CPMobile: Reader falls asleep and doesn’t wakeup when the app enters the pay screen

Summary:

iOS device goes into sleep mode it will not reconnect with the device or CPMobile

Reader falls asleep and doesn’t wakeup when the app enters the pay screen

Solution:

There is a setting for the iCMP reader called ’Wake on Bluetooth’. When the setting is off, the reader will ignore the wakeup message from the iPad when the talech app enters the pay screen. Please use the following steps to verify that the setting is enabled:

Restart the card reader by holding down the power button on the right side of the reader.
During the restart process, a screen will popup with the word Copyright. Quickly enter the code **2634,** hit the green button and hit the F button.
Use the **F2** key and scroll down to BT Pairing. Hit the green button.
Use the **F2** key and scroll down to Wake on BT. Hit the green button.
Use the **F2** key and scroll down to Both(On). Hit the green button.
Restart the reader by holding down the power button on the right side of the reader.

Online URL: https://counterpoint.knowledgebase.co/article.php?id=1147