

iPad Gift Application Frequently Asked Questions

Hardware

Q: Where do I buy an iPad? Does Paytronix supply us with iPads?

A: Paytronix **does not** supply clients or store locations with any hardware including iPads. iPads should be purchased by corporate offices for their stores and franchisees. Apple's online store is the recommended vendor to purchase iPads.

Q: Do I need to buy card readers?

A: Card readers are not required but are **strongly** recommended. Without a card reader your staff will need to manually key in card numbers which could affect the speed of service.

Q: How do I order card readers?

A: Please refer to section [iPad Gift App Hardware Requirements](#) guide for card reader requirements and ordering process. Be sure to inform the MagTek agent of Paytronix's unique key (**KSID**) when placing your order. The key **must** be injected into the reader prior to shipment. Paytronix KSID is **90141500**.

Q: How do I order printers?

A: Please refer to section [iPad Gift App Hardware Requirements](#) guide for printer requirements and ordering process. The PX app only works with Star Micronics - TSP143iiLAN - Thermal Receipt Printer

Q: Where can I purchase more printer paper?

A: You should contact corporate to understand purchase policies. Additionally the specifications for printer paper are Roll Width: 3-1/8 inch (80mm); Roll Diameter: 3 inch (76mm); Roll Length: 230ft and Core Outside Diameter: 7/16" Core Size. The paper must be compatible with Star-Micronics TSP143LAN printer.

Q: I plugged in the head phone (uDynamo) card reader and when I swipe a card nothing happens, what should I do?

A: Be sure that the uDynamo card reader is fully charged. When the green light is solid this indicates the reader is charged. The iPad audio setting must not be on mute and the volume should be turned up high. If you experience additional issues contact MagTek or your corporate support team.

User Login & Authentication

Q: How do I download the Paytronix Gift Processor App onto my iPad?

A: Be sure that you have access to the Apple app store on the iPad. You can search for Paytronix Merchant Processor in the store. Once the app downloads simply tap "Open"

Q: How do I login into to the Paytronix Gift Processor App?

A: Find the app on your iPad and click on the PX icon. The app will open to a demo page. You will need to click on the green Login button. You will then be prompted for credentials. Enter your credentials. The credentials are identical to the Paytronix merchant web portal. You must have valid credentials and

permissions enabled to access the app. If you are having issues please contact your corporate support team.

Q: What does “Authentication Failed, User not active or locked out” mean?

A: The user is inactive or locked out. Contact corporate support team for assistance on this issue.

Q: I am seeing “Authentication Failed” message when trying to login, what should I do?

A: Contact your corporate support team for login credential assistance.

Q: What is the gear on the login screen?

A: The gear allows the app to connect in either test or live mode. All stores should be setup in live mode.

Q: Why do I see a “Failed to Verify Code” error?

A: The verification code you entered does not match the records. Please check the code which was emailed to you and try again. If the problem persists resend the code to your email. If that does not help contact your corporate support team.

Q: What does “Code is Expired” mean?

A: Validation codes expire every 30 minutes. You may resend a new validation code to your email by pressing “Resend Code” within the app. You could also force close the app and reinitiate the login process.

Q: What does “Authentication Failed, Email address was empty” mean?

A: The user has no saved email on the merchant web portal. Contact your corporate support team to add your email on your account.

Q: What does “Code Already in Use” mean?

A: The validation code is already in use by another device. Please try again or resend a new code to your email. If the problem persists contact your corporate support team.

Q: What does “Could not find Code” mean?

A: The code you entered does not match any records. Please check the code and try again. You may also resend a new code to your email by clicking “get a new code” link on the verification page with in the app.

Q: I have not received my activation code, what should I do?

A: Please check your email account including junk and spam folders. If you have resent the code and are not receiving the validation code in your email contact your corporate support team for further assistance.

Store and Terminal Name

Q: I don't see my store in the list?

A: You will need to contact your corporate support team. **Do not** select a store that you are not associated with. This will have profound negative ramifications for reports and liability.

Q: What does “Failed to Setup store: Software config not found” mean?

A: The proper files for your store are not configured. You **must** call corporate support team to fix this issue.

Q: What does “Failed to Setup store: Name must be at least 1 character” mean?

A: Terminal names must be greater than 1 character and can contain alpha, numeric and special characters.

Q: What does “Failed to Setup store: Name must be 20 character or fewer” mean?

A: The terminal name you entered is too long. Select a name between 1-20 Characters.

Q: Why should I assign a terminal name/number to the iPad?

A: Assigning a terminal number will help with reporting with transactions and troubleshooting any issues. It’s important to assign a unique name to each iPad.

Settings: Printer and Receipts

Q: What if I don’t see any available printers in the Printers and Receipts section?

A: The printer is not setup on the network, contact your corporate support team for additional assistance.

Q: How can I pair a printer to the app to print receipts?

A: You will need navigate to the Printer and Receipts page under Settings and tap the greyed out printer you want to pair with. Once connected, you will see a “Success, Printer Successfully Paired” message.

Q: Can I edit my receipt header and trailers?

A: No, you cannot.

Settings: Terminal Settings

Q: What does “Not Reachable” mean in the terminal settings page?

A: The iPad does not have data (3/4G) or Wi-Fi (internet) access. You will need contact your network provider for additional support. Please check to see if Wi-Fi is enabled on your iPad.

Q: What does “Failed” mean in terminal settings page for Ping Status?

A: This means the iPad is not connected via data or Wi-Fi. Please check your settings on the iPad. If settings and Wi-Fi are enabled and you still see failed message contact your corporate support team.

Q: What does “Print Failed, Failed to Connect to Printer”

A: The app cannot communicate to the paired printer. Check connectivity status (you internal network) or power on the printer. Please ensure the printer is paired to the app, see Settings: Printer and Receipt section for steps.

Q: After I plug in the Card Reader the connection message remains as “No” for reader connected. What should I do?

A: Check to see if the reader is plugged in correctly and refresh Terminal Settings page by navigating back to the main menu and then back to Terminal Settings.

[Q: What does logout mean and what does it do?](#)

A: The current user will be logged out from the Paytronix App. Once logged out users will not be able to send gift transactions to Paytronix. A user will need to reenter the terminal activation flow again. Please refrain from this practice unless logout is necessary. For policies and procedures contact your corporate support team.