

Authorize.Net Mobile Application

**Version 3.4 for iOS
Version 3.4.1 for Android**

User Guide

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Authorize.Net®

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Recent Revisions to This Guide

| Release | Changes |
|---------------|--|
| February 2018 | <ul style="list-style-type: none"> Sort, browse, and search while you manage the catalog. iOS 11 Support. ADA Compliance updates to support application accessibility. |
| November 2017 | <ul style="list-style-type: none"> Tips are now enabled for manually keyed-in transactions. For more information, see "Checking Out Without a Card Reader," page 27. Ability to create or update multiple catalog items at a time using a CSV template. For more information, see "Using the Template," page 20. Quick Chip technology is automatically used for EMV transactions. Remote updates enable you to update the firmware of supported card readers from within the app. For more information, see "Card Reader Updates," page 22. |
| February 2017 | Added the section "Set Default Landing View," page 21 . |
| 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 9 . |
| 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. |

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



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



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: 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?

- POS Setup enhancements to sort, browse, and search while you manage the catalog.
- iOS 11 Support.
- ADA Compliance updates to support application accessibility.

Hardware Support

Mobile Devices

- 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.
- 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 should review settings in the Authorize.Net Merchant Interface which might affect your processing.

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 using the Authorize.Net API. 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 using the Authorize.Net API. 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 Tutorial

The first time you log in to the app, a tutorial is displayed. You can swipe right to view all the tutorial panes. On each pane, you can choose Try Now to try the functionality for that pane, or you can choose Skip to go into the setup.

Updating Your Card Reader

The first time you log in to the app, it will attempt to update your card reader's firmware. You can skip this step by tapping **Skip** or check for an update by tapping **Check Now**.

Using the Menu Button

To access the app menu, tap the Menu button in the upper-left corner. The button resembles three horizontal bars. Tapping the Menu button brings up the app menu.

Menu Button



Options in the app menu include:

- Current Transaction—see ["Transactions," page 23](#) for more information.
- Transaction History—see ["Transaction History," page 29](#) more information.
- Settings—see ["Setting Up the Application," page 15](#) more information.
- Customer Support
- User Guide
- Terms and Conditions
- Logout
- Tutorial

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 tapping the **Menu** button and choosing **Settings**.

Default 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 in the transaction page.



Note

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

Show Signature Panel

When this option is on, the transaction screen will show a signature panel.

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.

EMV Reader

Sets the app to expect an EMV Reader during payment.

Check Reader Update on Login

This setting causes the app to check for a card reader update every time you log in.

Merchant Info

Enter the following information about the merchant.

- 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 add departments, categories, and items.

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** Tap **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.

Sorting Categories

You can sort through existing categories by using three sorting options, all of which can be found at the top of the screen next to Sales Categories List:

Search—To search for a particular category by its name, tap the magnifying glass icon to bring up the search field. Enter the category name or a keyword. Matches will automatically be shown and you can tap one to select it.

Grid View—Tap the grid icon to display multiple categories per row.

List View—Tap the List icon to display one category per row.

Creating Categories

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** Tap **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*.

Sorting Items

You can sort through existing items by using three sorting options, all of which can be found at the top of the screen next to Sales Items List:

Search— To search for a particular item by its name, tap the magnifying glass icon to bring up the search field. Enter the item name or a keyword. Matches will automatically be shown and you can tap one to select it.

Grid View—Tap the grid icon to display multiple items per row.

List View—Tap the List icon to display one item per row.

Creating Sales Items

When you tap **Add Sale Item** in the Sales Items screen of the POS setting, you are given two options:

- To add a single item using the app, tap **Add One**.
- To use a template for creating more than one item at a time, tap **Use Template**.

To create one sales item using the app:

- 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. Most popular image types are accepted, including JPG, PNG, and BMP.
- 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.

Using the Template

The bulk item upload feature enables you to upload multiple items at once by adding them to a spreadsheet application and uploading the spreadsheet to the app. Tapping the Bulk Upload link in the Settings page brings up the Bulk Upload page. You must first create your catalog.

Catalog Creation Workflow

Before creating items using a template, you must first use the app to manually create any categories, departments, and taxes that the items will use. Use the following workflow:

- 1 Tax Types
- 2 Sales Departments
- 3 Sales Categories

After these catalog items are complete, you can begin the bulk upload process, in which the catalog elements that you created are put into a CSV file that you can open with a spreadsheet application.

To use the template to create multiple items:

- Step 1** Tap **Step 1** and then tap **Export**.

The app exports all your catalog elements to a CSV file on your device.

- Step 2** Transfer the file to your computer and add items to it according to the following table.

Table 2 Spreadsheet Data

| Spreadsheet Row | Required/ Optional | Format | Description |
|---------------------|-----------------------|----------------------------------|---|
| System Generated ID | N/A | N/A | This is a System Generated ID that we assign to each item in your Catalog. This column should not be changed or added to. |
| Item ID | Required | String. 64-character maximum. | Merchant-assigned ID for each item. |
| Item Name | Required | String. 64-character maximum. | Name of the item. |

Table 2 Spreadsheet Data (Continued)

| Spreadsheet Row | Required/ Optional | Format | Description |
|-----------------|-----------------------|--|--|
| UPC | Optional | String. 64-character maximum. | Universal Product Number for the item. |
| Category | Required | String. 64-character maximum. | Category assigned to the Item. Note The Category must already exist in your Catalog. This field is not used for adding new Categories. |
| Tax Type | Optional | String. 64-character maximum. | Tax Type assigned to the Item. |
| Available Flag | Optional | TRUE or FALSE | Setting this field to TRUE makes the item available in your catalog. Setting it to FALSE makes it unavailable. |
| Retail Price | Optional | | Price for the item. |
| Image | Optional | <i>filename.jpg</i> or <i>filename.png</i> | The app supports .png and .jpg files. In this column you only need to include the filename with extension. The actual image files should be in the same folder on your device that the Bulk Upload file was downloaded to. |
| Action | Optional | A or U | A is used for adding new items to your Catalog. U is used for updating existing items. |

When you finish, tap the **Step Completed** button.

Step 3 Tap **Select Your File** and select the updated CSV file from your device. Then tap **Upload**. A confirmation page appears.

Step 4 Tap **Start Import**.

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

About

This section shows the version of the app, the date it was last updated, and the details of any EMV connected to the device.

Card Reader Updates

If a card reader is plugged in, information about it shown here. To update the card reader's firmware, tap **Card Reader Updates** and then tap **Check For Updates**. Please allow up to 15 minutes for the card reader to check for updates, and to download and install them to the reader.

Transactions

To take a payment from a customer, use the Transaction page. To display a transaction, tap the menu button and then tap **Current Transaction**.

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 the 'QUICK ADD' tab selected. The top bar is dark blue with a menu icon, the word 'TRANSACTION', and a close icon. Below the bar are three tabs: 'QUICK ADD' (selected), 'CATEGORIES', and 'ALL ITEMS'. The main form has a light blue header with 'Goods/Servi...' and '\$0.00'. A green circular button with a minus sign is to the right. Below this is a section for 'SUB TOTAL / ITEMS (0)', 'SHIPPING', and 'TOTAL', all showing '\$0.00'. Underneath is a link for 'PLUG IN CARD READER OR KEY IN CARD INFO'. At the bottom is a numeric keypad with digits 1-9, 0, and a backspace icon. The '0' key is highlighted, and the 'ADD ITEM' button is to its right.

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 shipping charge and 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 and the shopping cart icon in the upper-right corner shows the number of items for this 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** Tap a category from which to select an item.
- 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 1-3 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 With a Card Reader

When you are finished adding items to the order, you can tap the card swipe icon to check out with a card reader. Alternatively, you can review the order before checking out. To review, tap the shopping cart icon in the upper-right corner of the app to display all selected items. Review the items and either the back arrow to return to the transaction, or tap **Checkout** to continue to the checkout page.

The checkout page displays the amount of the transaction.

To pay by credit card using a card reader:

- Step 1** Plug the card reader into the headphone jack.
- Step 2** Insert the smart-chip card into the slot or swipe the card's magnetic strip. See the card reader's documentation for more information about this process.
- Step 3** If tips are enabled, the customer chooses a tip option. For more information about tips, see "[Transaction Summary](#)," page 28.
- Step 4** Unless you enabled Skip Signature in the Setting page, have the customer sign their name.
- Step 5** 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 31](#).

Checking Out Without a Card Reader

Without a card reader plugged in, you can either key in credit card information manually, or have the customer pay by cash.

To manually enter credit card information:

- Step 1** Tap **Key In Card Info**.
 - Step 2** Tap the **Card Number** field and enter the valid credit card number.
 - Step 3** Tap the **MM/YY** field and enter the card's valid expiration date in the format MM/YY.
 - Step 4** 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 5** Tap the **ZIP** field to enter the ZIP code that is associated with the card.
 - Step 6** Tap the **Charge** button. The Authorize page appears.
 - Step 7** If you enabled tips in the Settings page, tap the Tip field and have the customer enter a tip amount.
 - Step 8** Unless you enabled Skip Signature in the Settings page, have the customer enter their signature.
 - Step 9** Tap **Authorize**. After authorization is complete, the Transaction Summary screen displays.
-

To pay with cash:

Step 1 Tap **Key In Card Info**.

Step 2 Tap the **Cash** tab.

- To enter an exact amount, tap the **Cash Tendered** field.
- To enter individual bills, tap the number of the denomination for each bill.
- To simple accept the full transaction amount, tap **Exact Amount**.

Step 3 Tap **Accept Cash**.

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.

Response Reason Codes

Response Reason 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:

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

Transaction History

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** **Account.**
 - Step 4** Under Security Settings, **Transaction Details API.**
 - Step 5** Enter your secret answer.
 - Step 6** **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 for that transaction appear.

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 Audio 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
- DAC

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 that the device can output high volume, the user must accept the warning. Most Android devices 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 was not accepted before, it will show automatically when the first Controller command is called. You must accept 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", then maximize the volume.
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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.
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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.
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