

# 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 `07139`. 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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