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, each 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.

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 tab¹, then tap on Auto Update².

		Firmware Update		
	Aut	2 AUTO UPDATE omatically check and present a li mpatible firmware for the connec device.	ist of ted	
	Use	MANUAL UPDATE this option if you have the direct to the firmware (Jbin) file.	t link	
(j) Device	© Firmware	Configuration	RFID	Printer

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.

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Firmware	Update				
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	Device	Firmware	Configuration	RFID	Printer

- Tap Configuration tab¹ (gear icon) to increase charging capacity to 2.1 amps (by default this is set to 1A) You do this by toggling on Kiosk Mode²
 - ** Note: the CCR must be connected to the iPad & charging for this to work **

		Configuration		
DEVICE'S SETTINGS				
USB Charge Current				
500mA	14		2.1A	2.4A
Pass Through Sync				\bigcirc
Backup Charge				\bigcirc
Kiosk Mode				2
Beep Upon Scan				
Scan Button				\bigcirc
Set Timeout in minutes				90
Reset Barcode Engine			1	\bigcirc
Scan Engine Firmware				\bigcirc
(j) Device	() Firmware	Configuration	RFID	Printer

** 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

		Configuration		
DEVICE'S SETTINGS				
USB Charge Current				
500mA	٦A		2.1A	2.4A
Pass Through Sync				
Backup Charge	When be ab	WARNING!!! you enable kiosk mode y le to connect only if havin	ou will g 2A+	
Kiosk Mode	wall charger attached! Warning: Use only the charging cable part number Z05B00000 provided in this package with this product. Using any other		: Use imber ackage ither	0
Beep Upon Scan	cable perfor this	may either decrease the p mance and/or cause dam product and will void warr	age to anty!	O
Scan Button	Ca	ancel OK		
Set Timeout in minutes				90
Reset Barcode Engine				
Scan Engine Firmware				\bigcirc
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6. Ensure that Kiosk Mode is turned on¹ & the charge option 2.1A is highlighted green² at

the top of the screen.

		Configuration		
DEVICE'S SETTINGS	2			
USB Charge Current				
500mA	1A		2.1A	2.4A
Pass Through Sync				\bigcirc
Backup Charge				\bigcirc
Kiosk Mode			1 -	
Beep Upon Scan				
Scan Button				\bigcirc
Set Timeout in minutes				90
Reset Barcode Engine				\bigcirc
Scan Engine Firmware				\bigcirc
(i) Device	• Firmware	Configuration	RFID	Printer

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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.