

# USING YOUR SURESWIPE MOVE CARD MACHINE

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QUICK REFERENCE GUIDE



SURESWIPE  
MOVE



# MORE THAN A CARD MACHINE

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We are the fastest growing debit & credit card machine provider, offering unmatched personalised service personalised service & competitive rates.

We champion the growth of more than 3500 business owners in South Africa since 2008.





# TABLE OF CONTENTS

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1. YOUR CARD MACHINE .....	1
2. GET MOVING ON YOUR APPLE DEVICE .....	2
3. GET PAID ON YOUR APPLE DEVICE .....	4
BASIC TROUBLESHOOTING .....	7

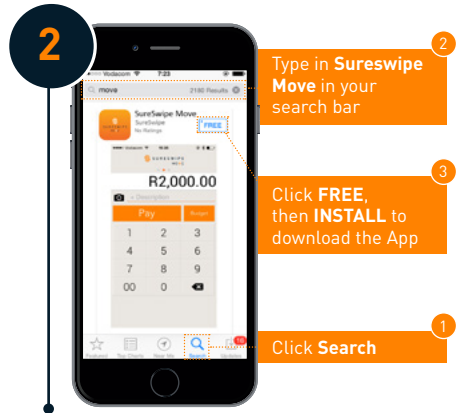
# 1. YOUR CARD MACHINE



## 2. GET MOVING ON YOUR APPLE DEVICE



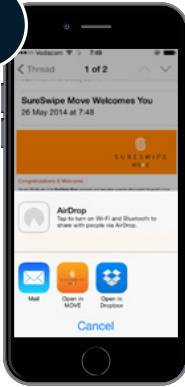
Go to the **App Store** on your iPhone or iPad



Search for and download the **Sureswipe Move** App

Once downloaded, return to the home screen

3



## IMPORTANT STEP

You should have already received a welcome email from **Sureswipe** when you got approved

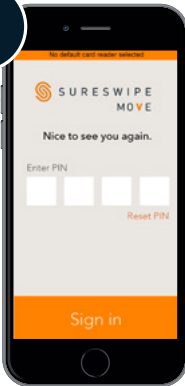
It's now time to find it, open it and then click on the attachment **Move Secret** (shhh...).SSK

This is a special security feature that pairs only your phone or tablet to your mobile card machine

Once you have done this your device will be activated and registered with your card machine

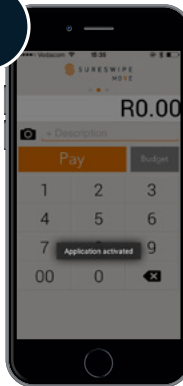
Activate your App by clicking on the attachment in the **Sureswipe Move** welcome email  
It will prompt you to open this in the app

4



Set your **PIN** (one that you'll remember)

5



## IMPORTANT STEP

In **Settings**, set your **Merchant email** so that you receive receipts as they are sent to your customers

Your Shared Secret key has been saved

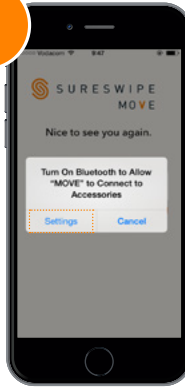
## 2. GET PAID ON YOUR APPLE DEVICE

1



Open your **Sureswipe Move** App on your iPhone or iPad

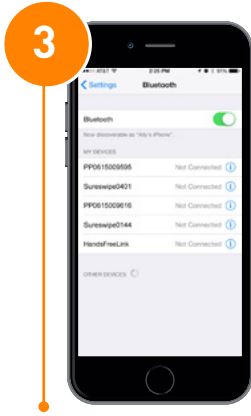
2



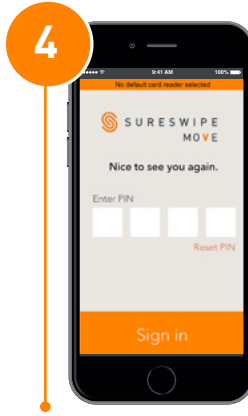
### IMPORTANT STEP

At this point make sure that your card machine is on

If your Bluetooth is turned off, you will be prompted to switch it on. Select **Settings**



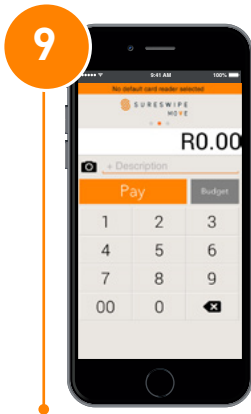
Turn on Bluetooth then select the card machine (you can see the card machine name on the card machine screen)



Go back to the **menu** screen & sign in using your secret **PIN**, then open the App again



On the **payment** screen swipe to the left to get to the **menu** screen, to connect your iPhone or iPad to the card machine



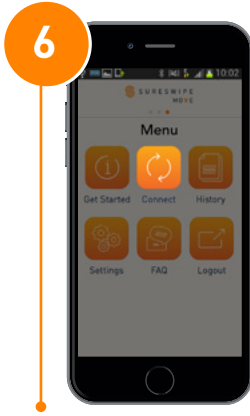
Simply type in the amount (description and photo are optional), then select **Pay**



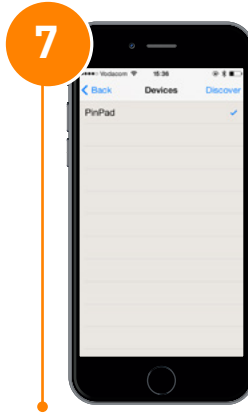
1. Your customer enters their **PIN**
2. Select the account type
3. Press the **GREEN OK** button to process the transaction

The card machine will prompt you to insert/swipe your customer's card





Click **Connect**



Your card machine will be listed, select it to connect, then tap **<Back** to get to your **menu** screen



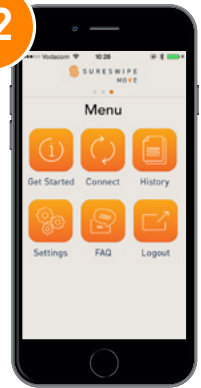
Swipe to the right to get back to the **payment** screen

11



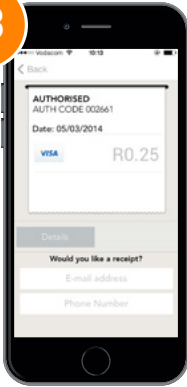
A signature is required for customers who have dipped their card (only if it does not ask for PIN, some mag-strip cards have a PIN). Once the customer has signed, select **Accept**

12



The transaction is authorised and a summary is displayed, select **Details** to view the receipt

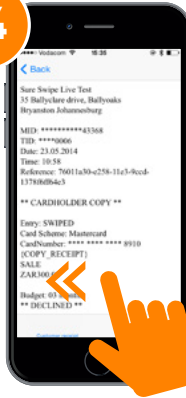
13



To send your customer a copy of the receipt via email or SMS, simply enter their details in the space provided

Tap **Send** on your keyboard

14



You can view both the customer's receipt and your own by clicking on the tabs at the top. This is stored in your history and can be accessed at any time from the menu screen

## IMPORTANT NOTE

Your history will be deleted:

1. If you reset your **PIN** from the login screen
2. If you uninstall the **Sureswipe Move** App

Upgrading your App wont delete your History

# BASIC TROUBLESHOOTING

Description of problem	Action to take
Phone won't connect to the machine	<p>Ensure that you are using an IOS (Apple) device:</p> <ul style="list-style-type: none"> <li>• Go into the app, scroll to the right</li> <li>• Go to <b>Connections</b></li> <li>• Turn Bluetooth on</li> <li>• Scan for devices</li> <li>• Look for <b>Sureswipe xxxx</b></li> <li>• Pair with your device</li> </ul> <p><b>Still not connecting?</b> Switch the card machine off and on and try again</p> <p><b>Or</b></p> <p>Go to the Bluetooth settings on your device, scan for devices and pair from there</p> <p>If this doesn't solve the problem, report the card machine</p>

Description of problem	Action to take
<b>Invalid BPK error</b>	The card reader is in tamper mode and will need to be replaced
<b>Invalid SSK</b>	<ul style="list-style-type: none"> <li>• Refer to the welcome email you received with the attachments</li> <li>• Click on attachment called <b>(Your company) SSK</b></li> <li>• Click on this, and save or open it (If it saves, open it from where it is saved)</li> <li>• It will prompt you to open it with the Move application, click yes</li> <li>• You will see a message to tell you that your shared secret has been activated</li> </ul> <p><b>If it does the SSK does not open:</b> Ensure that the email is opened from generic email app on IOS and not a Gmail or Yahoo app</p> <p>If this doesn't solve the problem, report the card machine</p>
<b>Transactions aren't going through (Communication or send error)</b>	<ul style="list-style-type: none"> <li>• Ensure you have data on your device</li> <li>• Check the reception/signal on your device in the area</li> <li>• Switch from Wi-Fi to mobile data or vice versa and disable the one not in use</li> </ul> <p>If this doesn't solve the problem, report the card machine</p>
<b>Card machine is not charging</b>	Report card machine



S U R E S W I P E  
M O V E

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