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Square A-SKU-0485

Square Reader for Contactless and Chip (1st Generation) User Manual

Model: A-SKU-0485
Brand: Square

Product Overview

The Square Reader for contactless and chip is designed to accept various payment methods, including EMV chip cards, contactless NFC payments (Apple Pay, Android Pay), and traditional magstripe cards. It connects wirelessly to iOS or Android devices via Bluetooth LE or can be used with the optional Square Stand via USB. This device integrates seamlessly with the free Square Point of Sale app for comprehensive payment, tipping, inventory, and reporting management.



Image 1: The Square Reader for contactless and chip, a compact white device.

What's Included

Your Square Reader package includes the following components:

- Square Contactless and Chip Reader
- MicroUSB to USB cable (for charging and optional USB connection)
- Square magstripe reader (for traditional swipe payments)

Setup Guide

1. Charging the Reader

Before first use, ensure your Square Reader is fully charged. Connect the included MicroUSB to USB cable to the reader and a power source (e.g., USB wall adapter or computer USB port). The indicator lights on the reader will show charging status.

2. Downloading the Square Point of Sale App

The Square Reader operates exclusively with the free Square Point of Sale app. Download the app from your device's app store (available for iOS and Android devices).

3. Pairing with Your Device (Bluetooth LE)

1. Ensure Bluetooth is enabled on your iOS or Android device.
2. Open the Square Point of Sale app.
3. Navigate to the settings within the app to find the "Card Readers" or "Hardware" section.
4. Select "Connect a Reader" and choose your Square Reader from the list of available devices.
5. Follow the on-screen prompts to complete the pairing process.

4. Optional: Using with Square Stand (USB)

If you are using the optional Square Stand, you can connect the reader directly via USB for a wired connection.

Operating Instructions

Once your Square Reader is set up and connected, you can begin accepting payments.

Accepting Chip Card Payments (EMV)

1. In the Square Point of Sale app, enter the transaction amount.
2. Instruct the customer to insert their EMV chip card into the slot on the front of the Square Reader.
3. Keep the card inserted until the transaction is complete and the app indicates removal.



Image 2: A hand inserting a chip card into the Square Reader's designated slot.

Accepting Contactless Payments (NFC)

1. In the Square Point of Sale app, enter the transaction amount.
2. Instruct the customer to hold their contactless card or NFC-enabled device (e.g., smartphone with Apple Pay or Android Pay) near the contactless symbol on the Square Reader.
3. The transaction will process quickly, indicated by lights on the reader and confirmation in the app.


9:41 AM
AMERICAN EXPRESS
Pay with Touch ID



Image 3: The Square Reader displaying its contactless payment symbol. Image 4: A smartphone being tapped against the Square Reader to complete a contactless transaction.

Accepting Magstripe Payments (Swipe)

For magstripe cards, use the included Square Reader for magstripe. Swipe the card through the slot on the magstripe reader when prompted by the app.



Image 5: A collage demonstrating various uses of the Square Reader, including chip card insertion, contactless payment, and the magstripe reader.

Maintenance

To ensure optimal performance and longevity of your Square Reader, follow these general maintenance guidelines:

- **Cleaning:** Use a soft, dry, lint-free cloth to clean the exterior of the reader. Avoid using abrasive cleaners, solvents, or harsh chemicals.
- **Storage:** Store the reader in a cool, dry place away from direct sunlight and extreme temperatures.
- **Handling:** Handle the device with care. Avoid dropping it or exposing it to excessive force, moisture, or dust.
- **Battery:** The reader contains a Lithium Polymer battery. For best battery life, avoid fully discharging the battery frequently. Charge the device regularly.

Specific maintenance instructions for internal components are not user-serviceable. Do not attempt to open or repair the device yourself.

Troubleshooting

If you encounter issues with your Square Reader, consider the following common troubleshooting steps:

- **Reader Not Connecting:**
  - Ensure the reader is charged.
  - Verify Bluetooth is enabled on your device.
  - Restart both the Square Reader and your mobile device.
  - Forget the device in your phone's Bluetooth settings and re-pair it through the Square app.
  - Ensure the Square Point of Sale app is updated to the latest version.
- **Transaction Errors:**
  - For chip cards, ensure the card is fully inserted and remains in the slot until prompted to remove.
  - For contactless payments, ensure the card/device is held steadily over the contactless symbol.
  - Check your internet connection, as transactions require connectivity.
  - Verify that the card is valid and has sufficient funds.
- **Reader Not Responding:**
  - Perform a hard reset by holding down the power button for 20 seconds.
  - Recharge the device fully.

For more detailed troubleshooting or persistent issues, refer to the official Square support resources or contact Square customer service.

Specifications

Feature	Detail
Product Dimensions	2.6 x 0.4 x 2.6 inches (6.6 x 1.0 x 6.6 cm)
Item Weight	1.92 ounces (54.4 grams)
Model Number	A-SKU-0485
Batteries	1 Lithium Polymer battery (included)
Connectivity Technology	Bluetooth LE, USB, NFC
Color	Glossy white
Manufacturer	Square Inc
First Available Date	February 15, 2016

Warranty and Support

For information regarding product warranty, please refer to the official Square website or the documentation provided at the time of purchase. Square Inc. provides support for its products.

Additional Resources:

- User Guide (PDF)
- User Manual (PDF)
- Visit the Official Square Store on Amazon

For direct support, please visit the Square Inc. official support website or contact their customer service line.

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Example: How do I reset this device or fix this error?

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Model number, symptoms, what you tried, or the section of the manual you are using.

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