

DCCStands Nexgo N5

Universal Terminal Articulating Drive Thru Wall Mount

INSTRUCTION MANUAL FOR NEXGO N5

1. Introduction

Thank you for choosing the DCCStands Universal Terminal Articulating Drive Thru Wall Mount for your Nexgo N5 device. This manual provides essential information for the proper installation, operation, and maintenance of your new wall mount. Please read this manual thoroughly before beginning installation to ensure safe and efficient use.

2. Product Overview

The DCCStands Universal Terminal Articulating Drive Thru Wall Mount is specifically designed for fast-moving restaurant environments, offering ease of use for both merchants and customers. Its articulating design allows for flexible positioning of your payment terminal.

Key Features:

- Designed for fast-moving restaurant environments
- Easy for merchants and customers to use
- Ability to move bracket side to side
- Ability to pull towards and away for the user
- Compatible with devices from Castles Technology, Clover, Dejavoo, Equinox, First Data, Ingenico, Nexgo, PAX, and Verifone

What's in the Box:

- 1 x Universal Terminal Articulating Drive Thru Wall Mount

Product Image:



Image of the DCCStands Universal Terminal Articulating Drive Thru Wall Mount, showing its articulating arm extended with a Nexgo N5

payment terminal securely mounted at the end.

3. Setup and Installation

Proper installation is crucial for the stability and functionality of your wall mount. It is recommended to have basic tools and knowledge of wall mounting procedures. If unsure, consult a professional.

Required Tools (Not Included):

- Drill
- Screwdriver (appropriate type for mounting screws)
- Level
- Measuring Tape
- Pencil

Installation Steps:

1. **Choose Location:** Select a sturdy wall surface capable of supporting the mount and the payment terminal. Ensure there is sufficient space for articulation.
2. **Mark Drilling Points:** Hold the wall mount's base plate against the wall at the desired height and use a level to ensure it is straight. Mark the drilling points through the screw holes with a pencil.
3. **Drill Pilot Holes:** Drill pilot holes at the marked points. Ensure the drill bit size is appropriate for your mounting hardware.
4. **Secure Mount to Wall:** Align the mount's base plate with the pilot holes. Insert and tighten the appropriate screws (not included) to securely fasten the mount to the wall. Do not overtighten.
5. **Attach Terminal:** Securely attach your Nexgo N5 payment terminal to the mount's terminal bracket. Follow the specific instructions provided with your terminal for proper attachment to a mount. Ensure it is firmly seated and locked into place.
6. **Test Articulation:** Gently test the articulation of the mount to ensure all movements are smooth and the mount is stable.

4. Operation

The articulating design of this wall mount allows for flexible positioning of your payment terminal to enhance user experience in high-traffic environments.

Adjusting the Mount:

- **Side-to-Side Movement:** The bracket holding the terminal can be moved horizontally along the arm to adjust its lateral position.
- **Towards and Away Movement:** The articulating arm allows the terminal to be pulled closer to or pushed further away from the wall, providing optimal reach for both staff and customers.
- **Swivel/Tilt:** Depending on the specific terminal bracket, you may also be able to swivel or tilt the terminal for better viewing angles. Refer to your terminal's manual for its specific mounting capabilities.

Always adjust the mount gently and ensure the terminal is securely attached before and after any adjustments.

5. Maintenance

Regular maintenance ensures the longevity and optimal performance of your wall mount.

- **Cleaning:** Wipe the mount with a soft, damp cloth. Avoid using abrasive cleaners or solvents, as they may damage the finish.
- **Inspections:** Periodically check all screws and connections to ensure they remain tight. Re-tighten if necessary, but

do not overtighten.

- **Lubrication:** The articulating joints are designed for smooth movement. If any stiffness occurs, a small amount of silicone-based lubricant can be applied to the moving parts, avoiding contact with the terminal.

6. Troubleshooting

If you encounter issues with your wall mount, consider the following common solutions:

- **Mount feels loose on the wall:** Check all wall mounting screws and ensure they are securely tightened. Verify that the wall material is suitable for mounting.
- **Terminal feels wobbly on the mount:** Ensure the terminal is correctly and securely attached to the mount's bracket. Check any screws or clips holding the terminal in place.
- **Difficulty articulating the arm:** Check for any obstructions. If the joints feel stiff, apply a small amount of silicone lubricant as described in the Maintenance section.
- **Mount makes noise during movement:** This can often be resolved with lubrication of the articulating joints.

If problems persist after attempting these solutions, please contact DCCStands customer support.

7. Specifications

Attribute	Detail
Brand	DCCStands
Model Number	Nexgo N5
Item Weight	5 pounds
Special Features	Foldable, Articulating
Mounting Type	Monitor Mount (Wall)
Compatible Devices	Castles, Dejavoo, First Data, Ingenico, Nexgo, PAX, Verifone
Country of Origin	USA
Date First Available	February 1, 2023

8. Warranty and Support

For specific warranty information regarding your DCCStands Universal Terminal Articulating Drive Thru Wall Mount, please refer to the documentation provided at the time of purchase or visit the official DCCStands website. Warranty terms typically cover manufacturing defects.

For technical support, troubleshooting assistance, or to inquire about replacement parts, please contact DCCStands customer service through their official website or the contact information provided with your purchase. When contacting support, please have your product model number (Nexgo N5) and purchase details ready.

ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question