

## VP3350 QUICK START GUIDE

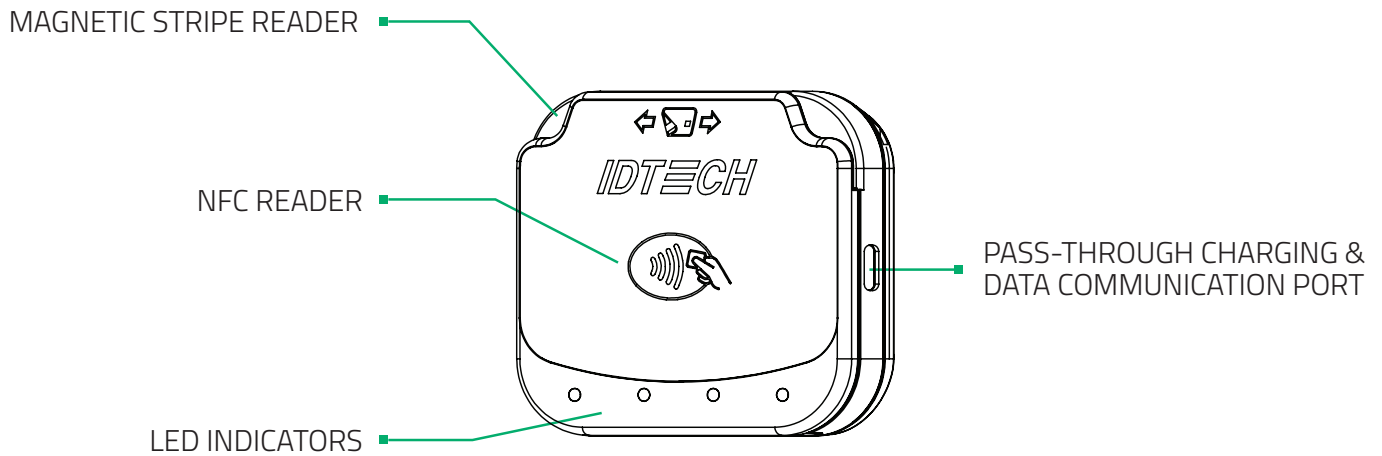
### Overview

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.

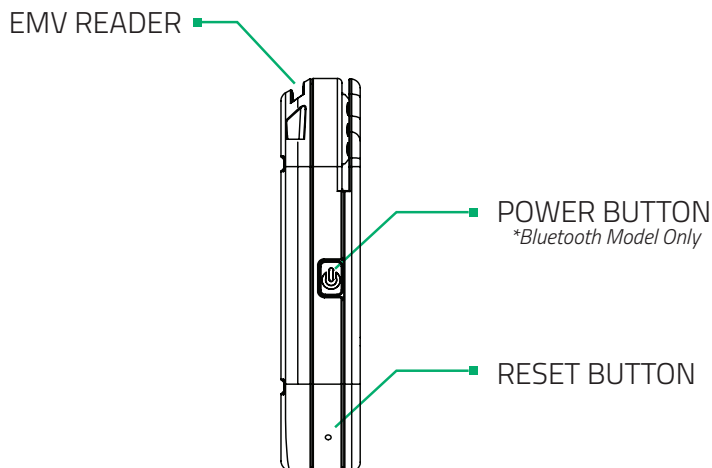
Contact your acquirer, gateway, or POS partner for instructions on setting up and pairing the VP3350 with a compatible payment application and host device.

Note that the full *VP3350 Integration Manual* is available free of charge on the ID TECH Knowledge Base.

### FRONT VIEW

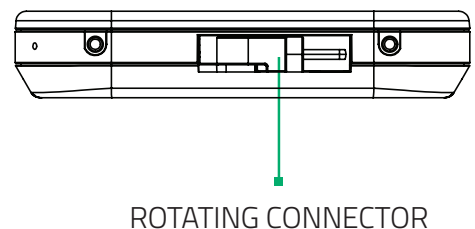


### LEFT SIDE



### BOTTOM

*\*Lightning & USB-C Models Only*



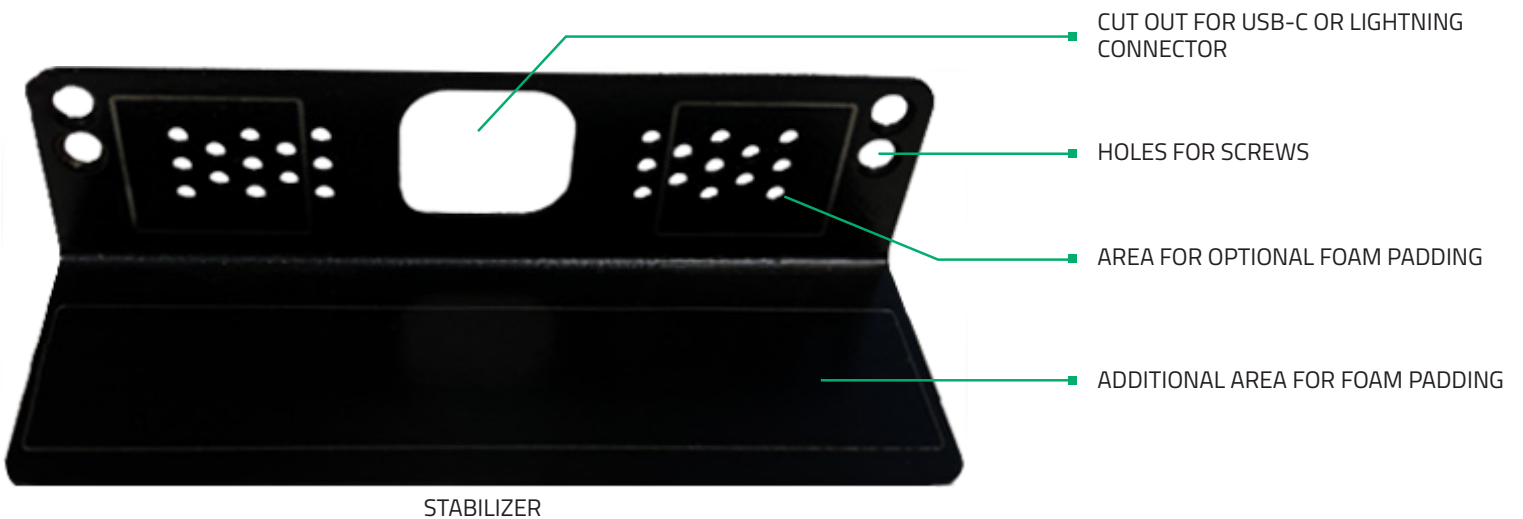
## Hardware Included

Depending on model, the VP3350 readers come with the following hardware:

Model	USB-A to USB-C Cable	USB-C to USB-C Cable	Stabilizer & Screwdriver
Bluetooth	✓		
Lightning		✓	✓
USB-C Male		✓	✓
USB-C Female			

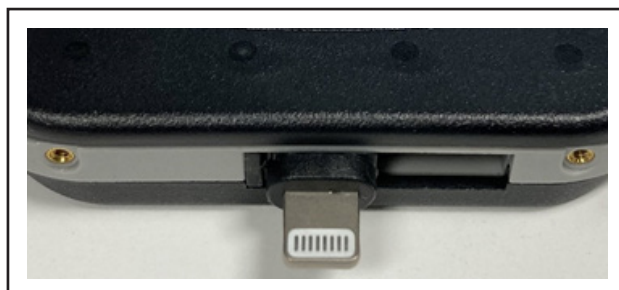
## Installing the Stabilizer

If your VP3350 has a USB-C or Lightning connector, the included stabilizer provides a firmer physical connection between the VP3350 reader and your phone or tablet.



## Attaching the Stabilizer:

1. Make sure to fully extend the VP3350's USB-C or Lightning connector *before installation*:



### Attaching the stabilizer (continued):

2. Place the stabilizer on the VP3350 with the flange facing out:



3. Install the screws using the screwdriver included in the VP3350 packaging.
4. Phones or tablets without cases may need the included foam padding to achieve a flush fit, applied to corresponding areas as shown above. **Note: Check the fit between the VP3350 and your mobile device before adding foam padding.**
5. If necessary, add foam pads to the stabilizer. **Note: Make sure the adhesive side of the padding attaches to the stabilizer and not your phone.**

### VP3350 Optional Stand

ID TECH sells an optional stand (P/N 80178227-001) for VP3350 readers, which includes the following:

- Stand
- Adhesive Velcro
- Four (4) Screws
- Screwdriver

Contact your ID TECH sales representative for details.



## 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.

## Bluetooth Pairing Instructions

In addition to the following instructions, see the section below 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.

***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, 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](mailto:support@idtechproducts.com).

Symptom	Probable Cause	Solution
No communication & all LEDs off	<ul style="list-style-type: none"> <li>▪ Power off</li> <li>▪ Battery out of charge</li> <li>▪ Host device not connected</li> </ul>	<ul style="list-style-type: none"> <li>▪ Charge the battery</li> <li>▪ Press the device Reset button</li> <li>▪ Make sure to enter the correct pairing password</li> </ul>
Device is connected to iOS device but not communicating with payment app	<ul style="list-style-type: none"> <li>▪ Incorrect Bluetooth pairing method for iOS</li> </ul>	<ul style="list-style-type: none"> <li>▪ See "iOS Connectivity: BLE and VP3350" above for iOS-specific pairing instructions</li> </ul>
Bluetooth pairing failed (Android)	<ul style="list-style-type: none"> <li>▪ Host device running Android 6.x or earlier</li> </ul>	<ul style="list-style-type: none"> <li>▪ Make sure the host device is running Android 6.X or later</li> </ul>

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