Re-insert Card

The "Chip Error" screen is displayed when a faulty EMV-capable card is inserted. This prompts the cardholder to retry inserting the card.

Step	Instruction	Screen Information	Rebranded Screen Information
1	In the event of a Chip failure, the customer is instructed by the terminal to remove the card.		

Step	Instruction	Screen Information	Rebranded Screen Information
2	Insert the card once again.	🛜 ▽ 100%▭13:47 **Sale** **Insert Card** **Total £5.00**	↔ 91%▭14:55 Insert Card Total **€50.00**

Step	Instruction	Screen Information	Rebranded Screen Information

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3 — After 2 failed attempts, the Customer is instructed by the terminal to swipe the card through the magstripe reader (only when the fallback option is enabled).

Sale

Swipe Card

Total £10.00

VISA   MasterCard   AMERICAN EXPRESS

Swipe Card

Total
€50.00