

This article covers the troubleshooting steps available to remedy issues with reading credit cards on the Toast Go 2 Handheld used by KRM inc. Feel free to contact [support54](#) at any time for assistance.

## Handheld tips

- Please use card reader cleaning cards on a regular basis to extend the life of the card readers.
- Your handhelds should be labeled to easily separate those that may have unresolved issues.
- Don't wait to report problems with your handhelds. As problems arise take these steps or report the issue to support.

There are two possible issues with handheld card readers	
Your card reader can read swiped cards but not inserted or tapped cards.  This is most likely caused by the EMV setting being disabled. Follow the Enable EMV steps below.	Your card reader fails to read swiped, inserted, or tapped cards.  There may be a software or hardware issue impacting your card reader. Follow the Card Reader Failure steps further down this page.

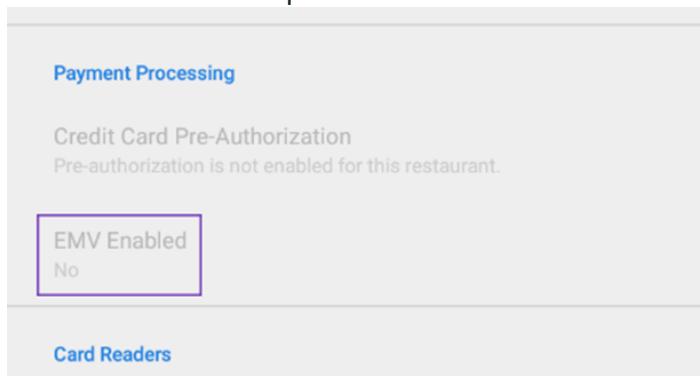
## Enable EMV

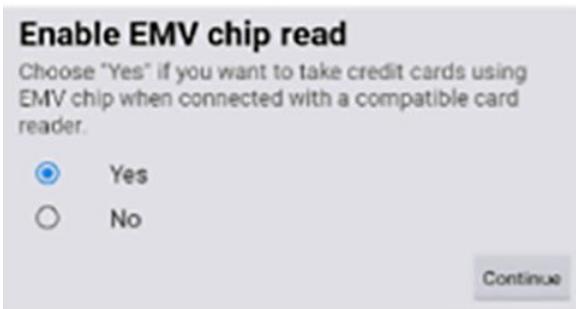
By default your Toast handheld can swipe credit cards. There is a setting that enables both inserting and tapping credit cards. If the EMV Enabled setting is set to "No" you will only be able to swipe credit cards with the handheld.

1. With a manager login on the Toast POS press the back arrow at the top left until you're at the Toast Menu.
2. Scroll down to Setup and tap Device Setup.



3. Scroll down to Payment Processing. You'll see EMV Enabled. This should be set to Yes.
4. If EMV Enabled is set to "no", tap EMV Enabled and select Yes. When you enable EMV Toast will briefly check for an update.





5. Test a credit card again to see if chip and tap payments work. If they don't continue to Card Reader Failure below.

## Card Reader Failure

A failure of the card reader usually means that one, or all of the three payment methods doesn't accept payment. The issue may be fixed in software. Or could require replacement hardware. Hardware may or may not be covered by Toast's warranty. Please follow the steps below to troubleshoot the Toast Go 2 handheld card reader. If any of the three tests fail, or if after these steps you still can't take all payments please contact support. If you can include the serial number found on the back of the handheld. Support will check the warranty and arrange for repair or replacement of your handheld.

### If your card reader isn't working, follow the below steps or watch this video:

<https://play.vidyard.com/ZvgC443q7gQc3chmpNNai.html?>

#### Clear cache

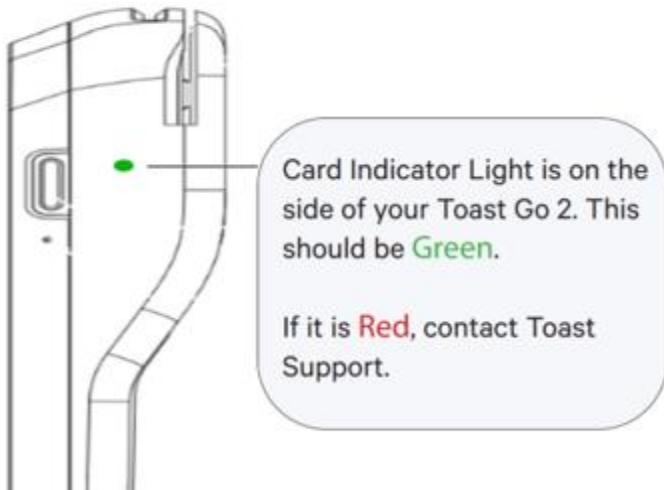
1. Tap the circle at the bottom of your screen to return to the home screen.
2. Hold down your finger on the Toast POS app. Then tap App Info.
3. Tap Storage.
4. Tap Clear Cache.

#### Restart the handheld

1. Hold down the power button on the right side of the handheld until the Restart option appears (three seconds), then tap Restart.

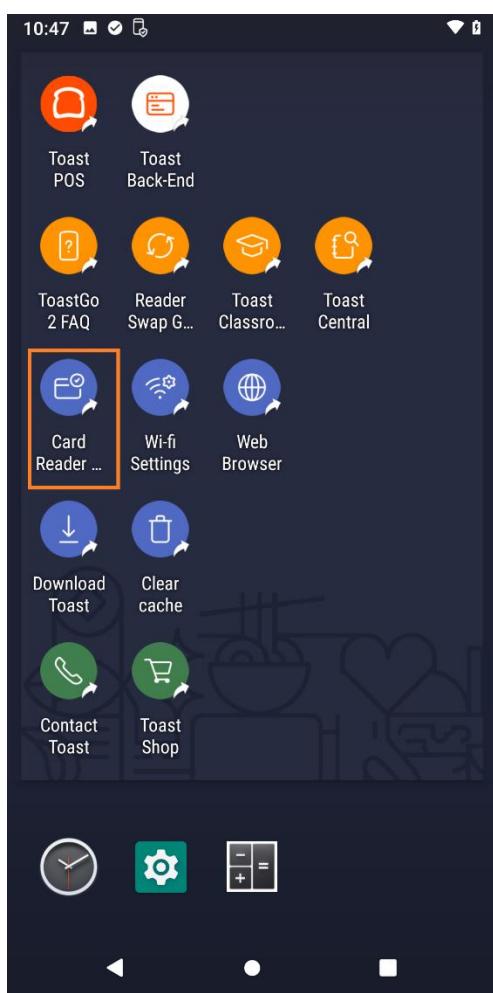
#### Wake the card reader

Once the handheld is started, open the Toast app and go to the *Quick Order screen* then select *Tab* to wake up the card reader. At this point, the card indicator light on the side of the device should be green. If it's red or no light appears, follow the steps below to check the card reader with the test app. Before doing so, if dip and tap payments are not working but swipe payments are accepted by your card reader, double-check that EMV is enabled on your device. For a refresher on setting up EMV, check out [Setting Up Your Toast Go 2 and Accepting Payments](#).

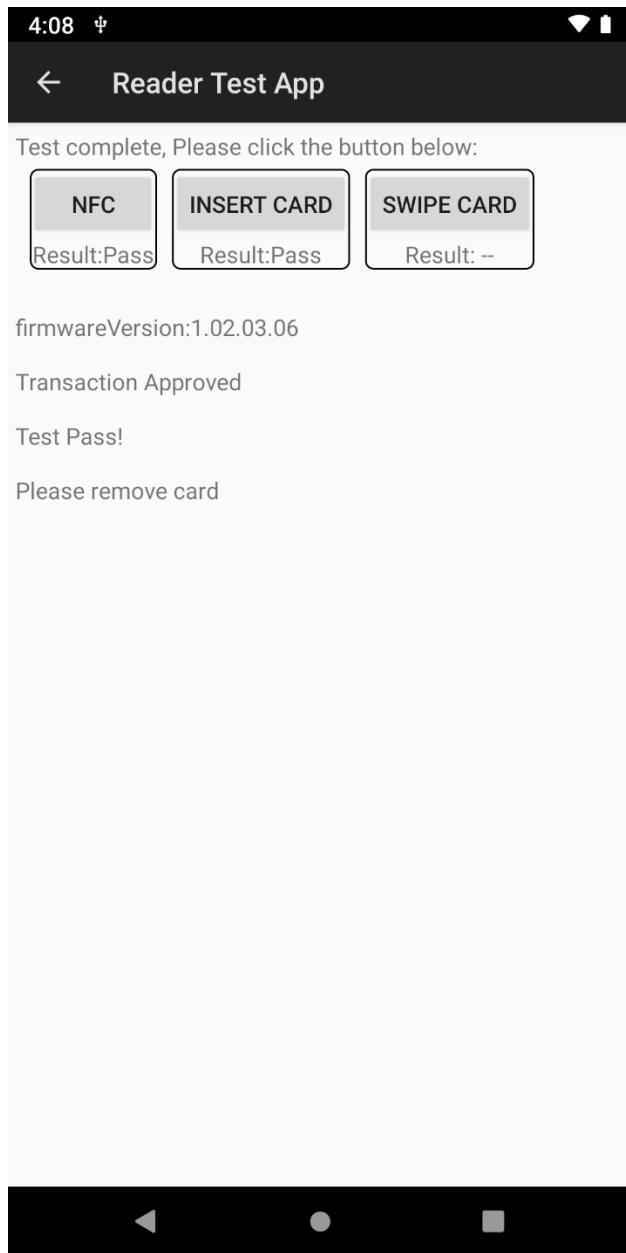


## Card reader test app

1. Select the circular Home button at the bottom of your device screen.
2. Then, select *Card Reader* ...



3. It will take 10 seconds for the app to warm up, select the corresponding button to test the dip (insert), swipe (magnetic stripe) and tap (NFC) functions of your card reader.

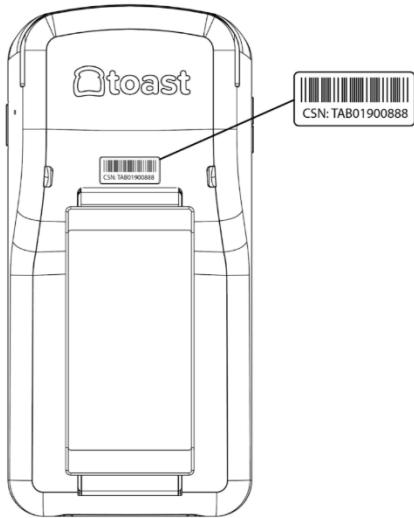


4. If you see *Result: Fail*, contact support. Please provide the serial number (instructions for finding the serial number below) of the handheld and let support know you completed these steps

- Cleared cache
- Restarted the handheld
- The Card reader test app failed one or more tests.

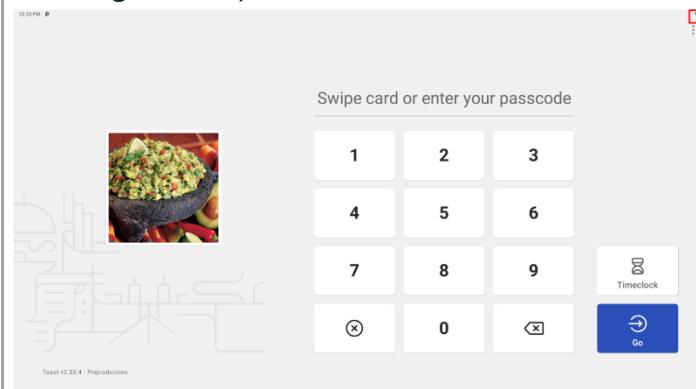
If you see *Result: Pass* on all three tests, take note of the HH number or serial number of this handheld. return it to service. If the credit card reader fails again inform support and please provide the serial number.

## Find your serial number

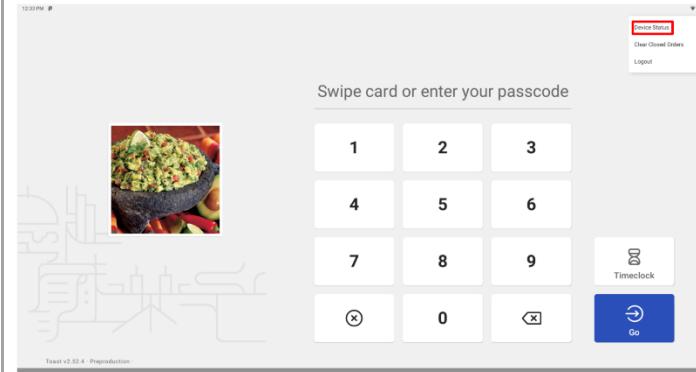


If the sticker on your device has fallen off or the serial number is unreadable, you can find your device's serial number via the Toast App.

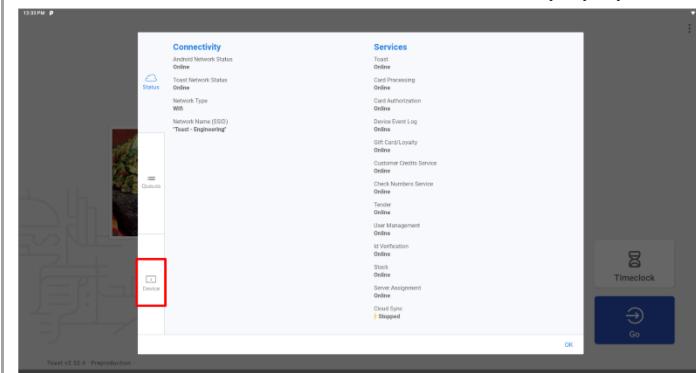
1. Click the carrot in the top right corner of the screen. (Orange box in the image below.)



2. Click on "Device Status" in the drop down.



3. Click on "Device" on the left rail of the popup.



4. The device serial number will be listed under the device details.

