ID TECH NEO 3 Payment Devices User Guide

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ID TECH NEO 3 Payment Devices

Product Information

Product Name	VP3350
Certification	PCI 6.X SRED certified
Supported Functions	Magstripe, EMV contact, and contactless
Supported Connections	USB-C, Lightning, and Bluetooth
Manufacturer	ID TECH

Product Usage Instructions

1. Charge the VP3350 for four to six hours before the first use.
2. After charging, follow the Bluetooth pairing instructions below to use the device in BLE mode.
3. If the VP3350 is connected to a host system via USB, it will communicate via USB even if Bluetooth is enabled.

Bluetooth Pairing Instructions:

1. Enable the Bluetooth device search function on the host device (smartphone or tablet).
2. Make sure the VP3350 is charged or connected to a power source via USB.
    - When connected to a power source, the VP3350 automatically activates Bluetooth.
3. If not connected to a power source, press the VP3350's power button to activate Bluetooth.
4. Find a Bluetooth device named "IDTECH-VP3350-XXXXX" on the host smartphone or tablet and select "Pair".
5. Enter the password "123456" for pairing.
6. Follow the payment transaction instructions provided by a compatible payment application maker to complete a transaction.

The VP3350 will remain connected via Bluetooth to the host device indefinitely when powered via the USB cable. If operating on battery power, it will go to sleep after 30 seconds of idling to extend battery life. To perform a transaction again, press the power button to re-establish the Bluetooth connection.

When connecting to an iOS device, please install a compatible payment application and follow the instructions

provided by that application's maker.

iOS Connectivity: BLE and VP3350

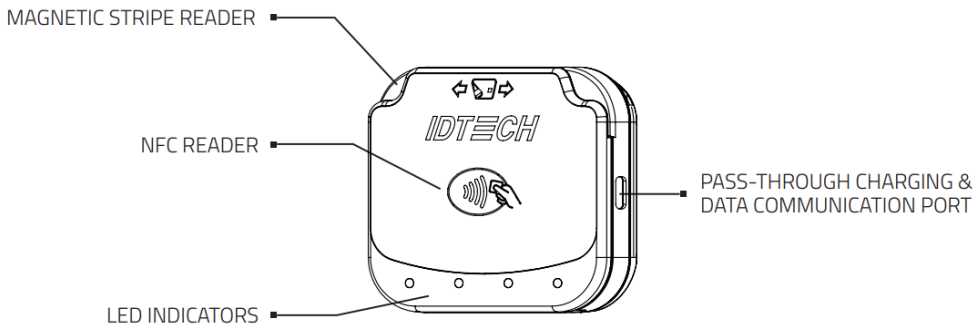
The VP3350 uses Bluetooth Low Energy (BLE) for iOS connectivity.
Unlike other operating systems, Apple iOS does not require users to first pair their devices through the Bluetooth Settings. If a payment application provider has enabled BLE scanning in their application, Apple iOS will automatically scan and locate all BLE devices in range to connect with the VP3350.

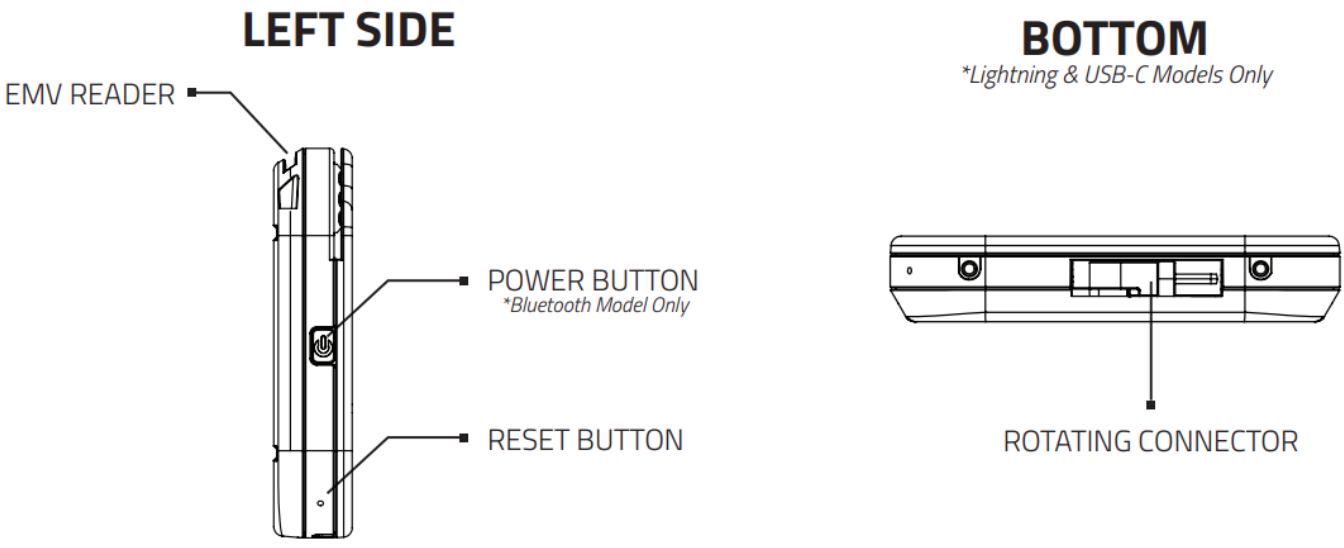
Note: If the VP3350 is paired via the iOS Settings page, it will display as a connected device but will not function with a payment app. Apple iOS calculates a unique identifier to allow direct connection with the selected device based on its friendly name.

Overview

The VP3350 is ID TECH's latest PCI 6.X SRED-certified mobile reader. The VP3350 supports Magstripe, EMV contact, and contactless using either USB-C, Lightning, and/or Bluetooth connections.
Contact your acquirer, gateway, or POS partner for instructions on setting up and pairing the VP3350 to a compatible payment application and host device.
Note that the full VP3350 Integration Manual is available free of charge on the ID TECH Knowledge Base:
https://atlassian.idtechproducts.com/confluence/display/KB/Knowledge+Base+-+Home

FRONT VIEW





Before You Begin Using the VP3350

The VP3350 should be charged four to six hours before the first use. After charging the device, follow the pairing

instructions below to use the device in BLE.

Note: If the device is plugged into a host system via the USB cable, the unit will communicate via USB, even if it is still connected to Bluetooth.

Bluetooth Pairing Instructions

In addition to the following instructions, see the section on iOS Connectivity for more information on using an iPad or iPhone with the VP3350.

1. Enable the Bluetooth device search function on the host device (smart phone or tablet).
2. Make sure the VP3350 is charged or connected to a power source via USB.
   a. When connected to a power source, the VP3350 automatically activates Bluetooth.
3. When not connected to a power source, press the VP3350's power button to automatically activate Bluetooth.
4. Find a Bluetooth device named IDTECH-VP3350-XXXXX on the host smart phone or tablet and select Pair.
5. Enter the password for pairing. The default password is 123456.
6. Follow the payment transaction instructions provided by a compatible payment application maker to complete a transaction.

The VP3350 will remain connected via Bluetooth to the host device indefinitely when powered via the USB cable. If the unit is operating on battery power, it will go to sleep after 30 seconds of idling to extend battery life. To perform a transaction again, press the power button to re-establish the Bluetooth connection.
When connecting to an iOS device, please install a compatible payment application and follow the instructions provided by that application's maker.

iOS Connectivity: BLE and VP3350
The VP3350 uses Bluetooth BLE (Bluetooth Low Energy). BLE does not require users to first pair their devices through the Bluetooth Settings in Apple iOS. If a payment application provider has enabled BLE scanning in their application, Apple iOS scans and locates all BLE devices in range to automatically connect with the VP3350.NEO 3PLATFORM OF PRODUCTS

Note: If the VP3350 is paired via the iOS Settings page, it will display as a connected device but not function with a payment app.

Unlike other operating systems that detect BLE devices by MAC address, Apple does NOT allow users to specify BLE devices this way for security reasons. Instead, after a device is selected by its "friendly" name, the Apple iOS calculates a unique identifier to allow that device to connect directly.

The VP3350 has a default friendly name of IDTECH-VP3350-XXXXX.

VP3350 LED and Sound State Indicators

Device State	LED 1	LED 2	LED 3	LED 4	Sound
*Battery Charging Full	● on	● on	● on	● on	None
Bluetooth Connected	● on	● on	● on	● on	Unit Beeps Once
Bluetooth Connection Failed	● on	● on	● on	● on	Unit Beeps Twice
Unit Ready	● blink	○ off	○ off	○ off	Unit Beeps Once
Transaction Started	● on	○ off	○ off	○ off	None
Transaction Successful	● blink	● blink	● blink	● blink	Unit Emits One Long Beep
Transaction Failed	○ off	○ off	○ off	○ off	Unit Beeps Twice
Unit Tampered	● blink	● blink	● blink	● blink	Unit Beeps
Device Deactivated	● blink	● blink	● blink	● blink	Unit Beeps
Power Off / Low-Power Consumption Mode	○ off	○ off	○ off	○ off	None

The device displays three LEDs to indicate 75% battery power and two LEDs for 50% battery power, and a red LED below 25% battery power.

VP3350 Mounting Guidelines
To optimize performance, install VP3350 readers away from or in front of any metal surfaces or materials that have metallic content, which can interfere with the RF field. VP3350 readers perform optimally when mounted away from metal surfaces.

VP3350 Security
ID TECH recommends checking the VP3350 units for evidence of tampering on a regular basis.

Decommissioning SRED Devices
All PCI devices require proper decommissioning prior to device disposal in order to ensure the protection of all sensitive financial card data. For instructions on decommissioning your device, see Decommissioning of SRED Devices on the ID TECH Knowledge Base.

Troubleshooting

See the VP3350 Integration Manual (available on the ID TECH Knowledge Base) for a full list of troubleshooting suggestions or contact **support@idtechproducts.com**.

Symptom	Probable Cause	Solution
No communication and all LEDs off	• Power off • Battery out of charge • Host device not connected	• Charge the battery • Press the device Reset button • Make sure to enter the correct par ing password
Device is connected to iOS device but not communicating with payme nt app	• Incorrect Bluetooth pairing method for iOS	• See “iOS Connectivity: BLE and V P3350” above for iOS-specific pairi ng instructions
Bluetooth paring failed (Android)	• Host device running Android 6.x o r earlier	• Make sure the host device is runni ng Android 6.X or later

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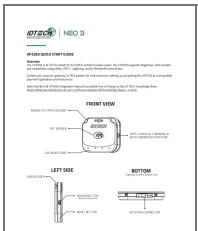
Documents / Resources

	ID TECH NEO 3 Payment Devices [pdf] User Guide NEO 3 Payment Devices, NEO 3, Payment Devices, Devices

References

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Manuals+,