GoDaddy CHB30 Credit Card Reader User Manual

Poynt Card Reader
Safety & Regulatory

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Product Specifications

Model #	• CHB30
Functions	• EMV chip card reader (ISO 7816 compliant class A, B, C card) • Triple Track Magnetic Stripe Card Reader • NFC Card Reader (EMV contactless, ISO 14443A/B) • Over-the-air firmware update • Over-the-air key update
Communication Interface	Bluetooth® 4.2, USB
Power & Battery	Lithium polymer rechargeable battery 520mAh, 3.7V
Charging	Via USB-C
Swipe Speed	15cm/sec – 100cm/sec
LED Indicator	**All LEDs off** Device power off **Red LED on:** Charging the battery **Green LED on:** Fully charged **Blue LED on:** Bluetooth is connected **Blue LED flashing in every 2 seconds:** Bluetooth is connecting or disconnected USB connected **Blue LED flashing in every 5 seconds:** Standby mode
NFC LED Indicator	**Ready for NFC Reading:** First LED on **Success Reading:** 4 LEDs on in consecutive order
Buzzer	**Transaction Completed:** One "BEEP" sound **Errors**: Two "BEEP" sounds
Key Management	DUKAT, MK/SK
Encryption Algorithm	TDES, AES
Supported Operating Systems	iOS14+ and Android 8.0+
Product Size	66.6 x 59.7 x 18.5mm/ 2.62 x 2.35 x 0.73inch (approx.)
Product Weight	75g / 2.65oz (approx.)
Operating Temperature	0°C – 45°C (32°F – 113°F)
Operating Humidity	Max 95%
Storage Temperature	-20°C – 55°C (-4°F – 131°F)
Storage Humidity	Max 95%
Sticky Pad	Removable adhesive
Sticky Pad Size	46.6 x 38mm / 1.84 x 1.50inch (approx.)

Cautions & Important Notes

• Ensure the device is fully charged before use.

- Please ensure the magstripe or EMV chip of the card is facing the right direction when swiping or inserting the card.
- The NFC card should be tapped within a 4 cm range on top of the reader mark.
- Don't drop, disassemble, tear, open, crush, bend, deform, puncture, shred, microwave, incinerate, paint or insert a foreign object into the device. Doing any of these will damage the device and void the warranty.
- Don't immerse the device into water and place it near washbasins or wet locations. Don't spill food or liquid on the devices. Don't attempt to dry the device with external heat sources, such as a microwave or hairdryer. Don't use any corrosive solvent or water to clean the device.
- It's recommended you only use a dry cloth to clean the surface.
- Don't use any sharp tools on the internal components, connectors, or contacts. Doing so may lead to devise malfunction and void the warranty.

Battery
This device contains a built-in lithium-ion battery. Improper use of which may result in overheating, fire, and injury. The battery in this device is not user-replaceable and should only be replaced by an authorized service provider.

For optimal lithium-ion battery performance, follow advised guidelines:

- Operating Environment Temperature
- Storage Environment Temperature
- Charge Point Card Reader with approved Docking Station or approved Power Adapter set to 100% full charge at least every 3 months.

Please note:

- Not following the above guidelines may result in the battery capacity draining quicker, increasing the duration to achieve a full charge, impeding the ability to achieve a full charge, and depleting the battery to zero capacity.
- Not following the above guidelines may result in the product not functioning, rendering it unusable or unrecoverable.

Disposal Information
Recycle and dispose of in accordance with local, state, and federal regulations. This device must be recycled or disposed of separately from household waste or recycling.

Troubleshooting

Problems	Recommendations
The device cannot be paired	- Please press the power on button to restart your device. - Please check if you can find the device's "Serial Number" (Shown on the back of the device) in the "Scanned Device List" of your smartphone or tablet.

Device lost the connection with your smartphone or tablet when the device is auto-off	• Please press the power on button to turn on the device again. The device will automatically connect with your smartphone or tablet again. • The device may have a low charge. Please use the USB cable to recharge it, then retry. • Please ensure the device or smartphone/ tablet is within the reception range.
The device does not work with your phone or tablet	• Please ensure the Bluetooth® function of your smartphone or tablet is turned on. Please check that your operating system's version is supported for this device's operation.
The device cannot read your Product Specifications card successfully	• Please press the power on button to turn on the device again. The device will automatically connect with your smartphone or tablet. • The device may have a low charge. Please use the USB cable to recharge it, then retry. • Please ensure the device or smartphone/ tablet is within the reception range. **Swiping or inserting card** • Please check if the device has power when operating and ensure devices are connected. • Please check if the application instructs to swipe, insert or tap a card. • Please ensure there is no obstacle in the card slots. • Please check if the magstripe or chip of the card is facing the right direction when swiping or inserting the card.
Cont'd	• Please ensure that your phone/tablet is a supported model for this device's operation. • Please swipe or insert a card with a more consistent speed. **Tap Card** • Please check and see if your card supports NFC payments. • Please ensure your card is placed within a 4 cm range on top of the NFC marking. • Please take out your NFC payment card from your wallet or purse for payment to avoid any interference.
The device has no response	• Please use a paper clip to press the reset button at the bottom to reboot.

Warranty

- Any damage or defects caused by a failure to follow the instructions that relate to this device or as the result of an accident, abuse, misuse, misapplication, product modification, improper voltage or current, acts of God, shipping damages or loss, or damage caused by service performed by anyone other than our company are expressly excluded from the warranty stated below.

- We are not under any obligation to support the device for all operating environments, including but not limited to, interoperability with all current and/or future versions of

- Please contact the dealer for any warranty or customer support services. Any repair of the device by yourself will void the warranty.

FCC Caution Statements:

FCC Supplier's Declaration of Conformity: Poynt Card Reader

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.

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https://www.poynt.com/legal

Caution:
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter

REV C

Documents / Resources

GoDaddy CHB30 Credit Card Reader [pdf] User Manual
CHB30, 2AFD7-CHB30, 2AFD7CHB30, CHB30, Credit Card Reader