

FiskalPRO N3

Operation Manual

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Introduction

Dear customer,
thank you for purchasing the FiskalPRO N3. This brief manual will help you to start the device and guide you through its basic setup in POS, payment terminal, eKasa printer mode. An online version of the manual is available at bitly.cx/UKpn7 or bitly.cx/ryGAK. Your dealer or service partner can help you get started.

Scan me



Attention of installation and operation

- Follow these instructions exactly when installing and connecting the terminal.
- This terminal works only with the supplied charger, which cannot be replaced by another charger as it may cause incorrect operation or even damage to the terminal.
- Do not use damaged cables and chargers. Injury may occur.
- The user must ensure that the device is connected to a 230V/50Hz mains power supply.
- Protect the device from water and other liquids as this will cause a short circuit and damage the terminal.
- Please do not insert foreign objects into the ports, this will irreversibly damage the terminal.
- Any tampering with the equipment without the express permission of the dealer is illegal and subsequent claims will be rejected.
- Use thermal paper with a roll width of 57mm and a maximum diameter of 40mm.
- Do not expose to shocks, avoid dropping the device.
- Do not use or place flammable sprays or paints in the vicinity of the equipment, there is a risk of fire.

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

Notes:

1. „O“ means that the content of toxic and hazardous substances in all homogeneous materials of the component is lower than the requirements of standard SJ/T11363-2006.
2. „X“ means that the content of toxic and hazardous substances in at least one homogeneous material exceeds the requirements of SJ/T11363-2006, but the components marked with 'X' in the table above are at the current industrial level of technology development and it is not possible to substitute those toxic and hazardous substances or elements in them.

Environmental data:

All products that reach or exceed their useful life should be recycled according to the "Electronic and Information Product Management" document, they cannot be disposed of arbitrarily.

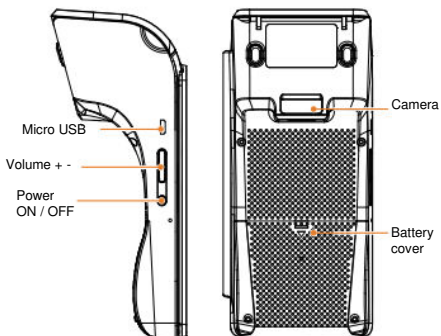
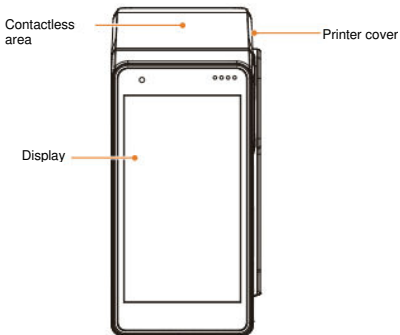
Packing list

No.	Item	Quantity
1.	FiskalPRO N3	1
2.	N3 Operation manual	1
3.	Power adapter	1

Technical specifications


Display:	Touchscreen 5" capacitive
Battery:	Li-ion 5200mAh
Connection:	4G, LTE a WiFi, Bluetooth, micro USB
Ports:	SIM, SD
Reader:	1D a 2D kódov
Printer:	Fast thermal printer, roll width 57mm with 40mm diameter
Operating system:	Android 5.x with secure payment system
Processor:	4 Core CPU + secure CPU
Memory:	1GB RAM, 8GB FLASH + Micro SD
Camera:	2MPX Dual
Dimensions:	176 x 79 x 72 mm
Weight:	396 g


Structure description



Instruction

Power on / off

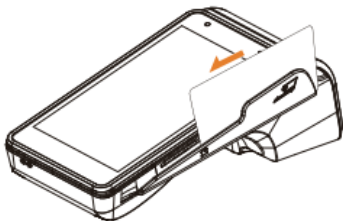
Power on: Press “”, key for 2-3 seconds to power on terminal

Power off: Press “” key until it shows menu “power off; restart”, 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

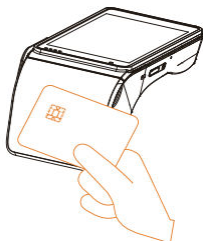
The IC card slot is on the right side of the main unit. To insert a card, hold the opposite side of the IC chip with chip facing up, insert the IC card into the slot. During the transaction process, the IC card should remain in the slot as shown in the pic below.

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



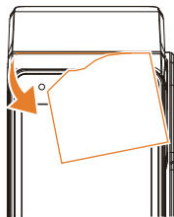
Contactless IC card

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.



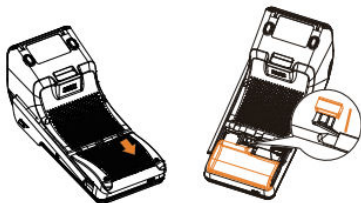
Paper removal

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

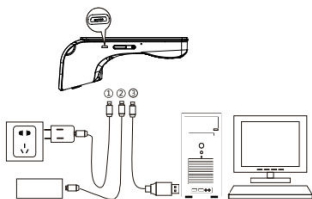
1. Remove battery cover.
2. Install / Disassemble battery.
3. Insert / remove white socket from battery plug.
4. Replace battery cover.



Power charge

Remove the battery cover, insert the rechargeable lithium battery, and replace the battery cover. The procedure can be found in the chapter [Install / Disassemble battery](#).

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 “100%” will display as shown in the pic below.



Install paper roll

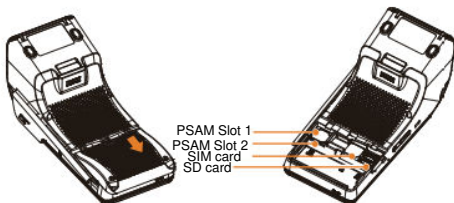
1. Open the paper cabinet cover in the direction shown below.
2. Open the paper-roll and insert it into paper holder in the direction shown above, leaving a small portion of paper below the paper cutter.
3. Close the paper holder cover in the direction shown below

Note: Make sure the paper roll installed in the right direction or it will result in malfunction of 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 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

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	<ol style="list-style-type: none"> 1. Run out of battery. 2. Battery installation incorrect. 3. AC power connect incorrect 4. Battery failure. 	<ol style="list-style-type: none"> 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.
PinPad issue	No response	Terminal crash	Unplug power supply and battery, turn off terminal and restart.
Communication fault	Display reads: Communication timeout	<ol style="list-style-type: none"> 1. Weak wireless signal poor. 2. SIM card connection. 3. Terminal software issue. 	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 1. SIM card is damaged. 2. SIM card was inserted improperly. 	<ol style="list-style-type: none"> 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.

<p>Card read error</p>	<p>Display reads "Swipe card error, Please swipe again"</p>	<p>1. Reader is dirty. 2. Card is demagnetized. 3. Card swiped in incorrect direction</p>	<p>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.</p>
<p>Charging error</p>	<p>Display red battery icon after battery is installed and power adapter is connected</p>	<p>Battery was in storage too long, causing the battery to discharge below charging voltage: it can recover after reactivating.</p>	<p>If the battery icon displays red, please continue charging for 15minutes. When the battery icon turns green, this indicates that the battery was successfully reactivated: It should perform normally after complete recharge.</p>

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 doesn't 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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FCC Statement

This device 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 from harmful interference when installed 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 detected by turning the equipment off and on, the user is advised to attempt to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance between the device and the receiver.
- Plug the device into an outlet on a circuit other than the one to which the receiver is connected to.
- Ask your dealer or an experienced radio/TV technician.

This device complies with Part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- (1) this equipment shall not cause harmful interference; and
- (2) this equipment must accept any interference received, including interference that may cause undesired operation.



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