Square Chip Card Reader Troubleshooting

For general reader care, we recommend checking both the card slots frequently to ensure they remain free of debris.

Troubleshoot the Chip Card Reader

The following tips typically help with most reader issues.

- Remove any case or cover from your device. Some cases prevent the reader from plugging in completely.
- Ensure you're running the latest version of the Square Register app.
- Make sure you're using a supported device. We can't guarantee full compatibility on a device that isn't supported.
- Unplug the reader and plug it back in while the Square Register app is open and wait for it to establish a new session.
- If you see “Please try inserting again, chip could not be read,” insert the chip card firmly, ensure the chip is facing Square’s logo, and keep the card in the reader slot until the payment completes.
- If you see the "Reader Damaged" error message, the reader will not function. Begin a warranty request if you see this message.
- Delete and reinstall the Square Register app. See Apple or Google's support site for instructions.
- Plug the reader into a power source for a minimum of 10 minutes to ensure it's fully charged.
- If you're using an Android device, make sure that any audience enhancement features (such as One M8, Clari-fi, or Beats Bass Boost) are turned off, as they can disrupt connection with the reader.

If you’ve tried all the troubleshooting steps and you're still having issues with your chip card reader, begin the warranty process.