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Activation

Minutes after the approval of your Payment Jack application, you'll receive an activation email. If the device requested is an iPhone, iPad, Android, or a Verizon Brew device, go to your respective App Store or App Marketplace and purchase the Payment Jack application. Once it is loaded to your device you will need to input the activation code you received in your welcome e-mail. The activation code is required to activate (Figure 2) and use the Payment Jack application after it is downloaded from the App Store/Market. This code should be kept in a secure location in case you ever need to reinstall your application in the future.

If you have any other device type you will receive a text message (SMS) on your mobile device. Click on the hyperlink within the message to begin the download of the Payment Jack application in the ROAM Player.

You should receive your username and password in the welcome e-mail sent upon approval.

To access the virtual terminal, video tutorials, online reporting and much more go to: www.paymentjack.com

If you are unsure of the kind of phone you have, please contact Payment Jack customer support at: (888)368-1725.

When the download is completed, the [Payment Jack application](#) (Figure 3) most likely will be stored in the Application folder under the Main Menu. Once loaded, the device screen will appear requesting the user name and password (Figure 4). Once the user name is entered you will not have to enter again. The user name and password are case sensitive.



Figure 3

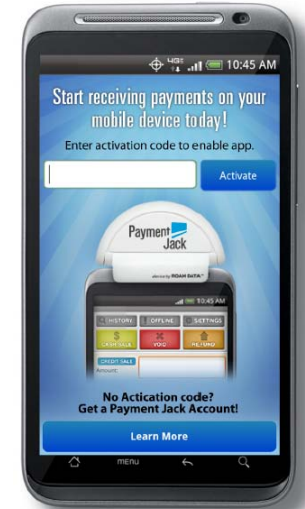


Figure 2

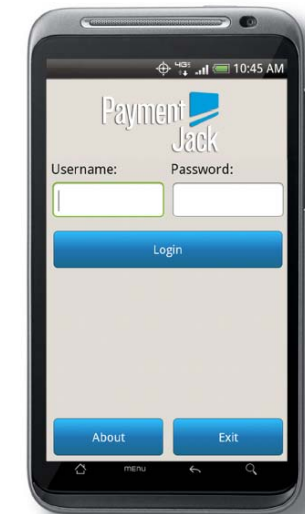


Figure 4

iPhone and Android Device Troubleshooting

Can't get into the app:

The username and the password are case sensitive; make sure you are using upper case letters when you should be.

Verify the username and password you are using from the Activation Email and that they are correct.

Delete the app from the phone, cycle the power, Reprovision the phone from Payment Jack.com. Go to the My Account Tab, then Reprovision phone. The new activation code can be any 10 digit numbers or letters. An easy activation code example is the last 7 digits of the cell phone number and lower case abc, eg. 9876543abc. First uninstall the app on the phone. Then download the app using the new activation code.

Still can't get into the app, Call Payment Jack at 888-368-1725 for further troubleshooting. Please call from a different line than your device.

Select swipe and getting error: swiper not detected:

Make sure the media/headset volume is at 100%. Hit the swipe button. When it says swipe card now, hit the up volume button on the side of the phone repeatedly until it shows on the screen media/headset volume 100%. Once the volume is all the way up, stop hitting the volume button. Then count to three and then swipe the card with the magnetic strip facing the correct direction. If you are facing the front of the swiper (with the website,) you should also be looking at the magnetic strip.

Make sure there isn't a protective cover on the phone. Protective covers won't allow the swiper to plug in all the way. If there is a protective cover remove it.

Make sure the device is plugged in all the way, if it is check to see if there is debris in the headset jack. See if you are able to plug in a headset or headphones and check to make sure that jack is working. When you hit the swipe button and you can clearly hear a loud tone, the swiper isn't fully plugged in.

Make sure the speakerphone is turned off.

Go to the app store/marketplace and make sure your phone has the latest software version. If there's a software update for your phone download it. Make sure to remind them to backup any files that could be lost in the update.

