

Revolut Reader user guide



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Introduction

This guide covers everything you need to know about ordering, setting up and using your Revolut Reader. It features step-by-step instructions along with troubleshooting tips and FAQs. It also contains important information about your warranty and returns.

Revolut Reader checklist

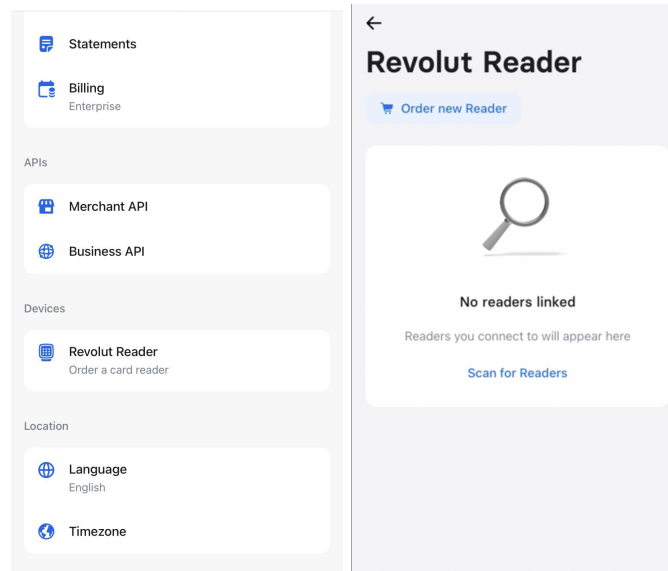
Before you can set up and use a Revolut Reader, there are a few things you need to check.

Please make sure:

- You've been approved for a Revolut Merchant account. You can find out more about Merchant accounts on our [website](#).
- You have a mobile phone or tablet which:
 - is iOS 13.0 or later, or Android 6 or later
 - has Bluetooth v4.2 or above and supports Bluetooth Low Energy
 - has Bluetooth (iOS & Android) and location services (Android only) switched on
- You've downloaded the latest version of the Revolut Business app onto your phone or tablet.
- Your Revolut Reader reader is fully charged. To make the set-up process easier, keep it next to the phone or tablet you want to connect it to.
- Your internet connection is stable.

Ordering a Revolut Reader

1. Go to 'Settings' in the Revolut Business app then select 'Revolut Reader' from 'Devices'.
2. Select 'Order new reader'.
3. Enter your delivery and payment details to complete the order. You can pay by card or with funds from one of your pockets.

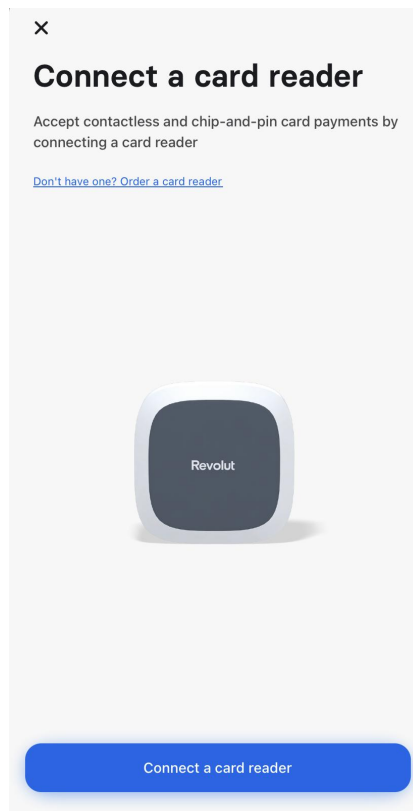


Setting up a Revolut Reader

To use a Revolut Reader, it has to be connected to the Revolut Business app on a phone or tablet.

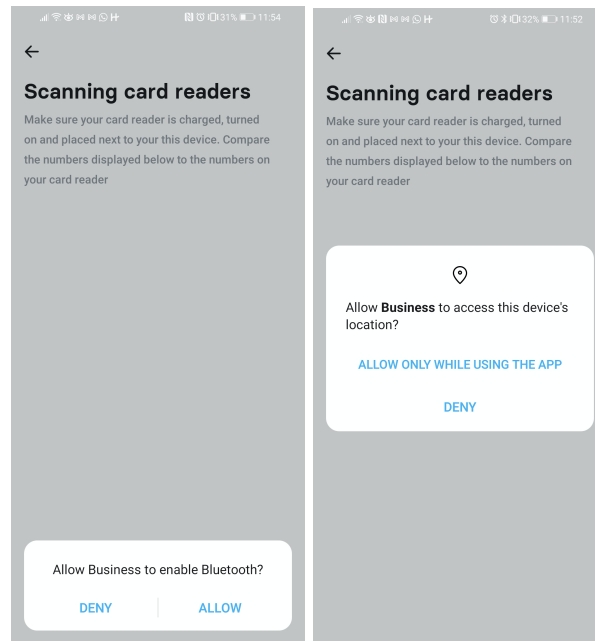
1. Scan for a Revolut Reader

1. Turn on your reader by pressing the power button.
2. Open the Revolut Business app on the phone or tablet you want to connect with the reader.
3. Go to the 'Merchant' tab and select 'Request'.
4. Select 'Connect a card reader'. The scan should start automatically if your Bluetooth (iOS and Android) and location services (Android) are switched on.

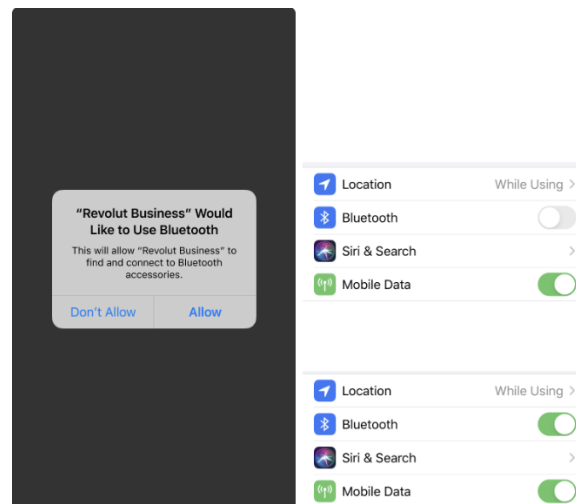


5. If you don't have Bluetooth (iOS and Android) and location services (Android) turned on you'll be asked to enable them. Select 'Allow' when asked.

Android

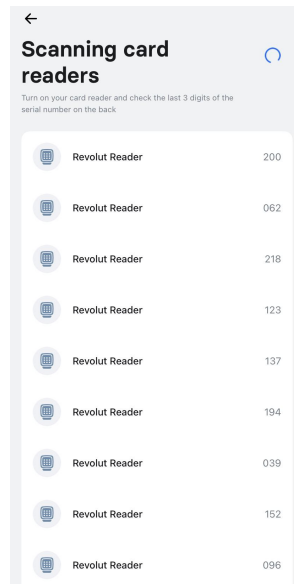


iOS



Once you've activated Bluetooth and location services, go back to the app and select 'Connect to card reader' to start the scan again.

- When the scan has finished, a list of nearby Revolut Readers will appear on your screen. (If you only have one reader, you'll probably only see one on your list.)

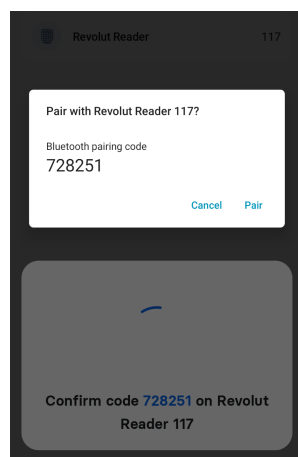
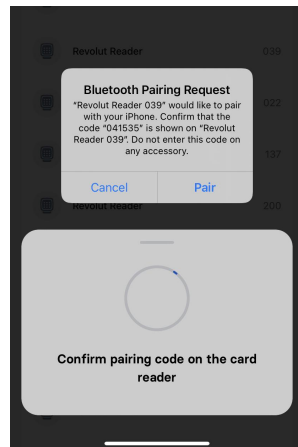


- Find the reader you'd like to connect to by matching the number in the list with the last three digits of serial number on the back of the reader.

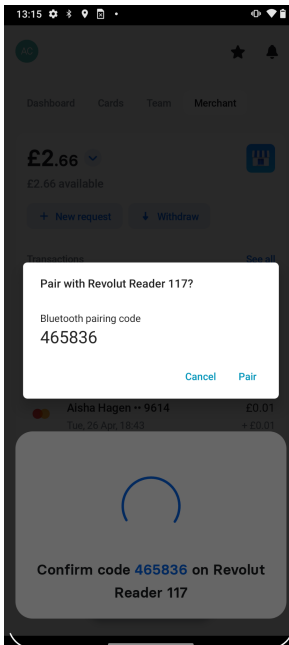
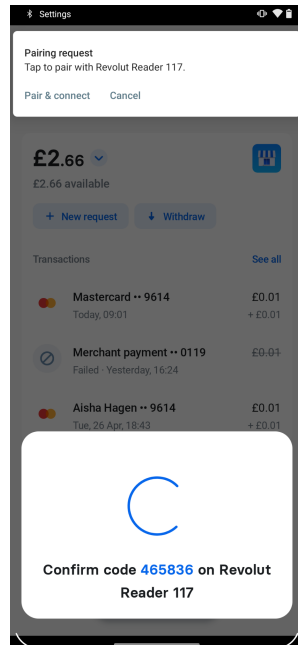
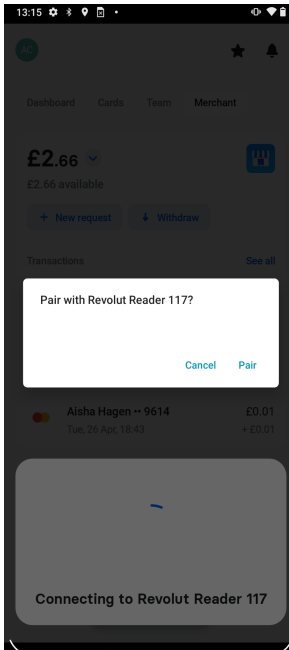
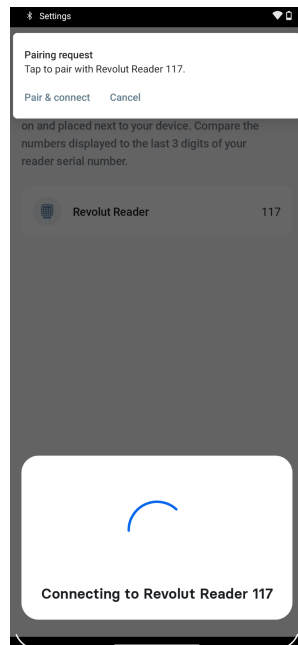
2. Pair the Revolut Reader with your phone or tablet

2.1 Pairing a new Revolut Reader

- From the list of readers in your app, select the reader you want to pair with your phone or tablet.
- You should see a pop-up asking you to confirm the pairing. Select 'Pair' in the app and tap the tick on the Revolut Reader screen.



- If you're using Android, the pairing code might not pop up on your screen. If you can't see it, swipe down to your notification panel and confirm the pairing here.



2.2 Connecting to a different reader

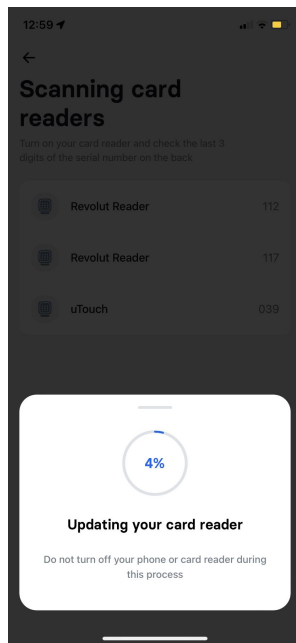
Revolut Readers automatically connect to the phone or tablet they were paired with most recently. To connect your phone or tablet to a different reader:

- Let your phone or tablet automatically connect to the reader it was last paired with.
- Open the Merchant tab in your Revolut Business app and select 'Request' followed by 'Card reader'.
- When you're in the 'New request' screen, turn off Bluetooth.
- Go back to the Merchant dashboard and select 'Request' followed by 'Card reader'.
- When you're in the 'New request' screen, turn Bluetooth back on.
- Select 'Connect to a different reader'.
- Start the scanning process again and choose the reader you want to connect to.

[Setting up a Revolut Reader FAQs](#)

3. Updates

- Once your Revolut Reader is paired with your phone or tablet, your Revolut Business app will automatically run a software update on the reader.
- The reader will reboot when it's finished updating, so please wait for this to happen. The reader will display the progress of the updates so you'll know when they're complete. Firmware updates can take up to six minutes.



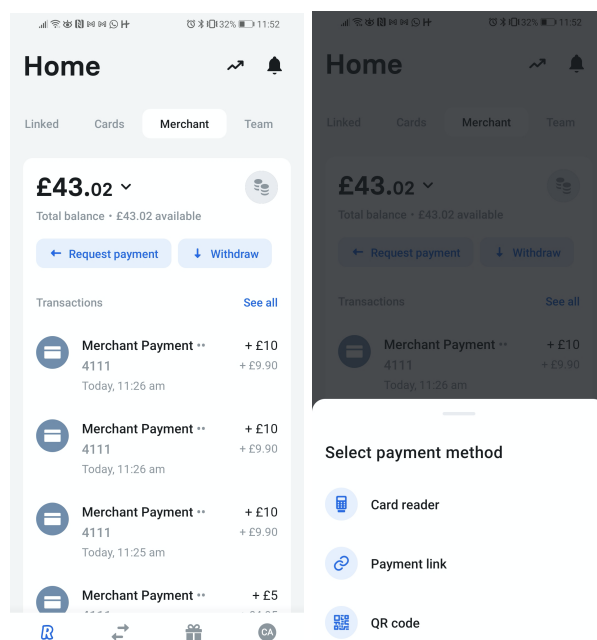
[Updates FAQs](#)

4. Transactions

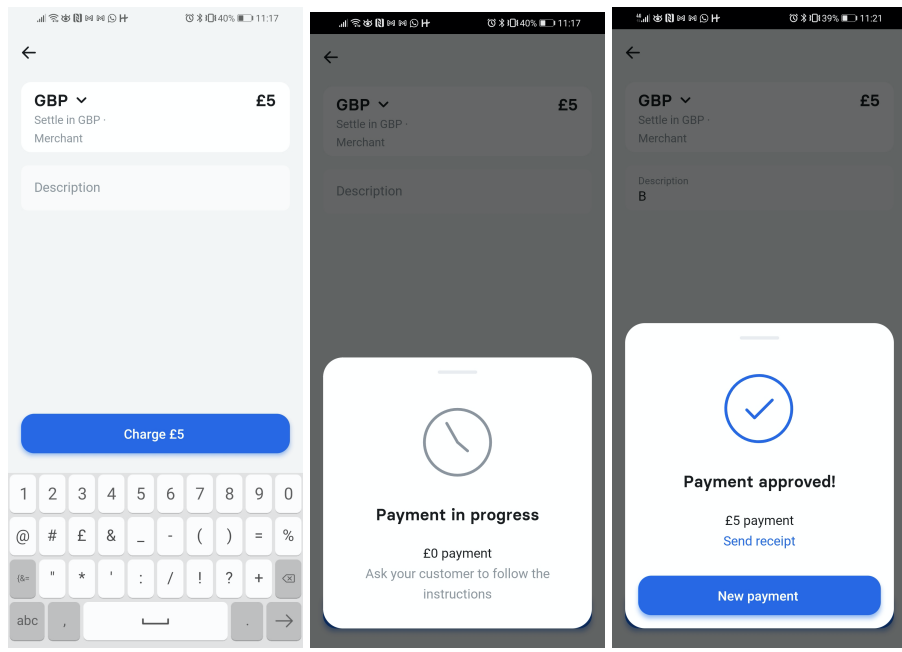
Before you start using your Revolut Reader for customer payments, you should try it out on yourself. Follow the steps outlined in this section to take a payment of £1 or €1 from your personal Visa card or Mastercard and then issue a refund. Just make sure you add the reference 'test payment' to the transaction.

Accepting payments

- Go to the 'Merchant' tab in your Revolut Business app.
- Select 'Request Payment' then 'Card reader'.

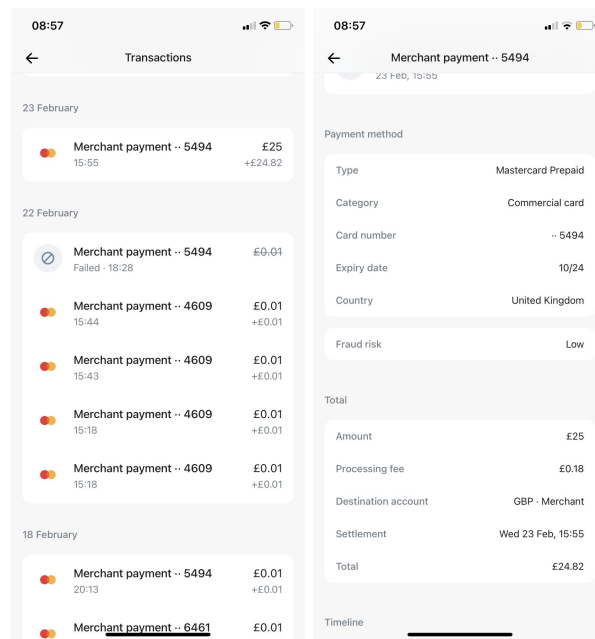


- Enter the transaction amount.
- You can add a description, but it's optional.
- Check the amount and if it's right, select 'Charge [amount]'.
- Your customer can now pay by Visa or Mastercard (chip and PIN or contactless), Samsung Pay, Apple Pay, or Google Pay.



Viewing transactions

- All transactions appear in your Merchant pocket even if they've been declined or failed. To view them, open your Revolut Business app and go to the 'Merchant' tab. The three most recent transactions show up there. To see older transactions, select 'See all'.
- Some transactions in the list will be grey and others will be black. If a transaction is grey, the funds are waiting to clear. If a transaction is black, the funds have cleared into your Merchant pocket. Payments accepted through a Revolut Reader should take no longer than 24 hours to clear.



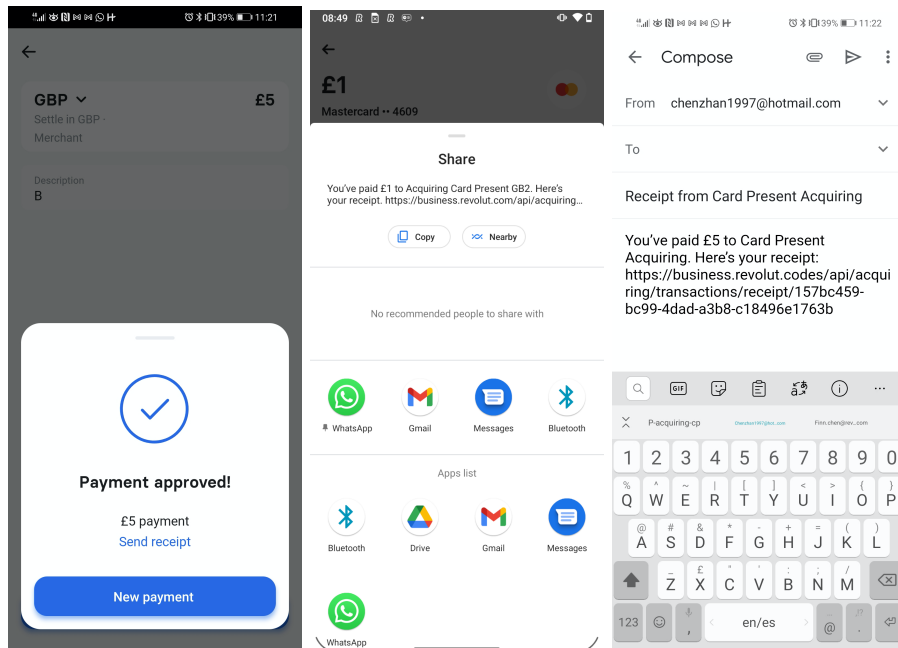
- Each transaction shows two different amounts. The first is the amount your customer paid. The second is the amount you receive which is the customer payment amount minus your transaction fees.

[Transactions FAQs](#)

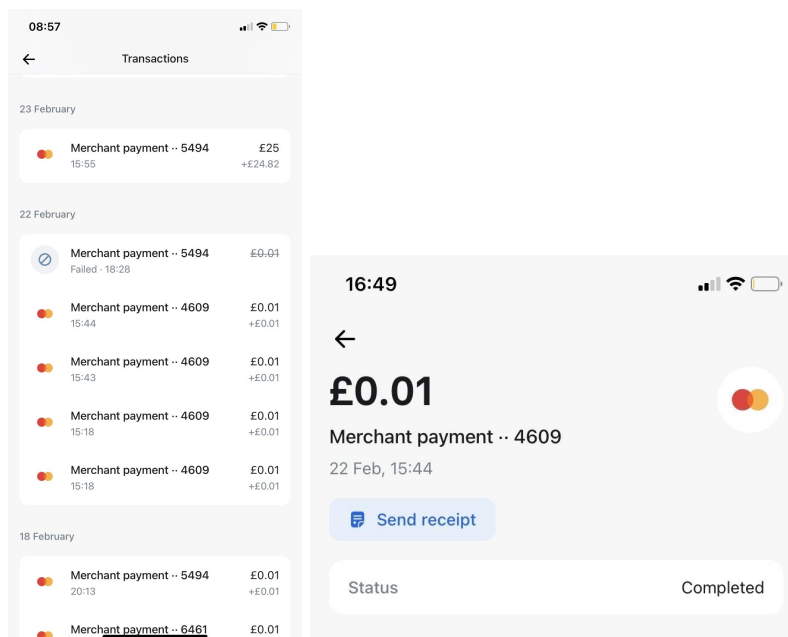
5. Send receipts

There are two ways to send receipts:

1. On the payment confirmation screen, select 'Send receipt' then choose to share it using WhatsApp, a text message, email or more.



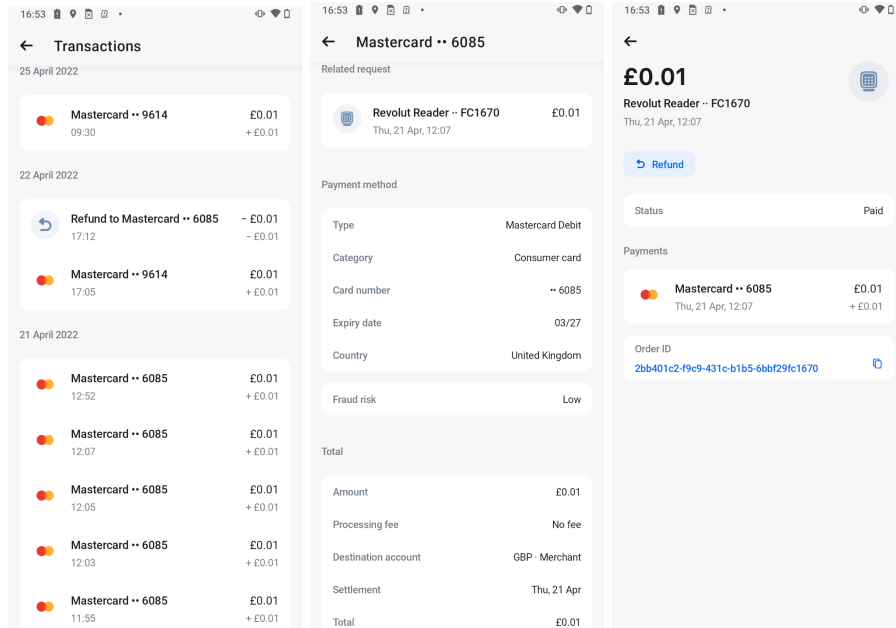
2. Find the transaction in your transaction list, open it and select 'Send receipt'.



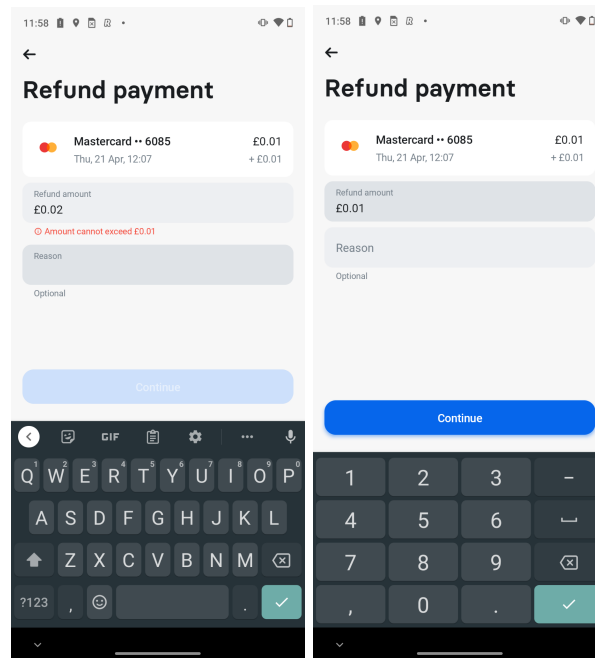
6. Refunds

Refunds are processed using funds from your Merchant pocket. So before you issue a refund, make sure you have enough money to cover the full amount.

- Go to 'Merchant' in the home screen of your Revolut Business app.
- Find the transaction you want to refund and open it.



- Open 'Related Request' then 'Refund' and enter the amount you want to refund.



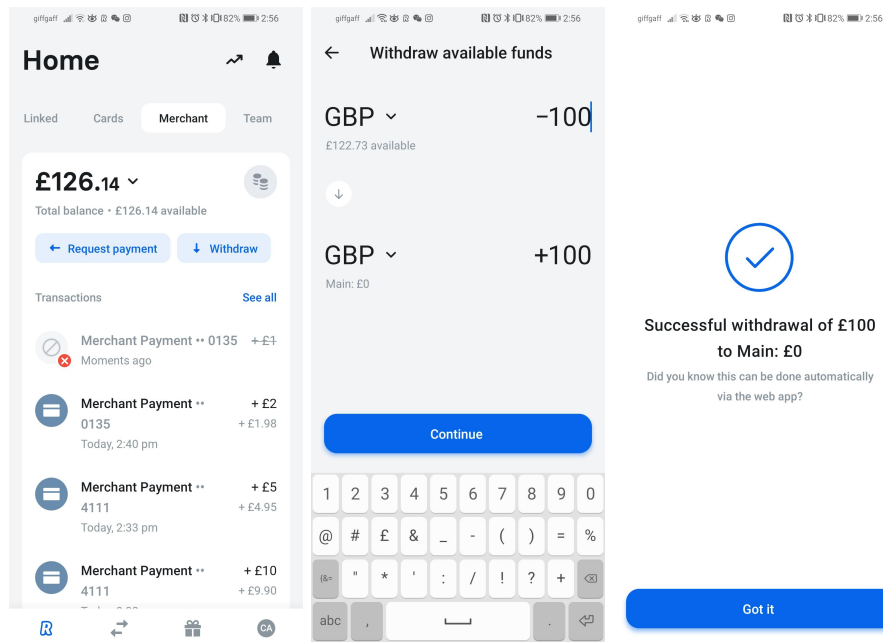
- You can issue a full or partial refund but you can't refund more than the original payment amount. Transaction fees are non-refundable so you don't get them back even if you refund the original transaction. You won't be charged a fee for processing refunds.

[Refunds FAQs](#)

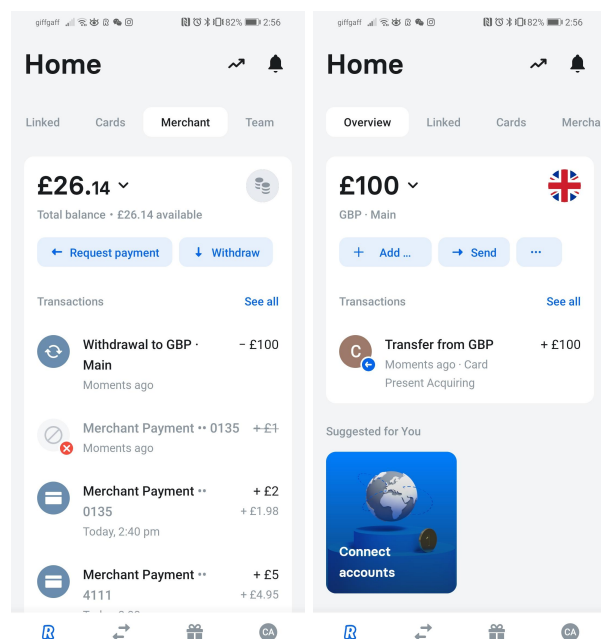
7. Withdrawing funds

To access the funds in your Merchant pocket, you have to withdraw them to one of your Revolut Business pockets.

- In your Merchant pocket, select 'Withdraw'.
- Enter the amount you want to withdraw, choose the pocket you want the funds to be credited to, and select 'Continue'.



- You'll get a confirmation message in the app. The funds will be included in your overall Business account balance.



[Withdrawing funds FAQs](#)

8. Setting up your team members with Revolut Readers

To use a Revolut Reader, your team members need to be assigned a 'role' and given specific access rights to your Revolut Merchant account.

Assign a role

- Log in to your Revolut Business account on a web browser.
- From the home screen, go to 'Team'.
- Select 'Invite' and enter the email address of the person you want to invite. You can invite multiple people at the same time. Now select 'Continue'.
- You can assign your team member to an existing role or create a new one.
- To create a new role, select the plus sign (+) and add a title.

Give access rights

i) If you've created a new role...

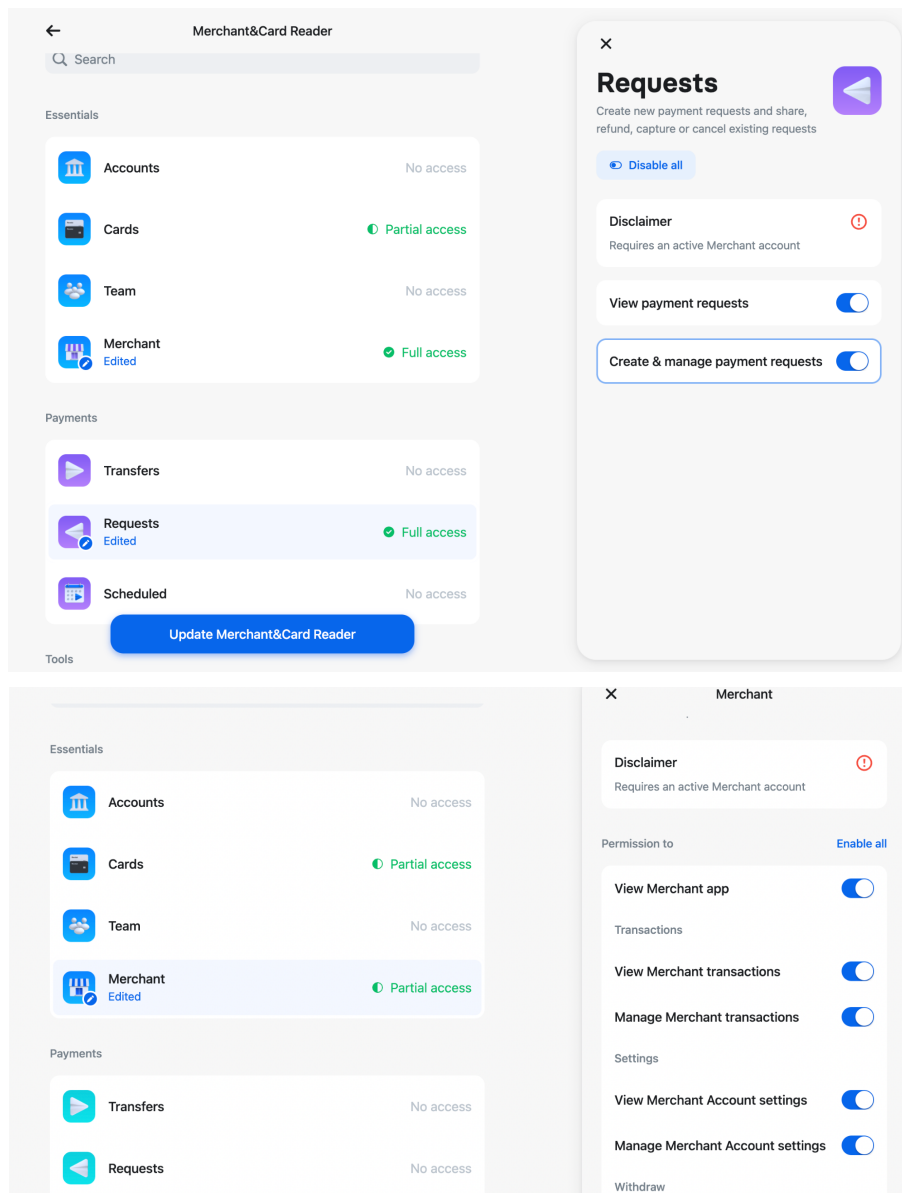
Go into 'Requests' and switch on:

- View payment requests
- Create and manage payment requests

Go into 'Merchant' and switch on:

- View Merchant app
- View Merchant transactions
- Manage Merchant transactions

ii) If you've assigned an existing role to your team member, select 'View' to make sure the required access rights are switched on.



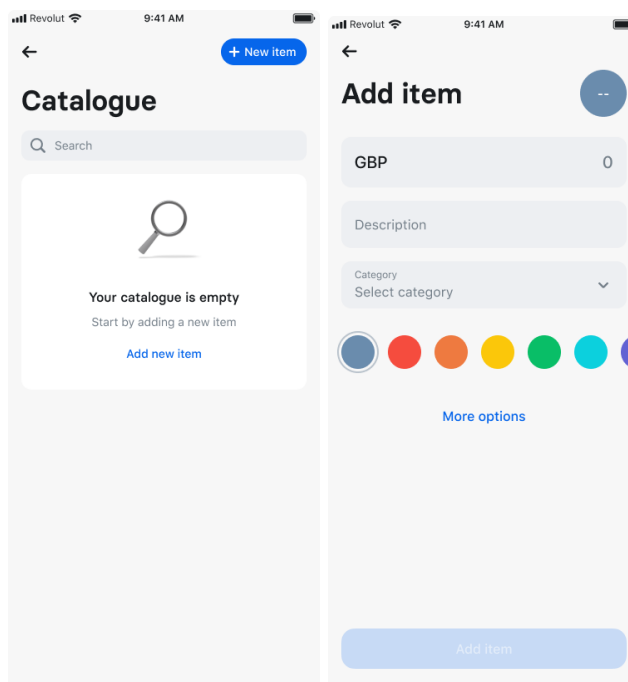
Joining Revolut Business

- Your team members will get an email with an invite link. Ask them to follow the link and select 'I was invited to join a company'.
- After signing up, they should download the Revolut Business app and log in to your account.
- If they see the 'Merchant' tab on the home screen, they're ready to use a Revolut Reader.

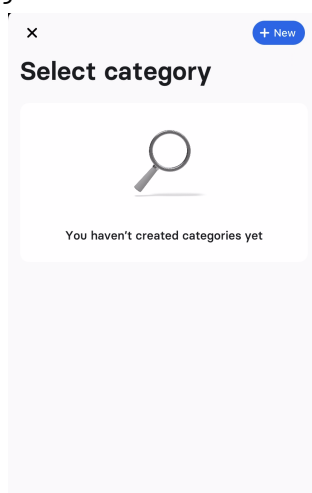
9. Setting up your product catalogue

Creating and managing items

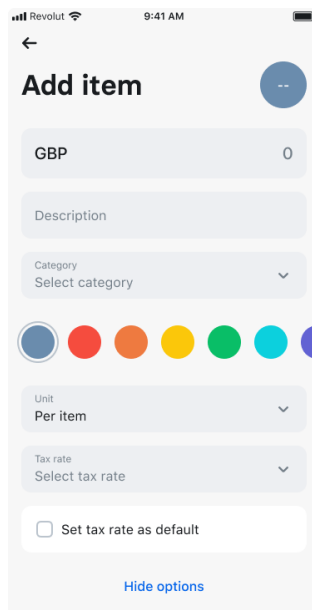
You can access your catalogue in the Merchant tab by clicking the '...' button. In the pop-up selection, select 'Catalogue'. To add a new item to your catalogue, select '+ New item' at the top right



Each item requires an amount and description, and you can also select a colour. When adding your first item, if you click into the dropdown list 'select category', you will be prompted to create your first category. More on creating categories can be found in the categories [section below](#).

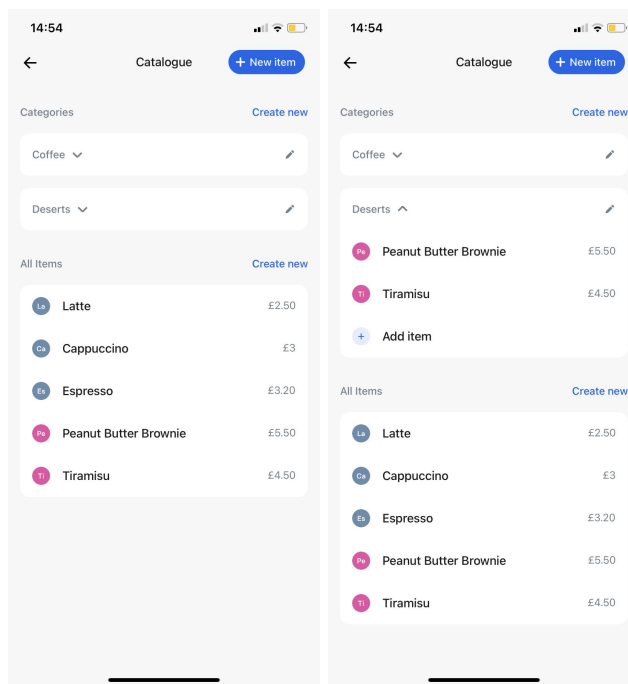


If you select 'more options', you can select the unit of the item – 'per item', 'per hour' and 'per day' – , as well as the tax rate associated with the item. More on creating and managing tax rates can be found in the section on tax rates [below](#).

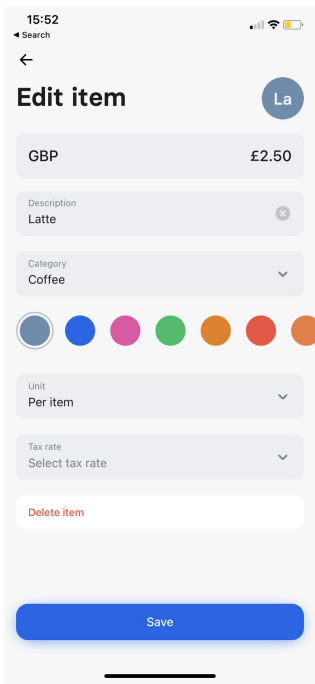
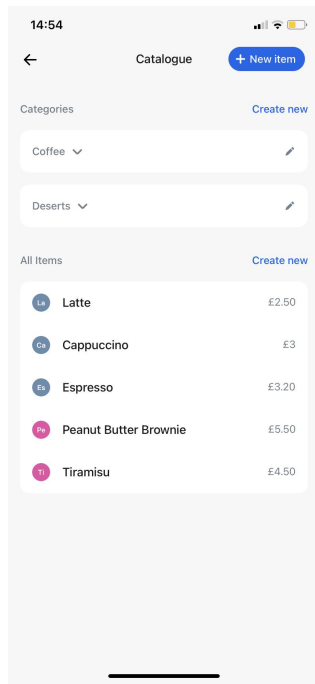


If you have already set up a few items and categories, you can add more items by either:

- Selecting 'create new' under the section 'all items' or clicking 'new item' on the top right
- If you want to create a new item within a specific category, you can click into the category, and click on 'add item'



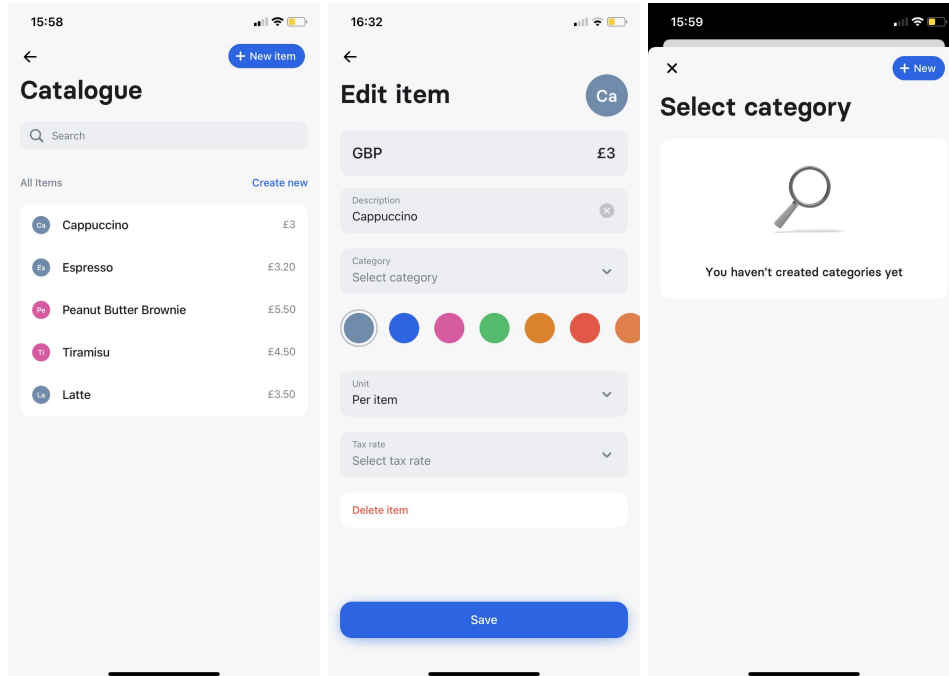
By clicking into one of the items, you can edit or delete the item. Deleting items from the 'all items' section will also remove them from their categories.



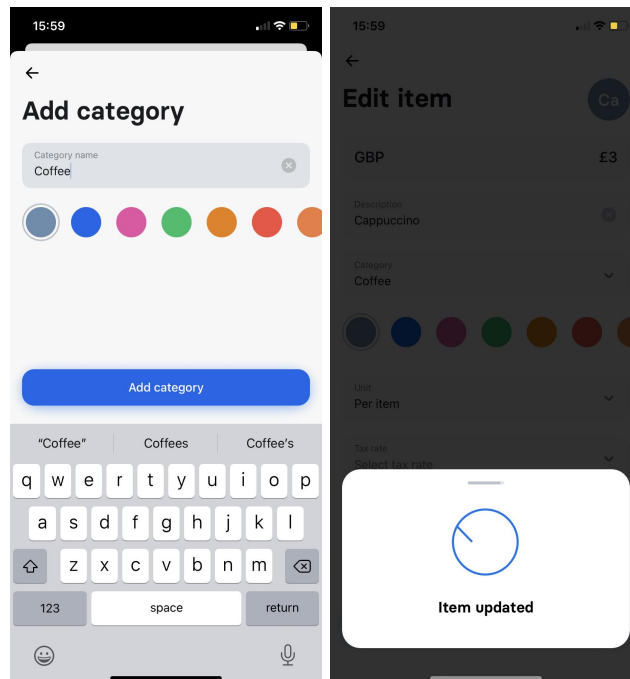
Creating and managing categories

If you have created items with no categories, you will need to add a category by clicking into one of the items, and creating a new category in the 'Edit item' screen.

- On the Edit item screen, click 'select category'
- Click '+ New' on the top right

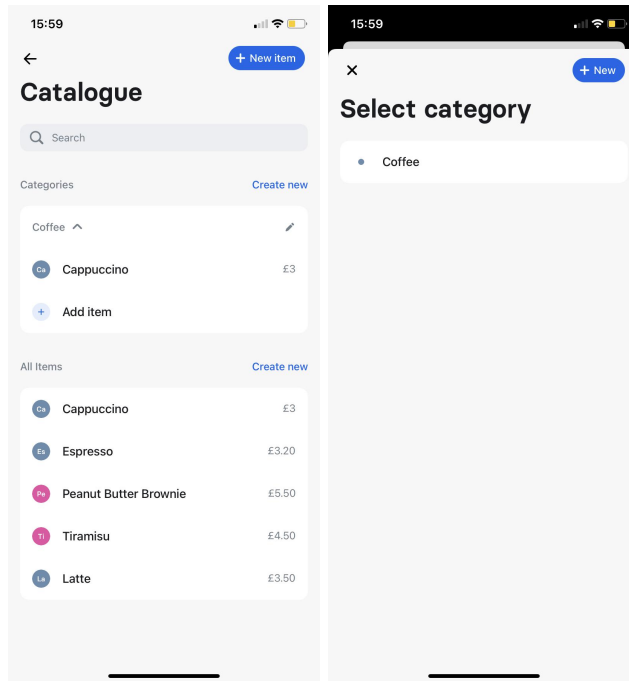


- Enter a name for the category, and select a colour. From here you can select 'update item' and save your new category.

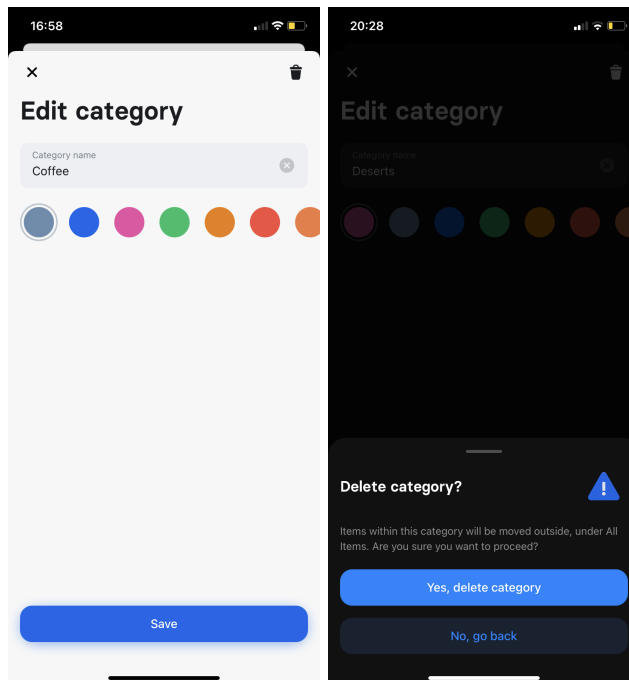


Your new category will now be visible in the catalogue management screen, and you can expand the category to see the products it contains. You can now add new items under existing categories. To

add additional categories, you can click on 'create new' next to the catalogue section, and this will open the add category screen.

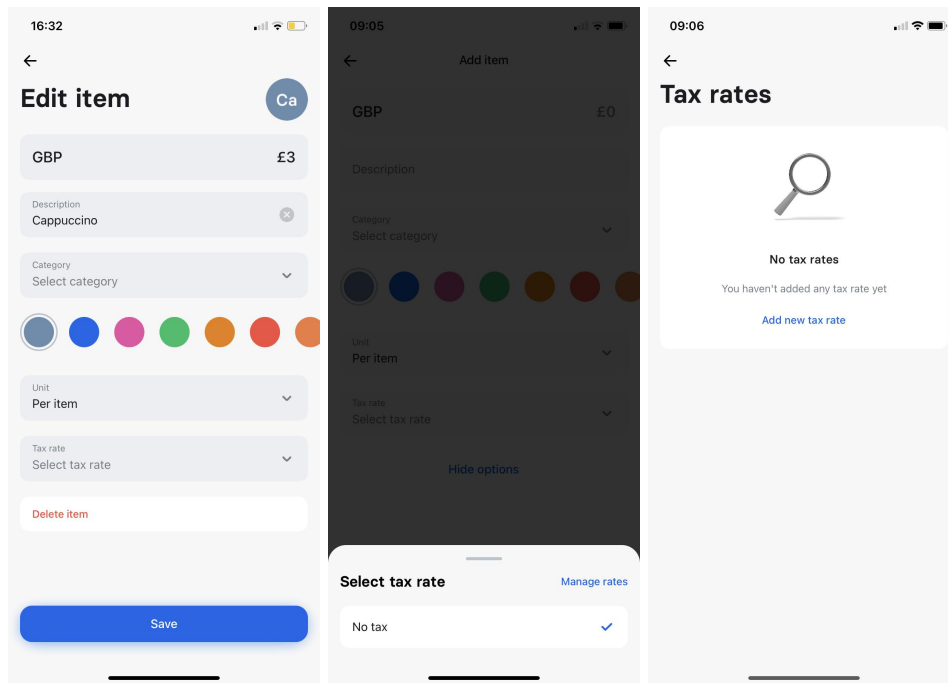


When clicking on the 'select category' dropdown on the edit item screen, you should be able to see the categories you've created, as well as adding new categories. Clicking the pencil icon on the categories screen will open the 'edit category' pop-up. From here you can edit or delete the category. Deleting a category will not delete the items it contains.

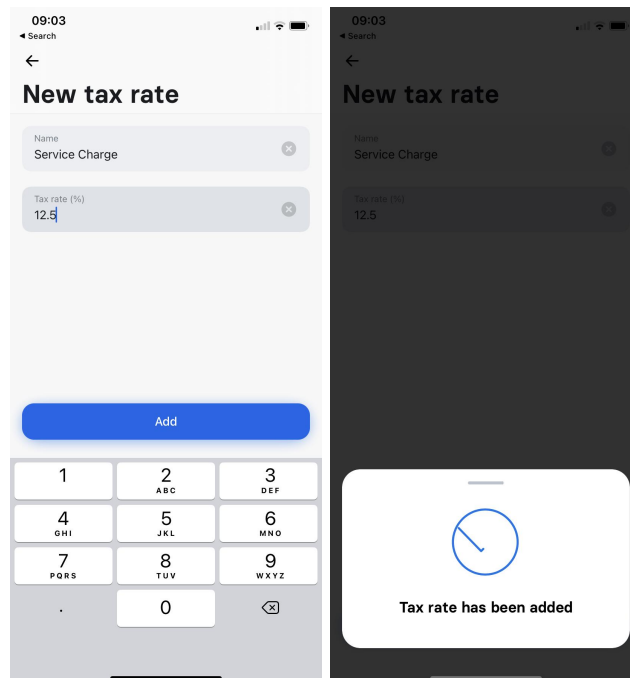


Creating and managing tax rates

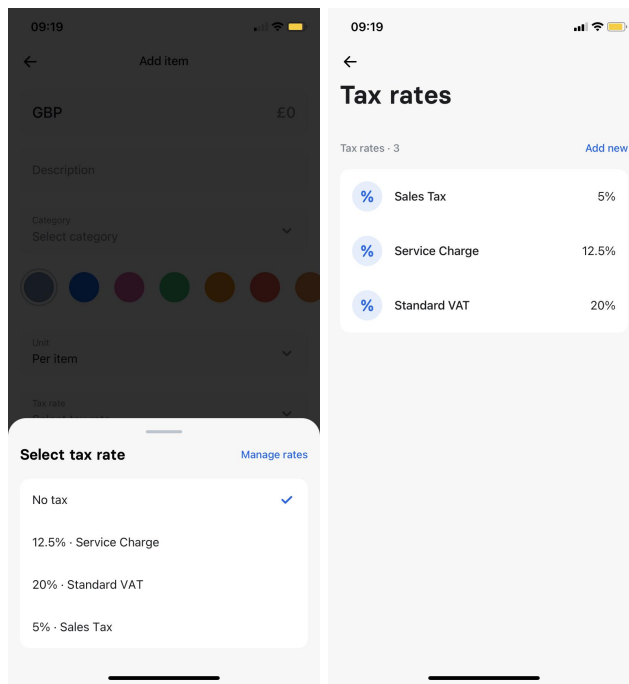
To create and manage tax rates, you can click on 'add item', or click into any of the items you have already configured. On the add/edit item screen, click 'more options'. From here click into the 'select tax rate' dropdown. Click 'manage rates' to access all the tax rates you have set up.



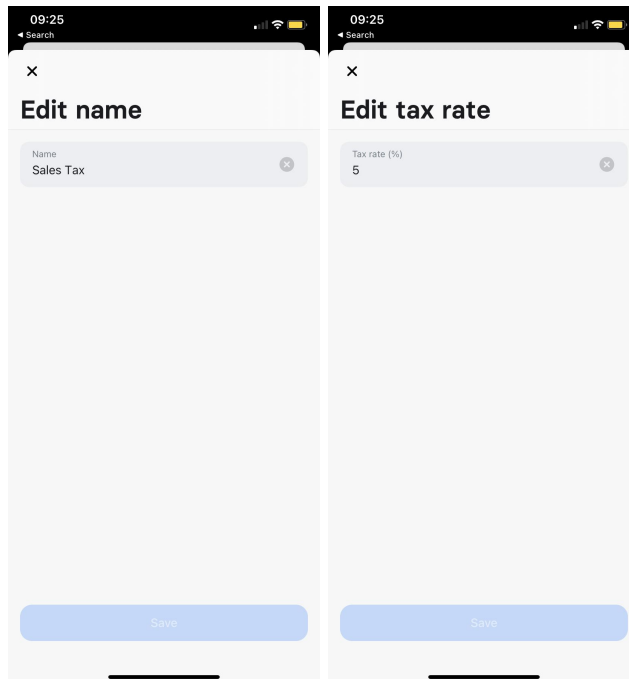
To create your first tax rate, select 'add new tax rate', and then enter a name and a percentage.



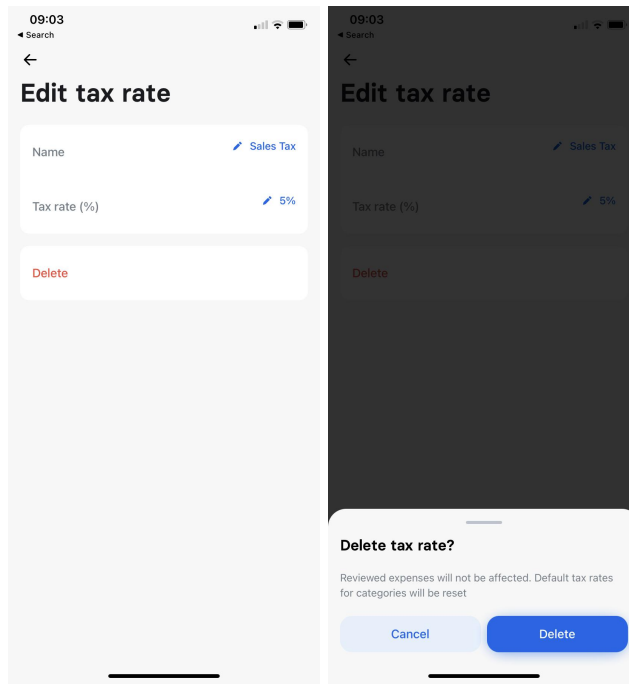
Once you have added the required tax rates, these will appear in the 'select tax rate' popup menu.



To edit or delete a tax rate, click into 'manage rates' on the 'select tax rate' popup. To edit the name or the tax rate, click the pencil icon next to the section you want to edit.



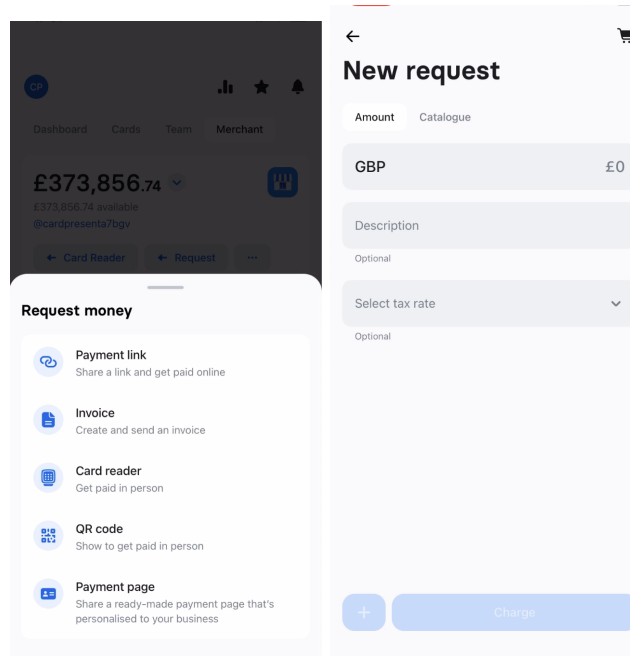
To delete the tax rate, click on 'delete' at the bottom of the screen, and then confirm the deletion. Please note: deleting a tax rate will also remove it from all items using that specific tax rate.



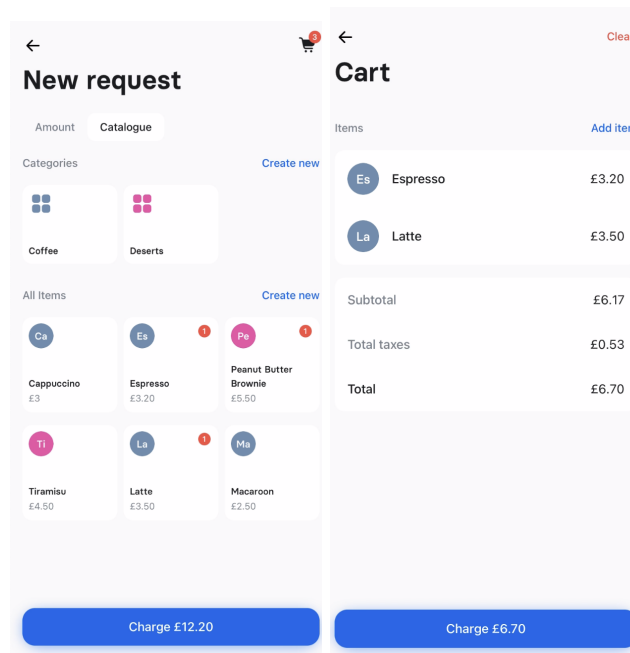
Please note that the amount entered for any item will be **inclusive** of the tax rate selected. An item priced at £5 and a tax rate of 20% will be broken up into £4 + £1 in tax (20%). When adding items with specific tax rates, make sure to enter the amount inclusive of taxes.

Requesting payment

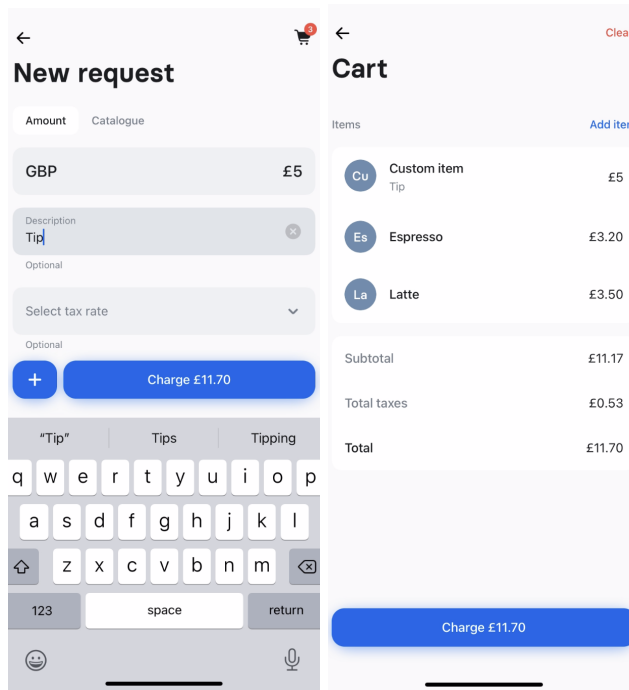
To request a payment, select 'Request', and then 'card reader'. You should see two toggles on the new request screen: the first for custom amounts, and the second, to charge your customers for items in your catalogue.



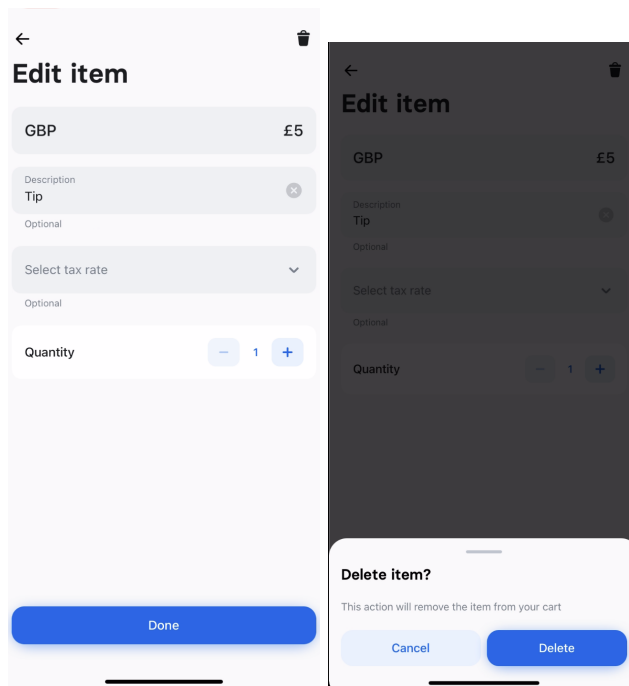
Tap on items in your catalogue to add them to your cart. The total number of items will appear on the top right corner of the screen - To view the items in your cart, click on the icon.



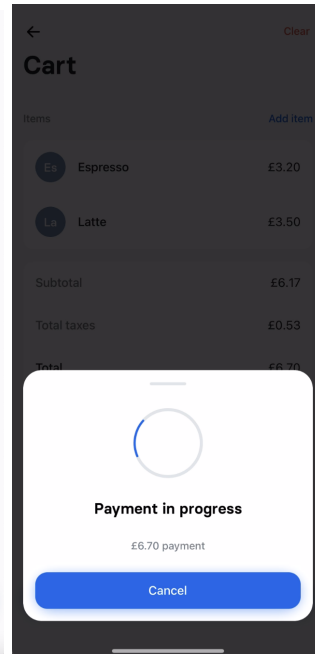
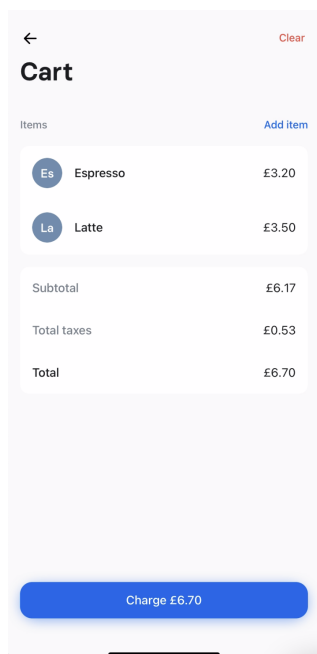
To add a custom item to your cart, go to the 'amount' tab, enter the amount (and an optional description if you like). Click the '+' icon to add it to your cart, and the 'charge' button to charge your customer.



To clear your cart, click the cart icon on the top right of the new request screen and select 'clear' on the top right of the cart screen. To delete one of the items in your cart, click into it, and then click the trashcan icon on the top right of the 'edit item' screen. Then click 'delete' to confirm.



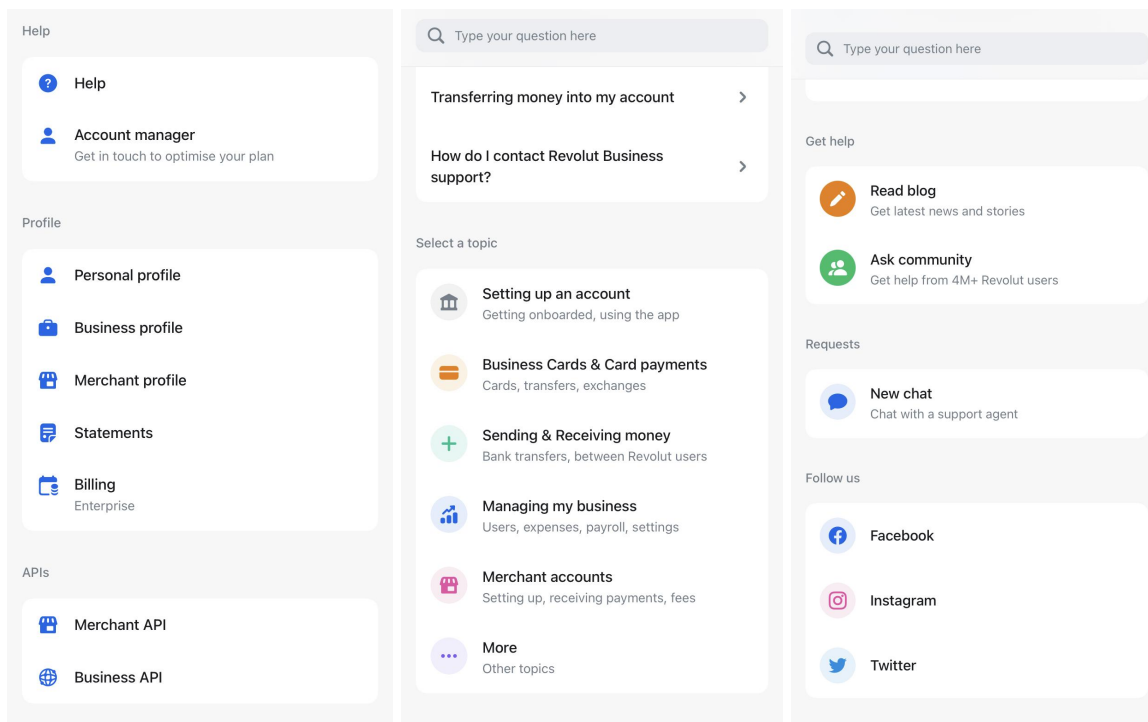
When you've added all the items you want to your cart, click 'charge'. Your customer can tap or insert their card, or use Apple Pay, Google Pay, or Samsung Pay to complete the transaction.



10. Contacting our support team

If you need more help with your Revolut Reader, you contact our support team 24/7 using the in-app chat.

To get in touch, open the Revolut Business app, go to your settings then 'Help'. From here you can either 'Ask a question' or 'Start a new chat'.



Returns and warranty

The Revolut Reader comes with a 12-month warranty. This means we replace faulty readers free of charge within 12 months of the purchase date. We also offer a 30-day money back guarantee. If you return the reader to us within 30 days of the purchase date, we'll refund its cost to your Revolut Business account.

Check our [T&Cs](#) for more details.

If you'd like to return a Revolut Reader or get a refund, contact us through the in-app chat.

FAQs

Connecting a Revolut Reader

1. The Revolut Reader isn't showing up in the list of Bluetooth devices in my phone or tablet. What should I do?

Go through the [Revolut Reader checklist](#) again.

If that doesn't help, close your Revolut Business app, deactivate and reactivate your Bluetooth, and turn off the card reader. Wait for five seconds then repeat the scanning and pairing process.

2. Why do I need an active Bluetooth connection?

Because the Revolut Reader and Revolut Business app connect to each other using Bluetooth. If Bluetooth is turned off, you'll lose the connection and won't be able to process transactions.

3. Why do you need my location?

You only need to activate your location services if you're pairing an Android device to the Revolut Reader. This is because Androids use location services to find and connect to Bluetooth devices.

4. How will I know if my Revolut Reader has connected to the app?

When your reader connects, you'll see 'Card reader connected' in your app and the Bluetooth icon will appear on the reader.

5. The pairing request didn't pop up. What should I do?

Pairing requests don't always pop up automatically on Android. Instead, they appear in your notifications. Just swipe down to your notifications panel and accept the pairing request there.

6. Why doesn't my Revolut Reader appear when I scan?

First of all, make sure:

- The reader has enough battery and is close to your mobile device
- The reader is switched on
- Bluetooth (iOS and Android) and location services are switched on (Android)
- You're using the latest version of the Revolut Business app

If you're still having problems, try restarting the Revolut Reader and reinstalling the Revolut Business app. If the problem continues, contact us through the in-app chat.

7. I can't pair my phone or tablet with the Revolut Reader even though the app has detected the reader.. What should I do?

- Close the app and turn off the reader
- Press and hold the power button on the reader, open the 'Debug' menu, select 'Flush pairing table', and then restart the reader.
- Turn on your phone or tablet and open the app
- Go to your phone or tablet's Bluetooth settings and remove the reader
- Repeat the scanning and pairing process
- If you're still unable to pair the reader with your phone or tablet, please contact us through the in-app chat

8. How can I connect to more than one Revolut Reader?

You can only connect a phone or tablet to one reader at a time, and a reader can only be connected to one phone or tablet at a time.

The app will automatically try to reconnect to the reader it was last connected to. So if you want to connect to a different reader.

- Turn off Bluetooth on your phone or tablet
- Start the scanning process again. This will fail because Bluetooth is turned off, so you'll be prompted to 'Connect to another reader'.
- Turn your Bluetooth back on and follow the steps to connect to a reader

Updates

1. Why is my software update not working?

- Make sure you're using the latest version of the Revolut Business app and have a stable internet connection
- Updates can take up to six minutes, but they can take longer if your internet connection is slow or unstable
- Try turning off the reader and closing the app. Wait a few seconds then turn on the reader, open the app and let the updates run again.

For more support, contact us through the in-app chat.

Transactions

1. I can't process a transaction on my Revolut Reader. What should I do?

- Make sure you've addressed everything on the Revolut Reader checklist.
- Restart the reader and your app
- If payments continue to fail, please reach out to customer support

2. Why do transactions get declined? What can I do about it?

If a transaction gets declined, check that your customer:

- is using Visa or Mastercard
- has enough money to cover the transaction
- has entered the right PIN

If your customer is doing everything right, you can try the transaction again or ask them to use another card.

If the transaction still gets declined, contact us through the in-app chat.

3. How do I know if a transaction has been approved or declined?

You can check the status of a payment in three ways:

- Look out for the confirmation message which appears in the app after you try to take a payment. It tells you if the payment has been approved, declined or if it's failed.
- Check your transaction list. All payment requests show up here, including failed and declined payments. From the Revolut Business home screen, go to 'Merchant' and you'll see the three most recent transactions.
- Listen out for the Revolut Reader beep. It beeps once for successful transactions and twice for unsuccessful transactions.

4. How do I cancel a transaction?

You can cancel a transaction in three ways:

- If the payment is still processing, press 'Cancel' on the 'Payment in progress' screen in the Revolut Business app.
- If the customer is paying by chip and PIN, and they haven't entered their PIN yet, ask them to remove their card from the reader
- Tap the 'X' on the pin pad

If it's too late to cancel the transaction, you can always refund the customer.

5. Does the Revolut Reader accept American Express cards?

No. Revolut Readers only accept Visa and Mastercard.

6. When can I access funds from Revolut Reader payments?

Funds take up to 24 hours to clear. As soon as they arrive in your Merchant pocket, you can withdraw them to your Business account and access them instantly.

7. Why are there two amounts for each transaction?

The amount in black is the amount paid by the customer. The amount in grey is the amount you receive. Revolut Reader fees are automatically deducted from the transaction.

Receipts

1. I sent a receipt but the customer hasn't received it. How do I send another one?

To resend a receipt, find the transaction in your transaction list, open it and select 'Send receipt'. If you sent the first receipt over email, for example, you might want to use WhatsApp or a text message this time round.

2. The receipt is showing the wrong time. What should I do?

You need to adjust the time zone of your Revolut Business app. Go to 'Settings' in the app or website and update the right time zone there. The time shown on your receipts will update automatically.

3. Can I print a receipt?

You can't print a receipt directly from the Revolut Business app, but you can export receipts to apps such as Gmail or Notes and print from there.

Refunds

1. Can I make a partial refund?

Yes, you can. Just make sure you have enough available money in your Merchant pocket to cover the refund.

Our transaction fees are non-refundable. So if you issue a partial refund, you won't get the transaction fee back. You won't be charged any transaction fees for processing refunds.

2. Can I issue multiple refunds for the same transaction?

Yes, as long as the total amount you refund is the same or less than the amount paid by the customer in the first place.

3. Does Revolut refund transaction fees?

No, our transaction fees are non-refundable. If you refund a customer, you have to cover the Revolut Reader transaction fee yourself. You won't be charged any transaction fees for processing refunds.

If you issue a full refund, make sure there's enough in your Merchant pocket to cover the total transaction.

Withdrawing funds

1. Why can't I make payments using the money in my Merchant pocket?

Your Merchant pocket is a holding account. It's designed to receive payments, not make them. To use funds that have been credited to your Merchant pocket, withdraw them to your Business account and access them instantly from there.

2. Will I be charged a fee for withdrawing money from my Merchant pocket?

There are no fees for withdrawing money from your Merchant pocket to a pocket of the same currency.

If you withdraw money from your Merchant pocket to a pocket in a different currency, you'll be charged the same FX fees that apply to your main Revolut Business account.

3. Can I move money from another pocket or account to my Merchant pocket?

No.

4. How do I access the funds from Revolut Reader transactions?

Funds clear into your Merchant pocket within 24 hours of a transaction being approved. You can then withdraw them into one of your Business pockets to access them immediately.