78 mm

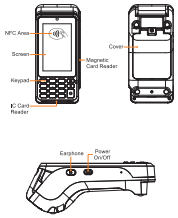
125 mm

NEXGO

CT20 POS terminal

Operation Manual

Structure Description



Instructions

Power on /off

Power on: Press "⏻" for 2-3 seconds, screen backlight appear, and terminal power on.

Power off: Press "⏻" for several seconds, screen display "power off, please confirm or cancel", press confirm, power off.

Magnetic card

Please put the card magnetic strip towards to track device inside when swipe the card, it can support both directions; Make sure to swipe the card stably and constantly.

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

IC card

IC card slot locate in the bottom of the keypad, keep the chip side up when swiping card, and insert IC card to the end. The IC card should be inserted in the IC card slot during the transaction process.

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

Contactless card

Please put card close to the NFC area, and stay for one second, then remove card when you hear a "Di" voice, 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.

Install SIM/PSAM card

1.open the battery cover.

2.Place the SIM/PSAM/SD card in the card holder (the ship 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.

Install Paper Roll

1.Open the paper cabinet cover in the direction shown below.

2.Open the paper-roll and insert the 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.

Common Fault Process

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

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 button.	Terminal crashed	Reboot the terminal
Communication	Prompt "Communication 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. 2.Reinsert the chip to surface of card. Clean the SIM card chip with soft cloth. 3.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

Category	Fault	Reason	Solution
Read card failure	Prompt "Card read error, please 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 (vertical horizontal)and vertical direction, it can 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.Swipe card on the surface of the magnetic direction, and the speed of swiping card should keep equality.

Attention Of Installation And Operation ⚠

- Operating Temperature: -10 to 45°C
- Storage Temperature: -20°C to 70°C
- Relative Humidity: 5% to 95% (Non-Condensing)
- 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 to 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	O	O	O	O	O	O

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.

Packing list

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

This manual is copyrighted by @ Shenzhen Xinguodu Technology Co.,Ltd.

FCC warning

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.

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

FCC Radiation Exposure

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment . This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment should be installed and operated with minimum distance 20cm between the radiator& your body.

CE

Power and frequency band information are as follows:

Transmitter Frequency:	E-GSM 900: 925-960MHz DCS 1800: 1805-1880MHz WCDMA Band 1: 2110-2170MHz WCDMA Band 8: 925-960MHz LTE Band 1: 2110-2170MHz LTE Band 3: 1805-1880MHz LTE Band 5: 869-894MHz LTE Band 7: 2620-2690MHz LTE Band 8: 925-960MHz LTE Band 20: 791-821MHz LTE Band 28: 758-803MHz LTE Band 38: 2570-2620MHz Bond 20: 832-862MHz LTE Band 38: 1013-1749MHz LTE Band 38: 2570-2620MHz LTE Band 40: 2300-2400MHz LTE Band 41: 2535-2655MHz 2.4G WIFI: 2412-2472MHz; 2412-2462MHz 5G WIFI: 5150-5250MHz, 5250-5350MHz, 5470-5725MHz, 5725-5850MHz Bluetooth/BLE: 2402-2480MHz NFC: 13.56MHz
Receiver Frequency:	E-GSM 900: 925-960MHz DCS 1800: 1805-1880MHz WCDMA Band 1: 2110-2170MHz WCDMA Band 8: 925-960MHz LTE Band 1: 2110-2170MHz LTE Band 3: 1805-1880MHz LTE Band 5: 869-894MHz LTE Band 7: 2620-2690MHz LTE Band 8: 925-960MHz LTE Band 20: 791-821MHz LTE Band 28: 758-803MHz LTE Band 38: 2570-2620MHz Bond 20: 832-862MHz LTE Band 38: 1013-1749MHz LTE Band 38: 2570-2620MHz LTE Band 40: 2300-2400MHz LTE Band 41: 2535-2655MHz 2.4G WIFI: 2412-2472MHz; 2412-2462MHz 5G WIFI: 5150-5250MHz, 5250-5350MHz, 5470-5725MHz, 5725-5850MHz Bluetooth/BLE: 2402-2480MHz NFC: 13.56MHz GPS L1 C/A, BDS B1I,Galileo E1: 1559-1610MHz

RF-Output Power:	GSM 900: 34.20dBm(GMSK); 27.60dBm(8PSK) DCS 1800: 31.59dBm(GMSK); 26.74dBm(8PSK) WCDMA Band 1: 23.46dBm WCDMA Band 8: 23.53dBm LTE Band 1: 23.4dBm LTE Band 3: 23.4dBm LTE Band 5: 24.4dBm LTE Band 7: 22.3dBm LTE Band 8: 24.2dBm LTE Band 20: 24.4dBm LTE Band 28: 24.2dBm LTE Band 38: 21.5dBm LTE Band 40: 22.5dBm LTE Band 41: 21.1dBm 2.4G WIFI: 17.5dBm, 5.2G WIFI: 15.91dBm, 5.3G WIFI: 15.56dBm 5.8G WIFI: 17.14dBm, 5.8G WIFI: 15.83dBm BT: 5.63dBm BLE: 1.27dBm NFC: 26.28dBuA/m@3m

In all EU member states, operation of 5150-5350MHz is restricted to indoor use only.

NEXGO

WARNING:
DO NOT OPEN OR MODIFY THIS UNIT
DO NOT EXPOSE TO WATER OR OTHER LIQUIDS

Company address: 17B Jinlong Mansion, Tenia Industrial & Trade Park, Chegongmiao, Futian District, Shenzhen

Manufacturer: Shenzhen Xinguodu Technology Co.,Ltd.

Factory address: C-Building Dagang Industry Area, Longgang District, Gongming, Guangming, Shenzhen

Telephone: +86-755-26591539

Website: www.nexgo.global.com