

Chipper Troubleshooting with onePOS

Can't Open HID Device or Com Error-

1. Disconnect the Chipper from the USB Dock.
2. Power Cycle then Reconnect the Chipper to the Dock.
3. Re-Launch onePOS and test chipper again.

Last Troubleshooting(no lights/response from the chipper or 1st troubleshooting)-

1. Remove the Chipper from the Dock
2. With a paperclip press the small button next to the chipper charging port for 5 seconds
3. Wait for chipper reboots and goes back to blinking every second a blue light.
4. Redock the chipper
5. Sign in with Manager ID/Card and select Terminate System.
6. Select "OK" to exit to Windows.
7. Press "Relaunch" on the "Launcher" app or open the Launcher on the desktop.
8. Wait for software to reload and test chipper again.

Power Cycle the Chipper

1. Hold the power button for 2 seconds and release.
2. Wait for the power light to turn off.
3. Press the power button again
4. If for the light to start blinking

Re-Launch onePOS

1. Sign in with Manager ID/Card and select Terminate System.
2. Select "OK" to exit to Windows.
3. Press "Relaunch" on the "Launcher" app or open the Launcher shortcut on the desktop

-Notes

Turning the reader on and off

To turn on the Chipper, press and release the power button. The status light turns on to indicate power. The reader waits for a Bluetooth connection for five minutes before turning off.

When the reader is connected to a device running onePOS, its status light shines steady blue. If inactive for more than 30 seconds, it enters standby mode to conserve power, and the status light begins flashing at 5-second intervals. The reader stays connected to your iOS or Android device while in standby and automatically exits standby mode when you resume activity.

The reader automatically turns off after 10 hours of inactivity. To turn the reader off manually, press and hold the power button until the status light goes out. You don't need to turn off the reader to conserve power.

Whenever the Chipper is turned on, the LED located beside the power button shows the reader's current status.

LIGHT	MEANING
None	The reader is off.
Flashing blue every second	The reader is on and ready to connect to a device. (Will turn off after 5 min.)
Multicolored flashing	The reader has been discovered using Bluetooth Proximity and is ready to connect.
Steady blue	The reader is connected to a device.

LIGHT	MEANING
Flashing blue every 5 seconds	The reader is in standby mode. (Will remain in standby indefinitely.)
Alternating red and magenta	The reader is charging.
Flashing red	The reader's battery is low.
Rapidly flashing blue and orange	The reader has finished installing a software update. If the reader is unresponsive after the update completes, restart the reader by turning it off and on.