

S710 Card Reader: Troubleshooting

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Use this article if you have trouble connecting an S710 card reader or collecting a payment with one.

Device setup issues

Invalid activation code

The code you entered doesn't match the code on the device screen. Confirm the 3-word code currently shown on the device, then enter it again.

Activation code expired

The activation code expires after a short time. Restart the device to generate a new code, then try again.

This device is already registered

The device is already connected to a practice. If your practice added this device previously, find it in the device list instead of adding it again. If it belongs to another practice, contact [DrChrono Support](#).

Device doesn't show as Connected

Confirm the device is powered on and has completed the WiFi setup wizard, the device is charged (battery), and that your practice's WiFi network is online. If the device still doesn't show Connected, remove it and repeat the setup steps.

Payment issues

Device doesn't appear in the device dropdown

The device may not be connected to the merchant account you selected. Check the device's connected merchant accounts in [S710 Card Reader: Manage Your Devices](#).

Payment window shows a network error or failed activation

Confirm the device is powered on and connected to WiFi, then try the payment again.

Payment seems stuck on the waiting screen

Select **Cancel**, confirm the device is still powered on and connected to WiFi, then start the payment again.



Contact Support: If these steps don't resolve the issue, contact DrChrono Support.

Related articles

- [S710 Card Reader Overview](#)
 - [S710 Card Reader: Quick Start Setup Guide](#)
 - [S710 Card Reader: Manage Your Devices](#)
 - [S710 Card Reader: Collect a Payment](#)
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