Stripe Reader M2

Mobile reader for chip, contactless and swipe

Supported SDKs: iOS and Android

Ready for payment

First LED ON

Reading card information

LEDs ON in consecutive order

Card read successful

4 LEDs ON + “BEEP”

Transaction completed

Standby mode

Remove card (after successful payment) or error, please retry

2 “BEEP”s

Reset button

USB-C charging port

EMV card insert slot

Magstripe slot

NFC contactless tap location

LED status indicators

Power button

Set Up Instructions

STEP 1
Connect the charging cable to the reader and charge it for two hours before initial use. Please use the charging cable provided in the reader box.

** For contactless tap, please ensure the card or mobile device is placed within 4cm of the contactless tap logo.

STEP 2
Step 2: Power on the reader and enable Bluetooth on your phone or tablet. Connect the reader to your phone or tablet using your point of sale app, not device settings.

For magstripe and card insert payments, please ensure the card is orientated correctly as shown.

Charging Status

Full charge

75% charge

50% charge

25% charge

Charging

Package Contents

Device X1

USB-A to USB-C cable X1

LED Status Indicators

First LED ON

LEDs ON in consecutive order

4 LEDs ON + “BEEP”

Ready for payment

Reading card information

Card read successful

Transaction completed

Standby mode

Remove card (after successful payment) or error, please retry

2 “BEEP”s

www.stripe.com/terminal
Cautions & Important Notes

- Ensure the device is fully charged before 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 4 cm range on top of the reader 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.
- Don’t immerse the device into water and place near washbasins or any wet locations. Don’t spill food or liquid on the devices. Don’t attempt to dry the device with external heat sources, such as microwave or hair dryer. Don’t use any corrosive solvent or water to clean the device. Recommend using dry cloth to clean the surface only.
- Don’t use any sharp tools to point the internal components, connectors or contacts, doing which may lead to device malfunction and void the Warranty simultaneously.

Product Specifications

| Functions | 1. EMV chip card reader (ISO 7818 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  

| Communication Interface | Bluetooth® 4.0, USB  

| Power & Battery | Lithium polymer rechargeable battery 520mAh, 3.7V  

| Charging | Via USB-C  

| Swipe Speed | 15cm/sec – 100cm/sec  

| LED Indicator | Connecting with POS terminal - First LED flashing  
| Ready for NFC Reading - First LED on  
| Success Reading - 4 LEDs on in consecutive order  
| Transaction Completed - One “BEEP” sound  
| Errors - Two “BEEP” sound  
| Power off - All LEDs off  

| Key Management | DUKPT, MC&S  

| Encryption Algorithms | TDES, AES  

| Support Operating System | Android 5.0 or above  

| Product Size | 75.5 x 42.7 x 19.5 mm / 2.99 x 1.67 x 0.78 inch (approx.)  

| Product Weight | 86g / 2.98oz (approx.)  

| Operating Temperature | 0°C - 45°C (32°F – 113°F)  

| Operating Humidity | Max 93%  

| Storage Temperature | -20°C – 55°C (-4°F – 131°F)  

| Storage Humidity | Max 95%  

Troubleshooting

<table>
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<tr>
<th>Problems</th>
<th>Recommendations</th>
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| Device cannot be powered on | • Please press the power on button to restart your device.  
| • Please check if you can find the device’s “Serial Number” (Shown on the back of the device) in the “Scanned Device List” of your smartphone or tablet.  
| • The device may be at lower battery level, please use the USB cable to recharge it, then retry.  
| • Please ensure the device’s or smartphone/tablet is within the reception range.  

| Device lost the connection with your smartphone or tablet when the device is auto-off. | • Please 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 be at lower battery level, please use the USB cable to recharge it, then retry.  
| • Please ensure the device or smartphone/tablet is within the reception range.  

| Device does not work with your phone or tablet | • Please ensure the Bluetooth® function of your smartphone or tablet is turned on.  
| • Please check the version of your operating system is supported for this device.  

| Device cannot read your card successfully | • Please 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 be at lower battery level, please use the USB cable to recharge it, then retry.  
| • Please ensure the device or smartphone/tablet is within the reception range.  

| Device has no response | • Please press the power on button to restart your device.  
| • Please check the version of your operating system is supported for this device.  
| • The device may be at lower battery level, please use the USB cable to recharge it, then retry.  
| • Please ensure the device or smartphone/tablet is within the reception range.  

| Errors – Two “BEEP” sound |  
| Transaction Completed – One “BEEP” sound  
| • Please 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 be at lower battery level, please use the USB cable to recharge it, then retry.  
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Warranty

- Any damage or defects caused by a failure to follow the instruction which relate to this device or as the result of an accident, abusive, 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 repair of the device by yourself will void the Warranty.  

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 20 centimeters between the radiator and your body.

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., 510 Townsend Street, San Francisco, CA 94103, 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.