



DEPOSITS, STEP BY STEP

Put money into **Kafel**, whichever way suits you

Two routes, both documented from real screen recordings: through a MetaMask wallet on your phone, or straight from your account on a cryptocurrency exchange. Every button is explained before you press it.

USDT (ERC-20)

Ethereum network

MetaMask or an exchange

Edition: September 2026

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01 · START HERE

What this guide covers

Kafel accepts deposits in one currency on one network: **USDT** using the **ERC-20** standard on the **Ethereum** network. Everything below is built around that single combination. Any other pairing will not arrive.

What you need before you start

1 A phone with an internet connection

iPhone or Android. The screenshots in this guide come from an Android phone; the iPhone screens carry the same labels.

2 A Kafel account you can sign in to

You will need to open the Kafel app and reach its **Deposit** screen.

3 A MetaMask wallet — for Method 1 only

New or existing, with its recovery phrase stored somewhere safe. Method 2 needs no wallet at all.

4 A USDT balance on the Ethereum network

Either in your wallet or in your exchange account. This is the same currency and network on both routes.

5 Enough to cover the network fee

On Method 1 the fee is paid in **ETH** from your wallet. On Method 2 it is deducted from the amount you withdraw.

Every figure in this guide is an example

The amounts, balances and fees shown in the screenshots are whatever happened to be on screen when the recordings were made. They are not minimum deposits, they are not fixed fees, and they are not a promise of any result.

One rule that comes before everything else

Nobody — not Kafel, not your wallet, not the exchange — will ever ask you for your Secret Recovery Phrase or a verification code. Anyone who asks is trying to take your money.

02 · START HERE

Two ways to deposit

Pick the route that matches where your money is right now. The steps after that are completely

separate — you do not need to read both.

Both routes end with the same result: USDT credited to your Kafel balance.

	Method 1 · MetaMask wallet	Method 2 · From an exchange
Where your money is now	In a wallet on your phone	In your account on the exchange
Do you need to install a wallet?	Yes	No
How Kafel learns about the deposit	Automatically, through the wallet connection	You enter the transaction hash yourself
Who pays the network fee	You, in ETH from your wallet	Deducted from the USDT you withdraw
Where you review before confirming	On MetaMask's confirmation screen	On the exchange's withdrawal screen

Go with Method 1 if...

you already hold USDT in MetaMask, or you want Kafel to register the deposit for you without copying anything by hand. Start at step 03.

Go with Method 2 if...

your balance sits on an exchange and you would rather not install a wallet at all. Jump to step 16.

METHOD 1

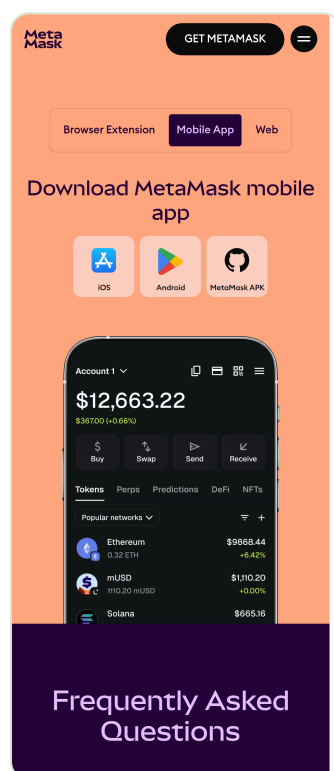
Depositing with a MetaMask wallet

Install the wallet, set it up, connect it to Kafel and confirm one transaction. Steps 03 to 15. The screenshots come from a real deposit recorded on an Android phone.

03 · SETTING UP

Install MetaMask on iPhone

Always start from the official download page, never from a link that arrives in a message or an advert.



The official download page. Choose **Mobile App**, then **iOS**. Captured from metamask.io/download, September 2026.

1 Open the official download page

In your phone's browser go to metamask.io/download, choose **Mobile App** and then **iOS**. That takes you straight to the App Store listing.

2 Check the listing before you install

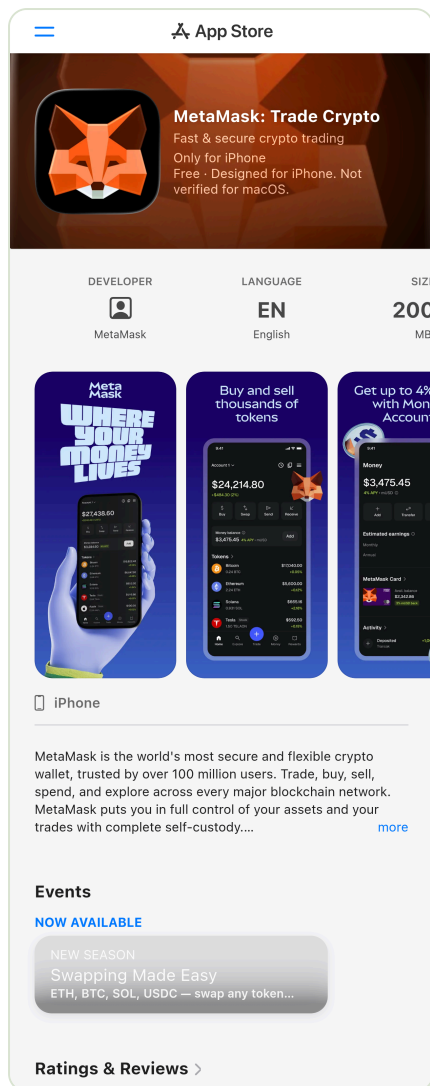
On the store page, look at the **DEVELOPER** row and confirm the publisher is **MetaMask** — and that this is the same page the official link sent you to. The app's display name changes between releases; while this guide was written it read **MetaMask: Trade Crypto**.

3 Install it, then open it

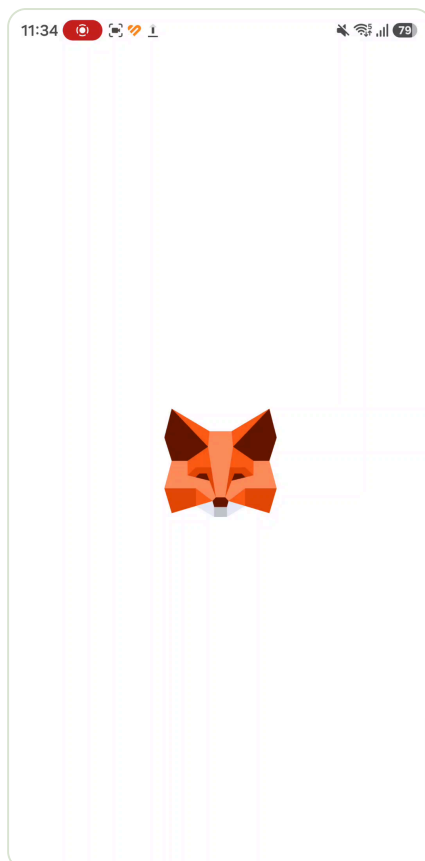
Tap the install button — it appears as **Get** on the App Store, or as a cloud icon if you have downloaded the app before. The app is free. When the install finishes, tap **Open**.

What you should see

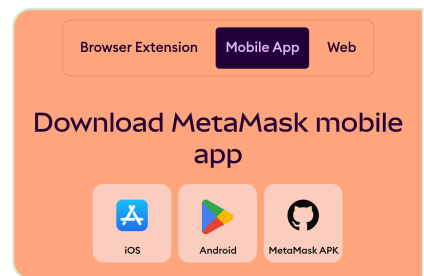
The MetaMask welcome screen opens, and you carry on at step 05, creating or restoring a wallet.



The App Store listing. The strip under the title scrolls sideways and shows the publisher, the language and the size. Ratings and the version number are further down.



First launch. The MetaMask welcome screen, from the recording on an Android phone. **0:23**



Three signs you are on the right page. You arrived from `metamask.io`; the publisher is MetaMask; the app is free with no download charge.

Beware of imitation apps

Never install a wallet from a link sent to you in a message or a comment, and never type your Secret Recovery Phrase into an app you did not download from the official store yourself.

04 · SETTING UP

Install MetaMask on Android

The steps are the same. The store is `Google Play`, and the starting point is still the official

download page.

1 Start from the official link

Open metamask.io/download, choose **Mobile App** then **Android** — or go directly to play.google.com/store/apps/details?id=io.metamask.

2 Check the publisher and the package id

The publisher shown under the app name is **MetaMask Web3 Wallet**, and the package id at the end of the page's address is `io.metamask`. The package id is the more reliable of the two, because the display name changes between releases.

3 Install it, then open it

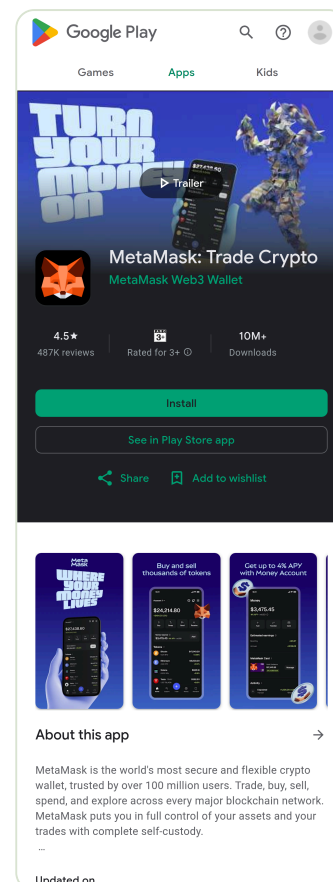
Tap **Install**, wait for the download to finish, then tap **Open**.

What you should see

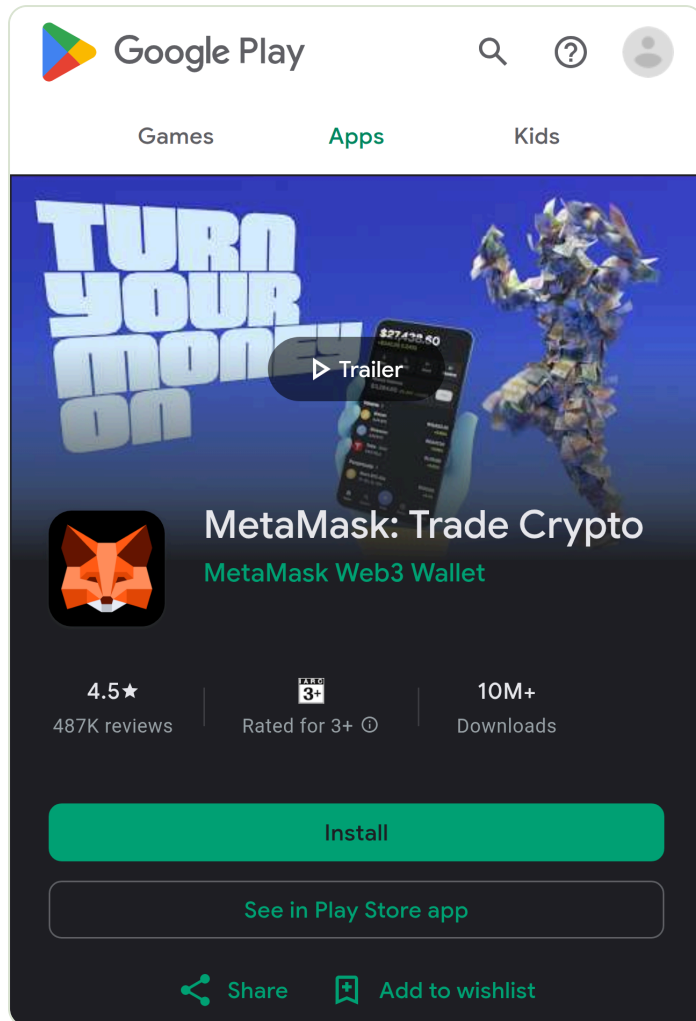
The MetaMask welcome screen — the same one pictured in the previous step, which is where the recording for this guide begins.

Do not install from an unknown APK file

MetaMask does publish an official **APK** on its own repository, but side-loading is the most common way wallets get stolen. If you are not completely certain of the source, use the store.



The Google Play listing. The publisher appears in green directly under the app name, and the **Install** button sits below it. Captured September 2026.



Three signs you are on the right page. The link ends in `id=io.metamask`; the publisher is **MetaMask Web3 Wallet**; downloads run into the millions, not the hundreds.

05 · SETTING UP

Create or restore a wallet

The first time you open MetaMask it asks whether you want to create a new wallet or use one

you already have. Choose, then read step 06 before you finish.

A new wallet

Choose **Create a new wallet**

MetaMask then offers you two ways to protect the wallet and get back into it:

1 A Secret Recovery Phrase

Twelve English words that you keep offline. You, and only you, hold them.

2 Sign in with a social account

Linking a Google, Apple or Telegram account together with a password. You need **both** to open the wallet.

Both options exist today, and the screens differ between releases — follow what your own screen shows.

A wallet you already have

Choose **I have an existing wallet**

Then pick whichever way you originally secured it:

1 Your social account

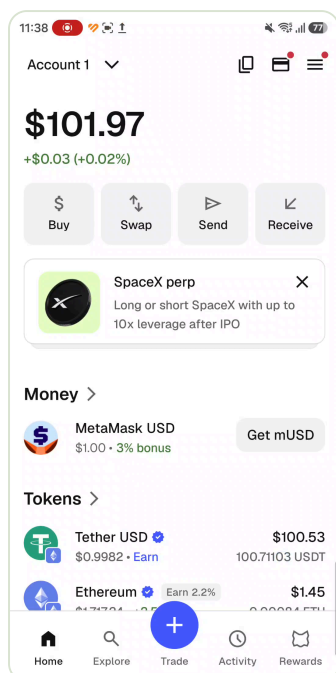
If you linked Google, Apple or Telegram before, sign in and enter your MetaMask password.

2 Your Secret Recovery Phrase

Entering the phrase restores the wallet with all of its accounts. A single account can also be imported using its private key.

If you have lost the account or the password *and* you did not keep the recovery phrase, nobody — MetaMask included — can give the wallet back to you.

Once setup is finished



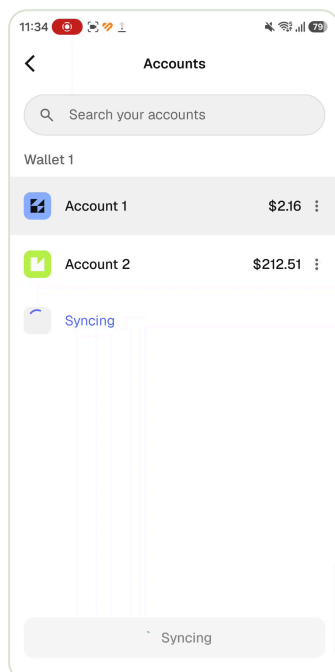
The wallet home screen. The total value in dollars sits at the top, with **Buy**, **Swap**, **Send** and **Receive** below it, then the **Tokens** list. **1:25**

This is the screen you will come back to every time. It shows the wallet's total value in dollars, the action buttons, and the list of currencies you hold.

The account name sits at the top

In the recording it reads **Account 1**. Tapping it shows your other accounts and lets you switch between them.

A wallet can hold more than one account, and it matters which one is carrying your balance — you will need to pick it deliberately when you connect to Kafel in step 10.



The account list. Each account carries its own balance. **0:39**

06 · PROTECTING YOUR WALLET

Protect your recovery phrase

A **Secret Recovery Phrase** is twelve English words generated when your wallet is created. Whoever holds those words holds the wallet and everything in it. This is the most important page in this guide.

What is it?

The master key to the whole wallet. It restores your accounts on any device, even if your phone is lost.

How is it different from a password?

The password unlocks the app on this one device. The recovery phrase rebuilds the wallet anywhere.

And the private key?

A **Private key** controls a single account. The recovery phrase controls all of them.

Do

- ✓ Write it on paper by hand and store it somewhere safe that other people cannot reach.
- ✓ Check the spelling and the order of every word before you finish setup.
- ✓ Keep it in the original English, without translating it.
- ✓ If you set the wallet up with a social account, reveal the phrase and save it anyway — it is your only way back if you lose the account or the password.

Do not

- ✗ Share it with anyone — not with MetaMask's team, not with Kafel's. Neither will ever ask.
- ✗ Store it in cloud storage, a password manager or your phone's notes.
- ✗ Photograph it, or send it in a chat, even to yourself.
- ✗ Type it into any site or app that offers to recover your funds or provide technical support.

Lose it and it is gone

If you lose the recovery phrase, or someone else gets hold of it, MetaMask cannot restore your wallet and cannot stop them spending your money. That is what it means for a wallet to be under your control alone. Source: the MetaMask Help Center — links in step 22.

Two questions before you carry on

1. Could you get to your recovery phrase right now, without your phone?
2. Is it stored somewhere nobody else can reach, and not connected to the internet?

If the answer to either is no, stop and store the phrase properly before you deposit anything.

07 · SETTING UP

Get the asset, network and fees ready

Kafel's deposit screen states the currency and the network it expects. This guide follows one combination only — and no other mix will work.

Amount(USD) [USDT (ERC-20) Ethereum]

100

From the Kafel deposit screen. The line above the amount box is the contract between you and the app: the amount is in dollars, and the currency is **USDT** using the **ERC-20** standard on the **Ethereum** network.

What that line means

USDT A digital currency whose value tracks the US dollar. This is the money you actually deposit.

The deposit and the fee are two different things**1****The deposit — paid in USDT**

Whatever you type into the amount box. This is what reaches your Kafel balance.

- ERC-20** The technical standard for currencies on the Ethereum network. It is how Kafel recognises the token.
- Ethereum** The network the transaction travels over. On this route there is no alternative to it.

2

The network fee — paid in ETH

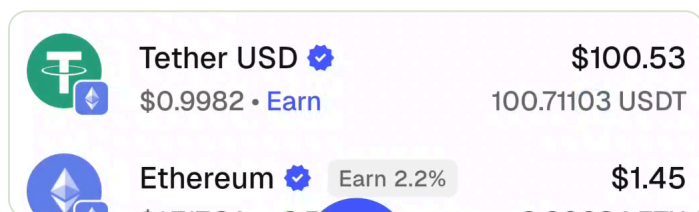
Paid to the Ethereum network for carrying out the transaction — not to Kafel and not to MetaMask. On the confirmation screen it appears as **Network fee**.

So you need two currencies in the wallet

USDT for the deposit, and a small amount of **ETH** to pay the fee.

The same currency on a different network is not the same thing

You will find **USDT** offered on several networks under the same name. This route works only with the **ERC-20** version on **Ethereum**. Check the network before you transfer.

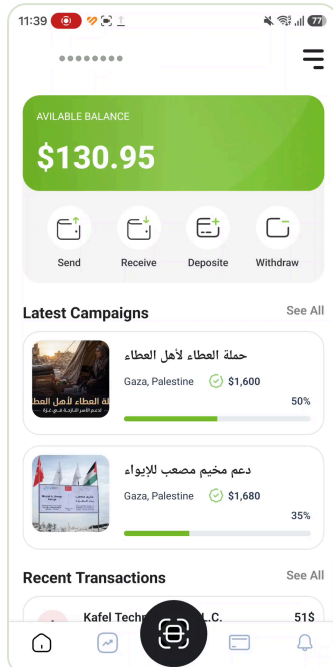


The wallet's **Tokens** list at the moment of recording. **Tether USD** and **Ethereum** both present — which is what makes the transaction possible. These figures are illustrative, and the fee changes with how busy the network is. **1:25**

08 · DEPOSITING

Open the deposit screen in Kafel

From the home screen it is one tap to the **Deposit** page.



The home screen. The account name at the top has been hidden in this guide for privacy.

2:37

1 Note your current balance

The green card at the top of the screen shows what is available, under the heading **AVAILABLE BALANCE** — spelled that way in the app. Write the figure down so you can compare it afterwards.

2 Tap **Deposit**

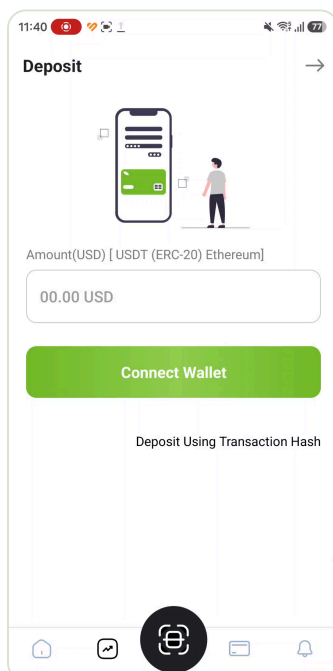
The third of the four buttons under the card, between **Receive** and **Withdraw**. The app spells it **Deposit**.

3 Get to know the deposit screen

Only three things on it concern you: the currency line, the amount box, and the **Connect Wallet** button.

Before you connect

The green button reads **Connect Wallet**. After you connect it becomes **Deposit**.



The **Deposit** screen. The orange outline marks the **Connect Wallet** button, which is the next step. 2:43

What about

Deposit Using Transaction Hash ?

The alternative underneath the green button. It records a deposit you sent from outside the app, using its transaction number. That is exactly what Method 2 does — see step 20.

The language chooser on first launch

Kafel asks for a language the first time it opens, offering **EN**, **AR** and **TR**. The screenshots here use the English interface, matching the recording.

09 · DEPOSITING

Connect your wallet

Connecting tells Kafel your wallet's address. It does not give Kafel permission to move your money, and it never asks for your recovery phrase.

1 Tap **Connect Wallet**

The green button in the middle of the deposit screen.

2 Choose **MetaMask** from the list

A **Connect wallet** sheet opens with the supported wallets. **MetaMask** is at the top and carries a **RECENT** tag if you have used it before.

3 Move across to MetaMask

A message appears reading **Continue in MetaMask** with the line **Accept connection request in the wallet**. MetaMask then opens by itself.

If nothing happens automatically

Tap **Try again**, or open MetaMask yourself.

MetaMask is not in the list?

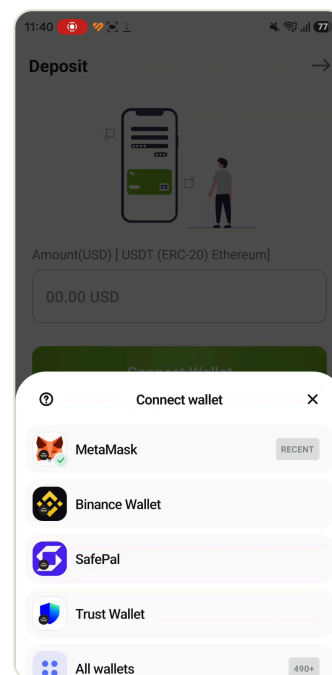
Check that it is installed on this same phone and that you have opened it at least once. The list also offers **All wallets** for other wallets.

What Kafel sees afterwards

Your public wallet address, and nothing more. It appears in the **Your Wallet Address** field on the next screen.

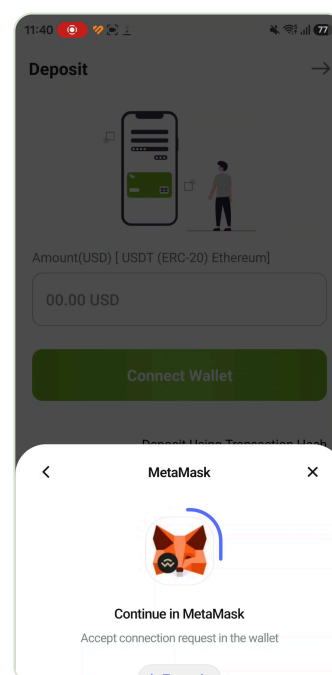
You will never be asked for this at this step

Not your Secret Recovery Phrase, not your private key, not your MetaMask password — not inside the Kafel app. If you are asked for any of them, stop immediately.



The **Connect wallet** sheet and its list of supported wallets.

3:03



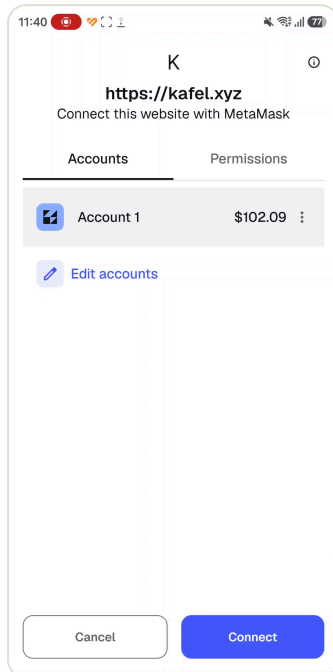
The hand-off to the wallet.

3:09

10 · DEPOSITING

Choose an account and approve the connection

MetaMask shows the connection request. Read it before you tap — it tells you exactly who is asking, and with which account.



The full connection request. **Cancel** on the left declines it; **Connect** on the right approves it. 3:23

1 Check the site address

It appears at the top, under the line **Connect this website with MetaMask**. In the recording it reads `https://kafel.xyz`. If you see an address you do not recognise, or one that is close to a familiar name but not quite it, tap **Cancel**.

2 Pick the right account

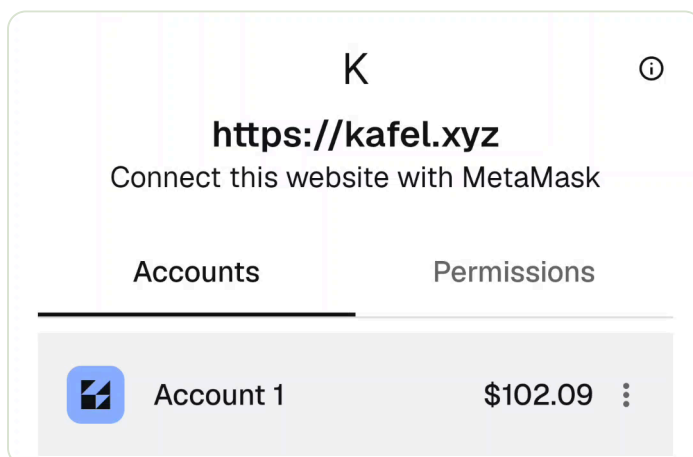
Under the **Accounts** tab, choose the account that holds your **USDT** — its dollar balance is shown beside it. To change the selection, tap **Edit accounts**.

3 Review, then tap **Connect**

The **Permissions** tab lists what the site is asking for. If anything is unclear, tap **Cancel** — you can always try again later.

After connecting

You are returned to Kafel, and your wallet address now appears on the deposit screen.



The head of the request, close up. The site address comes first, then the **Accounts** and **Permissions** tabs, then the selected account and its balance.

The address is the check that matters most

A single different character is enough to make a site an impostor. Read the whole address, not just its beginning.

11 · DEPOSITING

Enter the amount

Once the connection succeeds the deposit screen changes: your wallet address appears, and the green button becomes **Deposit**.

1 Type the amount

Enter it in dollars in the box under the

Amount(USD) [USDT (ERC-20) Ethereum] line. The recording uses **100**. Make sure your wallet's **USDT** balance covers it.

2 Check Your Wallet Address

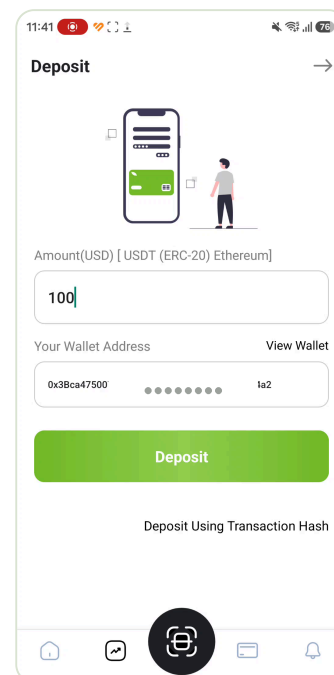
The app shows the address it has connected to. Match the first four characters and the last four against the address shown in MetaMask. If it is a different address, you connected the wrong account — go back to step 10.

3 Tap Deposit

This takes you to MetaMask to review and approve the transaction. **Tapping here charges you nothing** — nothing is deducted until you confirm inside the wallet.

Before you tap

Check three things: the amount, that the currency is **USDT**, and that the network is **Ethereum**. The next step explains how to read the request inside MetaMask.



The deposit screen, ready to send. Part of the address is masked here for privacy. **4:00**

What happens after you tap

01 Your phone switches to MetaMask · **02** A confirmation screen appears · **03** You review, then decide

0x3Bca47500 ● ● ● ● ● ● ● ● 1a2

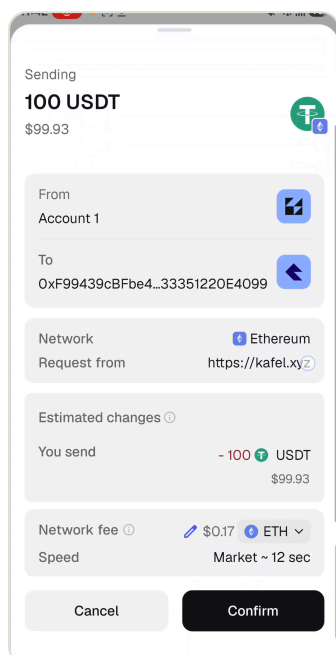
The **Your Wallet Address** field, close up. The right comparison to make is between the start and the end of the address. Do not try to memorise the whole thing.

12 · REVIEWING

Read the transaction request before you confirm

This is the last point at which you can back out. MetaMask's confirmation screen shows five

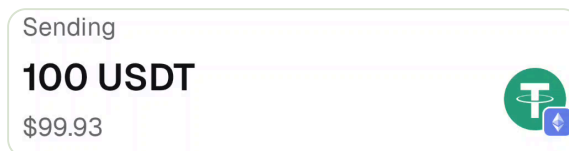
things — read them all, then decide.



The whole confirmation screen. Scroll down to reach **Cancel** and **Confirm** and the fee rows. **4:47**

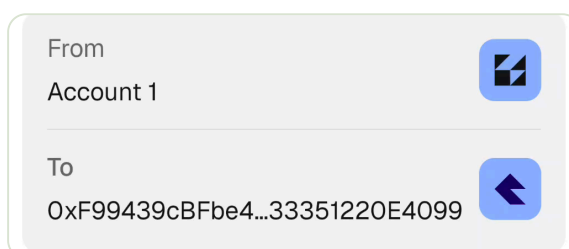
1 The amount and the currency

It must match what you typed into Kafel, and the currency must be **USDT**.



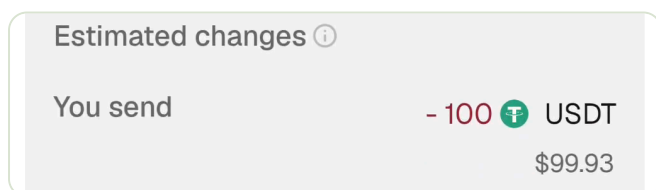
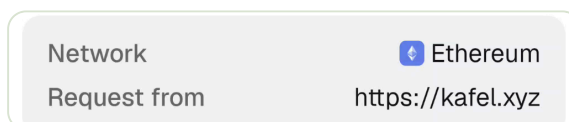
2 The sender and the destination

From is your account; **To** is the address receiving the money.

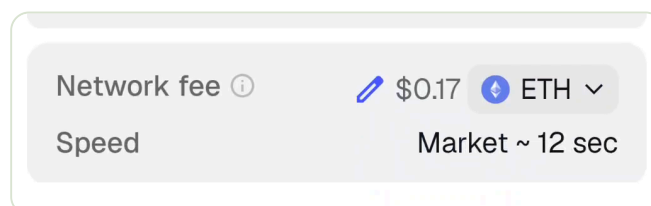


3 The network and the site asking

Network must read **Ethereum**, and **Request from** must be the site you are actually using.



4 · The estimated change. **Estimated changes** is MetaMask's forecast of what will leave your wallet — in the recording, -100 USDT.



5 · The fee and the speed. **Network fee** is paid in **ETH**. It is an estimate and moves with network congestion.

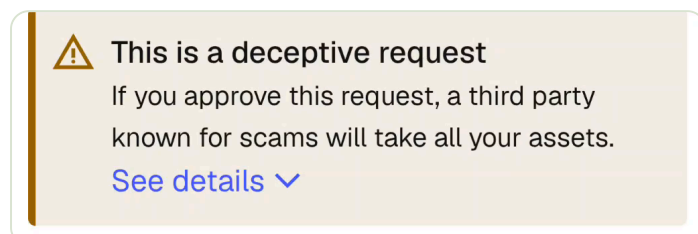
And finally: is there a warning at the top of the screen?

Before you tap **Confirm**, scroll back to the top of the confirmation screen. If there is a warning banner there, this is not an ordinary transaction — read step 13 before you go any further.

13 · REVIEWING

If a security warning appears, stop

In the recording made for this guide, a warning banner appeared at the top of the confirmation screen before **Confirm** was pressed. It is reproduced here exactly as it appeared, along with the correct response.



From the recording. The banner appears directly above the transaction details, before the amount field. **4:41**

The warning, word for word

"This is a deceptive request"

"If you approve this request, a third party known for scams will take all your assets."

Followed by a **See details** link that expands the reason.

Where the warning comes from

MetaMask shows security alerts based on transaction analysis and security data sources, one of which is a partner called **Blockaid**. Alerts arrive at two levels:

- ✓ **Warning** — a possible risk.
- ✓ **Malicious** — high confidence of harm.

The alert does not technically block you from continuing — the decision stays yours — but it means the detection system has picked up signals that call for a stop.

What to do now

1 Tap **Cancel**

The request is dropped. Nothing is deducted from you, and you can try again once you have checked.

2 Do not retry in order to get past the warning

Repeating the request until the warning happens not to appear is not a solution. Working around a warning is not a normal step.

3 Read the request's details calmly

Compare **Request from** with the Kafel address you know, and check the **To** address, the **Network** and the amount.

4 Check through Kafel's official channels

Contact Kafel's support from inside the app and ask about the address and the site shown in the request. Official links are in step 22.

5 Use **See details** when you need it

The link expands the reason for the classification. If it turns out to be mistaken, you can report that from inside the alert or through MetaMask support.

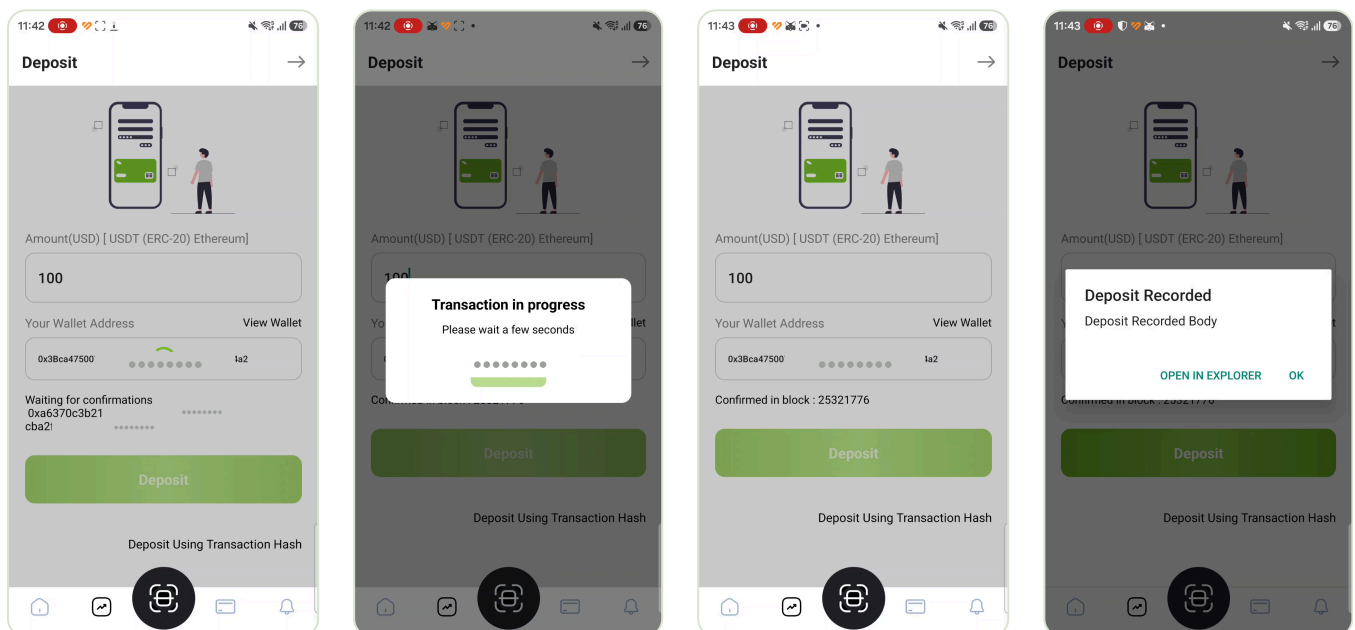
What this recording does not tell us

A warning appeared, and we have described it and its meaning accurately. The recording on its own is not enough to conclude that the warning was a false alarm, and it is not enough to conclude that Kafel is fraudulent. The only conclusion it supports is the action itself: **cancel the request and verify through trusted channels before continuing.**

14 · TRACKING

Track the deposit

After you confirm, you are returned to Kafel and the transaction passes through four states. Each message means something different.



1 · Waiting for confirmations

The transaction has been sent to the network, and the transaction number appears. Keep it — you will need it if you contact support. **5:23**

2 · Transaction in progress

A waiting dialog with a progress bar. Leave it to finish; do not close the app. **5:29**

3 · Confirmed in block

Your transaction has been written into a block. This is the point at which the transfer is settled on the network. **5:46**

4 · Deposit Recorded

Kafel has registered the deposit. **OPEN IN EXPLORER** shows the transaction on the network; **OK** closes the dialog. **5:49**

Waiting for confirmations
0xa6370c3b21
cba2i

The **Transaction Hash**. Part of it is hidden here for privacy; in your own app it appears in full and can be copied.

Confirmed in block : 25321776

The block number. It appears once the transaction is written into the chain — evidence that the transfer completed.

How long this takes varies

MetaMask gives an estimate in the **Speed** row, but it is an estimate, not a promise. A transaction can take longer when the network is busy or the fee is low.

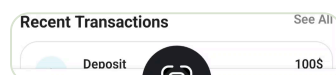
15 · TRACKING

Check your new balance

Go back to the Kafel home screen. Two things confirm the deposit arrived: the green card at the top, and the entry in **Recent Transactions**.



The balance card after the deposit completed. In the recording the available balance rose by the amount deposited. These figures are illustrative.



The transaction log. The operation appears as **Deposit** with its value. **See All** opens the complete history.

A quick check

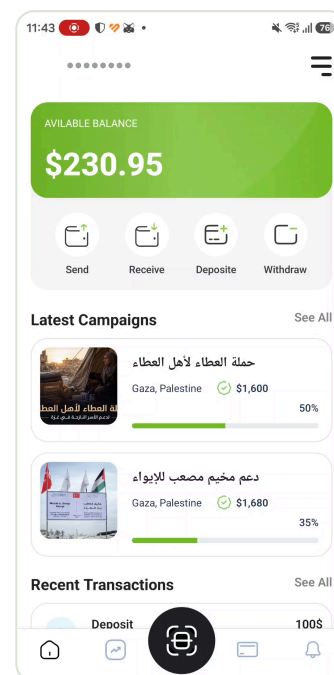
New balance = old balance + the amount deposited. The network fee came out of the **ETH** in your wallet, not out of the deposit.

Keep a record

Save the transaction number and the block number. You can view the transaction on a block explorer from the **OPEN IN EXPLORER** button.

Balance not updated yet?

Give the app a few minutes, then close and reopen it. If the balance is still unchanged although the transaction is confirmed on the network, go to troubleshooting, step 21.



The home screen after the deposit. The green card and the transaction log are two independent pieces of evidence that the money arrived. **5:58**

METHOD 2

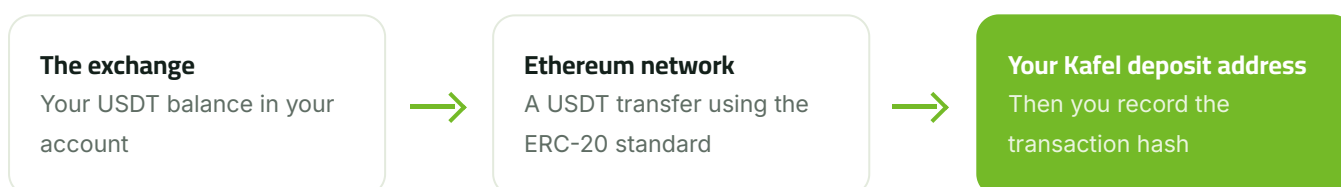
Depositing from a cryptocurrency exchange

No wallet needed. You withdraw USDT from the exchange directly to the deposit address Kafel gives you, then tell Kafel about it using the transaction hash. Steps 16 to 20.

16 · METHOD 2

How this route works

If your balance is sitting safely on an exchange rather than in a personal wallet, you do not have to install anything. The money moves from the exchange straight to the address Kafel shows you.



The money does not pass through an external wallet. It leaves your account at the exchange and arrives at a Kafel address directly. Your only remaining job is to tell Kafel the transaction number.

The exchange in the recording

The screenshots in this part come from the **HTX** app. The steps are the same on any exchange that supports withdrawing **USDT** on the **Ethereum** network, though button names and screen order differ.

Currency and network before anything else

Kafel receives **USDT** using the **ERC-20** standard on **Ethereum**. Choosing a different network on the exchange means sending the money down a route the address does not answer to.

Four steps, that is all

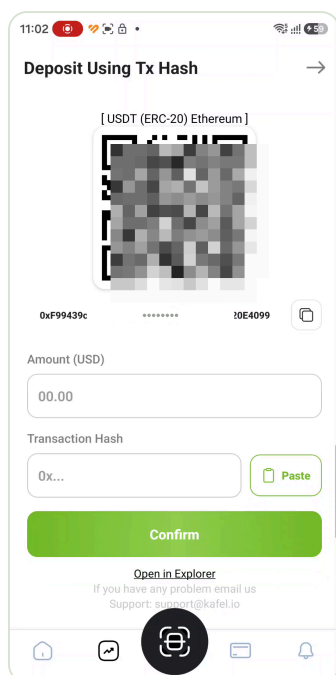
01 Copy the deposit address from Kafel · **02** Choose the currency and network on the exchange · **03** Paste the address and set the amount · **04** Record the transaction hash in Kafel

17 · METHOD 2 · STEP 1

Get your deposit address from Kafel

Every deposit starts here. Kafel shows you one address on one network — and that is what you

will paste into the exchange in a moment.



The **Deposit Using Tx Hash** screen. A QR code and the address, with the amount and transaction-hash fields underneath for the final step.

0:28

1 Open Deposit Using Transaction Hash

From the home screen tap **Deposit** to reach the deposit page, then tap the line below the green button. A screen headed **Deposit Using Tx Hash** opens.

2 Check the currency and the network

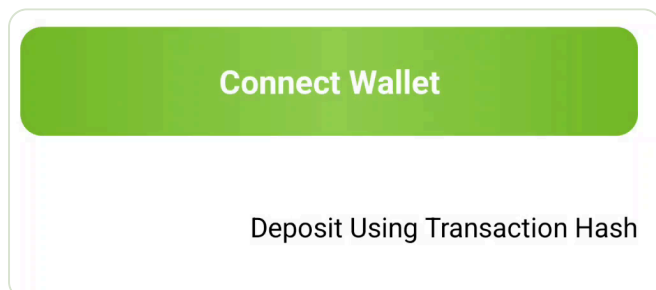
The top of the screen reads **[USDT (ERC-20) Ethereum]**. This is the only combination Kafel accepts on this route, and it is exactly what you will select on the exchange.

3 Copy the deposit address

Tap the copy icon beside the address. A **Copied.** message confirms it. You can scan the **QR** code from inside the exchange app instead.

Keep the address on your clipboard

You will paste it into the withdrawal screen on the exchange in a moment.



From the deposit page. The line under the green button is the way into this method. 0:24



The address row and its copy button. The middle of the address is deliberately masked in this guide. 0:34

Never copy the address from this guide

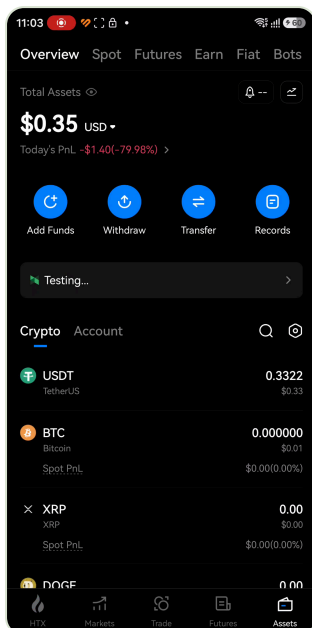
The address and the QR code in these screenshots are obscured on purpose. Take the address from your own screen every single time, and make sure it is the one the Kafel app is showing you at that moment. A deposit address is not something to reuse from a document.

18 · METHOD 2 · STEP 2

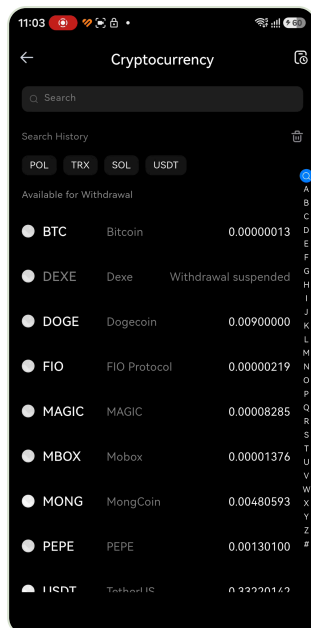
Pick the currency and the network on the exchange

Move to the exchange app. Three things get decided here: the currency, the withdrawal method,

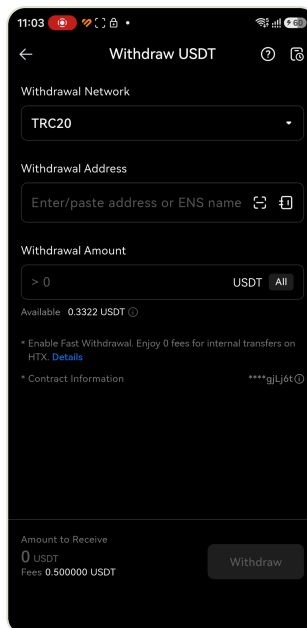
and the network — and the network is the one that can cost you the money.



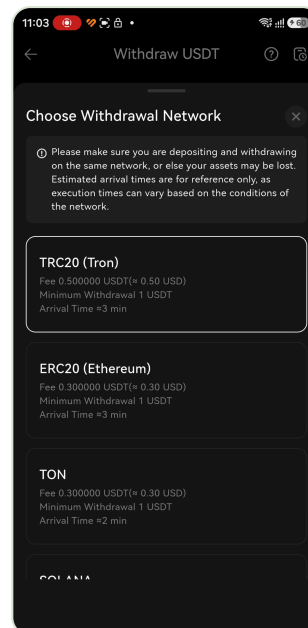
1 · Open **Withdraw**
From the **Assets** tab in the bottom bar. **1:22**



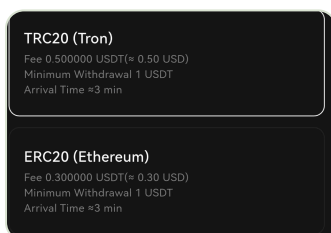
2 · Choose **USDT**
Search for it in the list of currencies available to withdraw. **1:42**



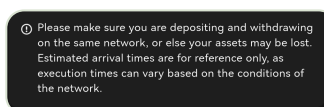
3 · The withdrawal method
Choose **Blockchain Address** — withdrawing to an address on the network. **1:48**



4 · Choose the network
The supported networks open with the fee for each. **1:52**



Each network has its own fee and its own timing. Choose **ERC20 (Ethereum)**, because that is what Kafel displays. The figures shown are examples from the moment of recording. **1:52**



The exchange's own warning.
“Please make sure you are depositing and withdrawing on the same network, or else your assets may be lost. Estimated arrival times are for reference only, as execution times can vary based on the conditions of the network.”

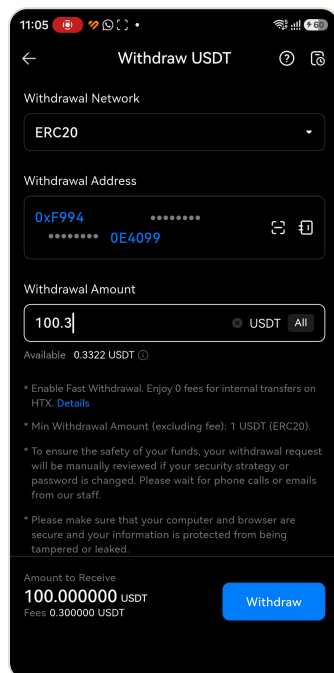
The wrong network means the money does not arrive

The exchange formally advises choosing a supported network before entering the address, and warns that sending assets over an incompatible network can mean they are not received and cannot be returned.

19 · METHOD 2 · STEP 3

Paste the address and set the amount

One screen brings together everything that matters: the address you copied from Kafel, the amount, the fee, and how much will actually reach the other end.



The complete withdrawal screen. The orange outline marks the network — check it before anything else. **3:12**

1 Paste into Withdrawal Address

Use the paste button, or scan the **QR** code from the Kafel screen. Then match the first four characters and the last four against what Kafel is showing. Do not settle for a quick glance.

2 Enter the amount in Withdrawal Amount

Be careful: **the fee is taken out of the amount you type**, so less arrives than you entered. In the recording, 100.3 was typed and

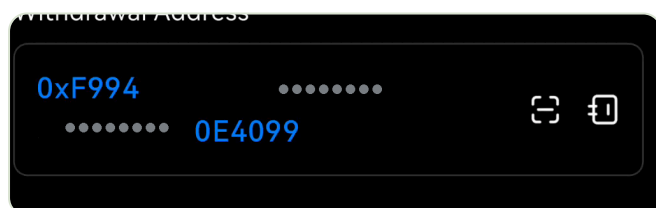
Amount to Receive showed 100.000000 USDT with **Fees** of 0.300000 USDT.

3 Review, then tap Withdraw

Confirm the network, the address and the arrival amount, then complete whatever the screen asks of you. Do not exceed the balance shown on the **Available** line.

To land on an exact figure in Kafel

Add the fee on top before you type. The recording does exactly that: 100.3 goes in so that 100 comes out.



The address after pasting. Its middle is masked in this guide.

3:12



What actually arrives. 100 out of the 100.3 withdrawn. **3:12**

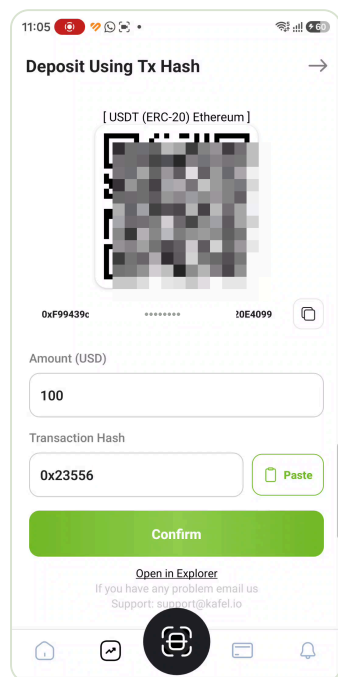
What happens after you tap — from the exchange's own documentation

When withdrawing to a new address, the system may ask for identity verification depending on its risk assessment. The operation can also be routed to manual review — for example if your security settings change — and the exchange may contact you by phone or email. The rule the exchange states plainly: **never disclose passwords or verification codes to anybody.**

20 · METHOD 2 · STEP 4

Record the transaction hash in Kafel

Once the withdrawal has gone out, Kafel still needs to be told the money is yours. That is what the **Transaction Hash** does — a unique fingerprint proving the transfer was made on the network.



The form filled in, in the recording. The value shown, 0x23556, is a demonstration entry typed to show the screen — it is not a valid transaction hash. 4:00

1 Get the hash from the exchange

Once the withdrawal completes it appears in the transaction history — the **Records** tab under **Assets**. Open the withdrawal and copy the transaction number.

2 Enter the amount in **Amount (USD)**

Back on the **Deposit Using Tx Hash** screen in Kafel, enter the amount that **actually arrived** — the **Amount to Receive** figure, not the amount you withdrew.

3 Paste the hash, then tap **Confirm**

Use the **Paste** button beside the **Transaction Hash** field rather than typing it by hand — one missing character makes the value meaningless.

4 Follow your balance

Return to the home screen and compare the balance with the figure you noted at the start, then check **Recent Transactions**. The exchange also recommends reviewing your balance after every transfer.

The **Open in Explorer** button

It opens the transaction on a block explorer so you can verify it independently.

The two fields you fill in. The amount that arrived, and the transaction hash. 4:00

The bottom of the screen. **Confirm** to register, **Open in Explorer** to verify, and the support address support@kafel.io if anything goes wrong. 4:00

What the recording does not show

The recording sets up both halves of the transfer and then stops. The blue **Withdraw** button on the exchange was never pressed, the green **Confirm** in Kafel was never pressed, and the value typed into the hash field is a placeholder rather than a real transaction hash. The Kafel balance is unchanged at the end of the recording. Everything described in this guide up to the last demonstrated tap is **what the recording actually shows**; everything after it is attributed either to the exchange's official documentation or to labels visible in the Kafel interface, and is never presented as something the recording demonstrated.

21 · REFERENCE

When things do not go as expected

The four most common situations and what to do about each. The last two apply to both methods.

The connection failed

You tapped **Connect Wallet** and nothing happened

- ✓ Check MetaMask is installed on this same phone and that you have opened it at least once since installing.
- ✓ If **Continue in MetaMask** is stuck, tap **Try again**, or open MetaMask by hand to find the request.
- ✓ Close both apps and reopen them, then start again from the deposit screen.
- ✓ Never enter your recovery phrase on any screen while trying to fix a connection.

Not enough for the fee

The transaction will not send, or the fee looks too high

- ✓ The network fee is paid in **ETH**, not in **USDT**. A USDT balance alone is not enough.
- ✓ Open the **Tokens** list in MetaMask and confirm you hold ETH on the Ethereum network.
- ✓ Fees move with congestion, so you may need a slightly larger margin than you expected.

The transaction is stuck

It has been **pending** for a long time

- ✓ MetaMask's first recommendation is to close the app completely and reopen it.
- ✓ Part of it is the network's own priority system — a lower fee means a longer wait.
- ✓ MetaMask offers **Speed up** and **Cancel** for a pending transaction. Details in the Help Center — see step 22.
- ✓ Do not send the transaction a second time before you are sure about the first.

The balance has not moved

The transaction is confirmed but Kafel's balance is the same

- ✓ Close the Kafel app and reopen it, then check **Recent Transactions**.
- ✓ Confirm the transaction reached a block — the **Confirmed in block** line.
- ✓ Check the transfer was made in **USDT** on **Ethereum**. A different network does not match this route.
- ✓ Contact Kafel support from inside the app with the transaction number and the block number.

One rule that covers every case above

No genuine support agent — not at Kafel, not at MetaMask, not at the exchange — will ask you for your Secret Recovery Phrase or your private key. Anyone who asks is trying to steal your wallet.

Have these ready before contacting support

The transaction number · the block number · the amount and currency · the time you sent it.

22 · REFERENCE

Sources and support

Everything in this guide relating to MetaMask and to the HTX exchange is verified against the official sources below. All links are clickable.

Official MetaMask links

Official download page

metamask.io/download

The app on the App Store

apps.apple.com/us/app/metamask-blockchain-wallet/id1438144202

The app on Google Play

play.google.com/store/apps/details?id=io.metamask

Help Center

support.metamask.io

Security alerts

support.metamask.io/configure/wallet/security-alerts

Official HTX links

Withdrawing from the HTX app

htx.com/support/84875727630150

Withdrawal and choosing the network

htx.com/support/360000193641

Deposits and the correct network

htx.com/support/94911251602347

HTX Help Center

htx.com/support

Creating a new wallet

support.metamask.io/start/creating-a-new-wallet

Using an existing wallet

support.metamask.io/start/use-an-existing-wallet

Recovery phrase, password and private keys

support.metamask.io/start/user-guide-secret-recovery-phrase-password-and-private-keys

Speeding up or cancelling a pending transaction

support.metamask.io/manage-crypto/transactions/how-to-speed-up-or-cancel-a-pending-transaction

Contacting MetaMask support

support.metamask.io/start/how-to-contact-metamask-support

Kafel support

From inside the app

Open the app menu from the icon at the top of the home screen. The **Deposit Using Tx Hash** screen also shows the support address support@kafel.io. Have the transaction number, the amount and the time of sending ready.

Before contacting anyone

Check the channel is official. Do not share your recovery phrase, your passwords or verification codes with anyone, even someone presenting themselves as a member of a support team.

About this guide

Method 1 recording	Screen_Recording_20260615_114338_MetaMask.mp4 — a real deposit on an Android phone, 6:16 long.
Method 2 recording	WhatsApp Video 2026-09-17 at 11.09.34.mp4 — a Kafel and HTX session on the same phone, 4:49 long.
Screenshot timings	Each caption carries the timestamp of the frame it came from.
Store screenshots	Live captures of the official MetaMask pages, September 2026.
Privacy	The account holder's name, the middle sections of wallet addresses and transaction hashes, and the QR code of the deposit address have all been obscured. No passwords, verification codes, recovery phrases or personal account details appear anywhere in this guide.
Figures	Every amount, balance and fee is an example from the moment of recording — not a limit, and not a fixed charge.
Interfaces	Nothing in this guide is a generated or redrawn interface presented as real app behaviour. Button names and screen order change between releases; where your screen differs, follow your screen and check the official sources above.



Take your time reviewing. **A transaction you cancel today can be made again tomorrow;** one you confirm cannot be undone.