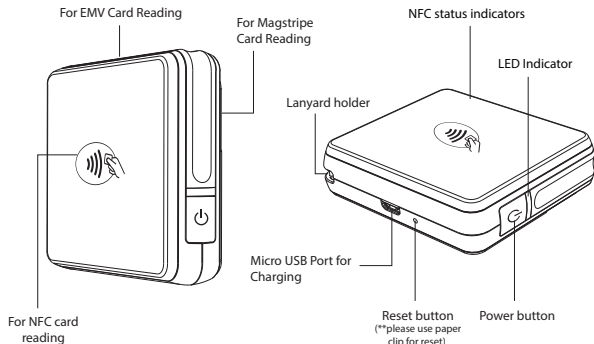# Intuit QB31

Advanced mPOS Design Integrating *Bluetooth®*
Magstripe, EMV and NFC Card Reading Functions

Support Operating System:
iOS, Android, Windows Phone 8, MS Windows

Index & Accessories (Fig.1)

For EMV Card Reading

For Magstripe Card Reading

NFC status indicators

Lanyard holder

LED Indicator

Micro USB Port for Charging

For NFC card reading

Reset button
(**please use paper clip for reset)

Power button

Package Contents

|	
Device	X1
USB cable	X1
Lanyard	X1
Quick Start Guide	X1

Application Download & Installation

This device can support either iOS & Android.
1. Please download the official application from app stores before operation .
2. Please follow app instructions to register and login for proper operation.
3. For any questions, please contact the official application developer.

Quick Start Procedures

STEP 1
Connect Micro USB charging cable to charge the device as shown to the right.
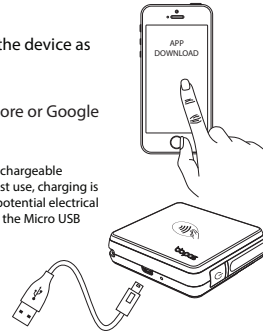
Download the official application from APP Store or Google Play Store.

** Intuit QB31 is powered by an internal Lithium Polymer rechargeable battery pack that cannot be removed or replaced. Before first use, charging is required for approximately two to three hours. To prevent potential electrical damage to the Intuit QB31, please be recommended to use the Micro USB cable provided with the packaging only.**

APP DOWNLOAD

STEP 2
Turn on the device pairing function of your smartphone/tablet. Then, press " " to turn on the Intuit QB31.
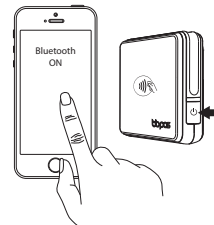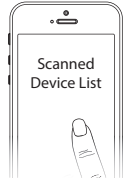
** Please ensure that *Bluetooth®* function of your smartphone/tablet is ON before device pairing.

Bluetooth ON

Quick Start Procedures

STEP 3
Select Intuit QB31 in the Scanned Device List on your smartphone/tablet. Then, your Intuit QB31 is connected and green LED will ON.

Scanned Device List

STEP 4:
You can follow your application instruction to start the transaction process, then swipe, insert or tap card to complete the transaction.

** If you pay via swiping card or inserting EMV IC card, please ensure that the magstripe or EMV chip of the card is facing the right direction. If you pay using NFC card, please ensure you tap the NFC payment card within 4cm range on top of the NFC marking.

within 4 cm
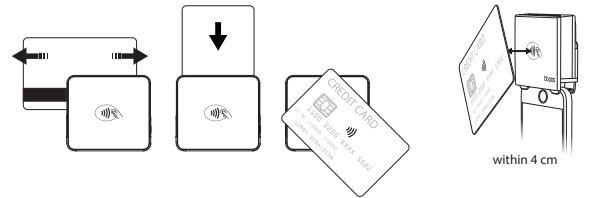
NFC Status indicators
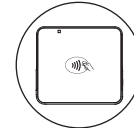
First LED ON	LEDs ON in consecutive order	4 LEDs ON + "BEEP"
Ready for tapping card	Reading card information	Card reading process successfully completed
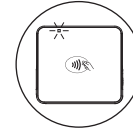
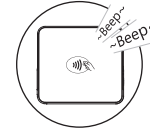| "BEEP"	First LED flashing	2 "BEEP"s
Transaction completed	Standby mode	Error, please retry

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	• EMV chip card reader (ISO 7816 compliant class A, B, C card) • Magnetic stripe card reader dual track (track 1 & 2) • 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 650mAh, 3.7V
Charging	Via micro USB
Swipe Speed	15cm/sec – 100cm/sec
LED Indicator	All LEDs off - button release to power down Red LED on - device starting up / Charging battery Red LED off - fully charged Red LED flashing - low battery / Critical low battery Blue LED on - bluetooth is connected Blue LED flashing - standby mode / waiting for connect bluetooth or bluetooth is disconnected
NFC 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, MK/SK
Encryption Algorithm	TDES
Support Operating System	Android 2.1 or above iOS 6.0 or above Windows Phone 8 MS Windows
Product Size	66.6 x 59.7 x 18.5mm / 2.62 x 2.35 x 0.73inch (approx.)
Product Weight	67g / 2.36oz (approx.)
Operating Temperature	0°C – 45°C (32°F – 113°F)
Operating Humidity	Max 95%
Storage Temperature	-20°C – 55°C (-4°F – 131°F)
Storage Humidity	Max 95%
Sticky Pad	Removable adhesive
Sticky Pad Size	46.6 x 38mm / 1.84 x 1.50inch (approx.)

Troubleshooting

Problems	Recommendations
Device cannot be paired	• 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 device) in the "Scanned Device List" of your smartphone or tablet.
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's operation.
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. *Swiping or inserting card* • Please check if the device has power when operating and ensure devices are connected. • Please check if the application instructs to swipe, insert or tap card. • Please ensure that there is no obstacle in the card slots. • Please check if the magstripe or chip of the card is facing the right direction when swiping or inserting card. • Please ensure that your phone/ tablet is a supported model for this device's operation. • Please swipe or insert card with a more constant speed. *Tap Card* • Please check if your card supports NFC payment. • Please ensure if your card is placed within 4 cm range on top of the NFC marking. • Please take out your NFC payment card from wallet or purse for payment to avoid any interference.
Device has no response	• Please use a paper clip to press the reset button at the bottom for reboot.

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, 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.
- We are not under any obligation to support the device for all operating environments, including but not limited to, interoperability with all current and/ or future versions of software or hardware.
- Please contact the dealer for any warranty or customer support services. Any repair of the device by yourself will void the Warranty.

FCC Caution Statements:

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.

NOTE: 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 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.

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

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
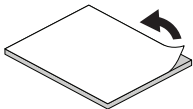
How To Install Sticky Pad On Device

STEP 1
The sticky pad is a removable adhesive. The white side is release paper, whilst the other side is transparent release film. Pull out the white release paper of stickers.
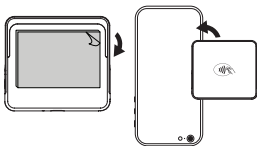
STEP 2
Then, stick the sticky pad on the back of Chipper™ 2X BT.

STEP 3
Then, pull off the other side of the transparent release film and paste it on your smartphone/tablet.

How To Clean The Sticky Pad

The sticky pad can be pasted an unlimited number of times and removed easily without leaving marks on the surface. Wipeout the dust by wet towel if it is dirty.