NEXGO

G2 Operation Manual

POS TERMINA

Structure Description

RF Indicator

Screen

Power On/Off

Keypad

Magnetic Card Reader

IC Card Reader

Lift rope hole

Signature pen (optional)

Camera (optional)

Battery cover

USB port
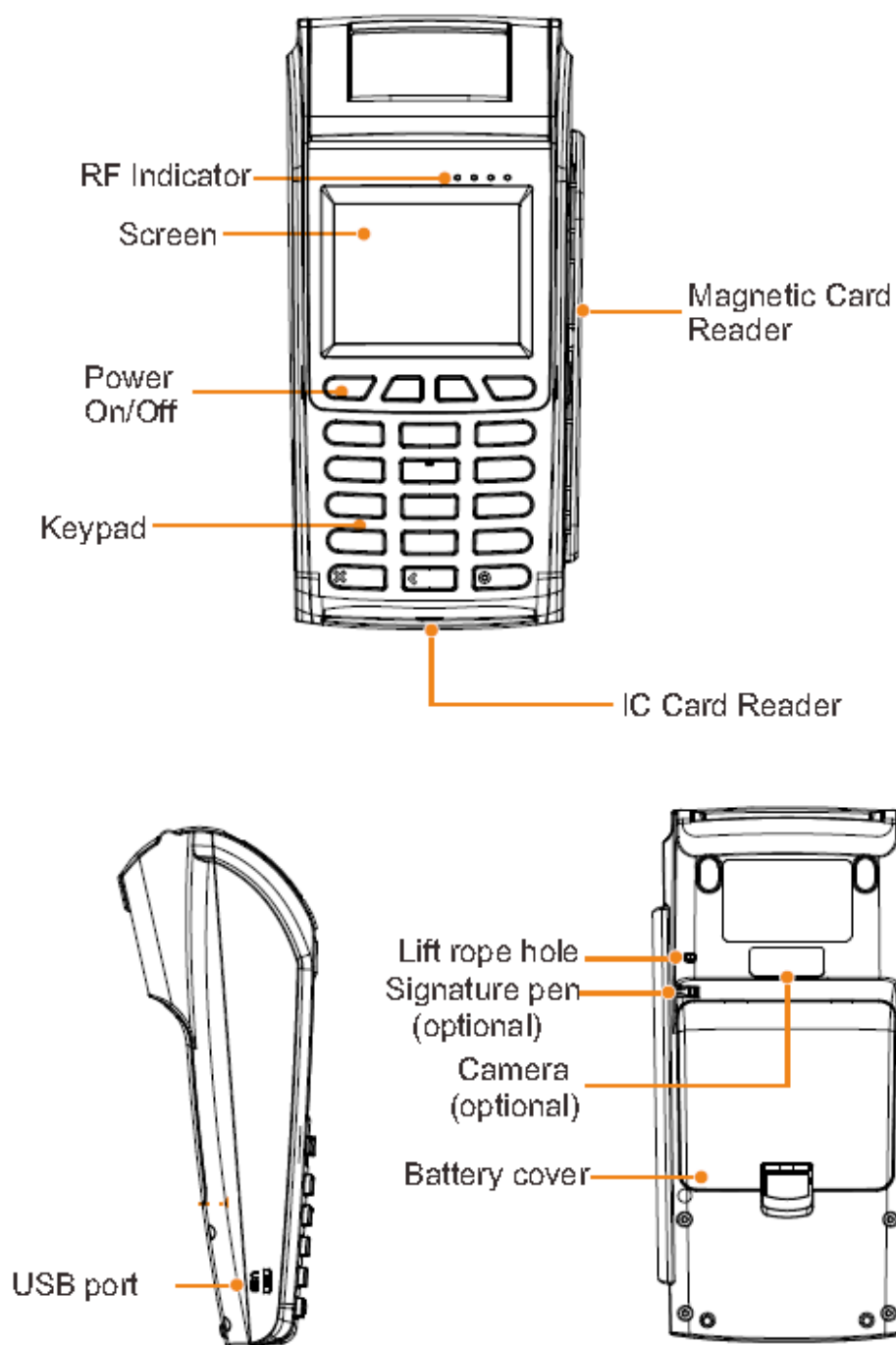
Instructions

Power on /off

Power on : Press this button " ⏻ ", 2-3 seconds, screen backlight appear means terminal is power on.
Power off : Press this button " ⏻ "several seconds, screen display "power off, please confirm or cancel", press confirm means power off.

Magnetic card

Please put the card magnetic strip towards to track device inside when swipe the card, it can support both directions; must confirm speed of swiping card is stable and contstant.

Note: The transaction may be fail if magnetic card's tripe is damaged or swipe solution is error.

IC card

IC card slot locate in the bottom terminal keypad, the chip side face up when swiping card, and insert IC card slot until to push the end. The IC card should guarantee locate card slot during the whole transaction process.

Note: The transaction probably fail if IC card chip contact point is damaged or is oxidation.
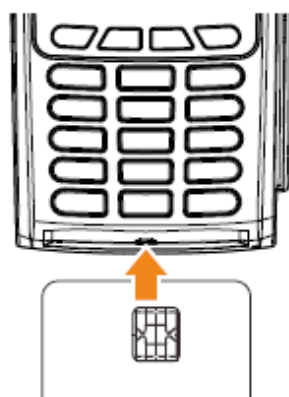
Contactless IC card

Please put the IC card in the middle of the screen when swipe the card, and stop 1 second. Prompt swipe card OK when hear "Di" voice, then remove card, showing as follow picture.
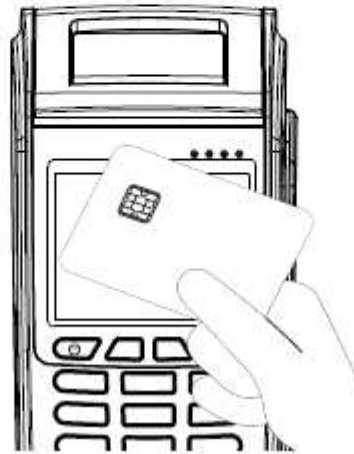
Tear-off Print Paper

Hold print paper, tear-off the print paper according to picture direction, keep direction from left to right, the strength should keep fast and equality during cutting paper.
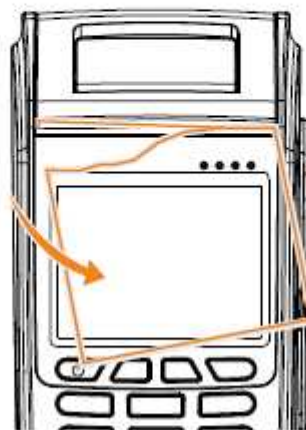
E-signature:

Please make signature in empty area via special pen when interface prompt " please signature. Please press "OK" key after finish signature, then can see signature result.
Note: It need maintenance people ajust touch screen when contact point is offset.


Charging

Open battery cover, install battery to the battery warehouse, close battery cover. Big side of USB cable connect with AC, mobile bank power or PC's USB port, small side insert USB port on the left side of terminal, and keep adapter insert power slot, after connecting with power, it will display charging progress on the screen, and will display " ▰ " after fully charging.
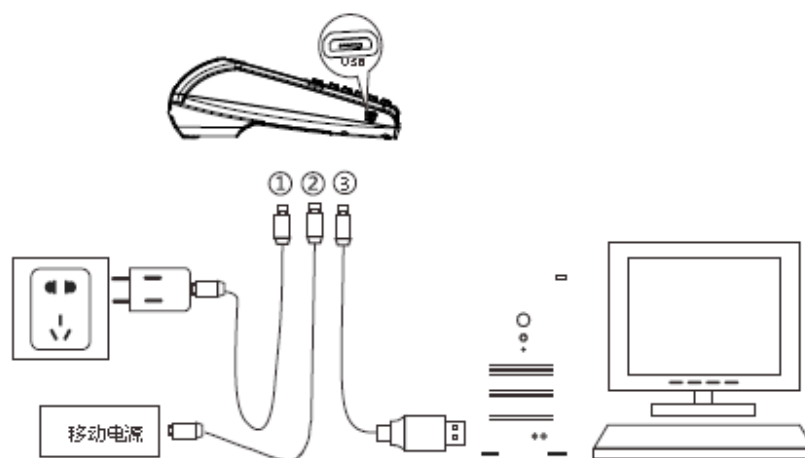
Install Battery
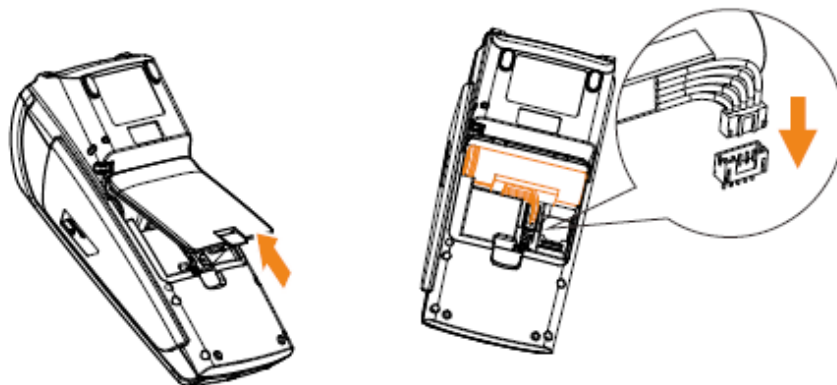
1.Open battery cover
2.Battery connector insert white slot
3.Put battery to the battery warehouse
4.Close battery cover

Remove Battery

1.Power off, open battery cover
2.Take battery to the appropriate height
3.Take out battery connector, and remove battery
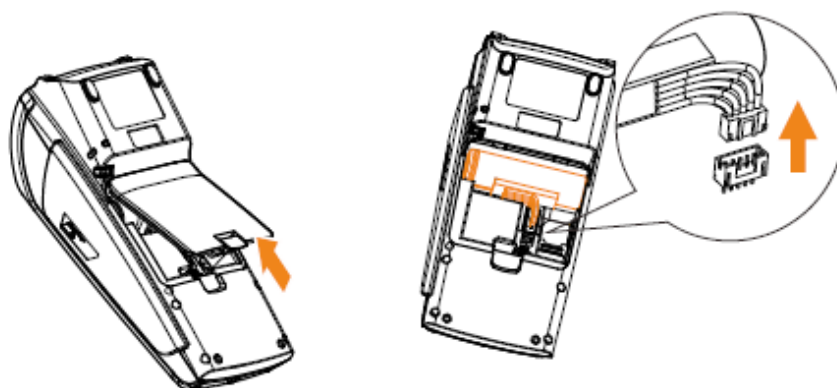
Intall SIM
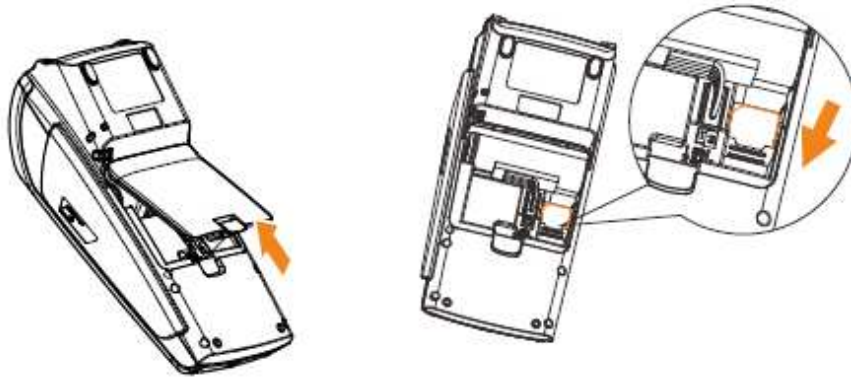
1.Open battery cover
2.SIM card insert card slot according to picture show as
above(Note: chip side of card face terminal)

Remove SIM

1.Open battery cover
2.Press SIM and remove out
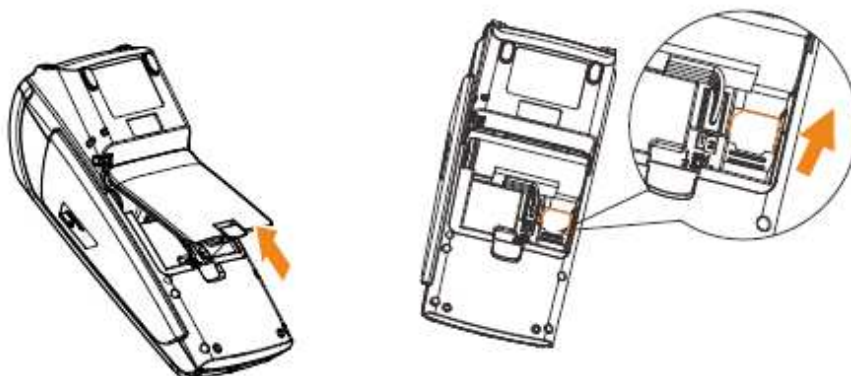
Common Fault Process
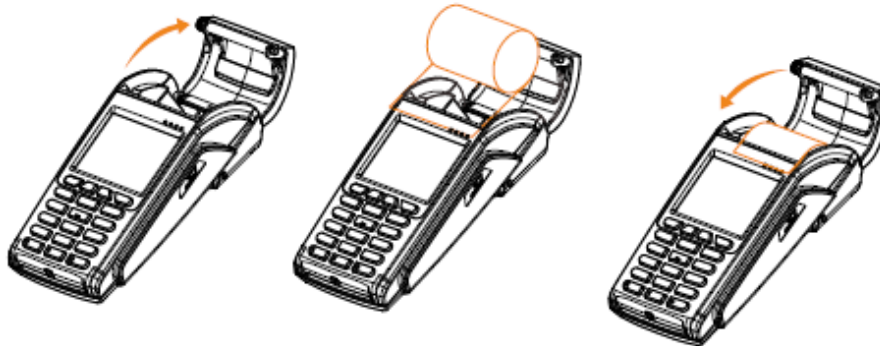
1.Open paper warehouse cover
2.Unpack print paper, hold one side by hand, put print paper to print paper warehouse, and guarantee one part paper outside of paper cutter.
3.Close print paper cover, and hear "kada" voice.

Note: Keep open side of print paper direct to down when install thermal paper, otherwise, it can not print letter.

Common Fault Process

If the above solution can't solve the problem or have other questions, please contact maintenance person.

Category	Fault	Reason	Solution
Power on/off	No display when power on	1. Out of battery. 2. Install battery error.	1. Connect AC power. 2. Confirm battery whether install OK
Button	No response when press the key button.	Terminal crashed	Reboot the terminal
Communi-cation	Prompt "Communi-cation timeout"	1. Wireless Signal is weak or no signal. 2. SIM card contact is poor. 3. Terminal software issue.	1. Move the POS terminal to window or wide open space. 2. Reinsert the SIM card. 3. Reboot the terminal
	Prompt "Please insert the SIM card"	1. SIM card is damaged. 2. SIM card plug wrong position	1. Check the SIM card is good condition or not, surface of the chip is oxidized or not, clear the SIM card chip with soft cloth. 2. Reinsert the SIM card.
Print	No display when print.	Thermal printer paper is set upside down.	Reset the print paper as the instruction
	Print color is too light.	Printer paper is not qualified.	Change qualified printer paper

Common Fault Process

If the above solution can't solve the problem or have other questions, please contact maintenance person.

Category	Fault	Reason	Solution
Read card failure	Prompt "Card read error, please re-swipe the card"	1. There is dirt on magnetic head. 2. Magnetic card is dirty or demagnetization 3. Swipe the card in a wrong way.	1. A piece of moderate hard cardboard put card slot, and drag several times by light horizontal and vertical direction, and then wipe away the dirt from the head. 2. Remove the dirt on the magnetic card by soft paper, if the card has problem itself, try to change the card in the issue bank. 3. Pay attention to on the surface of the magnetic direction , and the speed swiping card should keep equality.
Terminal can not charging	Install battery, screen display red battery logo after connect with AC, and connect power	Li-battery save long time lead to battery no power, lower the charging threshold voltage, it can back normal after activate.	Keep charging more than 15 minutes after see red battery logo on the screen, then the logo will become to green, and progress bar goes normal that it indicate battery already been activated, you can use battery after fully charging.

Attention Of Installation And Operation

- Please follow the instruction strictly when install and connect the terminal.
- Do not damage the power line and power adaptor. It can't be used any more if the power line 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 do not touch the cutter knife in case of hurt when install the paper roll.
- 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.

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

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	G2 Mobile POS	1
2	G2 Operation Manual	1
3	Battery	1
4	Adapter	1
5	USB data Cable	1
6	Signature pen(optional)	1

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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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.

SAR tests are conducted using 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 device while operating can be well below the maximum value, in general, the closer you are to a wireless base station antenna, the lower the power output.

Before a new model 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 (e.g. at the ear and worn on the body)as required by the FCC.

For body worn operation, this model 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 .

For limb 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.