MagTek USB Card Reader devices

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How to Set Up Your MagTek Card Reader for Swiping in DrChrono

To take swiped card payments in DrChrono, your MagTek card reader must be set to keyboard emulation mode. Some readers ship in HID mode, which DrChrono doesn't support.

Before you start

- Use the Windows computer that the card reader is plugged into.
- You may need administrator rights to install software. If you're not sure, ask your IT contact.
- Have a credit card ready to test.

Step 1: Check which mode your reader is in

1. Open Notepad on Windows or TextEdit on Mac.
2. Press inside the blank page.
3. Swipe a card through the reader.
4. If text appears: Your reader is already in keyboard emulation mode. Skip to Step 4.
5. If nothing appears: Your reader is likely in HID mode. Continue to Step 2.
   Close Notepad without saving when you're done.

Step 2: Get the MagTek configuration tool

Download MagTek's free reader configuration utility from MagTek's website or ask the company you bought the reader from for it. Depending on your reader's model, the tool is called either USB Swipe & Insert or Reader Config.

Step 3: Switch the reader to keyboard emulation mode

1. Plug the card reader into the computer.
2. Open the MagTek configuration tool.
3. Choose the option to change to Keyboard mode. It may be labeled Change To Keyboard or KBE (keyboard emulation).
4. Press the button that sends the change to the reader. It may be labeled Download or Change Configuration.
5. If the tool asks you to confirm the change, select Yes.
6. Unplug the card reader, wait a few seconds, then plug it back in.
7. Repeat Step 1 to confirm that text now appears when you swipe.

Step 4: Take a payment in DrChrono

1. Open the payment form in DrChrono.
2. Press Swipe Card before you swipe. If you swipe without clicking it first, the swipe goes into the wrong field and won't work.
3. Swipe the card and finish the payment.

Still not working?

Contact MagTek Customer Support and include:

- The model and part number from the label on the bottom of your card reader
- What happened when you swiped into Notepad (no text, readable text, or a long string of random characters)