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.

List of Toxic and Hazardous Substances or Elements:

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

1) "O" means the content of this Toxic and Hazardous Substances in all the homogeneous material of the component is under the requirement of SJ/T 11363-2006 standard.
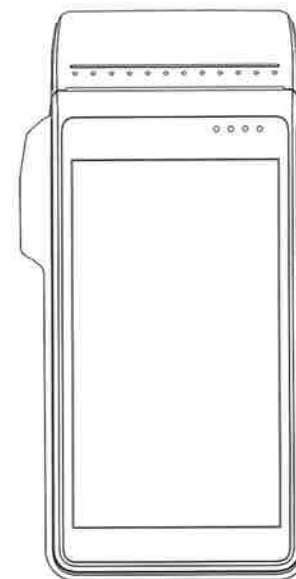
2) "X" means that in the content of this Toxic and Hazardous Substances, one of the homogeneous material exceeds the requirements of SJ/T 11363-2006 standard but the components marked by "X" in the above form are all limited by the current industry technology developing level and cannot realize the substitution of the Toxic and Hazardous Substances or Elements.

Environmental Protection Indication:
All the products which arrive or exceed the durable years, should be recycled and reused according to "The Management Method of Electron and Information Product" and should not be discarded carelessly.

Package List:

No.	Item	Quantity
1	N5 Smart POS Terminal	1
2	N5 Operation Manual	1
3	AC cables/plug contact	1
4	Power Adapter	1

NEXGO

N5 Quick Operation Manual Smart POS Terminal

Announcement:

NEXGO

INSPECTION CERTIFICATE

INSPECTOR:

PLACE OF ORIGIN : Shenzhen,Guangdong

SHENZHEN XINGUODU TECHNOLOGY CO.,LTD

SHENZHEN XINGUODU TECHNOLOGY CO., LTD

Company address: 17B Jin Song Mansion, Terra Industrial Trade Park
Chegongmiao, Futian District, Shenzhen

Hotline: 400-609-6969

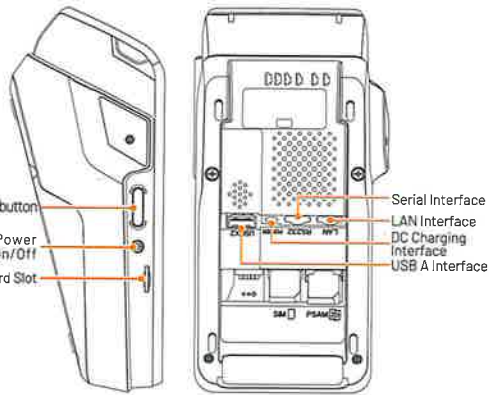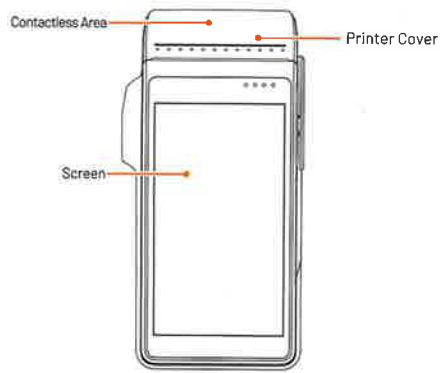www.nexgoglobal.com

Attention of Installation and Operation: ⚠

- Please follow the instruction strictly when install and connect the terminal.
- This terminal can only work with the specified power adapter, do not use other power supplies, otherwise it may cause abnormal operation or even damage the terminal!
- Avoid damaging AC cables and power adapter. If they were damanged, they would not be used anymore.
- Please check the service voltage set of the power supply socket before plugging the the power adapter into the ac socket. It is recommended to use the socket with fuse and good ground connection.
- Please stay away from liquid. Do not splash any liquid substances or drop into conductive objects, or it will cause short circuit and damage the terminal.
- Please do not insert any foreign material into any ports, it will damage the terminal seriously.
- Please contact professional machine maintenance personnel if the equipment fails. Users and other non-qualified maintainances are not allowed to repair the equipment.
- Please use the standard printing paper in case of paper jam or printer damage.
- Please do not shake or knock the terminal violently.
- Please do not use or place flammability sprays or paints nearby in case of fire.
- Forbid to disassemble or remake the terminal. Forbid to use for illegal purposes, offenders will bear legal liability.

Common Fault Analysis:

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. misopertation of alternating current power supply; 2. Misoperation of AC cables and power adapter.	1. Double check whether the operation of alternating current power supply is correct 2. Double check whether the operation of AC cables and power adapter is correct;
PIN Pad Issue	No response	Terminal crash	Unplug power supply and battery, off and then restart the terminal
Communi-cation Issue	Display reads:Com munication Timeout	1.Weak wireless signal or no signal ; 2.SIM card Poor contact of 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,whether, the chip surface is oxidized or not, wipe the surface with a soft cloth; 2. Reinsert SIM card.
Printer Issue	Blank printouts	Thermal printer paper is improperly placed;	Replace printer paper following "Install Paper Roll" guidelines above.
	Printing is too light/ difficult to read	Poor quality printer papers used.	Replace with good quality printer papers.

Structure Description:

- Contactless Area
- Printer Cover
- Screen
- Volume button
- Power On/Off
- SD Card Slot
- Serial Interface
- LAN Interface
- DC Charging Interface
- USB A Interface

Introduction:

Power on/off:

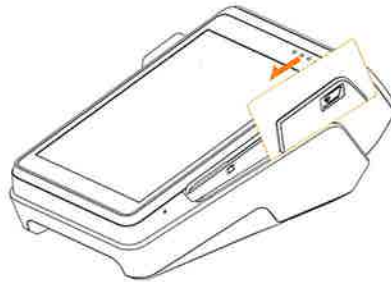Power on: press the key" ⏻ " for 2-3 seconds to power on the left of terminal.

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.
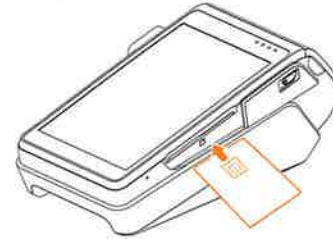

Contact IC Card:

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.
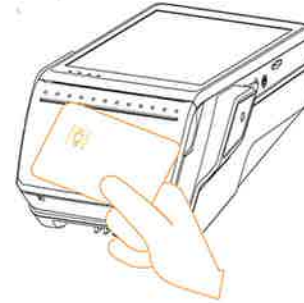
【Note】

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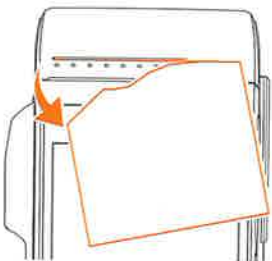

Contactless IC Card:

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.
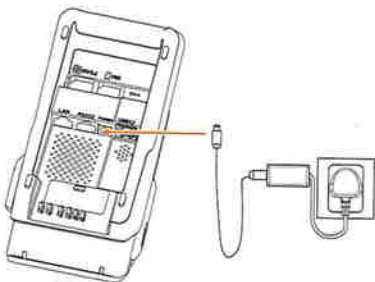
Paper Removal:

Take hold of the printer paper with your hand, tearing down the paper in the direction shown in the graphic below. Maintain a uniform but quick force when remove the paper.
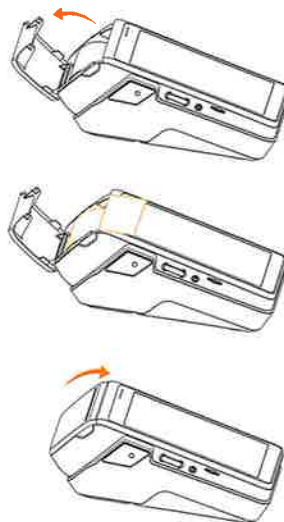
Power Supply:

Insert the DC Charging interface of the power adapter into the socket of the power supply. Connect another side of the power adapter and AC cables. Then plug in and press the Power On key.
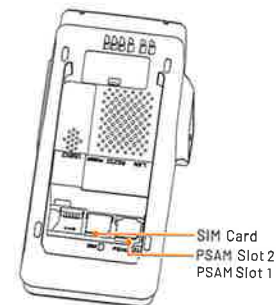
Install Paper Roll:

❶ Open the paper cabinet cover in the direction as is shown above
❷ 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 as is shown above.

【 Note 】 :
Inserting the paper-roll in the wrong direction will result in printer malfunction.

Install SIM/PSAM Card:

SIM Card
PSAM Slot 2
PSAM Slot 1

❶ Remove 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 power 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 .