

DrChrono Payments Stripe: When the mobile app does not recognize the BBPOS device

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Here are some things to try when your device is not recognized:

- Ensure the device is sufficiently charged before use. The card reader must be at least 50% charged for first-time usage.
- Check the serial number of the device when pairing in the PaySimple mobile app to make sure you are attempting to connect or are connected to the correct BBPOS device.
- Check to see if the BBPOS device is within the reception range of your smartphone or tablet.
- Confirm that Bluetooth is enabled on your smartphone or tablet.
- Try turning the BBPOS on and off and attempt to reconnect the device.
- Make sure you are running iOS 10 or later. BBPOS is currently only available for smartphones or tablets using iOS 10 or later.

If none of these work, please reach out to [support](#) for assistance.
