

DrChrono Payments Stripe: If the device will not read the credit card

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Troubleshooting the BBPOS device when it is not reading the card:

General issues

1. Press the power on button to turn on the BBPOS device again. The card reader will automatically connect with your smartphone or tablet again.
2. The BBPOS device may be at a low battery level. Use the USB cable to recharge it and retry the transaction.
3. Ensure the BBPOS device is within reception range of your smartphone or tablet.
4. If none of the above tips rectify the issue, contact PaySimple Customer Care to confirm your merchant account is configured to accept payments using the BBPOS credit card reader.

Swiping or inserting card

1. Check if the BBPOS device has power when operating and confirm the device is connected to your smartphone or tablet.
2. Check if the application instructs to swipe, insert or tap card. Please make sure that there is no obstacle in the card slots.
3. Cards with a chip should not be swiped. Only insert or tap if appropriate.
4. Confirm if the magstripe or chip of the card is facing the right direction when swiping or inserting the card.
5. Ensure that your smartphone or tablet is a supported model for this device's operation.
6. Try swiping or inserting the card with a more constant speed.

Tapping card

1. Check if the customer's credit card supports NFC payment functions.
2. Ensure that the credit card is placed within the 4cm range on top of the NFC marking.

3. Have the customer take their NFC payment card out from their wallet or purse to avoid any interference.
