

# TradeRoute

## TradeRoute User Manual



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# Supported Android Phones & Tablets

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HTC Aria	Kyocera Torque	Motorola Xoom 4G	Samsung Nexus S
HTC Droid Eris	LG Ally	Pantech Breakout	Samsung Nexus S 4G
HTC Droid Incredible	LG Enlighten	Pantech Burst	Samsung Nexus 10
HTC Droid Incredible (SLCD)	LG G-Slate	Pantech Perception	Samsung Replenish
HTC Droid Incredible 2	LG Lucid	Samsung Captivate	Samsung Rugby Smart
HTC EVO 3D	LG Marquee	Samsung Conquer 4G	Samsung Sidekick 4G
HTC EVO 4G (h/w ver. 0003)	LG Mytouch Q	Samsung Continuum	Samsung Transform Ultra
HTC EVO 4G LTE	LG Nexus 4	Samsung Droid Charge	Samsung Vibrant
HTC EVO Shift 4G	LG Nexus	Samsung Epic 4G	Samsung Nexus 10
HTC EVO View 4G	LG Optimus Elite	Samsung Exhilarate	Sony Tablet P
HTC G2	LG Optimus G	Samsung Fascinate	ZTE Avail
HTC Inspire 4G	LG Optimus S	Samsung Galaxy Nexus	ZTE Fury
HTC Jetstream	LG Optimus T	Samsung Galaxy Note 10.1	ZTE Optik
HTC myTouch 4G	LG Revolution	Samsung Galaxy Note 8	Epic 4G Touch
HTC myTouch 4G Slide	LG Phoenix	Samsung Galaxy Note 2	ZTE Force
HTC Nexus One	LG Spectrum	Samsung Galaxy Note	Samsung Galaxy S II



## Supported Android Phones & Tablets (cont.)

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HTC Nexus One

LG Thrill 4G

Samsung Galaxy S 4G

Motorola Photon

Kyocera Milano

Sony Xperia Ion LG Vortex

Huawei Comet

Samsung Intercept

LG Viper 4G LTE

Motorola Droid RAZR

Huawei myTouch Q

Kyocera Echo

Motorola Droid RAZR MAXX

Motorola Droid 4

Samsung Galaxy Victory

Samsung Gem

Motorola Xoom

HTC Rezound

Samsung Illusion

Motorola Droid Bionic

Samsung Galaxy S IV

Motorola Admiral

Skyrocket

Motorola Droid 3

Samsung Galaxy Tab 10.1

Motorola Atrix 4G

Samsung Galaxy Tab 3G

Samsung Galaxy Victory



# Supported iOS Devices

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iPhone 3GS

iPad 2

iPhone 4 (CDMA)

iPad 3

iPhone 4 (GSM)

iPad Mini

iPhone 4S (CDMA)

iPhone 4S (GSM)

iPhone 5 (CDMA)

iPhone 5 (GSM)

iPhone 5

iPod Touch 3rd gen. (OS3+)



# Supported Blackberry Phones

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Bold 9000

Curve 2 8520

Bold 9650

Curve 2 8530

Bold 9780

Curve 3G 9330

Torch 9800

Storm 2 9550

# Pin Debit Hardware (Rover) and Assembly Instructions

To operate the Pin Debit system, also known as the Rover, you will need four pieces of hardware. The numeric PIN entry box (Fig. A), the battery pack (Fig. B), the audio jack input cord (Fig. C), and a supported device (pages 3-5) which contains the app necessary to process the payment. Since the battery on the Rover is rechargeable, you will also be supplied with a battery charging cable.

To set up the Rover on your phone/tablet, simply input the battery pack cable into the numeric PIN entry box (pictured below).



Figure A

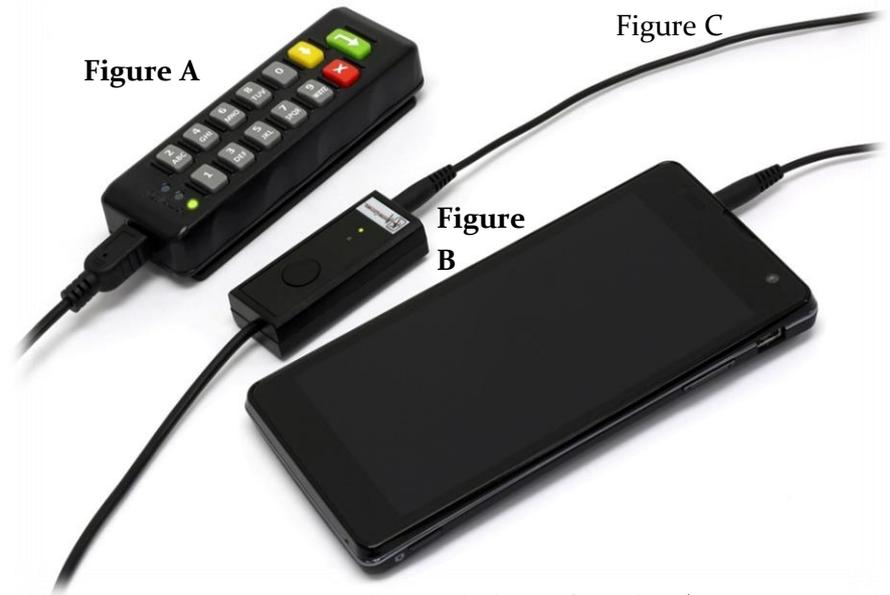


Figure C

Figure B

Then attach the smallest end of the audio input cable into the battery pack, and insert the other end into your supported device. Then, turn on the battery pack by pressing the raised button.

Supported phone from list (not

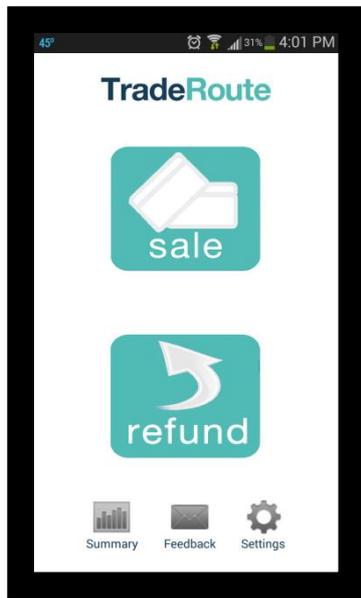


The battery pack also has an input for the battery charging cable located next to the audio input jack. The USB input end should be placed in a USB port (either on your computer or into a USB wall or car charger) to charge the unit prior to beginning your first transaction. The battery charging pack will indicate it is charging when the orange light is illuminated.

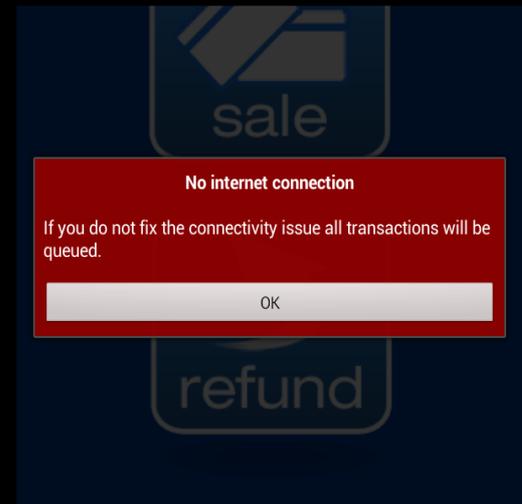
# App Set-Up for Pin Debit Hardware (Rover)

To begin the set up of your app, first, turn on your data connection. You will be unable to log in unless you are connected either by the data connection on your phone provided by your carrier, or by Wi-Fi. Download the appropriate App from the app store. If using an Android, you will find this app in the Google Play Store. Log in with your user credentials created by the activation email sent to you by your agent.

After successful log in, you will be directed to the SALE and REFUND screen, which also contains the SUMMARY, SETTINGS and FEEDBACK functions.



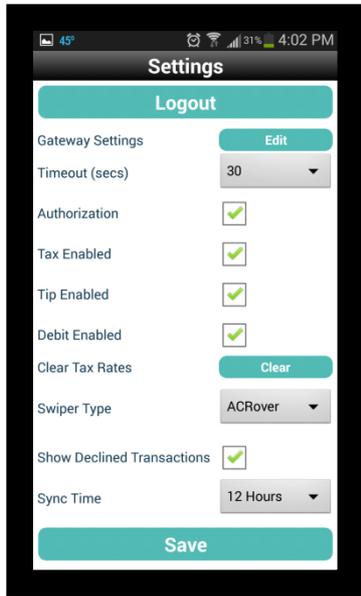
**\*\*If you receive the warning message to the right, please connect your phone to Wi-Fi or activate the data connection on your device. Transaction and log-in activity cannot be transmitted if you do not have an internet connection on your phone/tablet.\*\***



The screen shown to the left is the app HOME screen. To select the Debit features for initial set-up, select SETTINGS

# Settings

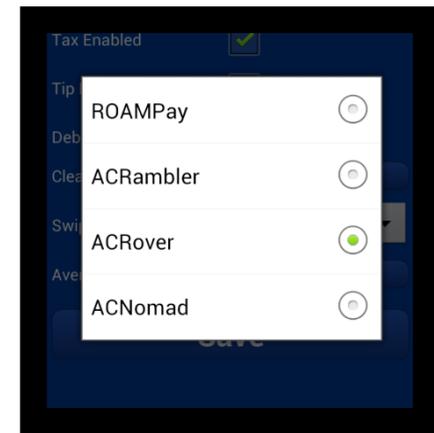
Within the SETTINGS screen, you will find the GATEWAY SETTINGS, TIMEOUT SETTINGS (the amount of time before the app stops attempting to process, mainly for slower data connections), TAX, TIP and DEBIT boxes to enable/disable, the button to clear all stored tax rates, the Swiper Type settings, and TIP settings.



Here, you want to make sure you have DEBIT ENABLED checked off. This will allow your ROVER to be used with your app. You may also check off TIP ENABLED if you plan to accept tips, and disable/enable the tax feature or to simply clear the tax rate to 0%.

When using the Rover device (for Pin Debit transactions) you will also be required to select AC Rover from the SWIPER TYPE setting in the Settings screen as pictured below. \*\*\*You will not be given the option to use DEBIT if ACRover is not selected.\*\*\*\*

After selecting ACRover, go back to the SETTINGS screen and SAVE. You are now ready to install the PIN DEBIT HARDWARE to your supported device.



# Connecting the Pin Debit Hardware to your Device

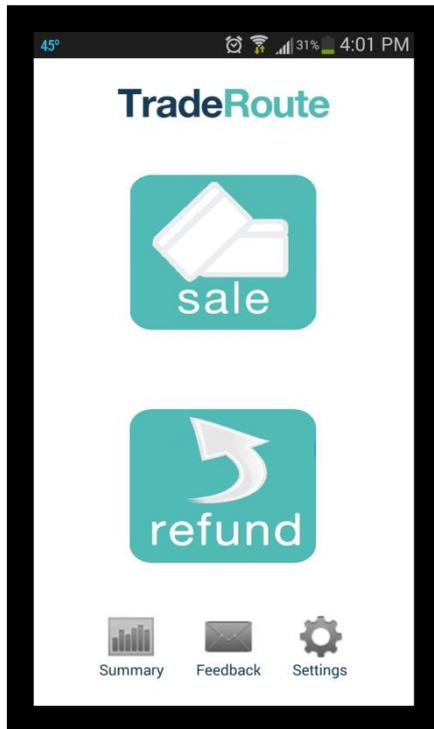
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Plug the battery pack and PIN DEBIT card reader into your headphone jack of your phone/tablet at this time. Press the POWER button on the BATTERY PACK. If sufficiently charged, both the PIN DEBIT ENTRY box and the BATTERY PACK will have green lights lit. You will then begin the transaction process. If the lights are NOT lit, please charge your battery pack.



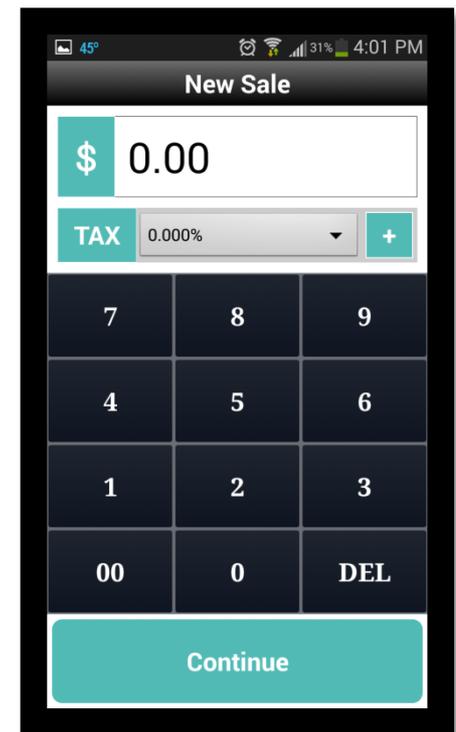
# Pin Debit Transaction Instructions

Now that the app and your card reader are set up to run a pin debit transaction, you will be taken back to the SALE and REFUND SCREEN. These step by step instructions below will help you complete your PIN DEBIT transaction.



First, select SALE from the transaction HOME screen (LEFT).

Here, at the NEW SALE screen (RIGHT), you will add a SALE amount. You may also change the tax rate or add a tax rate. To add a tax rate, select ADD NEW TAX and follow instructions on the next page. If a tax rate is not needed or the right amount is shown on the drop down list,

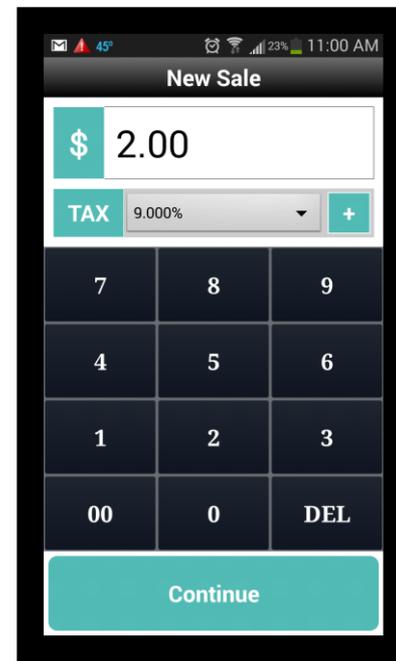




This is the ADD NEW TAX screen. If you need to add a tax rate to the drop down and clicked ADD NEW TAX, this screen is where you would enter that rate. For this example, 9, then a decimal point, and a zero have been entered to equal a 9% sales tax. Select DONE. You will be taken back to the SALE screen.

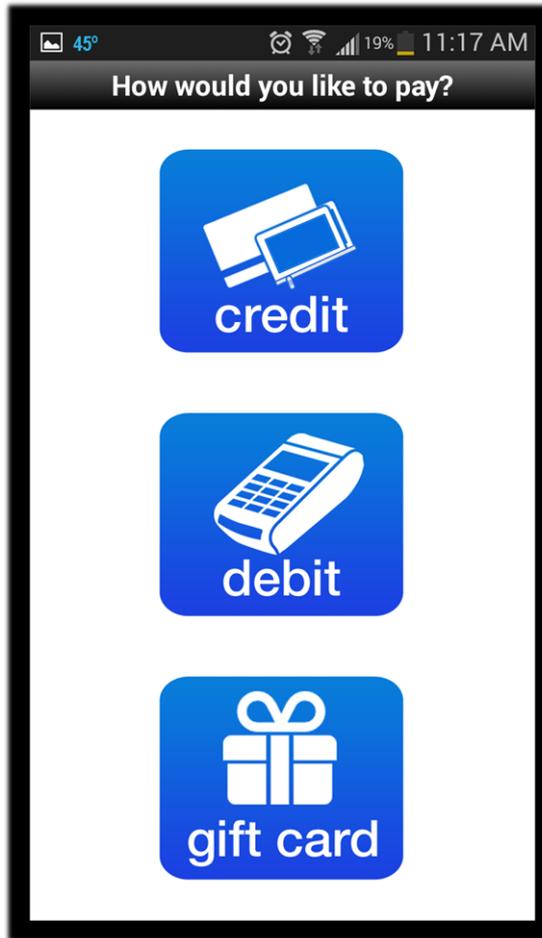
At the NEW SALE screen, enter in the dollar amount you would like to charge the customer. No decimal is to be entered on this screen. Be sure to add the cents onto the dollar amount.

Press CONTINUE to move forward to the CARD SWIPE OPTION screen.



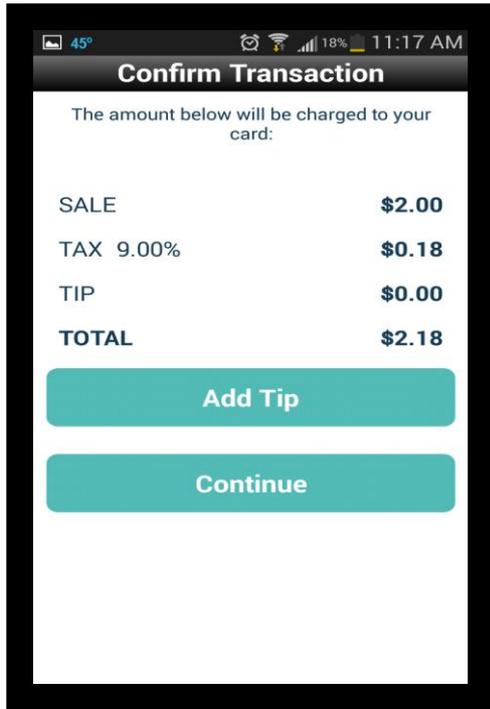
Select DEBIT. This step will begin the option to run a DEBIT CARD as the payment source.

If your customer would prefer to use their credit card, debit card used as a credit card, or you need to manually enter credit card information during the transaction, the option CREDIT is available as well.

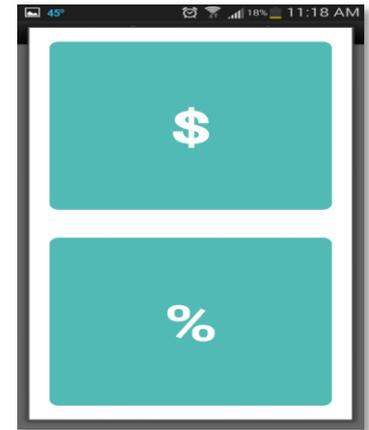


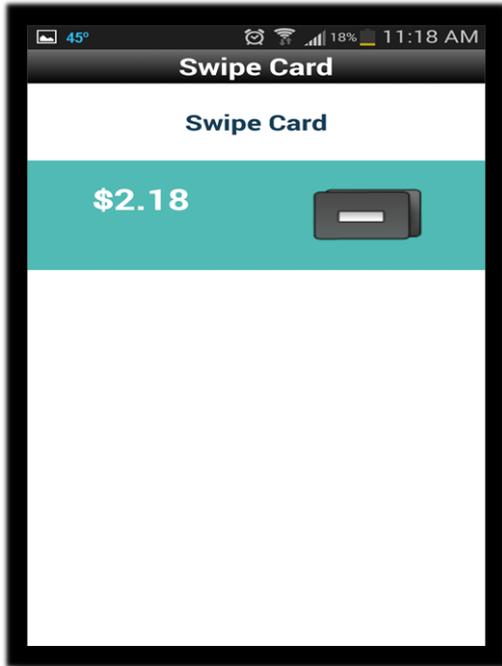
# Tip Feature

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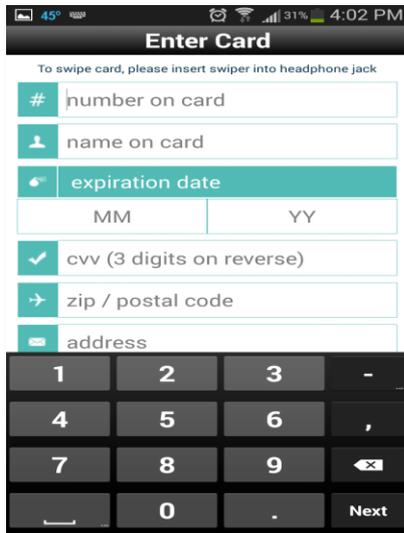
If your customer wishes to leave a tip, they may choose to leave a dollar amount (\$) or a percentage (%). That amount is then added to the total. After an amount has been entered, select CONTINUE to proceed to the card swipe or manual entry screen. At this time, you may want to hand the device over to the customer to confirm the amount or add the tip. If they choose to add a tip, they can do so by selecting ADD TIP. If not, choose CONTINUE to go on to the next step.



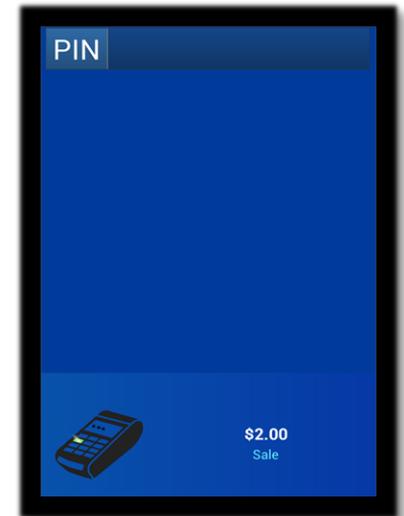


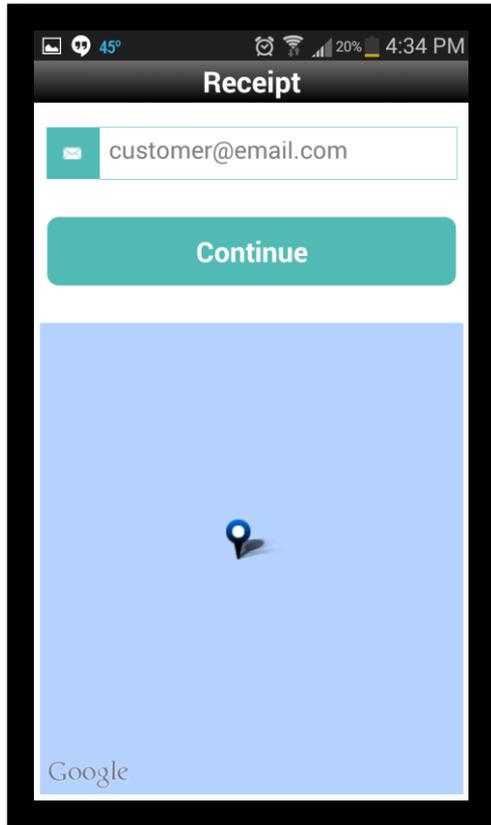
With your card reader attached, you will slide the debit card from left to right with the magnetic strip facing the thickest part of the card reader. Try to slide the card in a quick motion, gripping the reader in your hand. The light on the card reader will turn yellow once a good card read has been received by the reader.

If you cannot get your PIN debit reader to read the card, you are given the option to manually enter the card information (bottom left). However, you will need to go back to the sale screen and run as a credit transaction rather than a debit.



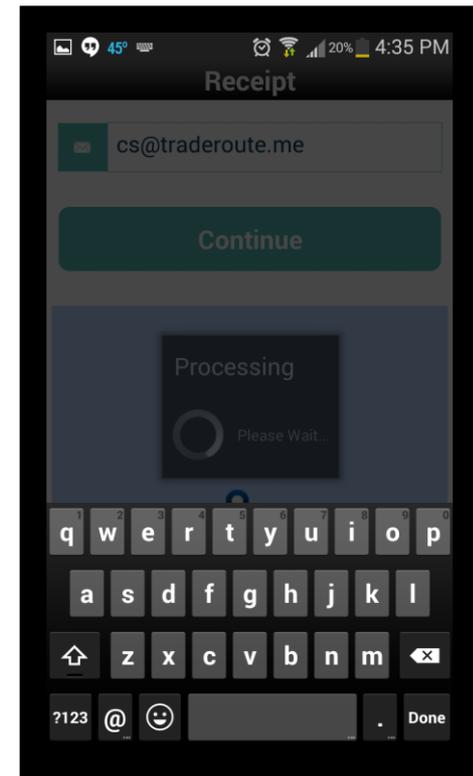
Once you have reached this screen (LEFT), hand the PIN DEBIT ENTRY BOX (pictured top right) over to the customer so they may enter their PIN number. After their PIN number has been entered, select the green button on the PIN ENTRY BOX.

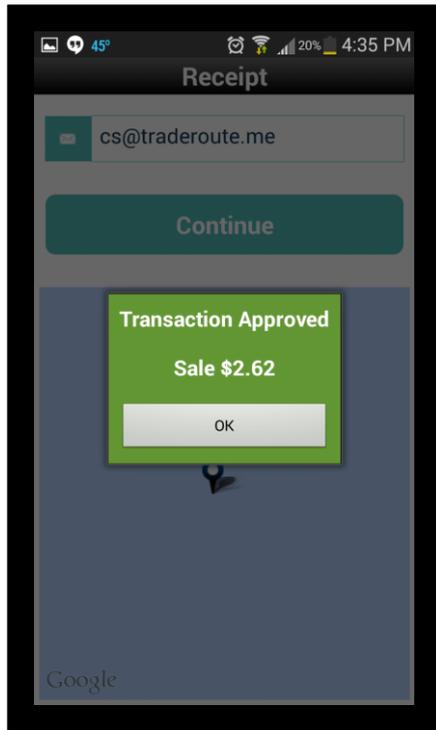




Next, you will enter your customers e-mail address so they may receive a copy of the receipt. If a receipt is not requested, you may skip this section and choose CONTINUE.

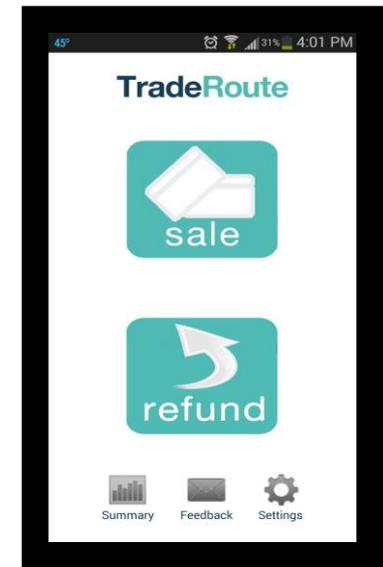
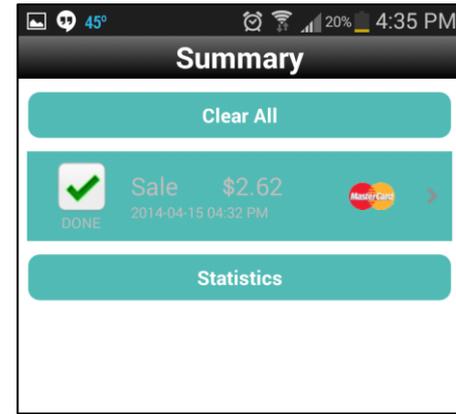
Once CONTINUE has been selected, the transaction will begin the final stage of authorization. You may see the PROCESSING screen for several seconds. Processing may take longer if you have a weak internet connection. Do not press the back button at this time as it will interrupt



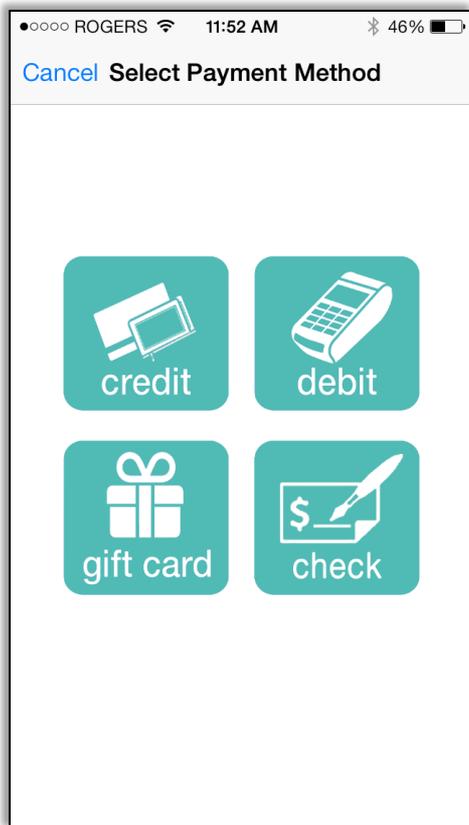


You will either see the APPROVAL notification or the DECLINE notification on this next screen. The PIN DEBIT transaction is now complete.

Click OK to finalize the transaction and go back to your HOME screen to begin a new sale or refund. You may also go to SUMMARY to view the transaction if needed.



**Congratulations! You have just conducted a Pin Debit transaction.**  
**If you'd like to leave feedback regarding your transaction experience,**  
**please do so by clicking FEEDBACK.**



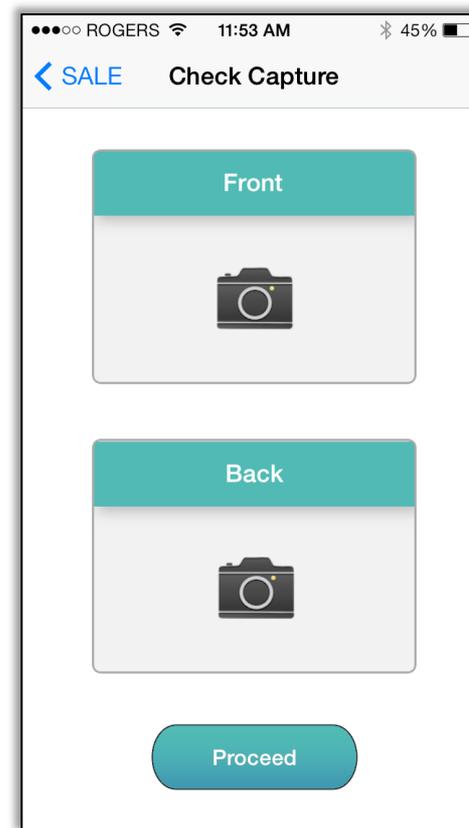
## Check Capture

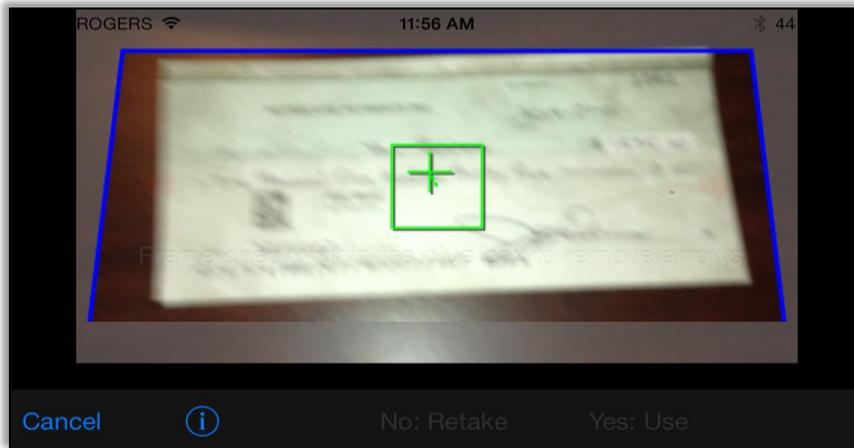
Now that you are familiar with the Pin Debit hardware, let's discuss the Check Capture feature of the TradeRoute app. If your phone app does not support check capture, this feature will not be available to you. After entering the sale amount, you will be asked how your customer would like to pay for their purchase or service. Select CHECK.

During the check capture process, you will be asked to take a clear picture of both the front and back of the customer's check. You will have the option to retake the picture if you are unable to clearly read the check.

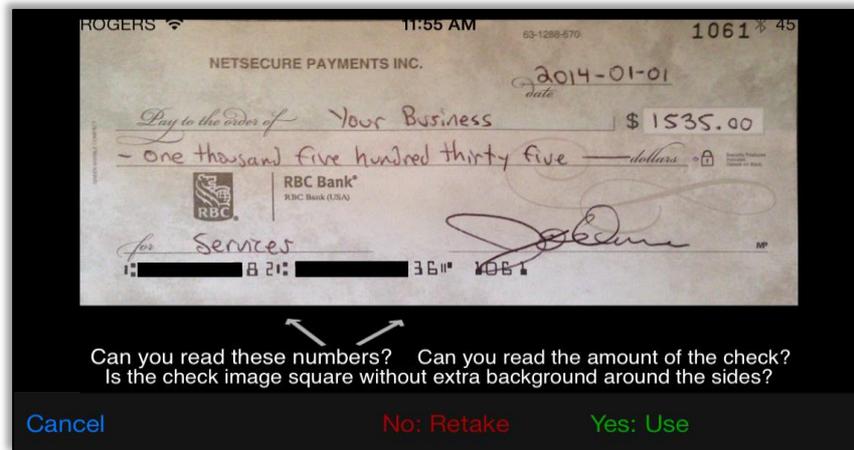
After selecting check on the payment method screen, select FRONT to take a picture of the check in which you would find the amount, signature, Payee, etc.

Then, select BACK to take a picture of the back of the check. Make sure to have the check signed on the back prior to taking the picture. On the next page, we'll go over proper placement of the check in order to take the picture.

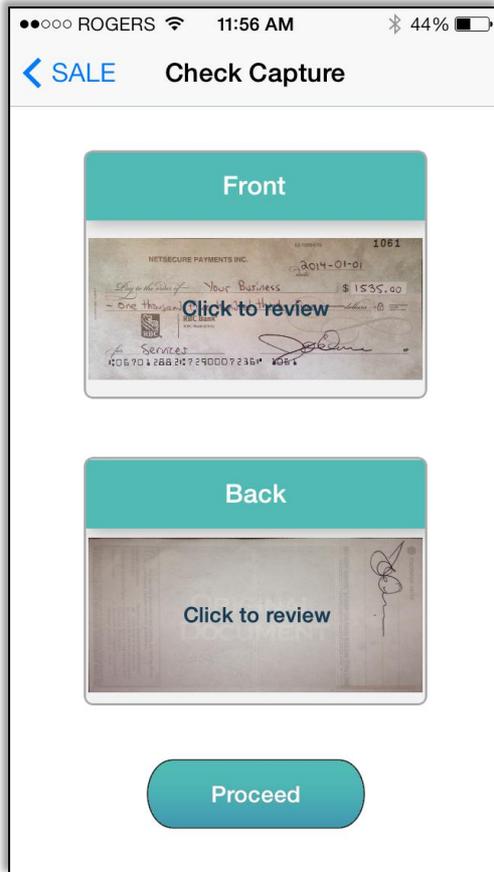




The first example (top left) shows the crosshairs of the check capture feature. The app will automatically detect the check if it is sitting on a flat dark surface in a well lit area. The edges will be detected and the camera on your phone will autofocus and detect the numbers and wordage on the front of the check.

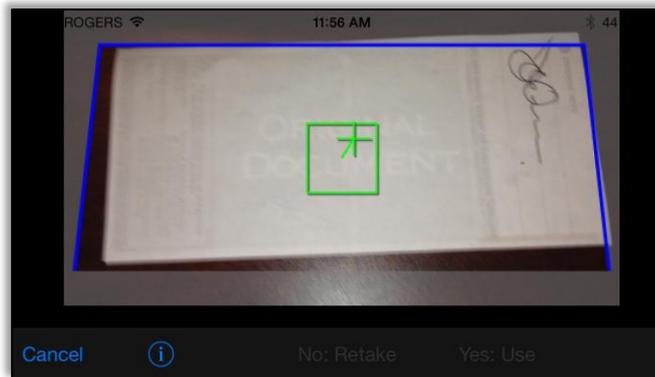


This second example (bottom left) is the review screen. You will be able to clearly read the check if the picture was taken successfully. You have the option to press NO: RETAKE if it is not to your satisfaction. If the picture is clearly legible, click YES: USE to go to the screen to begin the process of taking the picture of the back of the check.



After taking the picture of the front of the check, you will then go to the option to take a picture (RIGHT) of the back. Click BACK to take the picture of the back in the same manner as you did the front of the check.

The crosshairs (BELOW) will appear and if the check is on a well lit flat surface with a dark background, the camera on your phone will again automatically detect the edges, allowing for a clear picture to be taken. After both sides have been captured, Select PROCEED (at the bottom of the picture to the RIGHT) to go to the final step of the check capture feature.



●●○○ ROGERS 11:57 AM 43%

Cancel Summary Next Step

	Cheque#: 1061 Routing: [REDACTED]82 Account: [REDACTED]36
<b>DEPOSIT</b> <b>\$1.00</b>	
Depositor's Authorization: X 	

After both sides have been captured and PROCEED has been selected from the previous screen, you will then go to the check review screen (LEFT). There, you will make sure the numbers and the amounts match up to the customer's information written on the check. You, the merchant, will then sign your own signature on this screen to deposit the check into your merchant account. Click NEXT STEP to finalize the payment.

Your check capture is now complete!

# Troubleshooting

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Having trouble using your card reader and device app? Here are a few simple tips to help you in case you get stuck:

## Issue with Pin Debit Card Reader

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- If having difficulty getting the card reader to read a card when swiped, try closing down the app, then plug the card reader in first and turn the power on then open the app again. This will allow more time for the app to “power up” the card reader.
- Make sure your device volume is all the way up AFTER plugging in the card reader. This helps transmit the data more efficiently.
- In some cases, the headphone jack located on your device may be loose. Try to use the PIN DEBIT system on an alternative supported device to ensure that is not the issue.
- Is your device supported? If not, you may have difficulty obtaining a valid card read once a card is swiped.
- Ensure the headphone jack is inserted as far as it will go into the device. A loose connection will interfere with data transmission.

## Issue with Card Declining

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- If you are having difficulty with the card declining, please try the transaction again and have the customer carefully enter the PIN number for their Debit Card into the system. A mistyped PIN number will not be approved. If all else fails, check the ID of the customer and run the transaction as a credit transaction.
- Enter the card in manually if the card magnetic strip seems to be damaged and is causing declines. Exercise due diligence when entering manual information and always have the customer sign for the transaction. Remember, the transaction will Decline if an incorrect name, expiry, address and CVV information are entered.

**Still having trouble? Please do not hesitate to contact our Customer Service Department between the hours of 9 A.M. EST and 5 P.M. EST, Monday through Friday. You can reach us by phone at 1-800-306-4944 or E-mail at [support@traderoute.me](mailto:support@traderoute.me).**