
FLEX PAY CARD READERS

Last Updated April 2024



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MODELS

Since both Chipper Models use Bluetooth LE for communication, there is no need to directly pair them to the mobile device in advance.

The Chipper 3X requires additional steps for set-up, so be sure to follow the recommendations for the device.



BBPOS Chipper 3X
(Bluetooth LE) **ACTIVE USE**



BBPOS Chipper 2X
(Bluetooth LE) **DISCONTINUED**

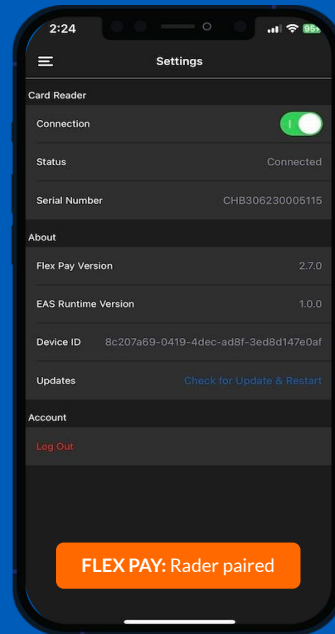
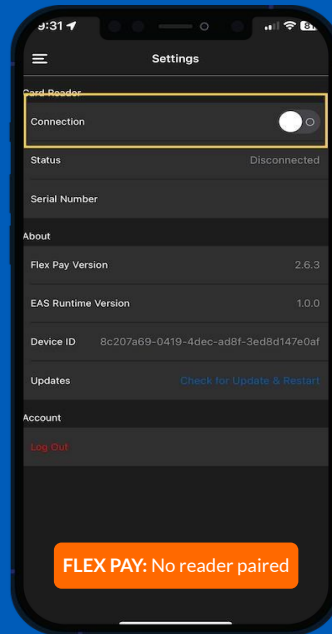
PAIRING

The card readers use Bluetooth LE, which has no need for pre-pairing with the device before use. The pairing happens within the Flex Pay app on the **Settings** scene.

To initiate the connection, make sure the card reader is powered, then toggle the **Connection** switch into the **ON** position. Pairing should take a few seconds.

- If successful, the **Serial Number** will show
- If there is an **Error**, proceed to the **Troubleshooting** section

The Chipper 3X requires a passkey to be entered. Proceed to the **Chipper 3X Setup** section for details.

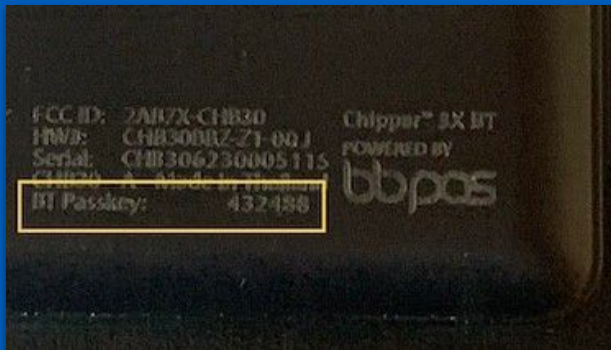


PAIRING: CHIPPER 3X SETUP

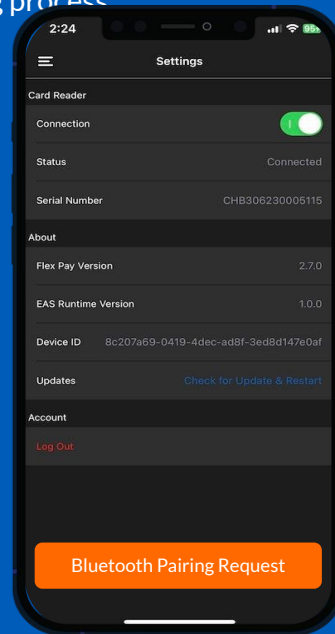
This device requires a six-digit passkey to pair with the mobile device. This passkey is printed directly onto the reader, near the serial number. Upon initial pairing to the mobile device, you will receive a prompt for this passkey to complete the pairing process.

The **Bluetooth Pairing Request** dialog will timeout after several seconds. If this happens, you can cause the prompt to appear against by toggling the **Connection** switch and attempting again.

Since the paint on the card reader will fade over time, we highly recommend copying the passkey somewhere else, such as an asset sticker or a spreadsheet, because it will be impossible to pair the card reader to a device without this passkey.



Chipper 3X "BT Passkey"



DIFFERENCES BETWEEN CHIPPER 2X & 3X

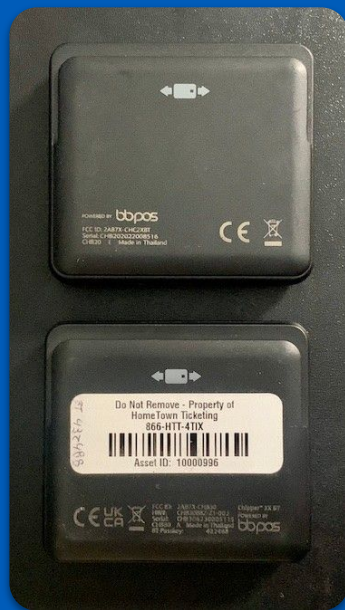
Chipper 2X (top): “bbpos stamp”

Chipper 3X (bottom): no stamp



Chipper 2X (top): “CHB20” stamps

Chipper 3X (bottom): “CHB30” stamps, “BT Passkey”



Chipper 2X (top): 1 power light

Chipper 3X (bottom): 4 power lights



Chipper 2X (top): USB Micro-B (flat on one side)

Chipper 3X (bottom): USB-C (rounded corners)



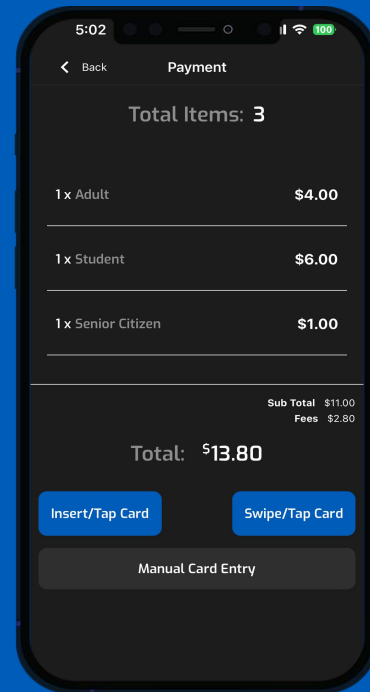
MEANS OF PAYMENT

On the point-of-sale, it is possible to accept credit card payments by three means:

- 1) *Insert/Tap Card*
- 2) *Swipe/Tap Card*
- 3) *Manual Card Entry*

The user can change modes at any time on check-out or when attempting another transaction, after receiving an error.

Manual Card Entry remains available when a card reader is not paired.
Support for swiping cards came in v. 2.8.0



UPDATING FIRMWARE & CONFIGURATION

Periodically, updates will become available for the card readers. These will either be firmware from BBPOS or configuration from Propay.

Upon pairing a card reader, the Flex Pay app will check for availabilities of updates.

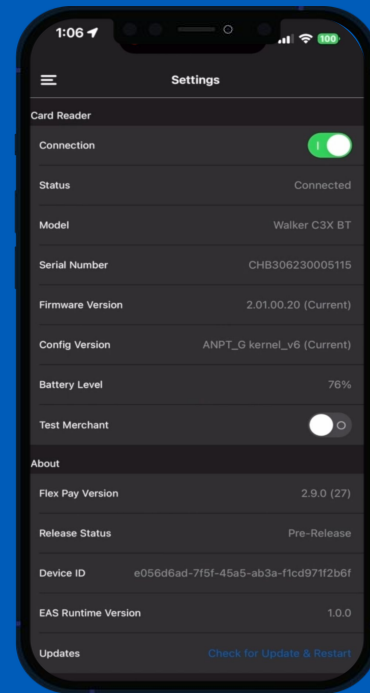
In the **Settings** scene, the lines “Firmware Version” and “Config Version” provide indication on whether or not the updates are current.

When new versions of firmware and/or configuration are available, the app will present a prompt to install the updates.

The update prompts will show in both Settings and in the point-of-sale. They can always be declined and installed at a later time.

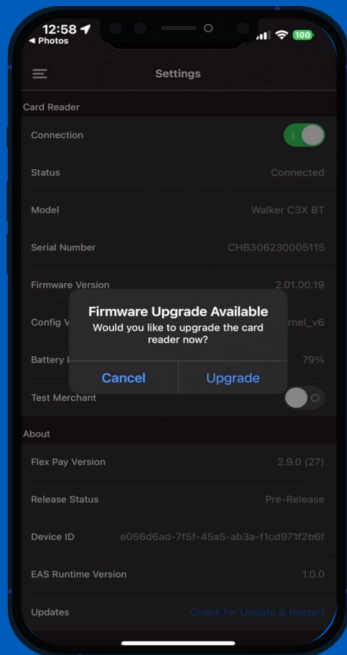
Expect about 8-10 minutes for firmware updated and about 2-3 minutes for configuration updates on a steady, high-speed Internet connection. When the firmware update completes, the reader will disconnect and need to be paired again (see [Pairing](#) steps on Slide 4).

After a configuration update, the reader will remain paired.

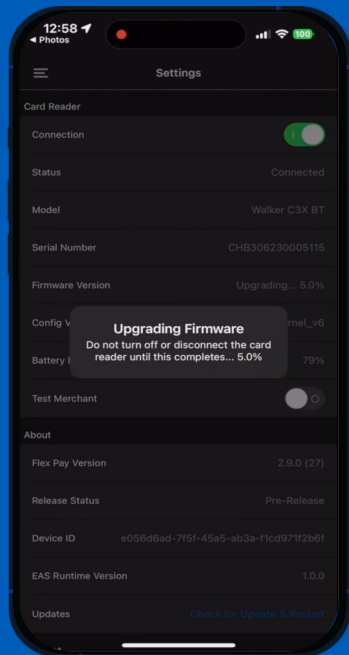


UPDATING FIRMWARE & CONFIGURATION

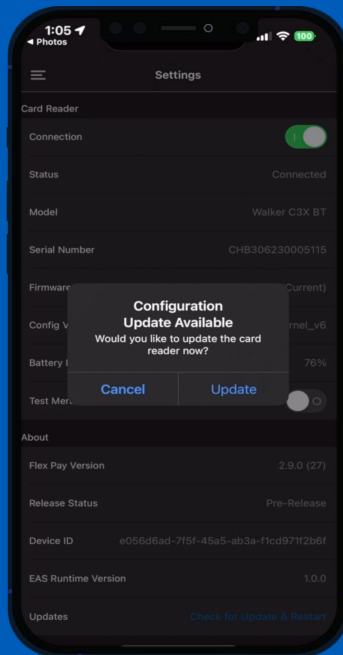
Flex Pay:
Firmware Upgrade Available



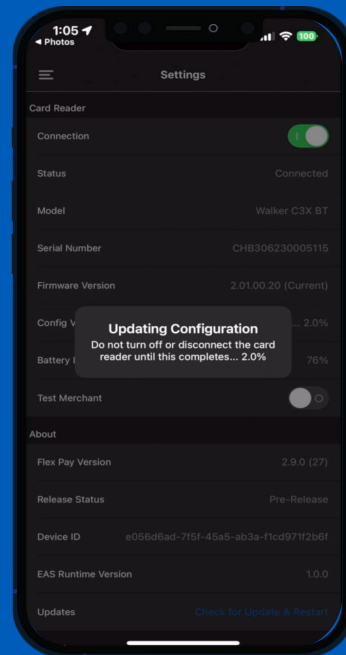
Flex Pay:
Upgrading Firmware



Flex Pay:
Configuration Update Available



Flex Pay:
Updating Configuration



TROUBLESHOOTING

The app displays an error when attempting to pair the card reader

- 1) Hold the power button on the reader for about 5 seconds. The power indicator lights will blink then count down from 4 to 1 and off
- 2) Flip the Connection toggle in Flex Pay to off
- 3) Tap the power button on the reader to power it back on and start Bluetooth searching
- 4) Flip the Connection toggle in Flex Pay to On

Mobile device not displaying passkey prompt (Chipper 3X only)

The prompt will time out after several seconds then disappear, so the resolution may simply be to attempt a pairing again.

If this doesn't work, you may need to reset the pairing between the card reader and the mobile device. **(Follow the instructions under Error Messages → Peer removed pairing information)**

TROUBLESHOOTING

The app displays a repeated errors whenever attempting to pair

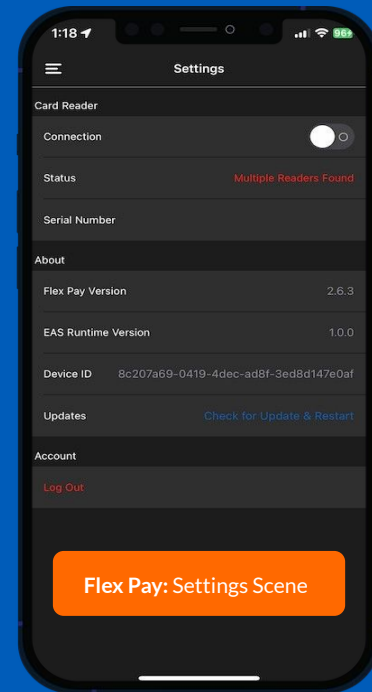
- Check nearby devices (even locked ones) to make sure there are no active instances of the Flex Pay app running. If there are any, close them all and attempt to pair to the desired device again.
- Make sure the card reader's battery is charged, as they need at least ~5% to even pair. (New readers likely need to be charged before their first use)
- If the device is on the school/organization Wi-Fi network, try it on a mobile connection or external network, if possible. If the card reader then pairs, there is likely a firewall preventing the Flex Pay app from contacting the ProPay to verify the merchant account. The firewall will need the following domains whitelisted:
 - *.propay.com (epay.propay.com, mobileapi.propay.com, xmltest.propay.com, mobileapitest.propay.com)
 - *.payments.ac
 - *.anywherecommerce.com
 - *.ticketspicket.com

ERROR MESSAGES

Multiple Readers Found

Make sure only one reader is actively seeking a connection at a time. Turn off any additional readers by holding the power button until the lights blink then count down from 4 to 1 then off.

Beginning with **version 2.8.0**, the user will have an opportunity to select which reader to pair, using a list of serial numbers.

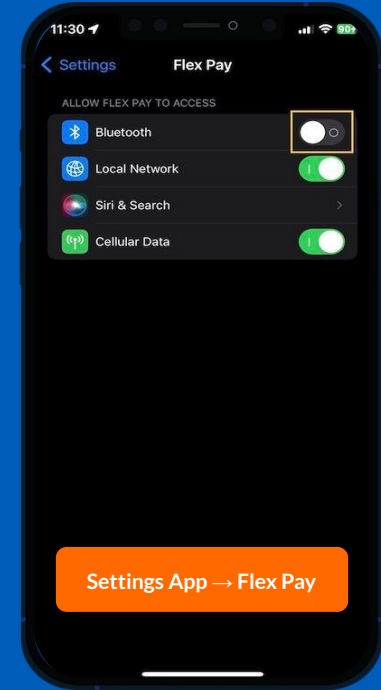
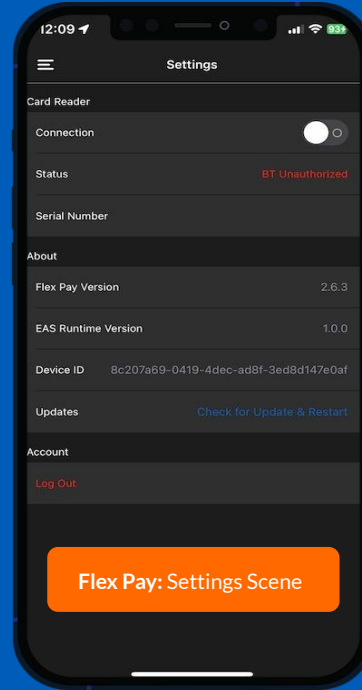


ERROR MESSAGES

Bluetooth Unauthorized

Bluetooth has been disabled for the Flex Pay App

- 1) Go into the *Settings* app
- 2) Select *Flex Pay*
- 3) Toggle on Bluetooth

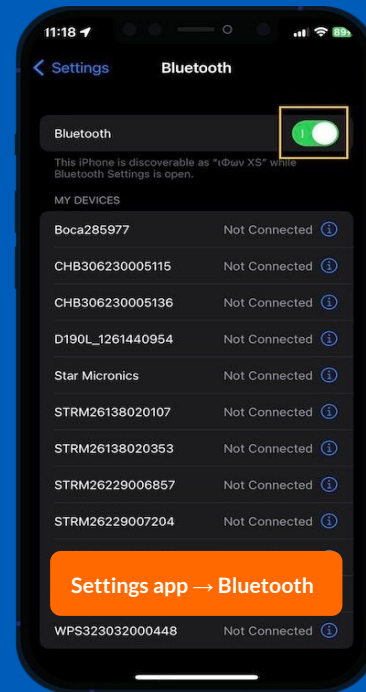
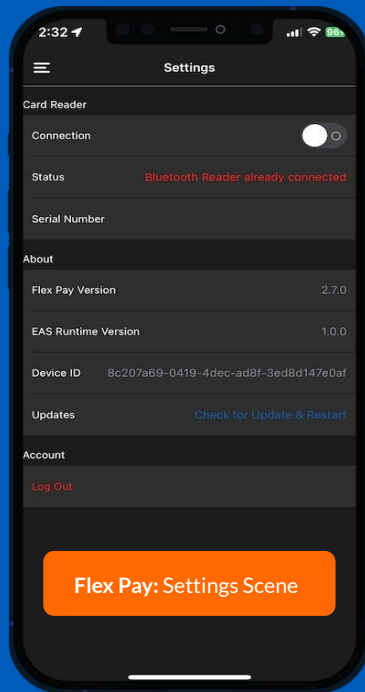


ERROR MESSAGES

Bluetooth Reader Already Connected

A card reader is already paired or an error happened during the previous pairing process with the target card reader.

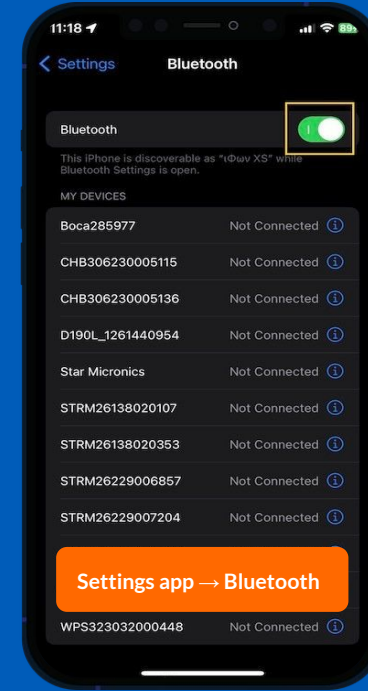
Toggle off then on Bluetooth for the device by either using the **Control Center** or the **Settings app**.



ERROR MESSAGES

Connection Error

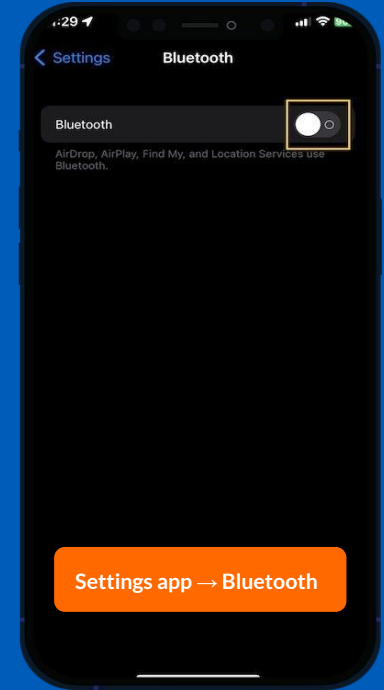
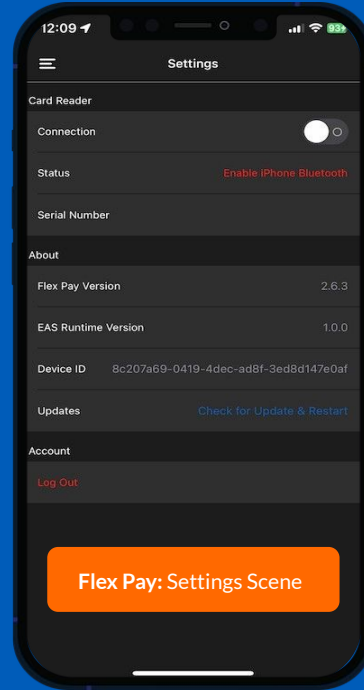
The reader was unable to pair successfully. If further attempts are not successful, toggle off then on Bluetooth for the device by either using the *Control Center* or the *Settings app*.



ERROR MESSAGES

Enable iPhone Bluetooth

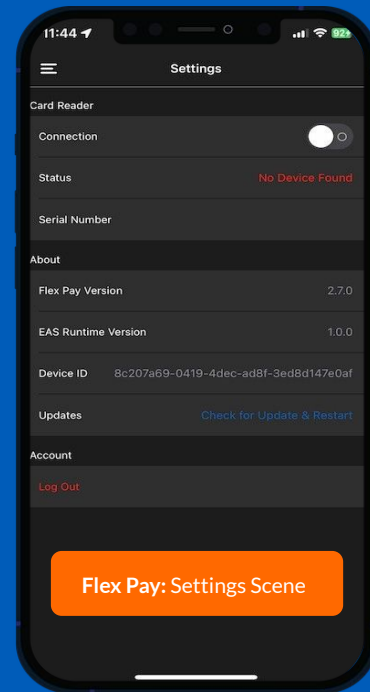
Bluetooth has been completely disabled on the device. Toggle on Bluetooth for the device by either using the **Control Center** or the **Settings app**.



ERROR MESSAGES

No Device Found

This shows when canceling the pairing of a card reader before the process can complete.

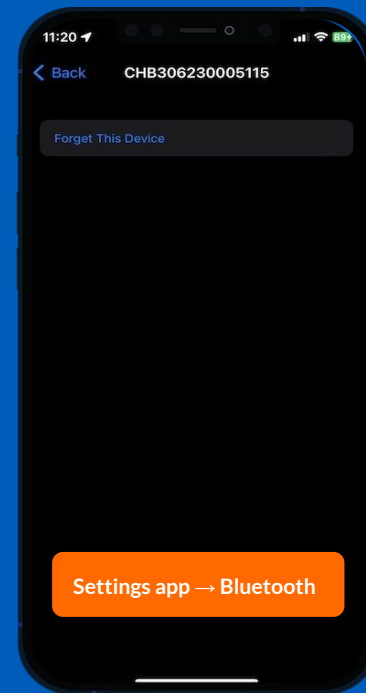
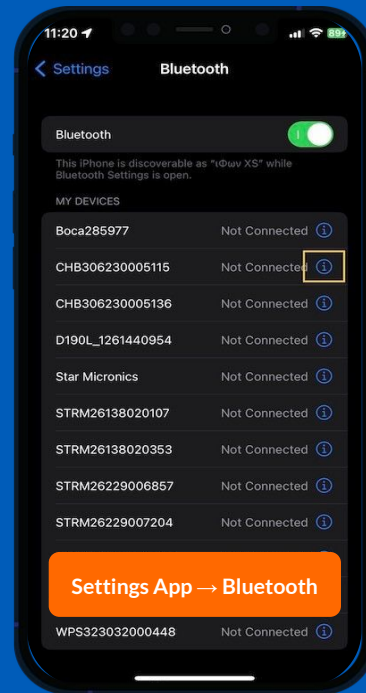
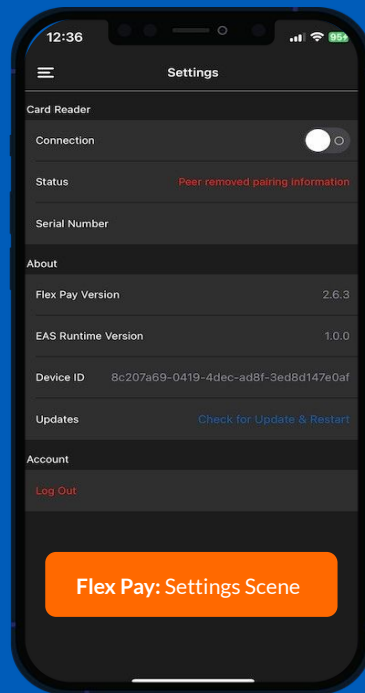


ERROR MESSAGES

Peer Removed Pairing Information

This arises when the Chipper 3X gets into a bad state with the device after previously pairing.

- 1) Go into the **Settings app**
- 2) Go to **Bluetooth**
- 3) Find the card reader by the serial number printed on the back
- 4) Tap on the ⓘ icon
- 5) Tap on **Forget This Device**



ERROR MESSAGES

Timeout

No card readers were found during the search. Make sure the target card reader is powered and that its battery is charged more than about 25%.

To test the battery level, quickly tap the power button.

Each light represents the range of 25% charge (i.e. 0%-25%, 25%-50%, 50%-75%, 75%-100%).



ERROR MESSAGES

Chipper 2X Support Discontinued

Resolved by using the supplied Chipper 3X card reader.

This prompt has two forms:

- 1) Before Oct 1st, 2023: Warning about the reader being discontinued
- 2) After Sept 30th, 2023: Error blocking the reader from pairing

