



Supported Equipment List for Windward System Five version 5.42.0.x – 6.0

The following is a list of POS devices that Windward Software recommends for use with Windward Software products. If a device does not appear on this list it may not operate with Windward Software products and it is not recommended or supported by Windward Software.

Windward Software will assist with the setup and configuration of a supported device to operate with Windward Software products (under the appropriate support plan). Note that faulty devices are subject to the manufacturer or supplier warranty.

The items we have tested have a ☺ symbol at the top of the item's description cell. Each of the listed items include an "Ease of Configuration" rating of:

- 1) easy = no help required
- 2) medium = support department help required
- 3) difficult = programmer help required

The list includes items that are no longer built or have been replaced with a different model if the current version of software supports these older pieces of equipment (you may want to upgrade software without buying new hardware).

Support and configuration costs and considerations follow the Support department policy on what items are chargeable.

Important note about computer PORTS for connecting Point of Sale Devices.

Computers have 4 types of PORTS available for connecting POS devices. Many POS devices still use serial ports, which are not often standard on home use computers anymore.

RS232 Serial-COM: This is the oldest and most universal type of port. They are slow (but fast enough for most devices) and require configuration for speed, data bits and Parity. Some newer model computers do not come with COM ports as they are not used for home computers. Ensure that you have at least ONE COM port when purchasing a new computer. Devices that use serial ports include PINPads, Pole Displays, scanners, older mice, signature capture devices, MSR's, some receipt printers, cash drawers. You may have up to 8 com ports on a computer. Serial devices often require a separate power source. Some devices have an adapter to convert serial to USB, but they do not all work on all devices and all software.

LPT – Printer. This port is mostly used for older printers and some pole displays. Most printers and Pole displays are now USB.

USB: USB ports are now standard with newer computers. Many new computers have up to 8 USB ports which are easily chained to give more if required. USB ports are fast and often self configuring. Some low power devices can use obtain the power from the USB port, reducing the number of cables. USB devices include mice, keyboards, printers, pole displays, cash drawers, MSR's, barcode scanners, touch screens.

- **USB- Human Interface Devices (HID)** – These devices emulate a keyboard or a mouse device and are mostly compatible with System Five.
- **USB-Serial** – These devices emulate a Serial-COM port and are mostly compatible with System Five.

Most USB Devices will not work with Terminal Services



Keyboard Wedge: These devices plug into the keyboard port on the computer, and the keyboard then plugs into or in-line with the device. Keyboard wedge devices include barcode scanners, MSR's and MICR readers. These devices usually require configuration with a manufactures program or by pressing complex keystrokes on the keyboard. Most keyboard wedge devices are also powered by the keyboard. Usually only 2 or 3 devices may be chained together due to the power requirements.

Device	Recommended Port	Options
PINPad	RS232 SERIAL ONLY	Ingenico 6550/6780 USB for US
US PINPad on Terminal Services	Ingenico 6550/6780 RS-232 OPOS	
MSR	Keyboard or USB	Serial
Printers	USB	LPT, Serial
Pole Display	USB	LPT, Serial
Cash Drawers	Slip Printer cable or USB	LPT, Serial
Barcode Scanners	Keyboard or USB	Serial
Check MICR	Keyboard	
Signature Capture	Serial / USB	
Scale	Serial	OPOS supported port.
Mice	Mouse port	USB, Serial
Keyboard	Keyboard	USB
Data Collectors	Serial	Keyboard-Worthington


Barcode Scanners

Most Barcode scanners are operable with System Five including Serial-COM, USB-HID, USB-COM, Keyboard wedge and OPOS supported Scanners. Keyboard wedge and USB-HID scanners must be configured with a [Control]-B (dec 02) preamble and Carriage Return (dec 13) postamble.

Scanners must be configured with the type of barcodes they wish to scan. Most scanners also convert various formats from one type to another such as 12 digit UPC/EAN to 13 digit UPC/EAN codes. The scanner must be configured to match the format of your inventory UPC numbers. The programming of scanners is done by scanning barcodes in a book. System Five can accept multiple barcodes for each item.

Terminal server users should use keyboard wedge barcode scanners. Serial-COM port scanners can be used with Terminal Server 2003 with configuration. Most USB scanners are not supported for use with Terminal Server.

USB-HID scanners work on a Terminal Server if, on the Remote Desktop client you select "On the local computer" as the **Windows key combinations** option in the **Remote Desktop Connection** dialog box - **Local Resources** tab.

Item #	Picture	Description
1)	Compatibility	Most Serial Com Port scanners. (easy) Most Keyboard wedge scanners (set preamble of control B) (medium) Most USB-HID (set preamble of control B) (medium) Most scanners with OPOS driver support. (difficult)
2)		☺ Tested Product: Barcode Scanner w/ USB Kit - BK MFG: Symbol Technologies Model: LS 2208 Series Ease of Configuration: medium http://www.symbol.com/LS2208/
3)		☺ Tested Product: Barcode Scanner wKB Wedge - Black MFG: Symbol Technologies Model: LS2208 Series Ease of Configuration: medium http://www.symbol.com/LS2208/
4)		☺ Tested Product: Omni-directional Barcode Scanner MFG: Symbol Technologies Model: LS9208 Ease of Configuration: medium http://www.symbol.com/LS9208/



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Item #	Picture	Description
5)		<p>☺ Tested Product: Hands free Barcode Scanner Omni-directional MFG: Metrologic Model: MS7 120 Orbit Ease of Configuration: easy http://www.metrologic.com/corporate/products/pos/ms7120.htm</p>
6)		<p>☺ Tested Product: Handheld Barcode Scanner MFG: Metrologic Model: MS9520 Voyager & MS9540 Voyager CS Ease of Configuration: easy http://www.metrologic.com/corporate/products/pos/ms9520.htm</p>

Pole Displays / Customer Displays

Pole displays can be used to show description, price and quantity of items being scanned and to show amount due, tendered and change to the customer. A second monitor can also be used in place of a pole display.



Item #	Picture	Description
1)	Compatibility	Support for the following pole display modes. Logic Controls, Logic Controls no pass thru, EMACS (AEDEX mode), Dumb Terminal, CD7220 (AEDEX mode), CD7220 (5220-II Standard mode), CD7220 (DSP-800 mode), DSP-800, Senor VFD or Senor WD202. Pole displays supporting OPOS drivers are supported.
2)		☺ Tested Product: Pole Display MFG: Logic Controls Model: PD3000 Ease of Configuration: medium http://www.logiccontrols.com/web/prodPD3.htm
3)		☺ Tested Product: Pole Display MFG: Logic Controls Model: LD9000U Series - OPOS Only Ease of Configuration: medium http://www.logiccontrols.com/web/prodLD9.htm

Integrated Scales

Item #	Picture	Description
1)	Compatibility	Techtronics compatible. (Serial Com Port) Scales supporting OPOS supported. CAS scales supported.
2)		☺ Tested Product: Bench Scale with Pole Display MFG: Avery Berkel (NCI) Model: 7620U3R or 6720 Ease of Configuration: medium http://www.averyberkelusa.com/product_listing.htm
3)		☺ Tested Product: In-counter Scanner/Scale MFG: Metrologic Model: MS2200 series Stratos (upgrade from M202- no longer built) Ease of Configuration: difficult (must use OPOS drivers) http://www.metrologic.com/corporate/products/pos/MS2200.htm

Signature Capture Devices

Signature capture devices can be used to collect signatures for A/R invoices or Credit Card Slips. A receipt is not printed with the signature, but is stored electronically for retrieval. Please note that signature capture technology laws vary by state, country and card processor, so captured signatures may or may not stand up in a court of law. Proof that a signature collected electronically actually belongs to a specific electronic document requires indepth understanding of encryption technology, which could prove more expensive to prove in court than the disputed item. Windward Software Inc recommends signature capture for information purposes only. Security of electronic credit card information is also much more difficult than the security of paper credit card receipts and requires compliance with PCI security requirements. The current trend is to replace signature capture technology with smart cards and PIN entry.

Item #	Picture	Description
1)	Compatibility	Currently, signature capture devices cannot be used with System Five Standalone or Polling. Though they can be used with Terminal Services, the performance over great distances can prove too slow to be of practical use.
2)		<p>😊 Tested Product: Signature Capture Tablet with Interactive LCD Display MFG: Topaz Systems Inc. Model: T-L462 Ease of Configuration: medium Important:</p> <ul style="list-style-type: none"> These units provide USB and RS232 serial connectivity, but only the RS232 can be used with terminal services. <p>Additional: http://www.topazsystems.com/SignatureGem_LCD/SigGemLCD1X5.pdf</p>
3)		<p>😊 Tested Product: Ingenico i6780 MFG: Ingenico Model: i6780 Ease of Configuration: difficult Only supported in version 5.41. This device is a pinpad, signature capture and magnetic stripe reader all in one. Large customizable color display. Pinpad operation is only usable in the US. Recommended setup is using TCP/IP. Please ensure you have an available Ethernet connection where the pinpad will be located. Important:</p> <ul style="list-style-type: none"> When purchasing specify OPOS. PINPads MUST be encrypted with Dukpt encryption key for your debit card processor. This must be done by the hardware vendor. Use TCP/IP with Terminal Services



Signature Capture Devices

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Item #	Picture	Description
4)		<p>☺ Tested Product: Ingenico i6550 MFG: Ingenico Model: i6550 Ease of Configuration: difficult Only supported in version 5.41. Monochrome customizable display Pinpad operation is only usable in the US. This device is a pinpad, signature capture and magnetic stripe reader all in one. Recommended setup is using TCP/IP. Please ensure you have an available Ethernet connection where the pinpad will be located.</p> <p>Important:</p> <ul style="list-style-type: none"> • When purchasing specify OPOS. • PINPads MUST be encrypted with Dukpt encryption key for your debit card processor. This must be done by the hardware vendor. • Use TCP/IP for Terminal Services



Cash Drawers

Cash drawers are used for holding cash. The drawer can be connected to a slip printer or the USB, Serial or Printer port of the computer and opened when tending a sale. Up to 5 cash drawers may be supported by System Five depending on hardware support. Different tender types can be configured to open the cash drawer.

Item #	Picture	Description
1)	Compatibility	Connected via Serial COM Port, LPT (printer) or cash drawers connected through slip printers. USB HID drawers with available program to open cash drawer.
2)		APG Cash Drawer USB HID – must use Hiddemo6.exe program to open cash drawer.
3)		<p>☺ Tested Product: Cash Drawer MFG: Major Metal Fab (MMF) Cash Drawer Company Model: Econo-Line II series Ease of Configuration: easy https://www.mmfcashdrawer.com/</p>
4)		<p>Product: Cash Drawer MFG: Logic Controls Model: CR 3000 Series Ease of Configuration: easy https://www.logiccontrols.com/web/prodCR3.htm USB version is not recommended.</p>





Touch screens

Touch screens are monitors that emulate mouse devices. System Five must be configured for touch screen. Touch screen is only supported for point of sale, though a under counter keyboard is recommended for some operations.

Item #	Picture	Description
1)	Compatibility	Windows compatible (800x 600 minimum screen resolution) USB or serial with mouse (HID) drivers.
2)		<p>Product: Desktop Touch monitor MFG: ELO TouchSystems Model: Entuitive 1525 15" CRT Intellitouch monitor – no longer built Ease of Configuration: easy http://www.elotouch.com/products/crts/1525c.asp</p>
3)		<p>☺ Tested Product: LCD Desktop Touchmonitor MFG: ELO TouchSystems Model: 1729 replaces 1727L (3000 Series) which replaces the 1527L model – no longer built Ease of Configuration: easy http://www.elotouch.com/products/lcds/1727l.asp</p>

Magnetic Strip Readers


Magnetic Stripe Readers (MSR) are used for reading the information from credit cards, debit cards (US), Gift Cards and Customer Loyalty Cards. MSR's have up to three tracks. Track 1 contains the customer name, account number and expiry date; Track 2 contains the account number and expiry date and is required for all Debit and Card Present credit transactions. Track 2 is the minimum required. There are many different MSR devices which are built into monitors, keyboards or separate devices. Most are compatible with System Five if the device is configured correctly. The configuration of MSR's is usually difficult as they try to decode and remove information from the tracks. System Five requires the full track information including sentinel characters and a carriage return at the end of track 2. MSR's built into PINPads can be used for some transactions.

Item #	Picture	Description
1)	Compatibility	Serial COM port MSR Keyboard wedge (often difficult to deprogram) USB-HID MSR's must be programmed to provide the following format %[track1]?;[track2]?<enter> or ;[track2]?<enter>
2)		😊 Tested Product: POS Keyboard MFG: Unitech Model: K270 Ease of Configuration: medium http://www.ute.com/product_info.php?id=10
3)		😊 Tested Product: POS Keyboard MFG: Unitech Model: K2724 Ease of Configuration: medium http://www.ute.com/product_info.php?id=41
4)		😊 Tested Product: Strip Reader MFG: IDTECH Model: Minimag - USB Ease of Configuration: medium http://www.idtechproducts.com/products/magnetic_stripe_card_readers.aspx
5)		😊 Tested Product: Strip Reader MFG: Logic Controls Model: Minimag - USB Ease of Configuration: medium https://www.logiccontrols.com/web/prodMR1.htm

** If also using other devices that have a keyboard wedge interface, special hardware will be required to connect multiple keyboard wedge devices.





Check Readers – MICR

Check Readers are for reading in the Magnetic Ink on the bottom of cheques. The bank information is then verified against a database of fraudulent checking accounts. This service does not process, debit or ensure sufficient balance from the bank account; it only verifies that this account does not have a history of writing bad checks. Check Guarantee is a service that can be used to cover the check loss should the check not clear. This service is currently only supported by Mercury Payments Inc.

Item #	Picture	Description
1)	Compatibility	Keyboard wedge or HID
2)		<p>☺ Tested Product: Mini MICR MFG: Magtek Model: Mini MICR USB HID, or Keyboard Wedge Ease of Configuration: easy http://www.magtek.com/products/check_reading/mini_micr/specs.asp#specs</p> <p>NOTE: MICR check verification requires Mercury Payment Software. www.mercurypay.com</p>



Pin Pads

PINPads are used for Debit Card PIN Entry. They must be compatible and encrypted for the payment processor or account you are using. PINPads are currently only supported for USA, Canada and Australia. Please call for current recommendations!

Item #	Picture	Description
1)	Compatibility	Verifone products will not work with Terminal Services. OPOS pinpads are supported only in the USA.
2)		<p>☺ Tested Product: Pin Pad - USA ONLY MFG: Verifone Model: Verifone PINpad 1000 SE (Part 105-412) (PINPad only, separate MSR required) Ease of Configuration: easy At this site there is 1000SE and Everest http://www.verifone.com/products/printers_peripherals/pinpads/index.html At this site there is the 2000 http://www.jrposdepot.com/</p> <p>NOTE: Debit card support requires Windward System Five 5.31.23.x or newer and Mercury Payments processor. www.mercurypay.com or datapac supported processor.</p> <p>Important:</p> <ul style="list-style-type: none"> • PINPads MUST be encrypted with Dukpt encryption key for your debit card processor. This must be done by the hardware vendor. • This pinpad will not work with Terminal Services.
3)	A)  B) 	<p>☺ Tested Product: Pin Pad – Canada Mercury Payments or Chase Paymentech</p> <p>A) MFG: Ingenico – Canada Mercury Payments ONLY! Model: i3070 Ease of Configuration: easy.</p> <p>Requires Windward System Five 5.41.0.106 or higher. Purchase through Windward Software Inc.</p> <p>B) MFG: Verifone Model: SC 5000 Ease of Configuration: easy.</p> <p>Debit card support requires Windward System Five 5.31.23.x or higher. Mercury Payments - Purchase through Windward Software Inc. Chase Paymentech – Purchase through Chase Paymentech. http://www.verifone.com/products/printers_peripherals/pinpads/index.html A separate MSR is recommended for swiping credit cards.</p>
4)		<p>Support for Moneris is temporarily unavailable.</p> <p>Product: Pin Pad – Canada Moneris ONLY MFG: Ingenico Models: PinSmart RS232 and i3070 Ease of Configuration: easy. Purchase from Moneris. http://www.ingenico.ca/ A separate MSR is recommended for credit cards.</p>



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Item #	Picture	Description
5)		<p>Australian PINPads are also supported for EFT payments. Please see your Australian dealer.</p>
5)		<p>☺ Tested Product: Ingenico i6780 MFG: Ingenico Model: i6780 Ease of Configuration: difficult Only supported in version 5.41. This device is a pinpad, signature capture and magnetic stripe reader all in one. Large customizable color display. Pinpad operation is only usable in the US. This device is a pinpad, signature capture and magnetic stripe reader all in one. Recommended setup is using TCP/IP. Please ensure you have an available Ethernet connection where the pinpad will be located. Important:</p> <ul style="list-style-type: none"> • When purchasing specify OPOS. • PINPads MUST be encrypted with Dukpt encryption key for your debit card processor. This must be done by the hardware vendor. • Use TCP/IP for Terminal Services
6)		<p>☺ Tested Product: Ingenico i6550 MFG: Ingenico Model: i6550 Ease of Configuration: difficult Only supported in version 5.41. Monochrome customizable display Pinpad operation is only usable in the US. This device is a pinpad, signature capture and magnetic stripe reader all in one. Recommended setup is using TCP/IP. Please ensure you have an available Ethernet connection where the pinpad will be located. Important:</p> <ul style="list-style-type: none"> • When purchasing specify OPOS. • PINPads MUST be encrypted with Dukpt encryption key for your debit card processor. This must be done by the hardware vendor. • Use TCP/IP for Terminal Services



Receipt Printers

Receipt Printers are used for printing small cash register receipts usually 40 columns wide. They are also used for printing credit card slips. Paper is thermal or ink in rolls. Most receipt printers have a port for opening cash drawers. When purchasing Receipt Printers and cash drawers ensure they are compatible with each other.

Item #	Picture	Description
1)	Compatibility	Any USB, COM or parallel ports supported by the Windows Generic Text printer driver. Slip printers are used in RAW mode which uses the printer in text mode. Graphics are not supported except for downloadable logos on some slip printers. Some slip printers have barcode support. USB configuration can be a bit tricky (you need to install the driver BEFORE you plug the device in).
2)		☺ Tested Product: Thermal Receipt Printer MFG: Epson Model: T88III Ease of Configuration: easy http://pos.epson.com/products/TM-T88III.htm
3)		☺ Tested Product: Parallel Dot Matrix Receipt Printer MFG: Epson Model: TM-200D replaced by TM – U220 Ease of Configuration: easy http://pos.epson.com/products/TM-U220.htm
4)		☺ Tested Product: Thermal Receipt Printer MFG: Epson Model: TM-T88IV Ease of Configuration: easy http://pos.epson.com/products/TM-T88IV.htm
5)	 TSP100 futurePRINT	☺ Tested Product: Thermal Receipt Printer MFG: STAR Model: TSP-100, supports graphics for coupons, logos, etc. http://www.futureprnt.com/ Ease of Configuration: easy http://www.star-micronics.co.jp/eng/products/s_print/sp01_05.htm






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Item #	Picture	Description
6)		<p>☺ Tested Product: Dot Impact Receipt Printer MFG: Citizen Model: iDP3550/ iDP3551 Ease of Configuration: easy http://www.citizen-systems.com/products.aspx</p>
7)		<p>☺ Tested Product: Dot Matrix Receipt Printer MFG: STAR Model: SP-200 Series Ease of Configuration: easy http://www.star-micronics.co.jp/eng/products/s_print/sp02_06.htm</p>


Barcode Label Printers

Barcode Label Printers are used to print small labels in a strip. They use manufacture's printing codes which make them difficult to setup, but print with blinding speed. Label stock available include thermal (don't use near clothing steamers), Ink, plant tags.

Item #	Picture	Description
1)	Compatibility	Connect via USB, COM or parallel ports. Barcode printers are supported using Native RAW text modes. Do not use WISIWIG label setup. Setting up labels can be difficult and time consuming.
2)	 <p>A) </p> <p>B) </p>	<p>☺ Tested Product: Thermal Transfer Label Printers MFG: Zebra Model: A) TLP2824 2" B) TLP2844 4" Ease of Configuration: medium http://www.zebra.com/id/zebra/na/en/index/products/printers/desktop/tlp2824.html http://www.zebra.com/id/zebra/na/en/index/products/printers/desktop/tlp2844.html</p>
3)		<p>☺ Tested Product: Barcode Printer MFG: Toshiba TEC Model: TEC B572 Ease of Configuration: difficult http://www.toshibatecusa.com/Products/BarcodePrinters/tabid/59/Default.aspx</p>
4)		<p>☺ Tested Product: Barcode Printer MFG: SATO Model: "e" series CL408e/CL412e Ease of Configuration: difficult http://satoamerica.com/cms/CL408e/CL412e/21.html</p>



Data Collectors

Data Collectors are used for scanning barcodes and quantities of items on the floor. You then return to the computer and import items and quantities into a Sale, Purchase Order, Receiving, or Stock Count.

Item #	Picture	Description
1)	Compatibility	Barcode and Quantity collection are supported on <ul style="list-style-type: none"> • Unitech PT600 hornet • Unitech HT630 • Unitech PT630 • Unitech PT500 using Datamaster • Opticon 1700 (Australia) • Metrologic Scanpal 2 (scanpal 1 not supported) • Worthington Tri-Coder Keyboard wedge.
2)		<p>☺ Tested Product: Portable Data Collection Terminal MFG: Metrologic Model: ScanPal@2 Ease of Configuration: medium http://www.metrologic.com/corporate/products/mobilecomputers/scanpal2/</p>
3)		<p>☺ Tested Product: Portable Data Collection Terminal MFG: Unitech Model: HT630 Ease of Configuration: difficult http://www.ute.com/product_info.php?id=29</p>


Mobile Terminals

Mobile Terminals are for use with System Five Web Wireless. Functions supported are customer lookup, sales, part lookup, receiving and stock counting.

Item #	Picture	Description
1)	<p>Compatibility</p>	<p>Device must have an operating system Microsoft Pocket PC or Windows Mobile 2003(or above). Device must be able to display HTML minimum version 4 and enable work within a web browser. Versions lower than 4 may show some anomalies in the display with unsupported functions.</p> <p>Device must be wireless (need wireless infrastructure) and be TCP/IP enabled including 802.11b,g wireless router or access point to connect to. Item scanning capability, as in point of sale, for single scan (not batch ... this is not for use as a data collector). Can use one dimensional or two dimensional scan. Standard memory 64MB RAM, 32MB ROM is sufficient to run application. Standard device resolution 320 x 240 pixels.</p> <p>See http://wirelessdemo.wws5.com/docs/wireless_tech_spec.pdf for detailed technical specifications. Refer to supporting document for suggested compatible devices as of February 2007 http://wirelessdemo.wws5.com/Suggested_Devices.</p>
2)		<p>Product: Wireless Mobile Terminal MFG: Symbol Technologies Model: PPT8846 (no longer being manufactured) Ease of Configuration: easy http://www.symbol.com/PPT8800/</p> <p>Single-slot charging & communications cradle with serial interface. Part Number: CRD8800-1000S http://www.symbol.com/product.php?productID=250&tab=Accessories</p>
3)		<p>Product: Wireless Mobile Terminal MFG: Symbol Technologies Model: MC50 Ease of Configuration: easy http://www.symbol.com/mc50/</p>

Dial - Backup

Dial Backup – provides fast transaction processing using a persistent Internet connection and automatic fail over to dial transactions through standard phone line in the event of an Internet failure. A Datacap modem connects to a PC serial port and a standard phone line.

Item #	Picture	Description
1)	Compatibility	<ul style="list-style-type: none"> • System Five version 5.35.8.69 • A computer to use as a payment server with Internet, phone line and serial port
2)		<p>☺ Tested Product: Dial Backup MFG: Mercury Payments Systems Model: DialLink Modem Ease of Configuration: easy http://www.datacapsystems.com/Products/PCIPDial.htm</p>