

# Equipment Rentals

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## iPad & Swiper Rentals

To Rent Hardware [Click Here](#)

Equipment rentals are the easy way to ensure you have compatible devices backed by vendor support for your event. Ipad and swiper bundles, if needed, can be rented from [GiveSmart.Fello.com](#) who is GiveSmart's preferred vendor for equipment. iPads rented from Fello come with a credit card swiper and the GiveSmart app already installed on the iPad. **Do NOT** place an order on the main Fello.com site, or your iPad will not have the GiveSmart app pre-loaded or a credit card swiper included. Minimum order quantities apply.

Rental capacity for busy dates can fill up in advance, so we recommend that orders be placed as early as possible in your planning process. **Orders attempted under 14 days may encounter blackout dates that will not be able to be fulfilled.**

For any questions or concerns about an order or support, please contact Fello:

- Sales questions: [sales@fello.com](mailto:sales@fello.com) or [help@fello.com](mailto:help@fello.com)
- Any shipping issues or questions: [rentals@fello.com](mailto:rentals@fello.com) or [help@fello.com](mailto:help@fello.com)
  - Please ensure the mailing address used is a physical address where an individual from your organization will be present to receive the shipment. Do NOT utilize PO Boxes or WeWork addresses.
- Support questions, please call 888-528-6288 - Fello Support Agents are available daily from 9:00am - 10:00pm EST

## Credit Card Swiper Update

### **Important Update: MagTek Credit Card Readers**

Please be advised that we are no longer accepting orders for MagTek Credit Card Readers. GiveSmart is in the process of updating the hardware utilized with our application. For those with upcoming events requiring hardware, we kindly request that you visit [GiveSmart Rentals](#) to rent the necessary devices.

**Note:** *MagTek Credit Card Readers previously purchased through this form will continue to be supported and remain compatible with GiveSmart applications.*

**NOTE:** If you own a MagTek iDynamo 5 credit card swiper and want to use your own device, check to see if your device is compatible. [Click here](#)

If you intend to pair the device with a compatible credit card swiper, you will need to download the '[GiveSmart Event Application](#)' on that device.

## Pre-Event Testing

We recommend testing equipment as soon as it is received so that replacements can be arranged if needed. If the troubleshooting tips do not work and the swiper is truly defective, unfortunately there is nothing that can be done to fix that on event day, however **alternative methods can be used to collect credit card information**.

If your swiper is not connecting or functioning properly...

- Make sure you are using the GiveSmart Fundraise App (not a web browser).
- Remove the case on the iPad/iPhone to ensure the cord connection is complete.
- Remove and re-insert the swiper to adjust the angle.
- Confirm the Apple device you are using is on an IOS version 9.4.5 & above.
- Make sure your Apple iOS devices are fully charged.
  - Rented/purchased equipment is sent with charging cords to charge your Apple iOS devices while the swiper is attached to the lightning port (if necessary).
  - The swipers are powered and charged by the iPad/iPhone when connected.

If you rented the equipment and the above steps do not work, contact Fello at 888-528-6288.

If you purchased swipers, and the above steps don't work, contact your GiveSmart Customer Success Manager (CSM).

## Download the GiveSmart Fundraise Mobile App

The GiveSmart Fundraise app is free, and is available for download on [iOS](#) (Apple) devices. You can download the GiveSmart Fundraise credit card swiper app onto a mobile phone or tablet by going to the [Apple App Store](#).

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Once the swiper(s) have arrived, attach it to your phone or mobile device.


Click the link below to access the guide on how to use the swiper at your event.

## FAQs

I have a swiper already - how do I use it?

- [Click here](#) for instructions on using the swiper and app at your event.

Is there a quick reference guide I can share with Volunteers?

- Download the following quick reference guide for using the swipers at your event: [SwiperApple.pdf](#) 

How will I know if the app is for GiveSmart Events or GiveSmart Fundraise once downloaded?

- Once the app has been downloaded on your Apple device, the app icon will display as Events or Fundraise.