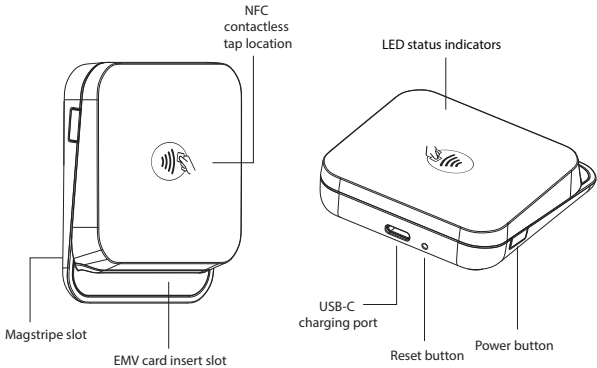


Stripe Reader M2

Mobile reader for chip, contactless and swipe

For more information go to: <https://stripe.com/terminal>

Reader Overview



Set Up Instructions

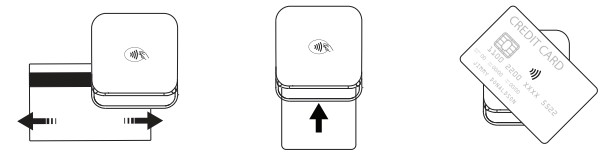
STEP 1

Connect the charging cable to the reader and charge the reader until it is charged to a minimum 50% before initial use. Please use the charging cable provided in the reader box.

STEP 2

Power on the reader and enable Bluetooth on your phone or tablet to connect with the reader.

For NFC cards or devices, please ensure the card or mobile device is placed within 4cm of the NFC mark. For reading magstripe or EMV chip cards, please ensure the card is oriented correctly as shown.



Package Contents

Device X1
USB-A to USB-C cable X1

Charging Status Indicators

● ● ● ●	Full charge
● ● ● ○	75% charge
● ● ○ ○	50% charge
● ○ ○ ○	25% charge
● ⚡ ○ ○	Charging

LED Status Indicators

LED 1 ON



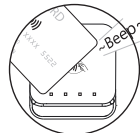
Ready for payment

LEDs ON in consecutive order



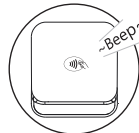
Reading card information

4 LEDs ON + "BEEP"



Card read successful

"BEEP"



Transaction completed

LED 1 flashing



Standby mode

2 "BEEP"s



Remove card (if transaction has been completed) or error, please retry

LED moving from left to right and right to left



Waiting for Bluetooth/ USB connection

4 LEDs flash 4 times



Bluetooth/USB connected

LED 1 & 4 flashing



Device tampered

LED 1 & 4 ON



Device integrity check failed

Cautions & Important Notes

- Ensure the Bluetooth® function of your smartphone or tablet is turned on before use.
- Please ensure that the device is charged to a minimum of 50% before initial use.
- Please ensure magstripe/ EMV chip of the card is facing the right direction when swiping or inserting card.
- The NFC card should be tapped within 4cm from the top of the NFC mark.
- Don't drop, disassemble, tear, open, crush, bend, deform, puncture, shred, microwave, incinerate, paint or insert foreign object into the device. Doing any of which will damage the device and void the warranty.
- Device is not IP-rated. Do not expose the device to foreign matter (including without limitation liquids, dust, sand or food) which may enter the device.
- Don't attempt to dry the device with external heat sources, such as microwave or hair dryer.
- Don't use any sharp tools to point the internal components, connectors or contacts, doing which may cause the device to malfunction and void the Warranty simultaneously.
- Risk of damage and explosion if battery is damaged or removed. Dispose according to the instructions.
- Disposal of device into fire or a hot oven, or mechanically crushing or cutting of device, may result in an explosion.
- Leaving device in an extremely high temperature surrounding environment may result in an explosion or the leakage of flammable liquid or gas.
- A device subjected to extremely low air pressure may result in an explosion or the leakage of flammable liquid or gas.

Product Specifications

Communication Interface	Bluetooth® 4.2 BLE, USB 2.0 via USB-C connector
Power & Battery	Lithium polymer rechargeable battery 520mAh, 3.7V
Charging Voltage	5V +/- 0.25V
Functions	<ul style="list-style-type: none">• EMV chip card reader (ISO 7816 compliant class A, B, C card)• Magnetic stripe card reader triple track (track 1, 2 & 3)• NFC Card Reader (EMV contactless, ISO 14443A/B)• Over-the-air firmware update• Over-the-air key update
Security	PCI PTS 6.x SCR
Audio	Beep
LED Indicator	4 Green LEDs
Product Size	73.5 x 67 x 19.5 mm / 2.89 x 2.63 x 0.76 inch (approx.)
Product Weight	85g /2.99oz (approx.)
Charging Temperature	0°C – 40°C (32°F – 104°F)
Operating Temperature	0°C – 45°C (32°F – 113°F)
Storage Temperature	-20°C – 55°C (-4°F – 131°F)
Operating Humidity	10% - 90%, non-condensing
Storage Humidity	10% - 90%, non-condensing

Troubleshooting

Problems	Recommendations
Device cannot be paired	<ul style="list-style-type: none">• Press and hold the power button for 3 seconds to restart your device.• Check if you can find the device's "Serial Number" (shown on the back of device) in the "Scanned Device List" of your smartphone or tablet.
Device lost the connection with your smartphone or tablet when the device is inactive	<ul style="list-style-type: none">• Press the power on button to turn on the device again. The device will automatically connect with your smartphone or tablet again.• The device may not have sufficient battery charge, please use the USB cable to recharge it, then retry.• Ensure the device or smartphone/tablet is within the reception range.
Device does not work with your phone or tablet	<ul style="list-style-type: none">• Ensure the <i>Bluetooth®</i> function of your smartphone or tablet is turned on.• Check that the version of your operating system is supported for this device's operation.
Device cannot read your card successfully	<ul style="list-style-type: none">• Press the power on button to turn on the device again. The device will automatically connect with your smartphone or tablet again.• The device may not have sufficient battery charge, please use the USB cable to recharge it, then retry.• Ensure the device or smartphone/tablet is within the reception range. <p><i>Swiping or inserting card</i></p> <ul style="list-style-type: none">• Check if the device has power when operating and ensure devices are connected.• Check if the application's instructions are to swipe, insert, or tap card.• Ensure that there is no obstacle in the card slots.• Check if the magstripe or chip of the card is facing the right direction when swiping or inserting card.• Ensure that your phone/ tablet is a supported model for this device's operation.• Swipe or insert card with a more constant speed. <p><i>Tap Card</i></p> <ul style="list-style-type: none">• Check if your card supports NFC payment.• Ensure that your card is placed within 4cm from the top of the NFC mark.• Take out your NFC payment card from wallet or purse for payment to avoid any interference.
Device is powered on but has no response	<ul style="list-style-type: none">• Use a paper clip to press the reset button at the bottom for reboot.
Device tampered	<ul style="list-style-type: none">• A tampered device will trigger the self-protection mechanism by removing security keys data from the device and the device will stop operating.• The first and fourth LED on the front side will be flashing rapidly.• Contact your service provider for more information.
Device integrity check failed	<ul style="list-style-type: none">• Device self-check failure• The first and fourth LED on the front side turn on.• Use a paper clip to press the reset button at the bottom for reboot.• Contact your service provider for more information if device still does not work after the reset button pressed.

Warranty

- Any damage or defect caused by a failure to follow the instructions or Stripe's documentation relating to this device or as the result of an accident, abuse, misuse, misapplication, product modification, improper voltage or current, acts of God, shipping damages or loss, or damage caused by service performed by anyone other than our company are expressly excluded from the warranty stated below.
- Please contact the dealer for any warranty or customer support services. Any attempt to repair the device that is not performed by our company will void the warranty.
- Check [stripe.com/legal/terminal-purchase](#) for the warranty and legal terms.

FCC Caution Statements:

FCC Supplier's Declaration of Conformity:

FCC ID: 2A2ES-STRM2

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

Stripe, Inc., 354 Oyster Point Blvd, South San Francisco, CA 94080, USA
Internet contact: info@stripe.com

Caution:
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and any part of your body.



Stripe, Inc., 354 Oyster Point Blvd, South San Francisco, CA 94080, USA
Internet contact: info@stripe.com

©2021 Stripe, Inc.. All rights reserved. iOS is the trademark of Apple Inc. Android™ is a trademark of Google Inc. The *Bluetooth*® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Stripe, Inc., is under license. Other trademarks and trade names are those of their respective owners. All details are subject to change without prior notice.