



Windcave

Quick Start Guide - CHU200TW



Included in the Box

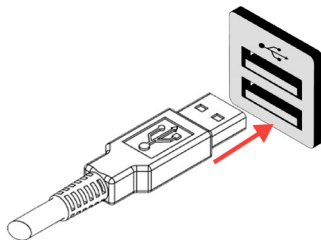
- CHU200TW Payment Terminal
- Cables/Accessories
- Quick Start Guide

Get Connected

Turning on the Device

You can power on your CHU200TW by connecting the supplied cable to a external power source:

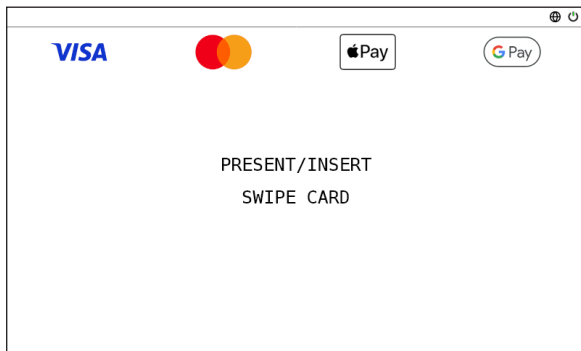
1. Your Windcave CHU200TW payment terminal is shipped with its cable already fitted.
2. Connect the opposite end of the cable to a powered USB or RS232 serial port.
3. If power is being supplied the CHU200TW screen will light up.



Start Transacting

Performing a Transaction

Please refer to your Point of Sale systems user guide regarding how to initiate a payment, once initiated the CHU200TW will prompt the cardholder through the payment process.



Troubleshooting

Timeout

If the CHU200TW displays a timeout error, this indicates that the unit is having difficulties connecting to the Windcave Host to process transactions. The below steps can be taken to test the network connectivity of the unit:

1. Ensure the CHU200TW is connected to the Internet
 - a. Check you can browse to the Windcave home page (www.windcave.com) using another device connected to the same network i.e. a PC or laptop
2. Perform a logon via POS to test connectivity to the Windcave Host

Checking Device Status

The icons at the top of the screen indicate the current status of the CHU200TW.



Maintenance

The external face of the EFTPOS terminal should be carefully cleaned on a regular basis. This is to ensure that the front plate is free of dirt and solvents which could damage the device or prevent users from using the device as intended. Windcave recommend cleaning the device with a damp cloth or mild soap solution. Do not use any solvents as this may damage the device surface.

Do not attempt to open or modify the unit, this will cause the unit to be TAMPERED and render it inoperable. If repairs are required, or the device is no longer needed; the device must be returned to Windcave.

Contact Information

Please see <https://www.windcave.com/contact> for a full list of contact details or use one of the below contact methods:

Email: support@windcave.com

New Zealand: 0800-729-6368

Australia: 1-800-006-254

United States: 1-213-378-1190

United Kingdom: 0800-088-6040

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

FCC ID: 2AC20-CHU200TW

This device complies with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions:

1. This device may not cause interference;
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1. l'appareil ne doit pas produire de brouillage;
2. l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

IC: 26550-CHU200TW



CAN ICES-003 B / NMB-003 B