Announcement

Shenzhen Xinguodu Technology Co.,Ltd reserves the right to modify this manual without prior notice and continuously improve the accuracy, adequacy and completeness of the information contained in this manual.

Shenzhen Xinguodu Technology Co.,Ltd does not accept any legal responsibility for the adverse consequences caused by-using this product not in accordance with this manual or using accessories which are not supplied by Shenzhen Xinguodu Technology Co.,Ltd.

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SHENZHEN XINGUODU TECHNOLOGY CO.,LTD

Company address: 17B JinSong Mansion, Terra Industrial & Trade Park Chegongmiao, Futian District, Shenzhen

Manufacturer: Shenzhen Xinguodu Technology Co. . Ltd

Factory address: C Building Dagang Industry Area, Changzhen District, Gongming, Guangming , Shenzhen

Telephone: 400-609-6969

www.nexgo.cn

Attention Of Installation And Operation

- Please follow the instruction strictly when install and connect the terminal.
- The terminal can just use specified power adaptor, cannot replace by other, or will cause the terminal work improperly, even damage the terminal.
- Do not damage the power cable and power adaptor. It can't be used any more if the power cable or power adaptor is damaged.
- Please check power supply socket whether complying with terminal set voltage before insert the AC socket. Recommend to choose the fuse socket, and grounding well.
- Please leave the terminal away from liquid, and forbidden splash into any liquid or electric conduction material, otherwise it will cause a short-circuit or damage the terminal.
- Please do not insert any foreign material into any ports, it will damage the terminal seriously.
- Please contact the professional POS maintainer when the terminal have fault, users or other non-qualified POS maintainer should not repair the terminal.
- Please use the standard print paper in case of paper jam or printer damage.
- Please do not shake or knock the terminal.
- Please do not use or place flammability spray, painting etc., in case of fire.
- Forbid to disassemble or remake the terminal, Forbidden to use the terminal in illegal way, offenders will stand legal responsibility.

Common Fault Process

If the following solutions do not solve an existing error, please contact Customer Service.

Category	Fault	Reason	Solution
ON/OFF Issue	Unable to power on terminal	1.Run out of battery; 2.Battery installation incorrect; 3.AC power connect incorrect; 4.Battery failure	1.Connect with AC power supply; 2.Confirm the battery is installed properly; 3.Confirm the AC power supply is plugged in properly; 4.Replace battery.
PIN Pad Issue	No response	Terminal crash	Unplug power supply and battery, turn off terminal and restart.
Communication Fault	Display reads:Communica-tion Timeout	1.Weak wireless signal Poor; 2.SIM card connection 3.Terminal software issue;	1.Relocate the terminal to a window or open area; 2.Reinsert the SIM card; 3.Restart the terminal.
	Display reads: "Please Insert SIM Card"after SIM card is inserted	1.SIM card is damaged; 2.SIM card was inserted improperly;	1.Check if the SIM card is functioning,if, the chip surface is oxidized or not, wipe with a soft cloth; 2. Reinsert SIM card.
Printer Issue	Blank printouts	Thermal printer paper is incorrectly installed;	Reinstall thermal printer paper following "Install Paper Roll" guidelines above.
	Printing is light/difficult to read	Poor quality printer paper used .	Replace with good quality printer paper.
Card Read Error	Display reads: "Swipe Card Error,Please Swipe Again"	1.Reader is dirty; 2.Card is demagnetized; 3.Card swiped in incorrect direction.	1.Clean the card reader by inserting a moderately stiff piece of paper into the card slot and dragging the paper horizontally and vertically several times, removing any particles or dirt in the reader. 2.Wipe any particles or dirt off of the magnetic strip on the card with a soft cloth; if the card is demagnetized, a replacement card may be needed from issuing bank; 3.Please note the direction when swiping the card; the speed should be continuous.
Charging Error	Displays red battery icon after battery is installed and power adapter is connected	Li-battery was in storage too long, causing the battery to discharge below charging voltage; it can recover after reactivating.	If the battery icon displays red, please continue charging for 15 minutes; when the battery icon turns green, this indicates that the battery was successfully reactivated; it should perform normally after a complete recharge.

Components	Hazardous and noxious substances or elements					
	Pb	Hg	Cd	Cr(VI)	PBB	PBDE
PCB Components	X	O	O	O	O	O

Notes: 1) O means the content of this hazardous and noxious substance in all the homogeneous material of the component is below the requirement of SJ/T 11363-2006 standard.

2) X means the content of this hazardous and noxious substance at least in certain homogeneous material is higher than the requirements of SJ/T 11363-2006 standard; but the components marked by "X" in the above form are all due to the current industry technology develop level and cannot realize the substitution of the hazardous and noxious substances or elements.

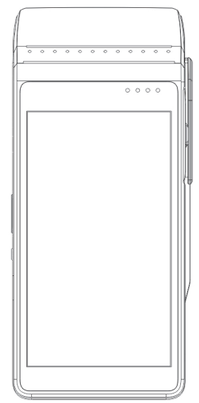
Environmental protection indication:

for the products which arrives or exceeds the use life, should be recycled used according to <The Management of Electronic and Information Product >, cannot discard arbitrarily.

Package List

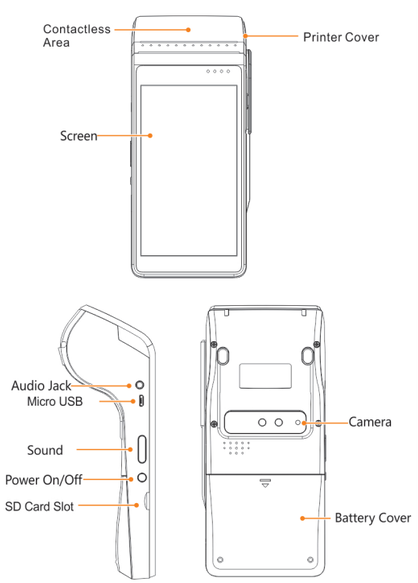
No.	Item	Quantity
1	N5 Smart POS Terminal	1
1	N5 Operation Manual	1
1	USB Cable	1
1	Power Adapter	1

NEXGO



N5 Operation Manual

POS terminal



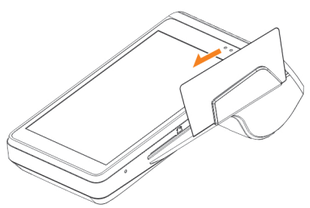
Instructions

Power On /Off

Power on: press " ⏻ " key for 2-3 seconds to power on terminal
Power off: press " ⏻ " key until it shows menu "power off; restart; flight mode; silence mode", select "power off" to enter menu 'your POS terminal will turn off, "cancel" "ok"', press ok to confirm.

Magnetic Card

Swipe card in magstripe card slot as demonstrated below in steady motion, and make sure the magstripe faces the device. Note: Any damage to the magstripe or incorrect swiping may lead to transaction failures.



Contact IC Card:

The IC Card Slot is on the right side of the main unit. To insert a card, hold the opposite side of the IC chip with chip facing up, insert the IC card into the slot. During the transaction process, the IC card should remain in the slot. See graphic below.

【Note】

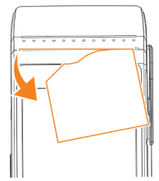
If the contact point of the IC chip is damaged or oxidized, the transaction may fail.

Contactless IC Card:

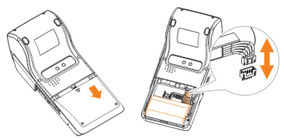
When tapping a card, hold the IC card close to the top of printer cover and hold for around 1 second unitl you hear a "beep" sound signaling a successfully completed transaction, the card can now be removed.

Paper Removal:

Take hold of the printer paper with your hand, tearing down the paper in the direction shown in the graphic below. Maintain a uniform force and quickly remove the paper.



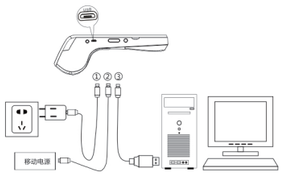
Install/Disassemble Battery:



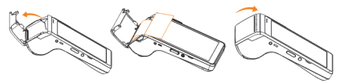
❶ Remove battery cover.
❷ Install/disassemble battery.
❸ Insert/remove white socket from battery plug.
❹ Replace battery cover.

Power Charge :

Remove the battery cover, insert the rechargeable lithium battery, and replace the battery cover. Connect the adapter, mobile power or PC and terminal using a USB line. Plug the adapter into a power outlet. Power on the terminal. The terminal screen will display charging progress. After the terminal is fully charged " ▮▮▮ " will display. See graphic below.



Install Paper Roll:

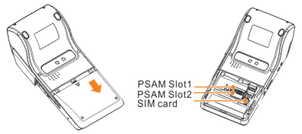


❶ Open the paper cabinet cover in the direction shown above.
❷ Peel open the paper-roll and insert it into paper holder in the direction shown above, leaving a small portion of paper above the paper cutter.
❸ Close the paper holder cover in the direction shown above.

【Note】

Inserting the paper-roll in the wrong direction. Will result in printer malfunction.

Install SIM/PSAM card:



❶ open the battery cover.
❷ Place the SIM / PSAM card in the card holder (the chip of SIM / PSAM card is oriented toward the inside of the machine).

【Attention】

1.Install or remove SIM/PSAM card, make sure the unit is turned off to avoid damage to the card.

2.SIM/PSAM card can not contain , stickers or adhesive, which may affect the thickness of card and hinder , the smooth insertion or removal of cards .

Warning

SAR tests are conducted standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the product while operating can be well below the maximum value. Before a new device is a available for sale to the public, it must be tested and certified to the FCC that it does not exceed the exposure limit established by the FCC, Tests for each device are performed in positions and locations as required by the FCC.

For body worn operation, this device has been tested and meets the FCC RF exposure guidelines when used with an accessory designated for this product or when used with an accessory that Contains no metal.

Non-compliance with the above restrictions may result in violation of RF exposure guidelines.

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. Any 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 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.