Stripe Reader M2

Mobile reader for chip, contactless and swipe

Supported SDKs: iOS and android

www.stripe.com/terminal

Set Up Instructions

STEP 1

Connect the charging cable to the reader and charge it for two hours before initial use. Please use the charging cable provided in the reader box.

STEP 2

Step 2: Power on the reader and enable Bluetooth on your phone or tablet. Connect the reader to your phone or tablet using your point of sale app, not device settings.

** For contactless tap, please ensure the card or mobile device is placed within 4cm of the contactless tap logo. For magswipe and card insert payments, please ensure the card is orientated correctly as shown.

LED Status Indicators

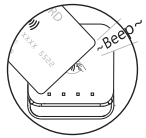
LED 1 ON

Ready for payment

LEDs ON in consecutive order

Reading card information

4 LEDs ON + "BEEP"



Card read successful

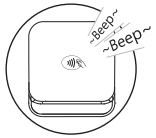
"BEEP"

Transaction completed

LED 1 flashing

Standby mode

2 "BEEP"s



Remove card (after successful payment) or error, please retry

LEDs ON & OFF in consecutive order

Waiting for Bluetooth pairing

4 LEDs flash 3 times

Bluetooth connected

4 LEDs flash 3 times

USB connected

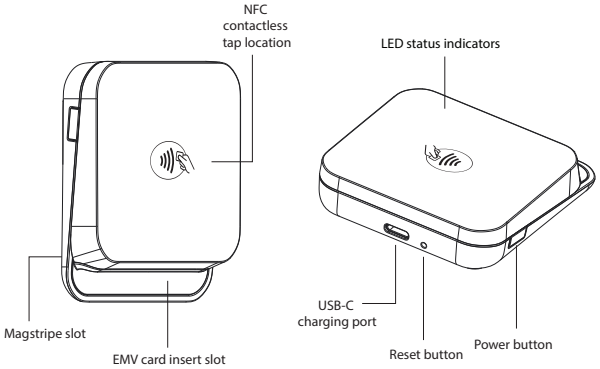
LED 1 & 4 flashing

Device tampered

LED 1 & 4 ON

Device integrity check failed

Reader Overview



Package Contents

Device	X1
USB-A to USB-C cable	X1

Charging Status

● ● ● ●	Full charge
● ● ● ○	75% charge
● ● ○ ○	50% charge
● ○ ○ ○	25% charge
● ☼ ○ ○	Charging

Cautions & Important Notes

- Ensure the device is fully charged before use.
- Please ensure magstripe/ EMV chip of the card is facing the right direction when swiping or inserting card.
- The NFC card should be tapped within 4 cm range on top of the reader mark.
- Don't drop, disassemble, tear, open, crush, bend, deform, puncture, shred, microwave, incinerate, paint or insert foreign object into the device. Doing any of which will damage the device and void the Warranty.
- Don't immerse the device into water and place near washbasins or any wet locations. Don't spill food or liquid on the devices. Don't attempt to dry the device with external heat sources, such as microwave or hair dryer. Don't use any corrosive solvent or water to clean the device. Recommend using dry cloth to clean the surface only.
- Don't use any sharp tools to point the internal components, connectors or contacts, doing which may lead to device malfunction and void the Warranty simultaneously.

Product Specifications

Functions	• EMV chip card reader (ISO 7816 compliant class A, B, C card) • Magnetic stripe card reader triple track (track 1, 2 & 3) • NFC Card Reader (EMV contactless, ISO 14443A/B) • Over-the-air firmware update • Over-the-air key update
Communication Interface	Bluetooth® 4.0, USB
Power & Battery	Lithium polymer rechargeable battery 520mAh, 3.7V
Charging	Via USB-C
Swipe Speed	15cm/sec – 100cm/sec
LED Indicator	Connecting with POS terminal - First LED flashing Ready for NFC Reading – First LED on Success Reading – 4 LEDs on in consecutive order Transaction Completed – One "BEEP" sound Errors – Two "BEEP"sound Power off – All LEDs off
Key Management	DUKPT, MK/SK
Encryption Algorithm	TDES, AES
Support Operating System	Android 5.0 or above iOS 6.0 or above
Product Size	73.5 x 67 x 19.5 mm / 2.89 x 2.63 x 0.76 inch (approx.)
Product Weight	85g /2.99oz (approx.)
Operating Temperature	0°C – 45°C (32°F – 113°F)
Operating Humidity	Max 95%
Storage Temperature	-20°C – 55°C (-4°F – 131°F)
Storage Humidity	Max 95%

Troubleshooting

Problems	Recommendations
Device cannot be paired	• Press the power on button to restart your device. • Check if you can find the device's "Serial Number" (Shown on the back of device) in the "Scanned Device List" of your smartphone or tablet.
Device lost the connection with your smartphone or tablet when the device is auto-off.	• Press the power on button to turn on the device again. The device will automatically connect with your smartphone or tablet again. • The device may be at lower battery level, please use the USB cable to recharge it, then retry. • Ensure the device or smartphone/tablet is within the reception range.
Device does not work with your phone or tablet	• Ensure the Bluetooth® function of your smartphone or tablet is turned on. • Check the version of your operating system is supported for this device's operation.
Device cannot read your card successfully	• Press the power on button to turn on the device again. The device will automatically connect with your smartphone or tablet again. • The device may be at lower battery level, please use the USB cable to recharge it, then retry. • Ensure the device or smartphone/tablet is within the reception range. Swiping or inserting card • Check if the device has power when operating and ensure devices are connected. • Check if the application instructs to swipe, insert, or tap card. • Ensure that there is no obstacle in the card slots. • Check if the magstripe or chip of the card is facing the right direction when swiping or inserting card. • Ensure that your phone/ tablet is a supported model for this device's operation. • Swipe or insert card with a more constant speed. Tap Card • Check if your card supports NFC payment. • Ensure if your card is placed within 4cm range on top of the NFC marking. • Take out your NFC payment card from wallet or purse for payment to avoid any interference.
Device has no response	• Use a paper clip to press the reset button at the bottom for reboot.
Device tampered	• A tampered device will trigger the self-protection mechanism by removing security keys data from the device and the device will stop operating. • The first and fourth LED on the front side will be flashing rapidly. • Contact your service provider for more information.
Device integrity check failed	• Device self-check failure • The first and fourth LED on the front side turn on. • Use a paper clip to press the reset button at the bottom for reboot. • Contact your service provider for more information if it does not work after the reset button pressed.

Warranty

- Any damage or defects caused by a failure to follow the instruction which relate to this device or as the result of an accident, abuse, misuse, misapplication, product modification, improper voltage or current, acts of God, shipping damages or loss, or damage caused by service performed by anyone other than our company are expressly excluded from the warranty stated below.
- Please contact the dealer for any warranty or customer support services. Any repair of the device by yourself will void the Warranty.

FCC Caution Statements:

FCC Supplier's Declaration of Conformity:

FCC ID: 2A2ES-STRM2V2

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

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Caution:
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This device complies with FCC RF exposure limits. The maximum reported SAR value is 0.03 W/kg (extremity), which is below the FCC limit of 4.0 W/kg.

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