

Reader Unreachable?

If your Stripe Reader fails to take a payment and gives you this error.

Reader Error [R]: Processing Error Reader is currently unreachable, please ensure the reader is powered on and connected to the internet before retrying your request.

First check that the reader is on. Then open the settings by swiping right from the left corner of the screen. When asked the Admin PIN is . Go to Network to make sure it is connected to your Wifi.

If both are true it may be an issue with Stripe. This is a rare occurrence that their server connecting to terminals is down. Wait 10 minutes and try again. These issues are typically resolved quickly.

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