



User Manual

Chipper OTA

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1. Introduction

The Chipper OTA is an offering of standalone applications developed to aid users in updating their Chipper series devices to the latest firmware version that ensures CAPK readiness.

It is imperative that the firmware in your Chipper series device(s) is updated to the latest version to ensure that there is no interruption in your transaction processing.

Starting on January 1, 2022, all EMV transactions will be declined regardless of card brand if the firmware is not updated to the latest recommended version.

1.1. Purpose




The purpose of this document is to help understand the applications designed to update the Chipper series firmware to a specific version necessary to address CAPK readiness.

2. How does Chipper OTA work?

BBPOS has developed a standalone Android, iOS, Windows, and Mac application that will update a Chipper series device via Bluetooth or USB.

3. How to upgrade your Chipper?

Expected time taken:

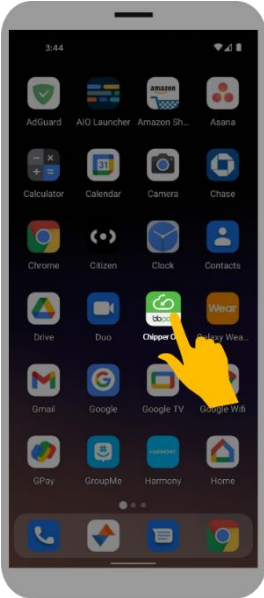
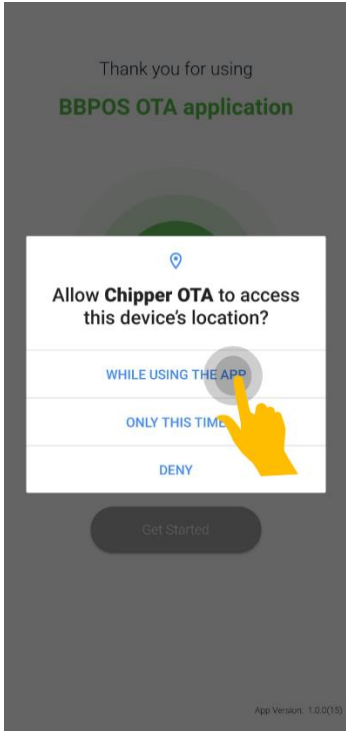
Platform	Expect time taken
 android	4 – 5 minutes
 iOS	7– 8 minutes
	4 minutes
 mac OS	<4 minutes

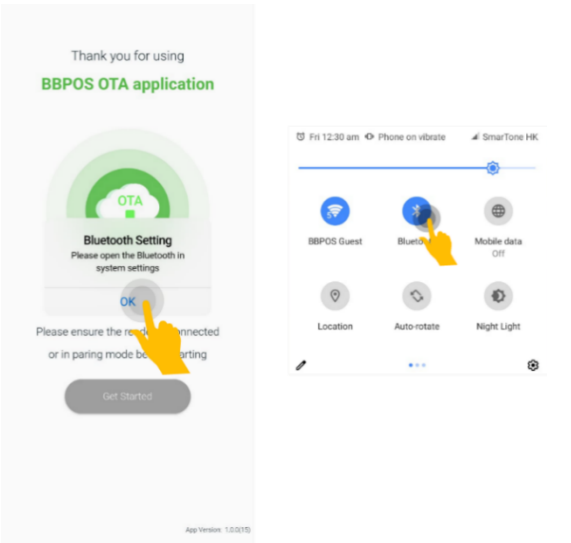
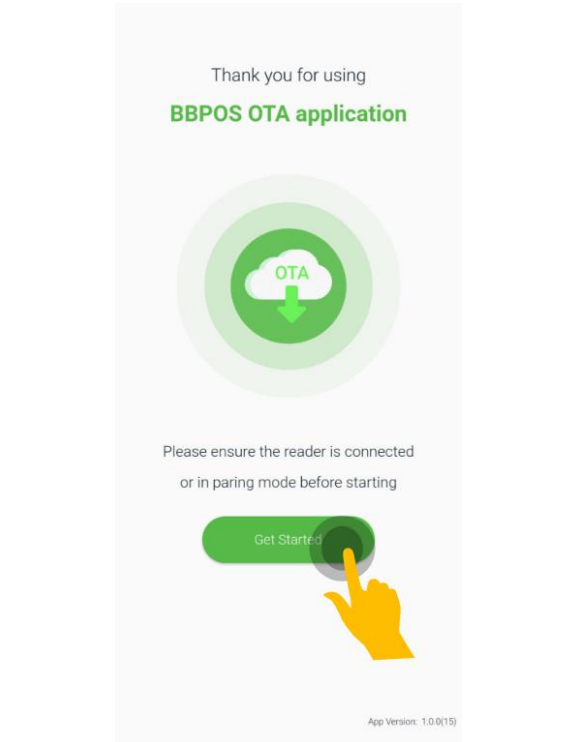
Reminder: In the merchant environment, the firewall of Intranet/WIFI network must have a rule to allow traffic to the BBPOS TMS server. The rule is to allow ingress/egress traffic of HTTPS to the domain api.emms.bbpos.com

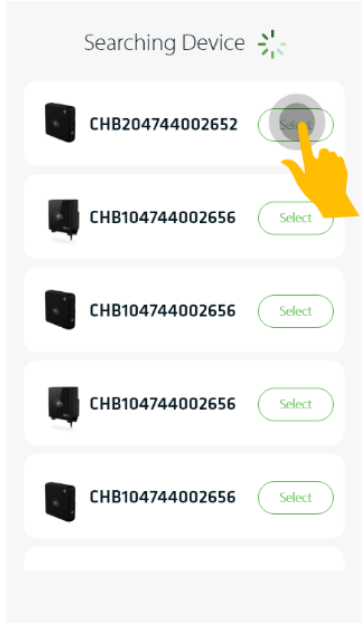
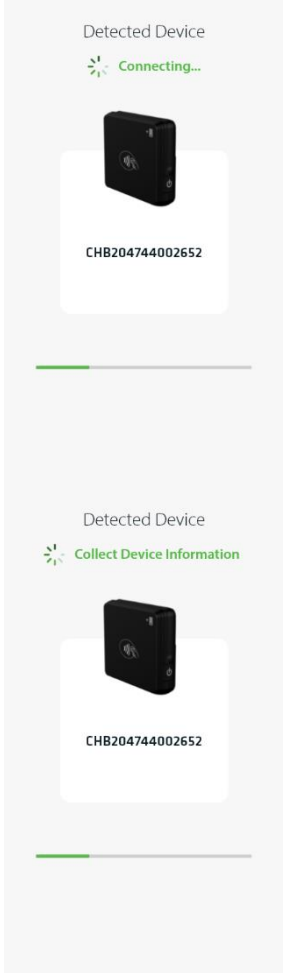
The standalone Chipper OTA application has been developed with simplicity in mind and designed to be “plug and play”. The instructions on how to use the application are as follows:

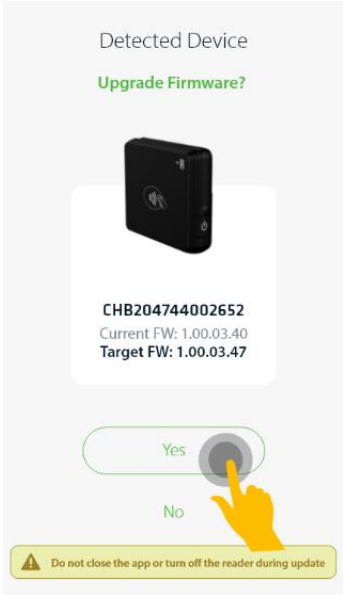
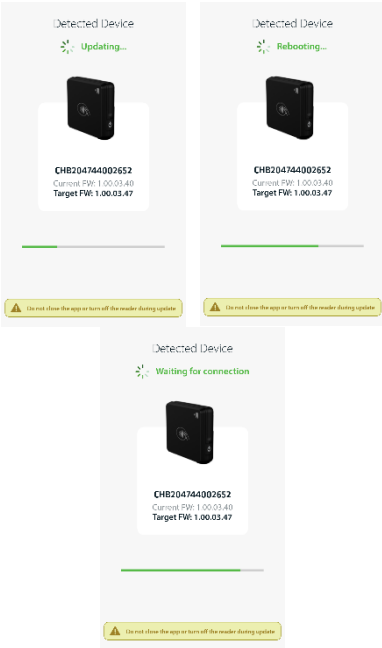
Android/iOS Version:

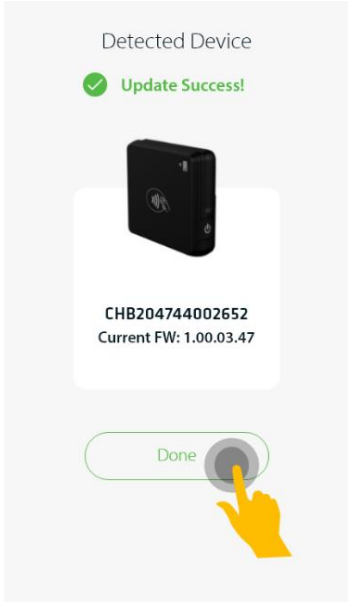
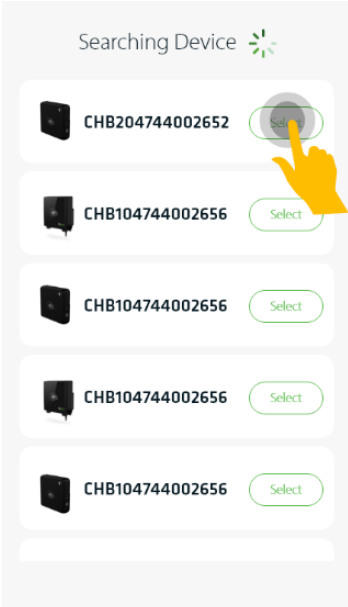
Step	Screen	Description
1.		<p>Turn on the device to be updated. Ensure that your Chipper is powered on with network connectivity.</p>
2.		<p>Download the Chipper OTA.</p> <p>Android version: <i>Scan</i> the QR code or <i>Click</i> the link below to download the Chipper OTA.</p> <p>QR code:</p> <div style="display: flex; align-items: center;">  <div style="margin-left: 20px;">  android </div> </div> <p>URL: https://play.google.com/store/apps/details?id=com.bbpos.chipperotaapp </p> <hr/> <p>iOS version: <i>Scan</i> the QR code or <i>Click</i> the link below to download the Chipper OTA.</p> <p>QR code:</p> <div style="display: flex; align-items: center;">  <div style="margin-left: 20px;">  iOS </div> </div> <p>URL: https://apps.apple.com/app/chipper-ota/id1589744317</p>

3.		Open the Chipper OTA.
4.		If prompted, select “While Using the App” to allow location permissions usage.

<p>5.</p>		<p>If prompted, open the Bluetooth in system settings, Click OK.</p>
<p>6.</p>		<p>Click Get Started to connect to the Chipper through Bluetooth with your Android/iOS device.</p>

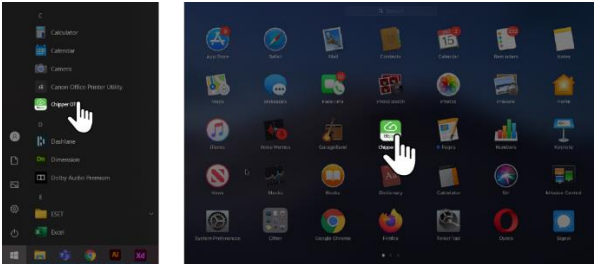
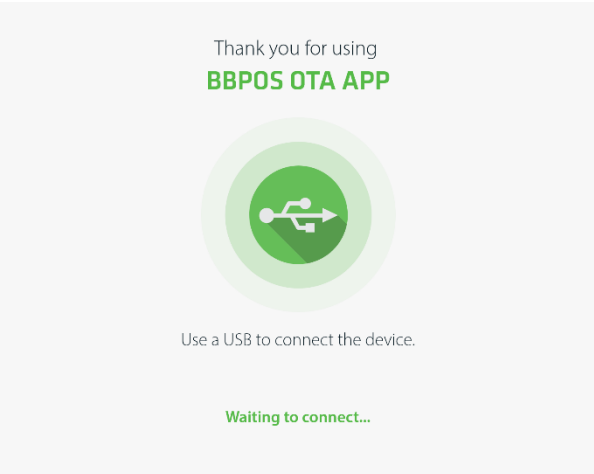
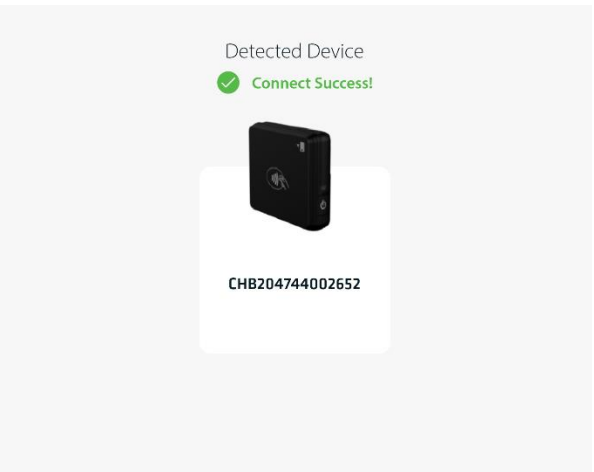
<p>7.</p>		<p>Click Select to pick the Chipper you want to upgrade from the available device list.</p>
<p>8.</p>		<p>Connecting > Collect Chipper Information</p>

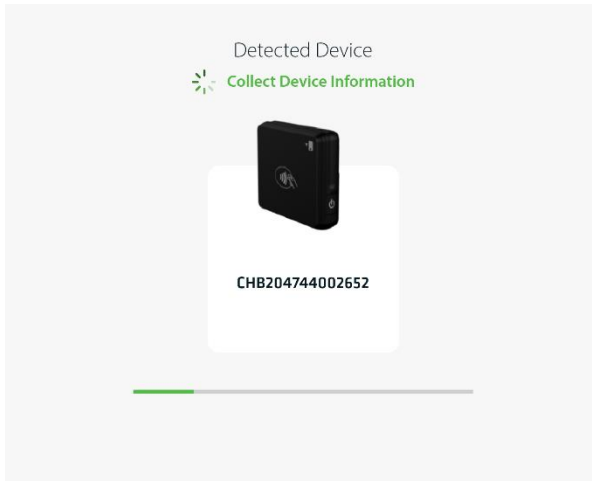
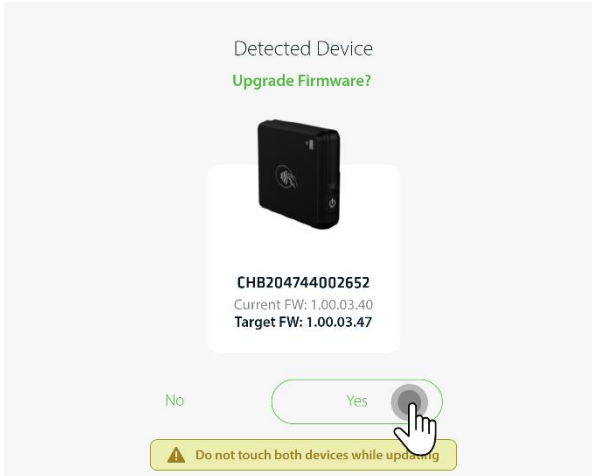
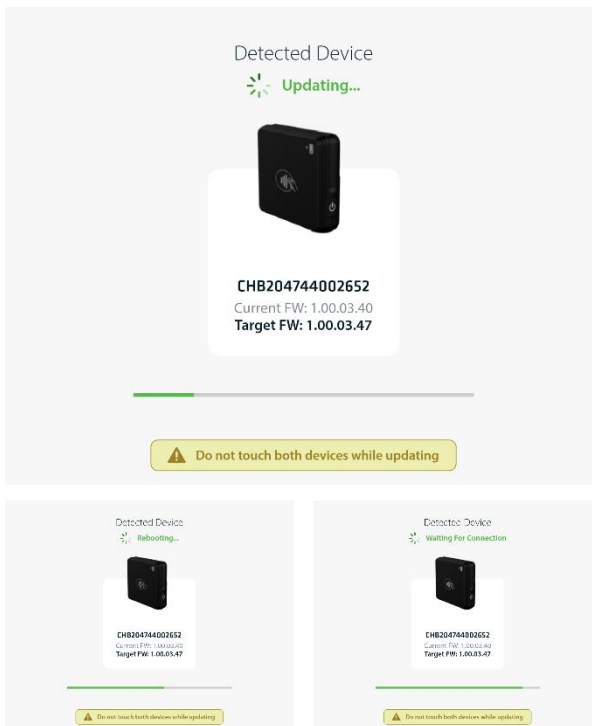
<p>9.</p>		<p>Click Yes, then the update will be started.</p> <p>Reminder: Do not close the app or turn off the reader during update.</p>
<p>10.</p>		<p>Updating > Rebooting > Waiting for connection</p> <p>Reminder: Do not close the app or turn off the reader during update.</p>

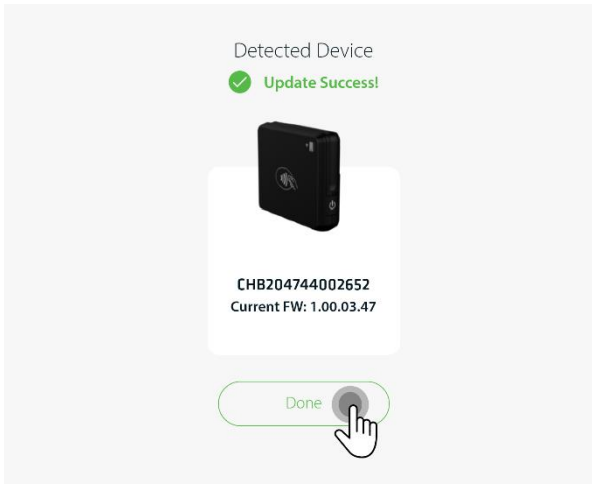
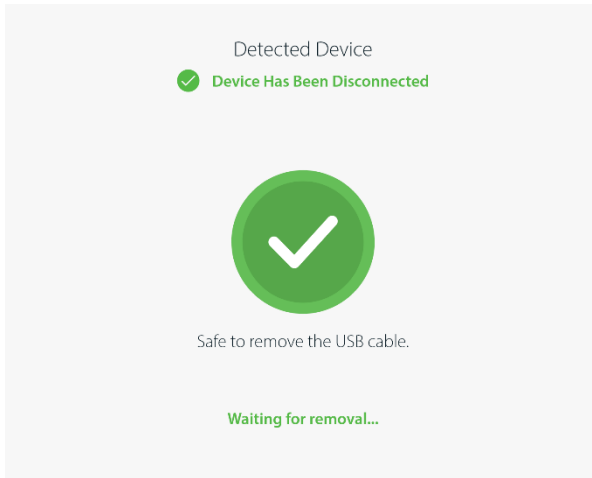
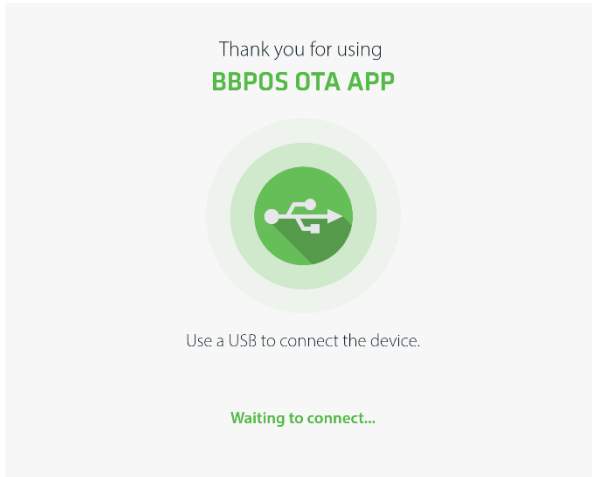
11.	 <p>Detected Device</p> <p>✓ Update Success!</p> <p>CHB204744002652 Current FW: 1.00.03.47</p> <p>Done</p>	Update Success! Click Done .
12.	 <p>Searching Device</p> <p>CHB204744002652</p> <p>CHB104744002656</p> <p>CHB104744002656</p> <p>CHB104744002656</p> <p>CHB104744002656</p>	You may now close the application or select another device to update

Windows and Mac Version:

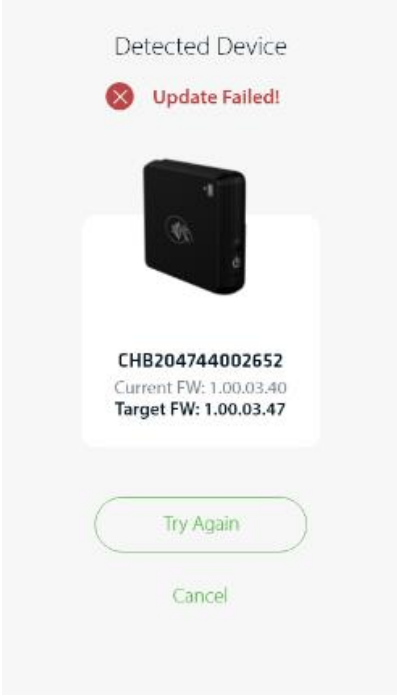
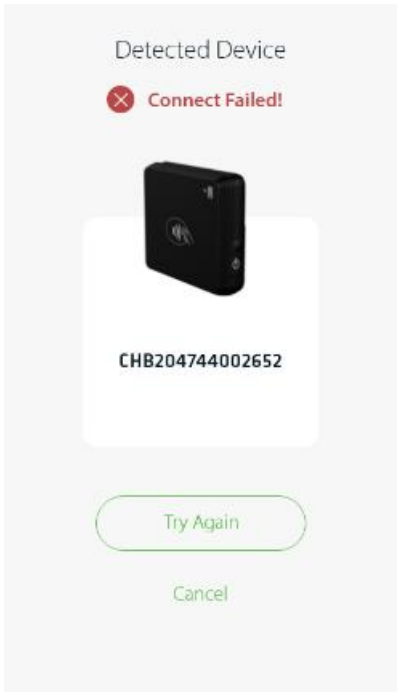
Step	Screen	Description
1.		<p>Turn on the device to be updated. Ensure that your Chipper is powered on with network connectivity.</p>
2.		<p>Connect Chipper with a USB cable.</p>
3.		<p>Download the Chipper OTA.</p> <p>Windows version: <i>Click</i> the link below to download the Chipper OTA.</p> <p>URL: https://developer.bbpos.com/app/chipper-ota-app/chipper-ota-app.exe</p> <p>Mac version: <i>Click</i> the link below to download the Chipper OTA.</p> <p>URL: https://apps.apple.com/app/chipper-ota/id1589744317</p>

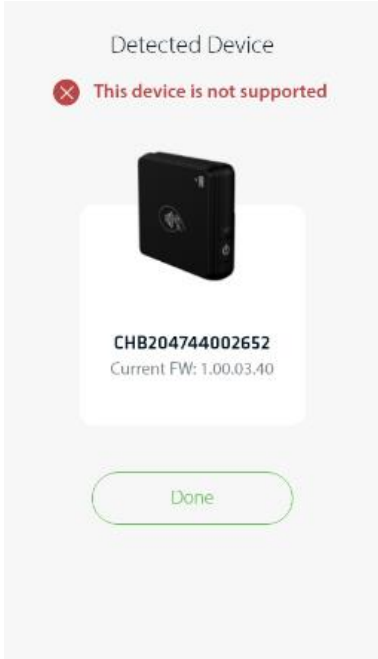
<p>4.</p>		<p>Open the Chipper OTA.</p>
<p>5.</p>		<p>Waiting for connection.</p> <p>Reminder: Do not remove the USB cable while connecting.</p>
<p>6.</p>		<p>Connect Success!</p>

<p>7.</p>		<p>Collect Device Information.</p>
<p>8.</p>		<p>Click Yes, then update will be set.</p> <p>Reminder: Do not close the app or turn off the reader during update.</p>
<p>9.</p>		<p>Updating > Rebooting > Waiting for connection</p> <p>Reminder: Do not close the app or turn off the reader during update.</p>

10.	 <p>Detected Device ✔ Update Success!</p> <p>CHB204744002652 Current FW: 1.00.03.47</p> <p>Done</p>	<p>Update Success!</p> <p>Click Done, then disconnect the device.</p>
11.	 <p>Detected Device ✔ Device Has Been Disconnected</p> <p>Safe to remove the USB cable.</p> <p>Waiting for removal...</p>	<p>Safe to remove the USB cable.</p>
12.	 <p>Thank you for using BBPOS OTA APP</p> <p>Use a USB to connect the device.</p> <p>Waiting to connect...</p>	<p>You may now close the application or connect another device to update.</p>

4. Error Messages

	Screen	Description
4.1		<p>Error Message: Update Failed!</p> <p>Possible Reasons:</p> <ol style="list-style-type: none"> 1. Device is not suitable for firmware upgrade. 2. Device battery is below 50% charge.
4.2		<p>Error Message: Connect Failed!</p> <p>Possible Reasons: Firewall/IP might block your Chipper connection to the BBPOS server.</p> <p>Possible Solutions:</p> <ol style="list-style-type: none"> 1. In the merchant environment, the firewall of Intranet/WIFI network must have a rule to allow traffic to the BBPOS server. The rule is to allow ingress/egress traffic of HTTPS to the domain api.emms.bbpos.com 2. Contact your service provider for support.

4.3		<p>Error Message: This device is not supported.</p> <p>Possible Reasons: Your Chipper might not be able to update depending on the software / hardware version.</p> <p>Possible Solutions:</p> <ol style="list-style-type: none">1. Update Chipper OTA to the latest version.2. Contact your service provider for support.
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