序号	版本号	描　　述	日期
1	V0	初版发行	2023.08.15
2			

*78mm

*125mm

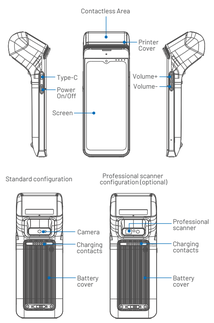
NEXGO



N96 Smart POS Terminal

Operation Manual

1. Structure Description



2. Instructions

Power On/Off

Power on: Power on: Press " ⏻ ", key for 2-3 seconds to power on terminal.

Power off: Press " ⏻ " key until it shows menu "power off; restart", 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 bottom 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 as shown in the pic below.

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



Contactless IC Card

While tapping a card, hold the IC card, get close to the top of the printer cover, hold for around 1 second till you hear a "beep" sound which means a successfully completed transaction. At this time, the card can be removed.



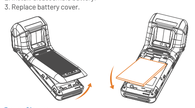
Paper Removal

Hold the printing paper by hand, tear it down towards the direction as shown in the pic. While tearing the paper, please make sure the speed and power are even and swift.



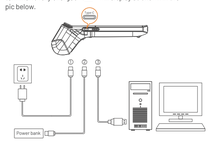
Install/Disassemble Battery

1. Remove battery cover.
2. Install/disassemble battery.
3. Replace battery cover.



Power Charge

Remove the battery cover, insert the rechargeable li-polymer battery, and replace the battery cover. Connect the adapter, mobile power or PC and terminal using a USB cable. 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 as shown in the pic below.



Install Paper Roll

1. Open the paper cabinet cover in the direction shown below.
2. Open the paper-roll and insert it into paper holder in the direction shown above, leaving a small portion of paper below the paper cutter.
3. Close the paper holder cover in the direction shown below.

NOTE: Make sure the paper-roll installed in the right direction or it will result in malfunction of the printer.

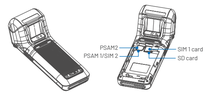


Install SIM/PSAM card

1. Open the battery cover.
2. Place the SIM/PSAM/SD card in the card holder(the chip of SIM/PSAM/SD card is oriented toward the inside of the machine).

Attention:

1. Install or remove SIM/PSAM/SD card, make sure the unit is turned off to avoid damage to the card.
2. SIM/PSAM/SD card can not contain, stickers or adhesive, which may affect the thickness of card and hinder, the smooth insertion or removal of cards.



3. Packing List

No.	Item	Quantity
1	N96 Smart POS Terminal	1
2	N96 Operation Manual	1
3	Power Adapter	1

4. Trouble Shoot

If you cannot find answer from below, please contact your sales or technical support.

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 adapter; 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	Un plug power supply and battery, turn off terminal and restart.
Communication Fault	Display reads: Communication 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 in correctly 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 horizon tally and vertically several times to remove 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.

5. Attention of installation and operation

- Please follow the instruction strictly when install and connect the terminal.
- The working temperature range of the terminal is 0°C - 50°C, and the storage temperature range is -20°C - 60°C.
- The terminal can just use specified power adaptor, cannot replace by other, otherwise it will cause the terminal to work abnormally or 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.
- Before plugging into the AC socket, please check whether the power outlet matches the set voltage of the device. It is recommended to choose a fuse socket and have a good grounding.
- Please keep the terminal away from liquids, and it is forbidden to splash any liquid or conductive material, otherwise it will cause a short-circuit or damage the terminal.
- Do not insert any foreign objects into any ports, otherwise the terminals will be seriously damaged.
- Please contact the professional POS maintainer when the terminal fails, users or other unqualified POS maintainer are not allowed to repair the terminal.
- Please use standard printing paper to prevent paper jam or printer damage.
- Please do not shake or knock the terminal.
- Do not use or place flammable sprays, paints, etc. near this product to avoid fire.
- Forbid to disassemble or remake the terminal. Forbidden to use the terminal in illegal way, offenders will stand legal responsibility.

6. List of Toxic and Hazardous Substances or Elements

Parts	Toxic and harmful substances or elements					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent Chromium (CrVI)	Polybrominated Biphenyls (PBB)	Polybrominated Diphenyl Ethers (PBDE)
Circuit board components	○	○	○	○	○	○

Description:

1."O" means that the content of the toxic and hazardous substance in all homogeneous materials of the part is below the limit requirement of the SJ/T11363-2006 standard;

2."X" means that the content of the toxic and hazardous substance in at least one of the homogeneous materials of the part exceeds the limit requirement of the SJ/T11363-2006 standard; but the parts marked as "X" in the above table are all due to current industry technology The level of development is limited and the substitution of toxic and hazardous substances or elements cannot be achieved.

[Environmental protection reminder] Products that have reached or exceeded the environmental protection service life should be recycled and reused in accordance with the "Administrative Measures for the Control of Electronic Information Products" and should not be discarded at will.

Hereby, [Shenzhen Xinguodu Technology Co., Ltd.] declares that the radio equipment type [N96] is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address:https://www.xinguodu.com/pdf/?id=202

7. FCC Statement

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 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.

Caution!

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

The SAR limit set by the FCC is 1.6W/kg-1g. For body-worn operation, this device has been tested and meets the FCC RF exposure guidelines for use with an accessory that contains no metal and positions the device a minimum of 5 mm from the body. RF exposure compliance with any body-worn accessory that contains metal was not tested and certified. And use of such body-worn accessory should be avoided. Accessory available in market and must be used to keep use distance 5mm from EUT to body-worn operation.

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

8. Special statement

Shenzhen Xinguodu Technology Co., Ltd. reserves the right to modify this manual without prior notice, and reserves the right to continuously improve the accuracy, sufficiency and completeness of the information in the manual.
Shenzhen Xinguodu Technology Co., Ltd. does not assume any legal responsibility for the adverse consequences caused by the use of this product or the use of accessories not provided by our company in accordance with the requirements of this manual.
This manual is copyright@Shenzhen Xinguodu Technology Co., Ltd.

NEXGO

INSPECTION CERTIFICATE

INSPECTOR:

PLACE OF ORIGIN: Shenzhen,China

SHENZHEN XINGUODU TECHNOLOGY CO.,LTD.

SHENZHEN XINGUODU TECHNOLOGY CO.,LTD.
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Hotline: 86-755-28087135
https://www.nexgoglobal.com

技术要求：

1. 材质: 105g铜版纸
2. 印刷: 4色印刷
3. 成型尺寸: 78x125mm
4. 公差: ±1
5. 装订方式: 风琴折

第三视角投影		深圳市新国都支付技术有限公司			
图纸　A4	单位 mm	N96 操作手册（FCC）			
设　　计	杨炎月				
审　　核	刘海燕	比　　例	1:3	材　　料	105g铜版纸
批　　准	何杰锋	料　　号		完成日期	2023.08.15
FORM-R&D-216 REV. A		版本号	V0	第　1　页	共　1　页