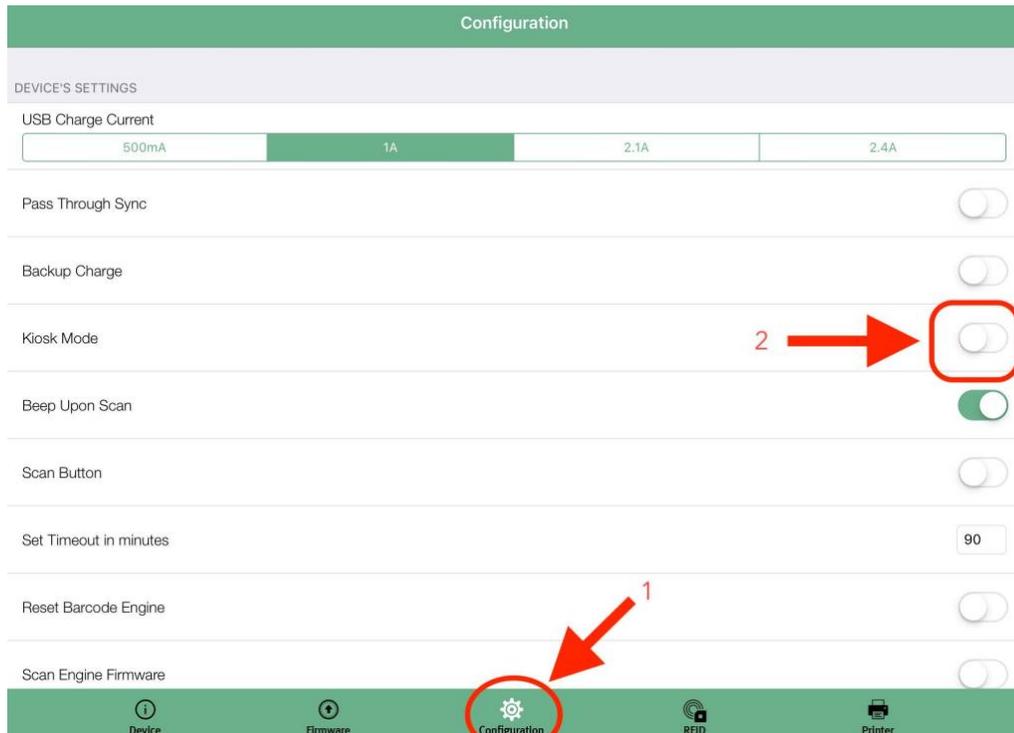
3. Tap on [LINEATabMini CM 5.68.0](#). Tap [Proceed](#) after that. There will be a brief “WARNING!” sign to not interrupt the process. Do not touch iPad until complete (will usually take just a few seconds). You may then tap on [Dismiss](#) when completed.

Credit Card Reader Troubleshooting



4. Tap **Configuration tab**¹ (gear icon) to increase charging capacity to 2.1 amps (by default this is set to 1A) You do this by **turning on Kiosk Mode**²

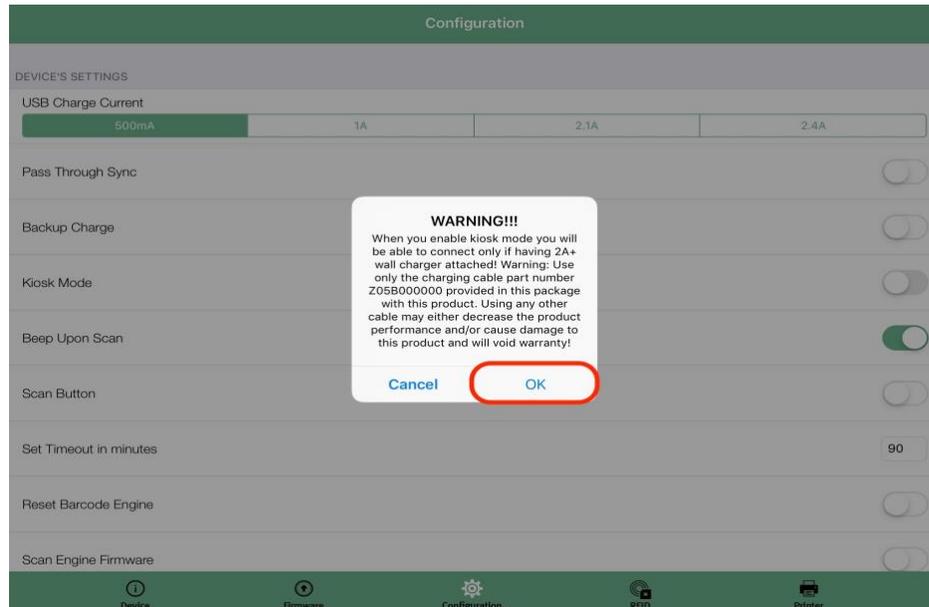
**** Note: the CCR must be connected to the iPad & charging for this to work ****



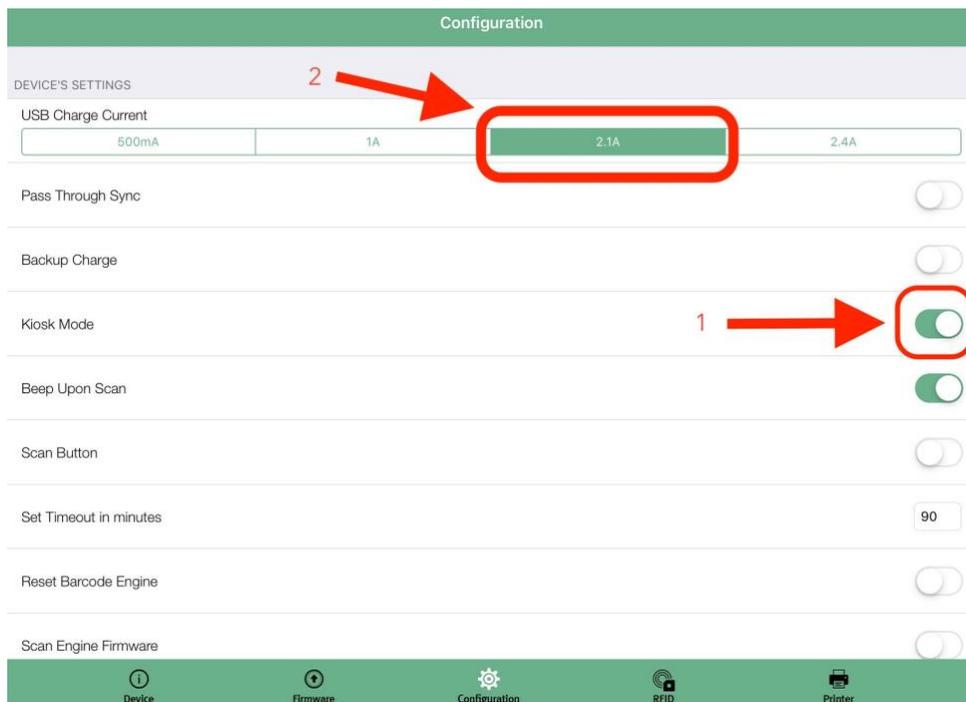
Credit Card Reader Troubleshooting

**** It will send a default “WARNING!!!” message alerting you of the possible risks of increasing the amperage. Please disregard this message as we have tested this with no risk of damage to the device. ****

5. Click **OK**

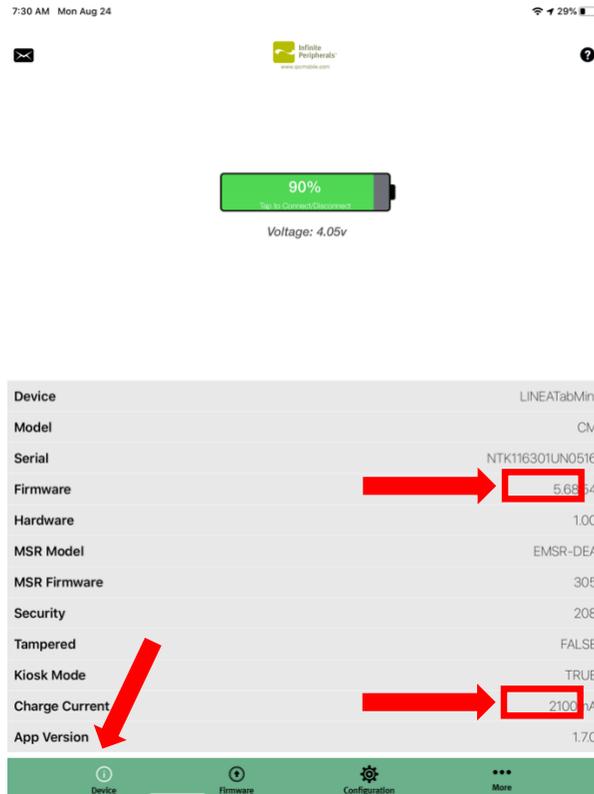


6. Ensure that Kiosk Mode is turned on¹ & the charge option 2.1A is highlighted green² at the top of the screen.



Credit Card Reader Troubleshooting

7. Tap **Device tab** and confirm the Firmware version is now 5.68.54 & the Charge Current is now 2100mA.



If you have any questions, please do not hesitate to reach out to Teesnap Support by emailing us at support@teesnap.com or calling 844-458-1032.