

Mobile Application Quick Start Guide

Chase Mobile Checkout-PLUSSM for Android and iOS.

Grow your business—whenever
and wherever you want!



To help you get started, this Quick Start Guide outlines some of the most common transactions for the Ingenico terminal solutions.

For more information and guides, visit:
chase.ca/merchantservices

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Getting Started

In order to use Chase Mobile Checkout-PLUS, you will need to first set up an account with Chase® Merchant Services. To speak with a Sales Representative, please call **1.877.552.5533**.

Once your account has been created, you will need to [validate your email address](#) by clicking on the link within the welcome email.

You will be asked to set the following to protect your account:

- **Password**
Your password will be used anytime you sign in to the Merchant Portal or Chase Mobile Checkout-PLUS Mobile App.
- **Verification Preference (two-factor authentication)**
When signing in from a new device or web browser, you will be asked to enter a temporary verification code. The verification code will be sent to your email address or mobile number based on your preference selection.

Download the App

The CMC-PLUS Mobile App is available for Android as well as iOS and can be downloaded from the Google Play Store and App Store by searching for [Chase Mobile Checkout-PLUS](#).

Once the Chase Mobile Checkout-PLUS Mobile App has been downloaded to your device, you will need to sign in to your account before you can use it.



Signing In

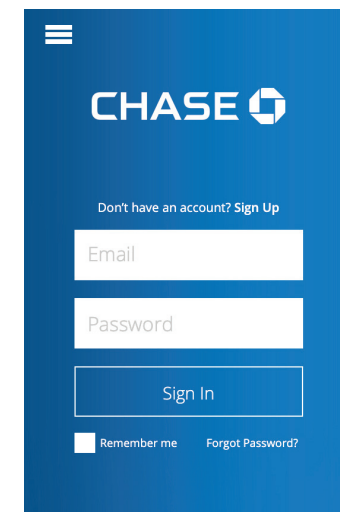
Your Chase Mobile Checkout-PLUS account is secured using your registered email address and password.

When signing into the Chase Mobile Checkout-PLUS Mobile App or Merchant Portal, you may also be required to enter a (two-factor authentication) code sent to your email address or mobile phone number.

To sign in to the app:

1. Launch the [Chase Mobile Checkout-PLUS App](#) on your device.
2. Enter your [Email Address](#) and [Password](#) and click the [Sign In](#) button.

When the [Remember me](#) check box is selected, your email address is pre-populated the next time you sign in from the same device.



► Note:

[Forgot your password?](#)

You can reset your password yourself on the Chase Mobile Checkout-PLUS Mobile App or call Merchant Support at [1.800.507.0782](#).

Setting your PIN

If this is your first time signing in, you will be prompted to set your 4 to 6 digit Authorization PIN. Your Authorization PIN is used as an additional security check if your password was incorrectly entered multiple times during sign in.

Activating Your Link/2500 Card Reader

Once you have set up your account and received your card reader, you must activate it in order to accept Debit & Credit transactions.

You will need to pair your card reader using Bluetooth on your mobile device. Once successfully paired, you can activate your card reader using the Chase Mobile Checkout-PLUS Mobile App.

The CMG-PLUS App for Android and iOS supports the Link/2500 Card Reader.

Ensure your card reader is charged for at least 15 minutes before continuing.



Android

Pairing Your Link/2500 Card Reader for Android

1. Turn on your Card Reader

Press the **OK** button [] on the front of your card reader.





2. Access the Pairing Menu

When you see the screen shown to the right, select the language you wish to use for the pairing process.




3. On the connection screen, select **0-Bluetooth** and press **OK** [].



► **Note:** If you miss the language selection, you can restart your device by holding **#** and [] at the same time. Then press **OK** [] to restart.

4. Enable Pairing Mode

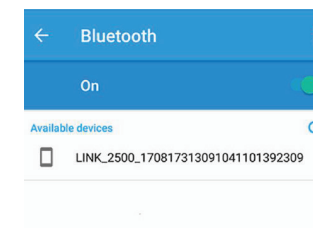
On the next screen, select **Phone pairing** and press **OK** []. Your card reader will become available for Bluetooth pairing.



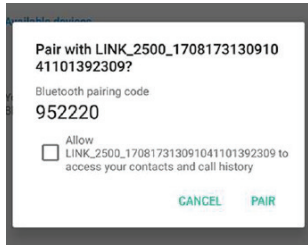
Use the **F2** and **F3** keys to move your selection up and down. The pairing process requires that you enable Bluetooth on your mobile device.

5. Pair Your Card Reader

Go to your Android device **Settings** menu and select **Bluetooth**. Make sure it is turned on. The card reader will shown in the available devices list as LINK_2500, select it to start the pairing request



► **Note:** If you receive the message "Pairing Shortcut Not Found", restart the card reader, and repeat the above steps. When you see the above connection screen again, use the **F3** key to cycle through **1-Wi-Fi**, **2-Cancel**, then back to **0-Bluetooth** and select it again.



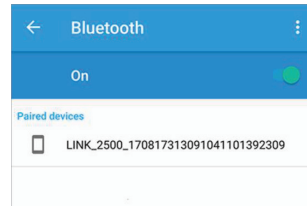
Press **Pair** on the Android Device




Press **OK** [] on the Card Reader

6. Verify Bluetooth Connection

The card reader will now be displayed in your Paired devices list on your Android Device.



7. On the card reader press [] to exit the Bluetooth pairing menu. The device may reboot. Allow it to complete the loading process and arrive to the screen shown here.



► **Note:** If the connection was not successful, you can retry the pairing process.

iOS

Pairing Your Link/2500 Card Reader for iOS

1. Turn on your Card Reader


Press the **OK** button [] on the front of your card reader.





2. Access the Pairing Menu


When you see the screen shown to the right, select the language you wish to use for the pairing process.



3. On the connection screen, select **0-Bluetooth** and press **OK** [].

► **Note:** If you miss the language selection, you can restart your device by holding **#** and [] at the same time. Then press **OK** [] to restart.

4. Enable Pairing Mode

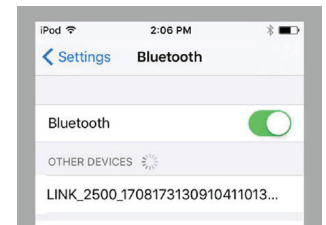
On the next screen, select **Phone pairing** and press **OK** []. Your card reader will become available for Bluetooth pairing.



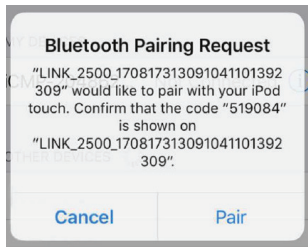
Use the **F2** and **F3** keys to move your selection up and down. The pairing process requires that you enable Bluetooth on your mobile device.

5. Pair Your Card Reader

Go to your Android device **Settings** menu and select **Bluetooth**. Make sure it is turned on. The card reader will shown in the available devices list as **LINK_2500**, select it to start the pairing request.



► **Note:** If you receive the message "Pairing Shortcut Not Found", restart the card reader, and repeat the above steps. When you see the above connection screen again, use the **F3** key to cycle through **1-Wi-Fi**, **2-Cancel**, then back to **0-Bluetooth** and select it again.



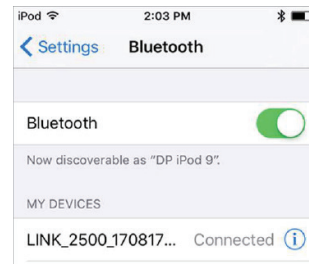
Press **Pair** on the iOS Device




Press **OK** [] on the Card Reader

6. Verify Bluetooth Connection

The card reader will now be displayed in your Paired devices list on your iOS Device.



7. On the card reader press [] to exit the Bluetooth pairing menu. The device may reboot. Allow it to complete the loading process and arrive to the screen shown here.



► **Note:** If the connection was not successful, you can retry the pairing process.

Android & iOS

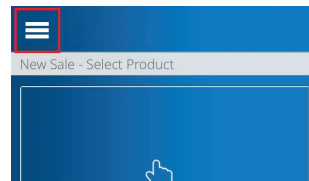
Activate Your Card Reader

Now that you have paired with your card reader, launch the Chase Mobile Checkout-PLUS Mobile App and log in using your username and password.

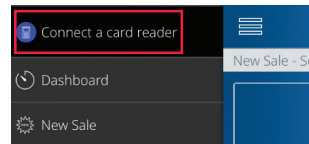
The app may automatically detect your card reader and activate it. Otherwise, follow the instructions below.

Viewing the Card Reader Status

1. To view card reader status, open the application menu. You can do this by swiping the application from the left edge of the screen to the right or by pressing the menu icon.

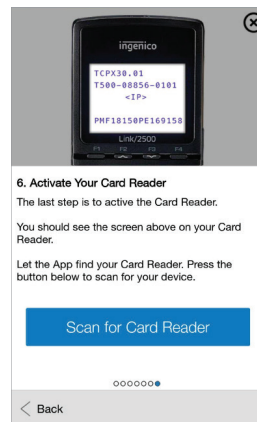


2. Press **Connect a card reader** to launch the card reader Pairing Wizard.

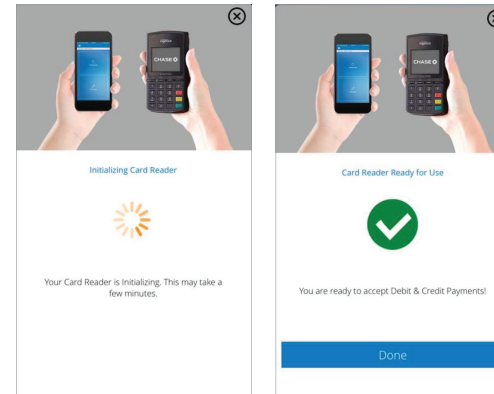


3. If you have already paired with the card reader, you can skip the pairing steps.

Press **Start/Next** until you reach the last page and select **Scan for Card Reader**.



4. The card reader will begin to activate. The activation process may take a few minutes. Once it is completed, you will see a confirmation screen. The card reader status will display **Card Reader Ready for Use**.



5. The card reader will display a welcome screen when activation is complete.



You are now ready to accept Debit & Credit payments!

Notes

**The Information You Need,
When You Need it.**

For Guides and Helpful Information:
merchantservices.chase.ca

Call Merchant Support 24/7:
1.800.507.0782



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