

Stripe M2 Card Reader

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The Stripe M2 Card Reader connects to your Apple iOS devices via Bluetooth to process credit card payments. It is compatible with DrChrono Payments and allows for chip, tap and swipe payment functions. The DrChrono Payments feature is available on the DrChrono EHR and Check-in iOS apps only. iOS devices including iPads and iPhones must be running iOS10 or later.

Payments can be processed with M2/Stripe reader in DrChrono in several areas. They include:

- Web Based Created Appointment with M2 on iPad
- Patient Created Appointment via OnPatient with M2/Stripe on iPad
- iPad Created Appointment with M2/Stripe on iPad

Getting started

1. Fully charge your Stripe M2 Card Reader by connecting the charging cable and charging it for two hours prior to its first use.
2. Enable Bluetooth on your phone or tablet.

Pairing the device

1. Turn on the Stripe M2 Card Reader by pressing and releasing the power button.
2. The LED status lights will turn on for 2 seconds and the reader will beep twice.
3. It will wait for a Bluetooth connection for 5 minutes before turning itself off.
4. When the reader connects to a device, the status LED lights on top of the reader will flash 4 times.
5. Once connected, the first status light will flash at 5 second intervals.
6. The reader will stay connected to your iOS device while in standby mode.
7. When connected, the reader will automatically turn off after 10 hours of inactivity.

Processing payments

1. Once set up, the device is ready to take a payment. You have the option to swipe, insert, or tap the patient's credit card.
2. If you would like to manually enter the card, tap on Credit Card under Other Payment Options. You will be able to save the card by ticking the box before processing the payment.
3. Once you have the card on file, you can process additional payments by tap on Card on File under Other

Payment Options.

4. If you are experiencing issues related to payments, you can try closing and re-launching the payment screen. You can also try to restart the application. If that does not solve the problem, please reach out to [support](#) for assistance.

Battery Status

1. With normal usage, you do not need to turn off the reader to conserve power. It will need to be charged fully once per day.
2. You can check the status of the battery by pressing and releasing the button once. The LEDs on top of the reader will show you the current status.

LEDS	MEANING
● ● ● ●	Full charge
● ● ● ●	75% charge
● ● ● ●	50% charge
● ● ● ●	25% charge
● ● ● ●	(flashing) Charging



Troubleshooting Tips

1. · Ensure both the DrChrono APP & iOS Software are up to date.
2. M2 out of the box –A failure may occur when running the first payment. Rebooting the iPad after the software update and using a paperclip to hard reset the M2 Reader should fix the issue. The payment pop-up screen should now allow you to process the payment.
3. If the credit card payment declines, this article will help decode what the decline is:[Stripe Common Decline](#)

Codes
