

TD Mobile Pay

Installation Guide

Before you start the installation process, you must:

- receive your Welcome email,
- receive and charge the Card Reader with the included charging cord,
- ensure Location Services are enabled on your mobile phone and set to Canada otherwise you will be unable to process transactions, and
- ensure Bluetooth® is enabled on your mobile phone. Please note that TD Mobile Pay® uses Bluetooth Low Energy (BLE) to connect your mobile phone to the Card Reader.

Once the above have been completed you can now validate your Welcome email.

Step 2 - Download and sign into the application(s)

1. Go to your mobile phone's application store (Apple store or Google Play store), **download** the **TD Mobile Pay** app, and launch it.

You will be prompted to allow the app to use your location data. You **must** agree to this in order to use the app. You can set this to **Allow while using app**.

2. Enter your **email address** and the **password** you just created in Step 1.
3. Tap **Sign In**. When you login to the mobile app for the first time, you will see a **Connection Wizard** pop-up.
4. Tap **Start** to launch the Wizard.

You will be prompted to allow the app to use your phone's Bluetooth. You **must** agree to this in order to use the app.

If you encounter issues setting up your TD Mobile Pay solution, please call the TDMS Contact Center at **1-800-363-1163**.

Your solution has features and functionality that you must acquaint yourself with on our documentation portal at www.tdmerchantsolutions.com/posresources. We strongly advise that you review it before you perform financial transactions.

To access the TD Mobile Pay Merchant Portal, go to <https://www.mobilepay.td.com/MerchantPortal/>.

Step 1 - Validate your Welcome email




1. Select the **Verify Your Email** link in the Welcome email.
2. Create a **password** for your account. Your password must contain:
 - 8 - 16 characters
 - at least 1 upper case character
 - at least 1 lower case character
 - at least 1 number
3. Select your **Multi-Factor Authentication (MFA) Preference**. Your options are a text sent to your mobile phone number or a code generated on your selected authenticator application. This is how the website will verify your identity.

Step 3 - Bond and activate your Card Reader

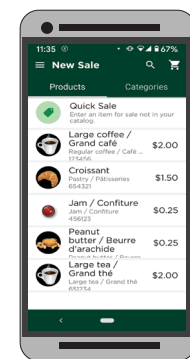
Bonding is like Bluetooth Pairing, but only between your TD Mobile Pay app and your Card Reader. You **must** bond your Card Reader through the TD Mobile Pay app, not through your mobile phone's Bluetooth pairing menu.

Step 3a - On the Card Reader:



1. Press  to power on your Card Reader if it is not already.
2. Tap **Menu** and then tap **Settings**.
3. Enter your **passcode** and press . The passcode is the last four digits of the serial number located on the back of the Card Reader (e.g. LW#####).
4. Tap **BLE Configuration**.
5. Tap **BLE Bonding**.
6. Tap . Your Card Reader is now in Bonding mode and a six-digit passkey will be generated.

Step 3b - On your mobile phone:



1. Enter the passkey from the Card Reader from Step 3a and tap **Pair**. Your Card Reader screen will now indicate you have successfully bonded.
2. The **Activate Card Reader?** screen will appear on your TD Mobile Pay app. Tap **Start**.
3. Tap **Finish** to close the Card Reader wizard.

Your TD Mobile Pay solution is now ready to accept debit and credit card payments!