

Donation Station Outdoor

User Guide

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Summary

This document provides installation and setup guidance for the GWD Outdoor Donation Station, which comprises of a card terminal configured with GWD donation software. The guide is primarily intended for installers and technical personnel responsible for mounting, powering, and connecting the device.

At a high level, deployment involves three key activities:

Physical Installation – The terminal must be securely mounted into a suitable enclosure using specified cut-out dimensions, mounting points, and recommended viewing angles. This may require assistance from a facilities, maintenance or fabrication team capable of modifying and preparing the installation location.

Power Provisioning – The terminal requires a compatible power source and can be powered in several ways, including via MDB, RS232, or an mains power adapter. An electrician, or other suitably qualified technician may be required to determine the most appropriate power method and ensure compliance with local electrical requirements.

Network Connectivity – The device requires a data connection to process donations. Connectivity can be provided through GWD-supplied mobile data (using the supplied antenna), Wi-Fi, or Ethernet. Organisations should engage their IT or network team if network access, firewall changes, LAN connectivity, or mobile data configuration are required.

Before starting an installation, organisations should ensure they have access to the appropriate people for:

- Site preparation and enclosure modifications.
- Electrical and power supply requirements.
- Network and internet connectivity.
- Ongoing technical support and troubleshooting.

Box Contents:

- Outdoor payment terminal with GWD Donation Station Software pre-loaded
- Terminal mounting bracket
- 4G Antenna

Optional Extras:

- DC-MDB Adapter cable
- AC Adapter

Terminal Specifications:

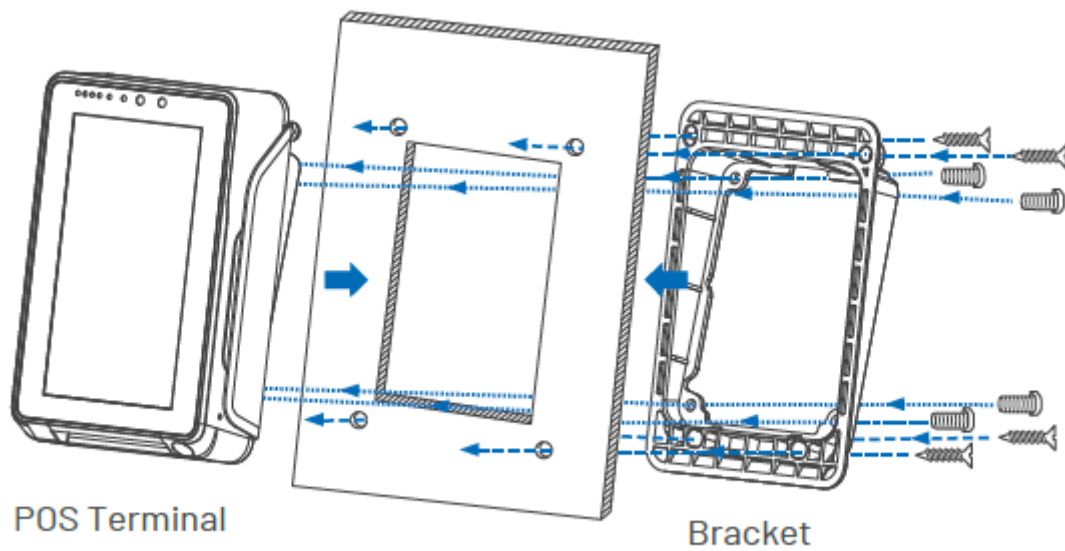
- Waterproof (to IP65 standard)
- Impact proof (to IK09 standard)
- Operating temperatures: -20°C to 70°C

Customer Warnings

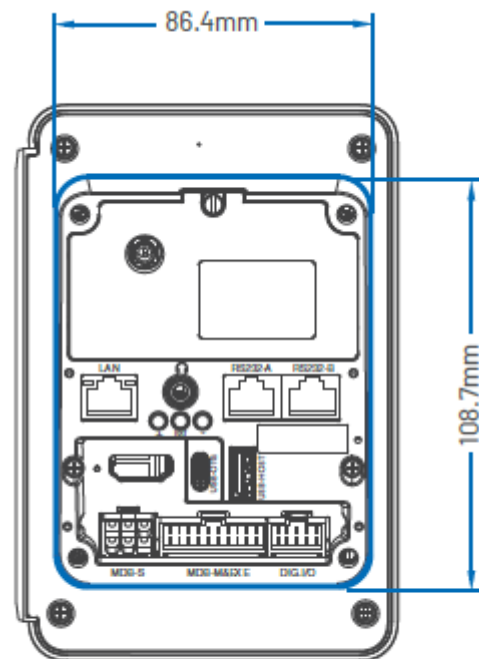
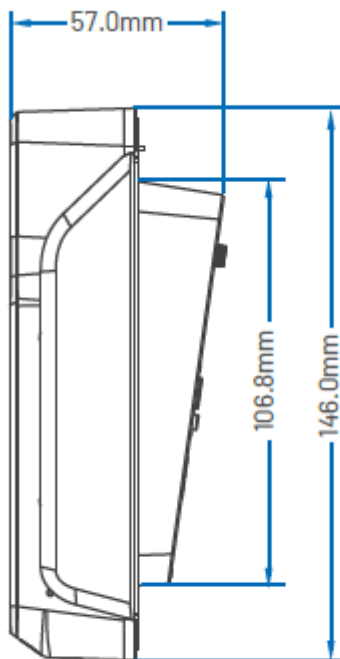
- Do not disassemble the AC adapter or any part of the terminal.
- The AC adapter is not waterproof; do not use in environments where exposure to moisture is likely.
- Do not clean the terminal with abrasive cleaners.
- Do not insert foreign objects into the terminal.
- Do not shake, drop, or expose the terminal to shock.
- Only install in line with the guidance within this guide. If in doubt, speak to GWD or contact a qualified technician.
- It is the responsibility of the customer to operate this device in the intended manner.

Installation

The recommended installation height is between 0.8 and 1.2 meters. When installing at lower heights, it is also recommended that the terminal is installed at an angle, so that a donor looking at it from higher up can still use it.

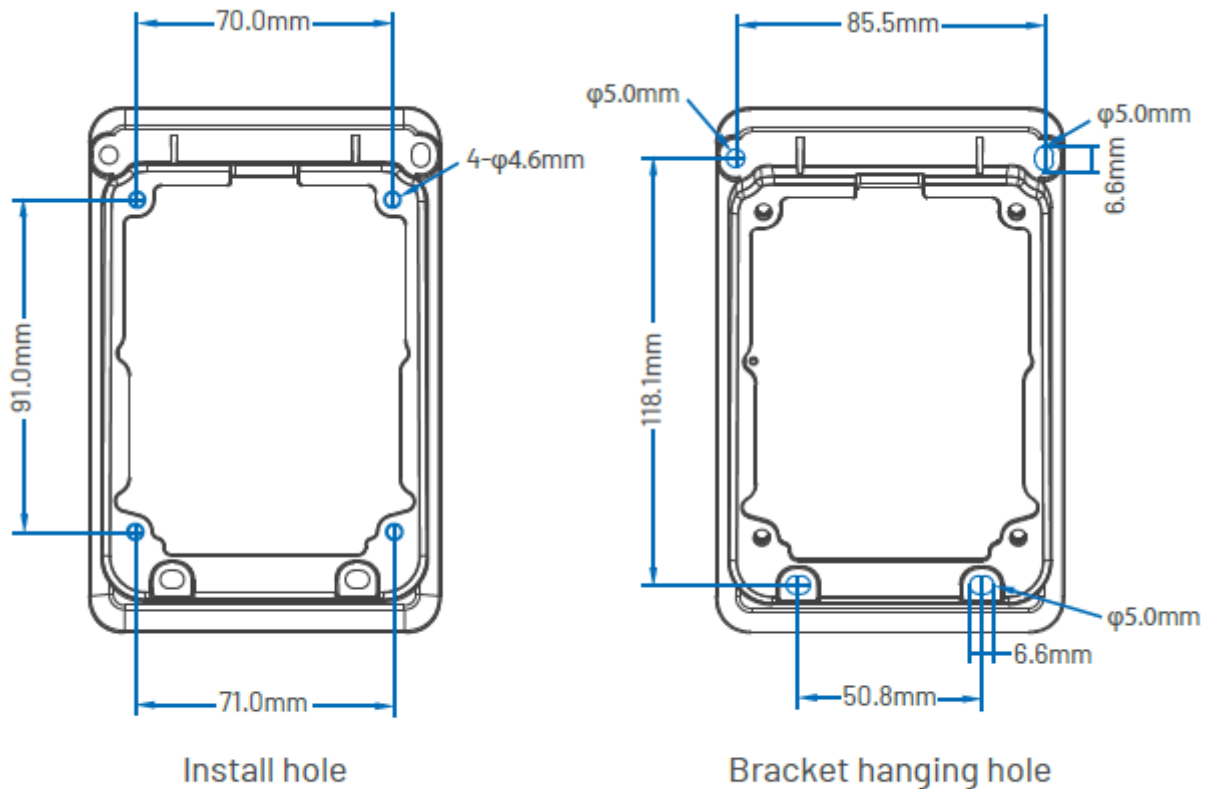


1. Cut an aperture in to the enclosure in line with the “Install cutout size” dimensions below.



Install cutout size

2. Add screw holes as per the “Bracket hanging hole” below:



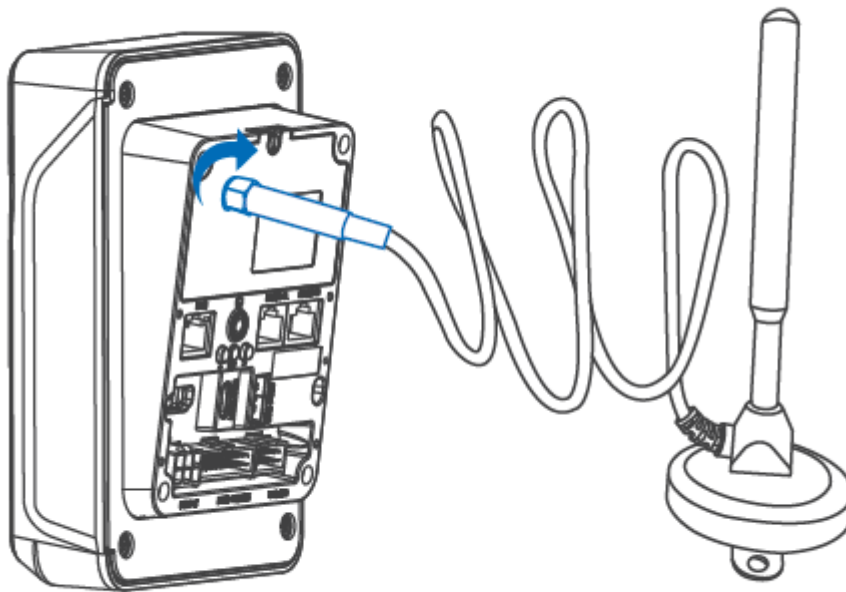
3. Insert the payment terminal into the aperture and fix in place with screws through the rear mounting plate.

Connectivity

Connectivity Specifications:

- 4G/3G/2G
- Wi-Fi, 802.11a/b/g/n/ac, 2.4GHz & 5GHz
- Ethernet

For mobile data connections, the external antenna should be attached to the terminal and securely positioned. The cable connecting the antenna to the terminal is 1.5m in length. Try to ensure this installed in a place where it will avoid tampering.



Power

The payment terminal supports flexible power supply modes and can be powered by DC 12-48 V or AC 19-30 V input.

- DC power is input via MDB-S, MDB-M&EXE, RS232-A, and DIG I/O interfaces.
- AC power is input via MDB-M & EXE and DIG I/O interfaces.

Typical power supply configurations are described below:

1. **Power Supply via MDB**

Connect the MDB cable directly to the MDB-S port for power supply. No external adapter is required in this mode.

2. **Power Supply via RS232**

A customized cable (see “Ports” diagram on next page) can be used to connect the host to the UN20's RS232-A port for power supply. No external adapter is required in this mode.

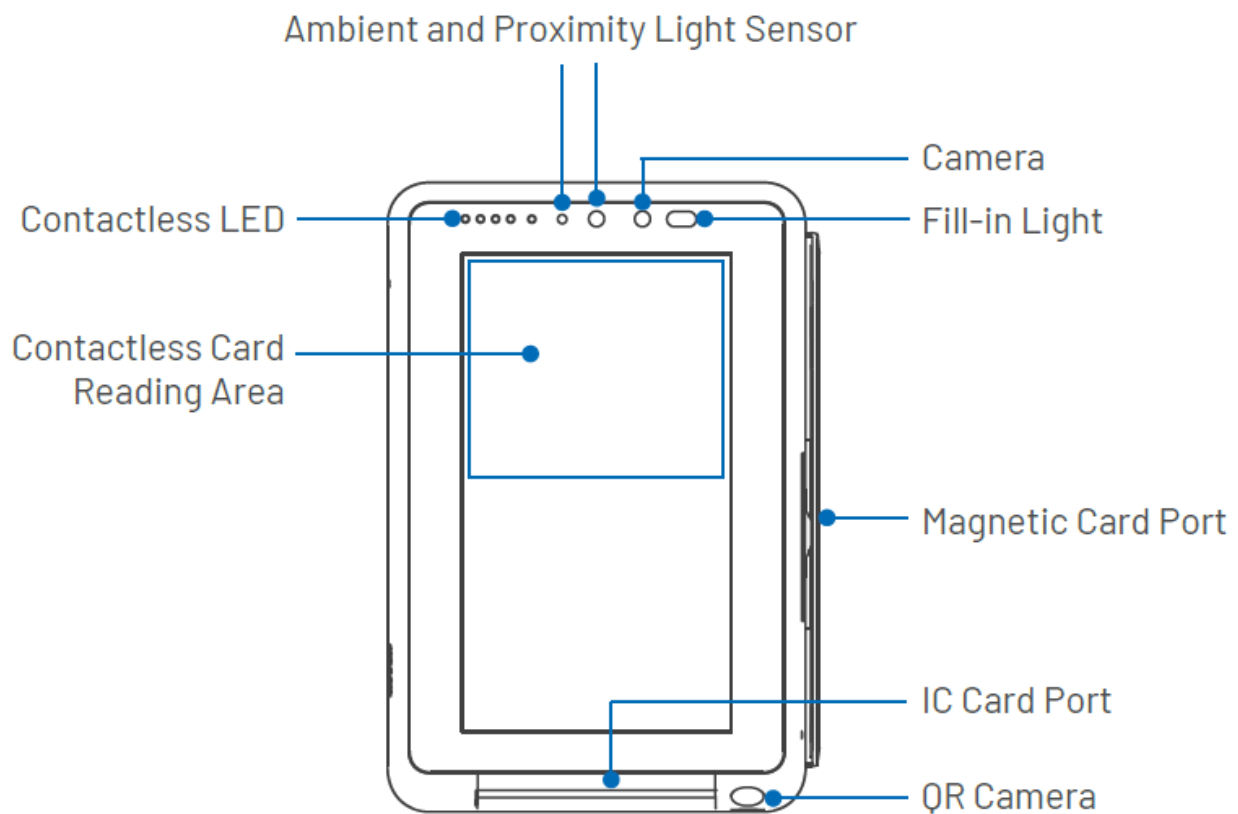
3. **External Adapter Power Supply**

Power the payment terminal through the MDB-S port using an official adapter and a DC-MDB cable. This can be purchased from GWD

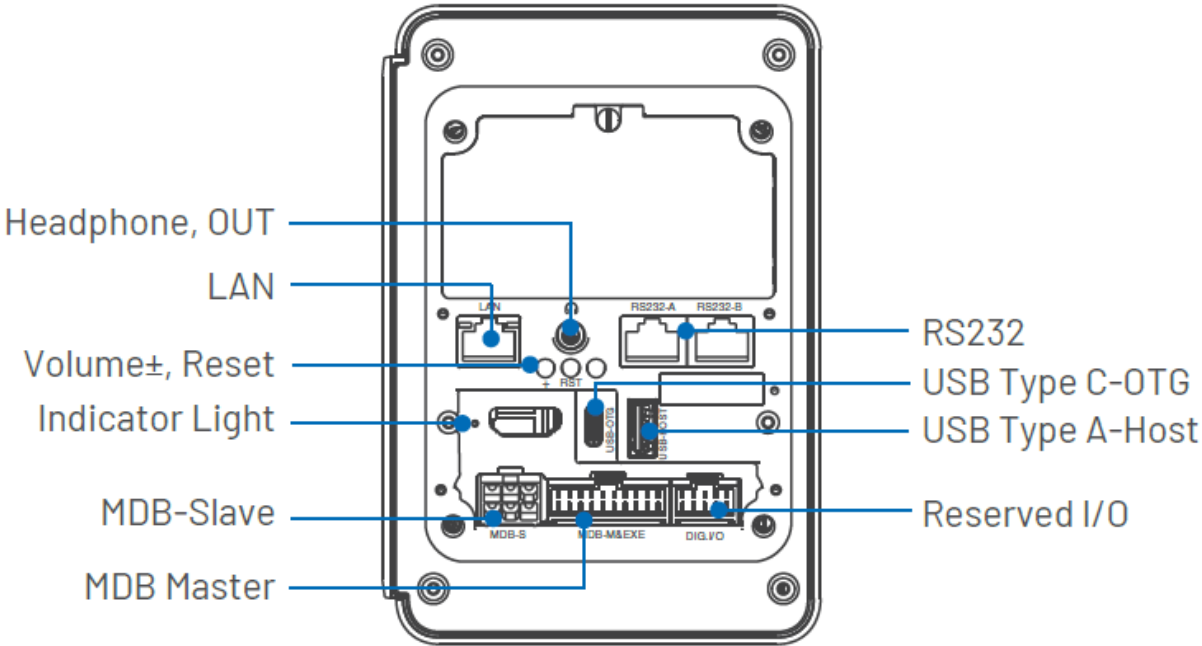
Please note, the supplied DC plug and transformer is not rated for external use. If used, please take every precaution to protect from the elements.

Payment Terminal Overview

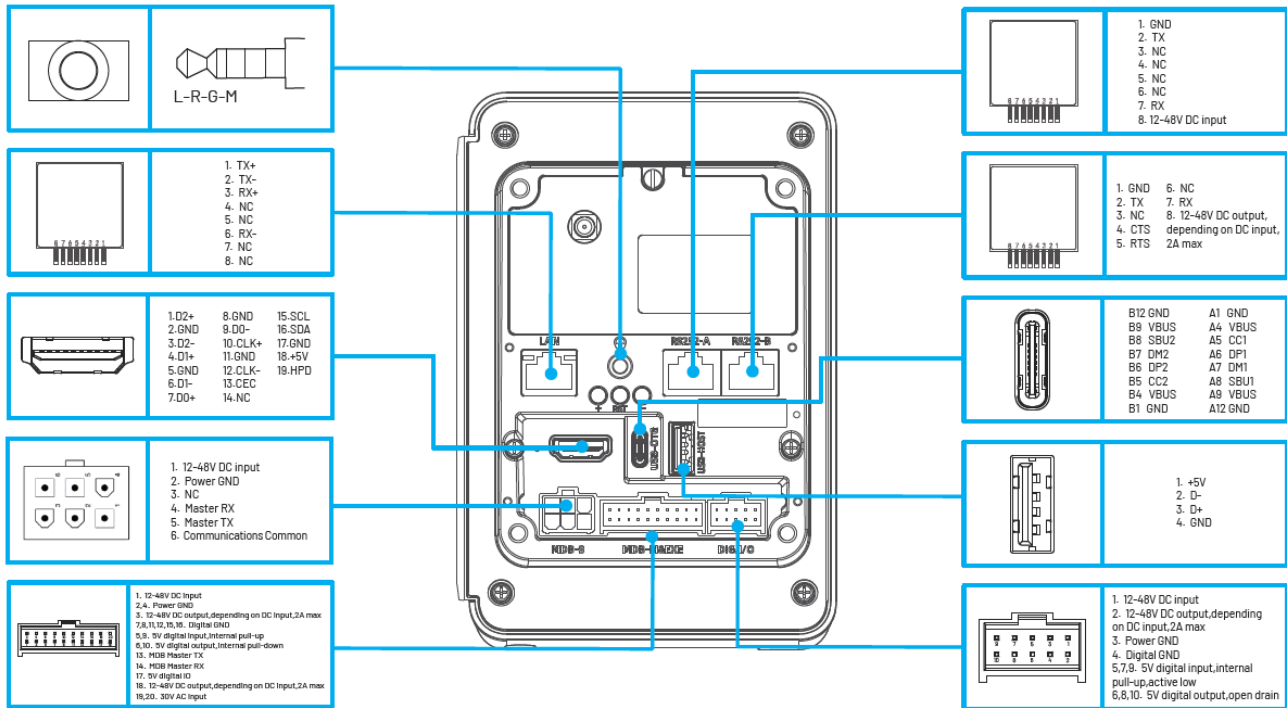
Front:



Rear:



Ports



Troubleshooting

Mobile internet troubleshooting

If mobile network is not working, check the following:

- Is the device in an area with mobile signal?
- Is the 4G antenna connected to the terminal?
- Is the SIM card inserted? (to access the SIM slots, you will need to remove the rear mounting plate from the terminal).

If mobile network is slow:

- Check the antenna placement. Relocate the antenna preferably outside any metal enclosures.
- The terminal will automatically fall back to the GPRS(2G) service if the 3G/4G service is not available, causing a possible slowdown in transaction speeds.

LAN network troubleshooting

If LAN is not working, ensure that any firewall requirements have been applied to the network. Speak with GWD support team for more information. Otherwise, speak with your IT/networks team.

Refer to the ports guide for information on which port the cable should be connected to.

Swipe payments troubleshooting

- If the magnetic card reader is dirty, use a piece of cardboard to gently drag it down through the card reader a few times to wipe off the dirt from the magnetic heads.
- Ensure that the direction of card swiping is correct (from top to bottom) and that the swipe speed is steady.
- Ensure that the magnetic strip on the card itself is not dirty/defaced or demagnetised.

Contactless payments troubleshooting

If the card is not being read, ensure that it is being held over the top half of the screen as per the diagram in the Nexgo UN20 terminal overview.

For transactional issues post-tap, provide the error message on screen to GWD Support for further troubleshooting.