

INTERNAL: DrChrono Payments Stripe - how to troubleshoot hardware issues

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If a customer is having issues connecting their BBPOS Chipper 3XBT hardware device to collect payments through DrChrono Payments, check these two things before additional steps are taken.

- Confirm DrChrono Payments is set up and turned on
- Confirm the correct merchant ID is attached to their setup

There are additional client-facing documents that the client and/or support can use to troubleshoot any issues that may arise with their hardware device.

