

# DrChrono Payments: 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 iOS 10 or later.

Hardware can be purchased via the following [link](#).

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



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## M2 Reader Out of the Box

Before you begin the pairing process between your DrChrono EHR app and the M2 device, please ensure that the following steps are completed:

### Step 1: Charge the M2 Device

- Important: Ensure the M2 device is at least 50% charged before starting the pairing process.
- To check the battery level:
  - Press the side button on the M2 device.

- Observe how many lights show on the top of the device. Each light indicates a percentage of battery level (e.g., 1 light = 25%, 2 lights = 50%, etc.).

#### Step 2: Download the DrChrono EHR App

- Ensure that you have the DrChrono EHR app installed on your mobile device.
- You can download the DrChrono EHR app from the Apple App Store.

#### Step 3: Create an Appointment in DrChrono

- Open the DrChrono EHR app on your device.
- Create a new appointment for a patient:
  - Navigate to **Appointments** and select **Create Appointment**.

#### Step 4: Set Up Billing Details

- Once the appointment is created, go to the Billing Details section.
  - Select **New Payment** to add payment details for the appointment.
  - Under payment method, choose **DrChrono Payments**.
  - At the top right corner of the screen, select **Use DrChrono Payments**.

#### Step 5: Enable Bluetooth and Connect Reader

- In the Billing Details screen, select the **Settings Wheel** at the bottom of the screen.
- Toggle the setting to ON to enable Bluetooth pairing with the M2 device.
- You will see an option to Connect Reader. Press **Connect Reader**.

#### Step 6: Pair the M2 Device

- After pressing Connect Reader, a prompt will appear asking you to open your device's Settings.
- Follow the prompt to open your Bluetooth settings.
- Ensure that Bluetooth is enabled on your device.

### Step 7: Enable Bluetooth Pairing

- In your Bluetooth settings, you should see a list of available devices.
- Look for your M2 device in the list and select it to begin the pairing process.
- The DrChrono EHR app will automatically detect the M2 device and start the initialization process.
- The M2 device will begin to show a percentage of progress as it initializes and pairs with the app. Please wait until this process is complete (this may take a few minutes).

### Step 8: Completion

- Once the initialization and pairing are complete, you will receive a notification confirming that the M2 device is successfully connected.
- You are now ready to accept payments using the M2 device through DrChrono Payments.

## Processing a Payment for the first time






1. Once the reader is attached to the iPad/iPhone, you may need to press on the gear setting on the payment pop-up screen and make sure it is set to automatic pairing. The DrChrono system should find the M2 reader quickly. It may ask to enable GPS and to allow Bluetooth; both will need to be set to yes. There could be a short Initializing period that could take 5-10 minutes. After initializing, the reader connected to iPad/iPhone will show you the battery life of M2; DrChrono will then tell you to press A: "card on file" or B: "credit card."
  - a. Option A – Will show you any saved payment methods saved by the patient. This option will allow you to process a payment without needing the physical M2 reader.
  - b. Option B – Will allow you to manually type credit card details to process the payment.
2. Under the M2 battery level, press **Tap the charge button to start the transaction**. This is what you would want if you have hardware like an M2 on hand.
3. After pressing the **Charge** button, it tells you to now SWIPE/INSERT/or TAP card.
4. Once the payment is processed successfully, it will show **Transaction Completed**. DrChrono will update the balance field in the patient appointment.

## Credit Card Decline Reasons

If the credit card payment declines, this article will help decode what the decline is: [Stripe Common Decline Codes](#)

## 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

- Is the device not showing up?
  - Ensure Bluetooth is enabled and your M2 device is powered on.
- Pairing fails?
  - Try restarting both the M2 and mobile devices, then repeat the pairing steps.
- Battery issues?
  - Ensure the M2 device has at least 50% battery before attempting to pair.
- Ensure your DrChrono App on the iPad or iPhone is up to date.
- Ensure the iPad or iPhone's IOS Software is up to date. Reboot the iPad/iPhone after the software update. Use a paperclip to hard reset the M2 reader.

For further assistance, please reach out to [support](#).

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