



Using qCheck Mobile and its Best Practices

This document covers the full qCheck Mobile “life cycle” and will highlight the relevant best practices.

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Glossary

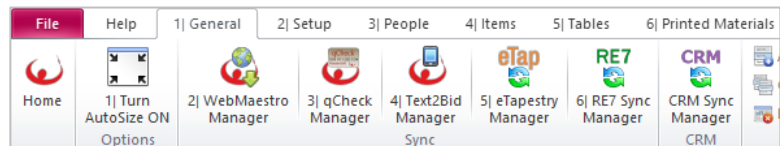
- AuctionMaestro Professional (**AMPro**) – The Auction Management Software.
- **qCheck Mobile App (QMA)** – The app that is downloaded onto your iOS device.
- **qCheck Cloud** – The service that connects AMPro to the qCheck Mobile Apps (and back).
- **qCheck Manager** – The screen in AMPro which interacts with the qCheck Cloud.
- **qCheck Mobile** – The process, as a whole, by which the organization collects a credit card using the qCheck Mobile app and then imports the qCheck ID into AMPro.
- **qCheck Mobile Swiper** – The encrypted card reader that is purchased from Maestro for exclusive use with the qCheck Mobile App. This reader must be plugged into the headphone jack of your iOS device.



- This icon is a reminder for when a particular action requires Internet Access.

How to open the qCheck Manager

- 1) Click the 1 | General Tab.
- 2) Click 3 | qCheck Manager.



How to Setup qCheck Mobile



This step requires internet access

qCheck Desktop **qCheck Mobile** 1 Post Event

Event Settings

2 Your Event ID is 1000-20191126

Create an Event Password MyDemo

For Multi-Day Events Only Lock Event ID

Processor Settings

Enter iATS Client Code test88

Enter iATS Password *****

Before the Event

3 5 Setup qCheck

After Registration

Import Bidders

Device Setup Cards qCheck Status Report

Attendee Check In List qCheck Attendee List

- 1) Within the qCheck Manager, click the qCheck Mobile Tab.
- 2) Your Event ID is created for you.
 - a. It is a combination of your AMPro Serial number and your event date.
- 3) Create an Event Password.
 - a. This password should be kept relatively simple and easy to type.
- 4) Enter your iATS Client Code and your iATS Client Password.
 - a. This information was provided to you when you signed up for qCheck.
- 5) Click the Setup qCheck button and follow the prompts.
 - a. This will create your event within the qCheck Cloud.
 - b. This step must be completed, even if you do not have any Bidders to upload.
- 6) (Optional but Recommended) Click Device Setup Cards to print the qCheck Mobile Setup Cards.
 - a. These cards can be provided to the people who need to setup the qCheck Mobile App on their iOS device.
 - b. These cards are customized with your Event ID and Event Password.

How to Setup the qCheck Mobile App on your iOS Device



This step requires internet access

- 1) Open the App Store on your iOS Device.
- 2) Search for 'qCheck Mobile' and download the app.
 - a. Note: If you are using an iPad, you must search the iPhone Only section.
- 3) Open the qCheck Mobile App.
- 4) The qCheck Mobile Welcome Screen
 - a. First time users: Tap Enter Event ID.
 - b. Returning users: Tap Manage My Event.
- 5) The Setup Event Screen
 - a. Enter you Event ID.
 - b. Enter your Password.
 - c. Tap Download Event.
 - d. Result: qCheck Mobile will setup your event on your Device. This includes downloading your bidder list, your iATS Client Code, and your iATS password.

Setup of the qCheck Mobile App – Requirements

- The volume on your device must be at maximum level.
- You must grant access to the Microphone if it is requested.
- **DO NOT DELETE the qCheck Mobile App from your device once you have started collecting credit cards with your device. If you do so, any cards that have not been uploaded to the qCheck Cloud will be lost.**

Setup of the qCheck Mobile App – Best Practices for iPad Users

- Setup qCheck Mobile on the day of the event, rather than before.
 - **Reason:** This will ensure that your iPads are connected to the internet and that they have the most up-to-date bidder list.
- If you test qCheck Mobile make sure to 'Reset qCheck Mobile' when you are done.
 - This button can be found on the Welcome Screen.
 - You will then set up the iPads again on the day of the event.
- We recommend using Cellular Data instead of Wi-Fi, if possible.
 - **Reason:** Cellular Data tends to be more reliable in large crowds.
- When using Cellular Data, we recommend turning off the Wi-Fi on your device.
 - **Reason:** A weak Wi-Fi signal can cause qCheck Mobile to fail.

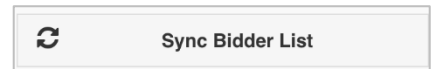
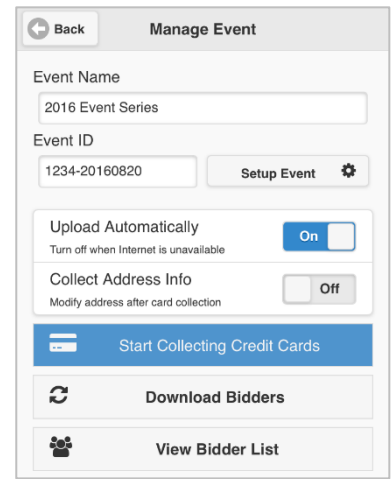


The amount of Cellular Data qCheck Mobile uses is relatively small.

The Manage Event Screen in the qCheck Mobile App

The Manage Event Screen has the following components:

- **Event Name** – the name of your Event.
- **Event ID** – The Event ID used to setup qCheck Mobile.
- **Setup Event** – Tap to modify your iATS Client Code and Password.
- **Upload Automatically**
 - **'On'** – QM will automatically upload collected credit cards if you have an internet connection.
 - **'Off'** – QM will not attempt to upload collected credit card information. You must Tap the Sync Bidder List button (see below), to upload.
- **Collect Address Info**
 - **'On'** – After collecting a credit card, QM will automatically open the Edit Bidder screen for that person.
 - **'Off'** – After collecting a credit card, QM will return to the Find Bidder screen.
- **Start Collecting Credit Cards** – Tap to open the Find Bidder Screen.
- **View Bidder List** – Open the Bidder List Screen.
- **Download Bidders** – Tap to sync this device with the qCheck Cloud.
 - **Sync Bidder List** - If their credit cards stored on this device that have not been uploaded to the qCheck Cloud, the Download Bidders button will instead say Sync Bidder List.
 - **Tap the Sync Bidder List button to upload the offline credit card to the qCheck Cloud.**



Manage Event - Best Practices for iPad Users

- When using the qCheck Mobile app in an area with “spotty” data service (Wi-Fi or Cellular):
 - Turn Upload Automatically to ‘Off’.
 - Then when you return to an area with good internet access, tap ‘Sync Bidder List’.
- Before closing the qCheck Mobile app, return to the Manage Event screen.
 - Make sure that you see a Wi-Fi (or Cellular) symbol at the top of your device.
 - Tap ‘Download Bidders’ or ‘Sync Bidder List’.
 - This will ensure that this device has synced its data with the qCheck Cloud.

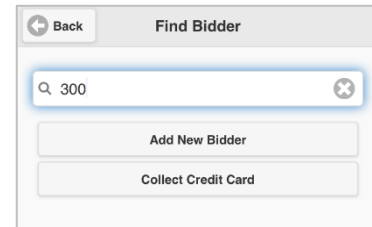
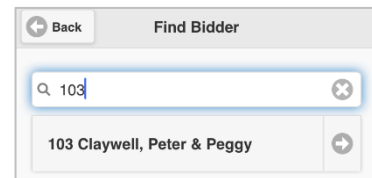
The Credit Card Collection Process


- 1) Use the Find Bidder screen to find your bidder.
- 2) Collect the credit card:
 - a. Use the Swipe Tab to collect a card using the qCheck Mobile Swiper.
 - b. Use the Manual Scan Tab to Key enter a credit card.
 - c. Use the Manual Scan Tab to use your camera to collect a credit card.
- 3) Tap Save Card to return to the Find Bidder Screen.

 *If Collect Address Info is 'On' tapping Save Card will take you to the Bidder Info Screen.*


How to Find a Bidder

- 1) In the search box, you can search for a Bidder Number, the Primary's Name or the Spouse's Name.
- 2) The qCheck Mobile App will display all matches found.
 - a. To open the Bidder's Info, Tap the Name.
 - b. To collect a credit card, Tap the Arrow.
- 3) If no match is found then you can:
 - a. Tap Add New Bidder to create a new bidder. After creating the bidder you can then collect a card.
 - b. Tap Collect Credit Card to collect a credit card. qCheck Mobile will create a new bidder for you.



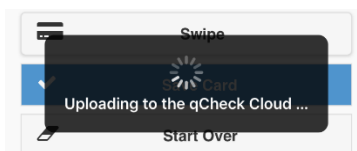
 *If searching by name when no match is found, redo the search by Bidder Number and then Tap Add New Bidder.*

How to Swipe a Credit Card

 *Insert your qCheck Mobile Swiper.
Watch the bottom of the screen for additional instructions.*

- 1) Tap the Swipe button.
 - a. Tap Start Over to clear any collected info, but stay on this screen.
 - b. Tap Cancel to return to the Find Bidders Screen.
 - c. Tap Check-In / No Card Given to mark they have Check-In aka No QC.
- 2) Swipe the Credit Card with the Magnetic strip facing away from the label.
 - a. If the swipe is successful, the card details will appear.
- 3) Tap Save Card to save the card info and then return to the Find Bidder screen.
 - a. If connected to the internet and Upload Automatically is 'On', then the qCheck Mobile app will get a qCheck ID and send that information to the qCheck Cloud.

 *You will know that this happening because you will see these two messages.*



Troubleshooting the qCheck Mobile Swiper

The qCheck Mobile app uses footer messages to give you useful feedback and to prompt you as to what the next step is.

If you are having difficulty getting your device to recognize the reader, try these tips:



- Make sure that your volume is turned all of the way up.
- Unplug the device, and plug it in again. Make sure this is done firmly.
- Remove your device's case and then try again.
- Open your device's Settings screen. Search for qCheck.
 - In the qCheck Mobile screen, ensure Microphone is turned on.
- Try the swiper on another device.

How to Key Enter a Credit Card



You must have Internet Access to use this feature

- 1) Enter the credit card number into the top field.
- 2) Enter the Expiration Date.
- 3) Enter the First and Last Name.
- 4) Tap the Save Card button.

How to Scan a Credit Card with your Camera



You must have Internet Access to use this feature

- 1) Tap the Scan Button.
 - a. The first time you use this feature you will have to grant access to your camera.
- 2) Position the card inside the green boxes and hold it steady.
 - a. This feature will not work with faded cards or cards with a non-traditional layout.
- 3) A picture of the card and the number will appear so that you can confirm the number.
- 4) Enter the Expiration Date.
- 5) Tap Done.
- 6) The qCheck Mobile will automatically fill in the name of the person you have selected.
 - a. If the name on the card is different, please edit the name.
- 7) Tap the Save Card button.



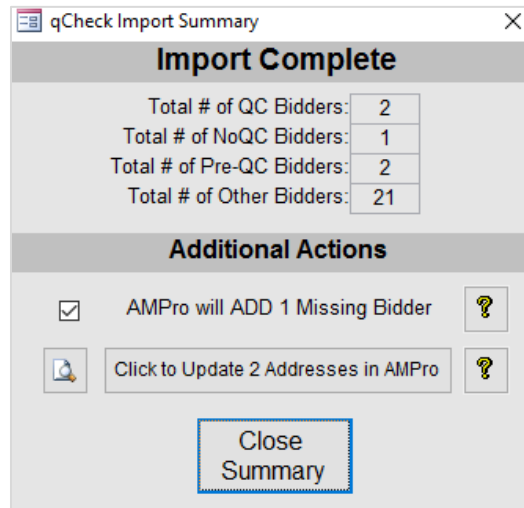
*If the card fails to upload on this screen, a warning message will explain why.
If you leave this screen before successfully uploading, the card details will not be saved.*

Download the Collected Credit Card Data into AMPro



You must have Internet Access to use this feature

- 1) On each device, return to the Manage Event Screen.
- 2) Tap the **Download Bidders** button or the **Sync Bidder List** button.
- 3) In AMPro, open the qCheck Manager [1,3]
- 4) Click the qCheck Mobile Tab.
- 5) Click the Import Bidders button.



- 6) Click the Close Summary button to complete the import.
- 7) Collected credit cards are downloaded with qCheck IDs and the qCheck Station is listed as 'qCheckMobile'.

Imported Attendee List												
Bid #	Name in AMPro	Quick Check	Status	Name on Card	Card Type	Last Four	Exp	qCheck ID	Post Event	qCheck Station		
101	Bristol, Alec and Heather	<input checked="" type="checkbox"/>	QC	Alex Bristol	MC	3456	10/19	A18652854	Add Card	qCheckMobile		
101	Bristol, Alec and Heather	<input checked="" type="checkbox"/>	PRE-QC	Alex Bristol	VISA	1111	12/21	A18652604	Add Card	qCheckMobile		
102	Caron, Ken	<input checked="" type="checkbox"/>	QC	lats Paymentstestcard	VISA	1111	08/21	A18653883	Add Card	qCheckMobile		
103	Claywell, Peter and Peggy	<input checked="" type="checkbox"/>	QC	Peter Claywell	VISA	1111	12/21	A18653033	Add Card	qCheckMobile		
104	Falcon, Lenny	<input checked="" type="checkbox"/>	QC	Lenny Falcon	VISA	1111	12/21	A18653891	Add Card	qCheckMobile		

Appendix A: Troubleshooting Tips

Issue: Help! My Mobile Reader doesn't work!

Solutions

The first step in this process is to determine whether the issue is the Mobile Reader or the Device itself.

- Try each Mobile Reader with each Device.
- Hopefully, you will find a Device / Mobile Reader combination that works.
 - Using the working Device, you can now test each Mobile Reader.
 - Using the working Mobile Reader, you can now test new devices.

Issue: I have a working Mobile Reader, but it isn't working on this Device

Solutions

- With the Mobile Reader plugged in, make sure that your headphone volume is at maximum.
- If you use a Bluetooth headset, please turn your Bluetooth OFF.
- Open Settings on your device -> Open qCheck Mobile -> Microphone should be ON.
- Remove the device's case and then re-insert the Mobile Reader.
- Force close qCheck Mobile and then re-launch the app.
- Delete the app and re-download qCheck Mobile from the App Store.
 - **Warning:** If you have been working in offline mode, make sure to upload any stored cards before doing this.
- Try using a [Lightning to 3.5mm Headphone Jack Adapter](#).

Issue: I have a working Device, but the Mobile Reader isn't working.

Solutions

- While on the Collect Credit Card screen, plug in the Mobile Reader.
 - If the footer text does not change, please unplug the Mobile Reader and try again.
 - If the footer text does change, but the swipe button doesn't highlight, see below.
- Try the Mobile Reader on another working Device.
- If the device still does not work, please contact Maestro for a replacement.

Issue: On the Collect Credit Card Screen the status box says, "Tap swipe to begin", but the swipe button is still greyed out.

Solution

- 1) Force close qCheck Mobile and remove the Mobile Swiper.
- 2) Re-open qCheck Mobile.
- 3) Open the Collect Credit Card screen.
- 4) Re-insert the Mobile Swiper.

Issue: If a device's headphone jack has been exposed to water, it may not work with the Mobile Reader.

Solutions

- Use qCheck Mobile's Manual / Scan (with camera) function.
- Try using a [Lightning to 3.5mm Headphone Jack Adapter](#).