



kineticpay™

Mobile G5X Installation



#### Instructions for use:

1. Make sure your phone/tablet is a supported device. Compatible devices include iOS 8.0 and above and Android 4.1 and above.
2. Plug the device into audio headset jack
3. Raise device volume levels to max including ring, notifications, system, etc.
4. Open the KinetiPay application on your phone
5. On the payment information screen, swipe the card

#### Best Practices and Troubleshooting

- The reader must be completely plugged in. If your phone has a protective sleeve, ensure the sleeve isn't preventing the device from being plugged in all the way.
- Make sure the card's magstripe is facing the correct direction. If you are looking at the front of your reader, you should also be looking at the magstripe.
- Close all unnecessary applications completely

#### Mobile Tips

- Confirm sufficient cellular reception (minimum of three bars for reliable connectivity)
- Connect your mobile device to power, as the Hotspot function uses a lot of power
- Try swiping a little slower or faster until card reads
- If you don't see the animation of the card being swiped, verify that the card brand is selected under settings and the device volume categories are all on high.

#### Tablet Tips

- Connect your tablet/phone to WiFi
  - **Android:** Be sure to enable at minimum WEP security for your Wi-Fi Network.
- Confirm internet throughput and latency using one of the speed test applications below.  
(Recommended download speed is 3mbps and 1mbps upload with a latency or 'Ping' not more than 130ms)
  - **iOS:** <https://itunes.apple.com/us/app/speedtest.net-speed-test/id300704847?mt=8>
  - **Android:** <https://play.google.com/store/apps/details?id=org.zwanoo.android.speedtest&hl=en>

#### Need Help?

Please email [kineticpay.support@fisglobal.com](mailto:kineticpay.support@fisglobal.com) or review the Quick Reference Guide included with your Welcome Kit.