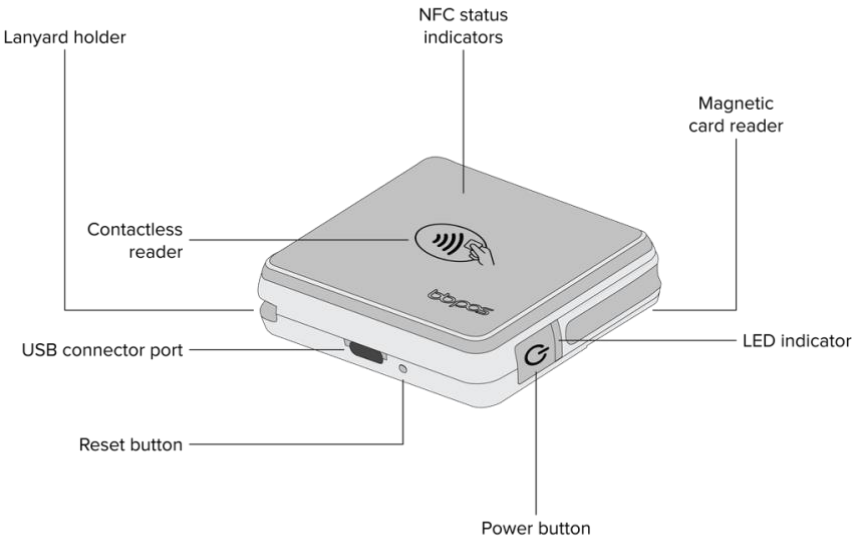
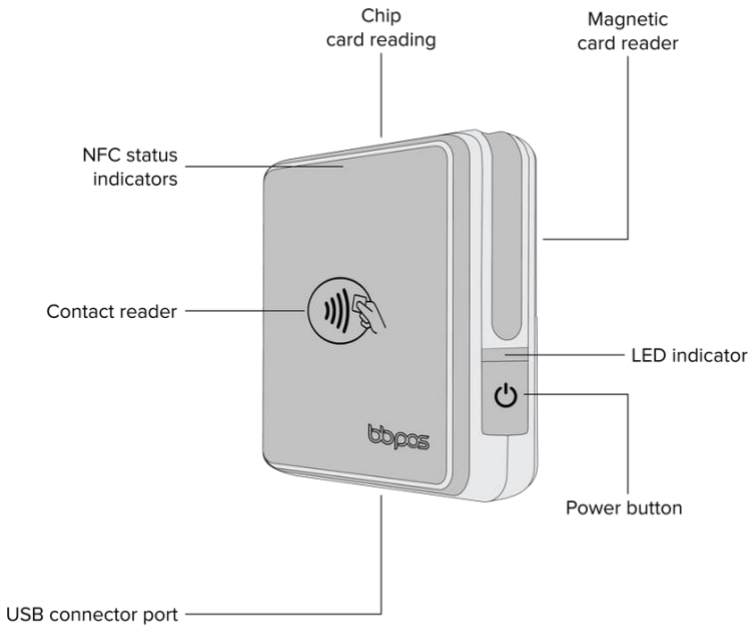
Your new device





Getting started

To set up your Chipper 3X, complete the following steps:

1. Charge your Chipper 3X.
2. Install the Roc Services mobile app on your mobile device.
3. Pair your Chipper 3X to the Roc Services mobile app.

1 Charge your Chipper 3X

Note: We recommend that you use the USB cable that came with your Chipper 3X.

The LED above the power button indicates if your Chipper 3X is charging.

- A red light indicates that your Chipper 3X is charging.
- A green light indicates that your Chipper 3X is fully charged.

2 Install the Roc Services mobile app on your mobile device

- Open your app store, and then search **Roc Services**.

OR

- To go to the app on the app store, scan one of the following QR codes with your mobile device.

Android Devices

Apple Devices

3 Pair your Chipper 3X to the Roc Services mobile app

To pair your Chipper 3X to the Roc Services mobile app, complete the following steps:

3a. Turn on the Chipper 3X's pairing mode

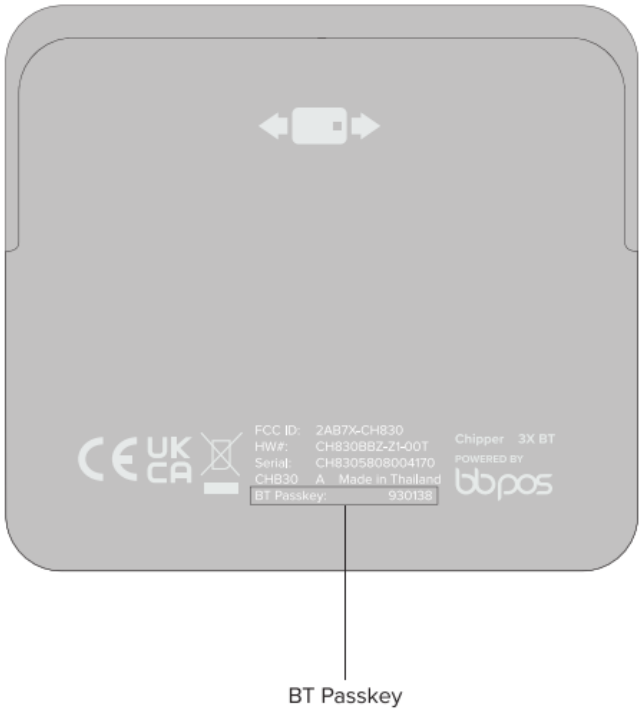
3b. Pair the Chipper 3X with the mobile app

Step 3a: Turn on the Chipper 3X's pairing mode

1. Press the power button to turn on your Chipper 3X.
2. Press and hold the power button until the blue light flashes.

Step 3b: Pair the Chipper 3X with the mobile app

1. From the Quick Charge screen of the mobile app, use the keypad to enter a test amount, for example, **$1.00**, and then select **+**.
2. Select **Charge**, and then select **Swipe / Insert**.
3. (Optional) If a tip prompt appears, select **No Tip**.
4. When a Bluetooth pairing request appears, confirm that the Chipper 3X's name is accurate, and then select **Pair**.
5. Enter the Bluetooth passkey that is on the back of the Chipper 3X.



6. Select **Pair**.
7. Insert, swipe, or tap a card.

   Note: Pairing is successful when the card prompt appears and the Chipper 3X shows a solid blue light.

8. (Optional) To send a receipt, select **Share Receipt**, and then select a receipt option:
    - To send an email receipt, complete the following steps:
        a. Select **Email Receipt**.
        b. Enter your email address.
        c. Select **Send Email**.
    - To send an SMS receipt, complete the following steps:
        a. Select **SMS Receipt**.
        b. Enter your phone number.
        c. Select **Send SMS**.
9. Refund the test transaction. For more information about how to refund a transaction, search our Support Hub.

Troubleshooting

My mobile device can't connect to my Chipper 3X

If your mobile device can't detect your Chipper 3X, complete the following:

- Press the power button on your Chipper 3X.
- Make sure that your Chipper 3X is within range of your mobile device.
- Charge your Chipper 3X.

Note: Your Chipper 3X turns off if you haven't used it for five minutes.

My Chipper 3X doesn't turn on

Charge your Chipper 3X, and then press the power button.

If your Chipper 3X still doesn't turn on, complete the following steps:

1. Use a paperclip to press the reset button at the bottom of the Chipper 3X.
2. Press the power button.

Any questions?

Contact our Customer Support team at **888.477.4510** or email support@rocpos.com.

For more information about your device and Roc Services, go to our Support Hub at www.support.payroc.com/s/ or scan the QR code.