

IMPORTANT

PRIOR TO CONTACTING OUR SUPPORT TEAM - Please follow the HOW-TO GUIDE and DERO WALLET SETUP documents for your OS exactly as written. Use the guides found here: <https://oildefi.io/buy-tokens-how-to/>

Do NOT use the instructions from the DERO website. Those instructions require you to run a full node on your computer.

You will need a **funded XMR wallet** on your computer and a **fully registered DERO wallet** to complete the token purchasing process. Please have your XMR wallet open and your DERO address readily available when you contact us.

HOW TO KNOW IF YOUR DERO ADDRESS IS REGISTERED

```
Menu:
  1      Display account Address
  2      Display Seed (Please save seed in safe location)
  3      Display Keys (hex)
  4      Display wallet pool
  5      Transfer (send DERO) to Another Wallet
  6      Token transfer to another wallet

  7      Change wallet password
  8      Close Wallet
  12     Transfer all balance (send DERO) To Another Wallet
  13     Show transaction history
  14     Rescan transaction history
  15     Export all transaction history in json format

  9      Exit menu and start prompt
  0      Exit Wallet
dero1qyj 134225/134225 0.00200 >>> █
```

When you are fully registered the menu options in the DERO wallet must be **EXACTLY AS THE ABOVE IMAGE SHOWS** and the green number in the bottom left must show something similar to what is pictured here.

If at any time during the setup the number in the bottom left is '0/0' then YOU ARE NOT CONNECTED to the blockchain and you will be **UNABLE TO REGISTER** your wallet or perform transactions. Exit the wallet and refer back to the wallet setup guide for your operating system.

The **MOST COMMON** issues with registration involve NOT using the command prompt or terminal to launch the wallet and NOT using the '--remote' extension. There **MUST BE TWO DASHES AND ONE SPACE BEFORE THE DASHES.**

If you are still having issues with the wallet, contact our support team and we will do our best to assist you.