



NEXGO CT20 POS Payment Terminal Instruction Manual

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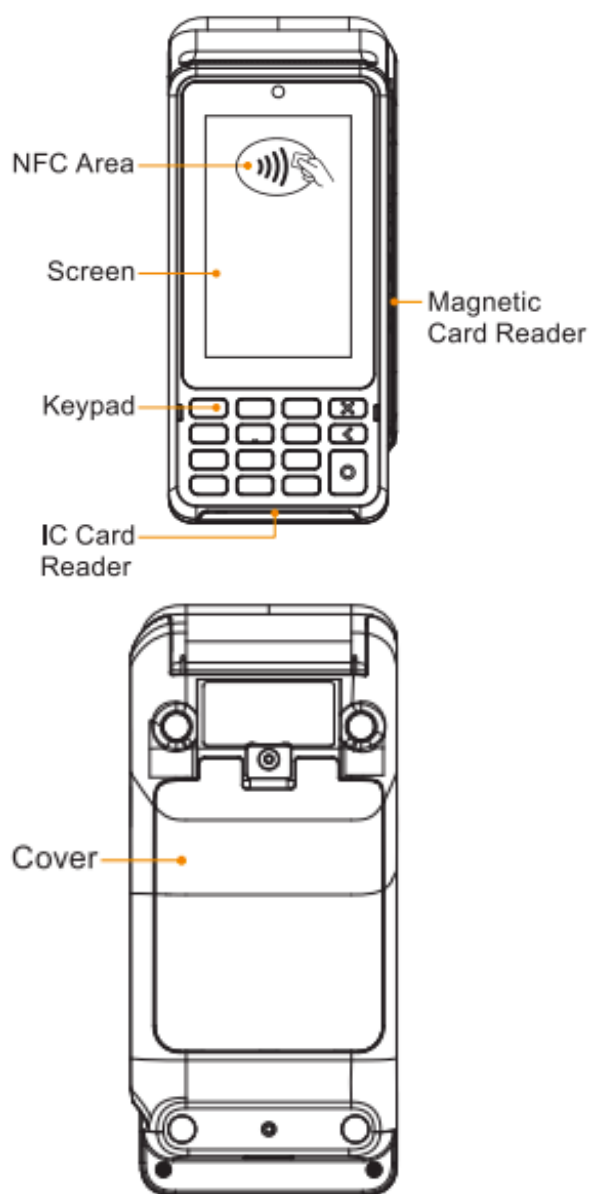
NEXGO CT20 POS Payment Terminal Instruction Manual

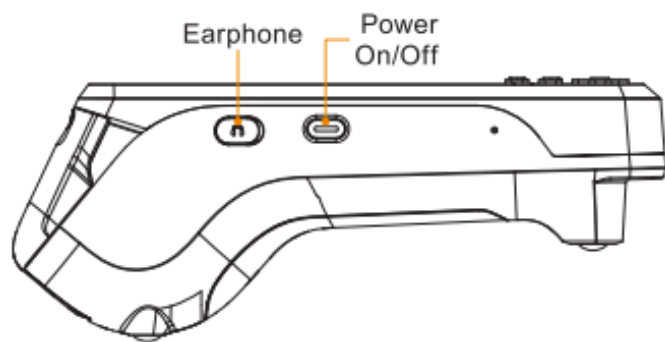


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Structure Description






Instructions

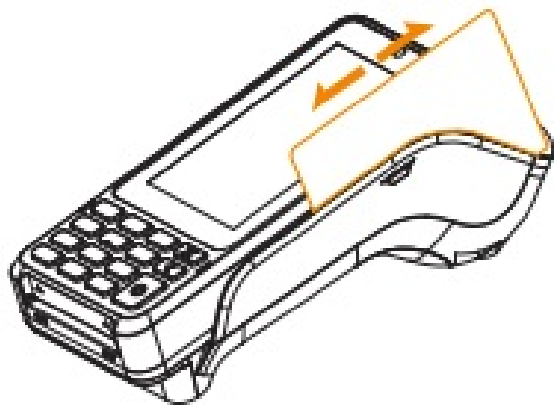
Power on/off

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

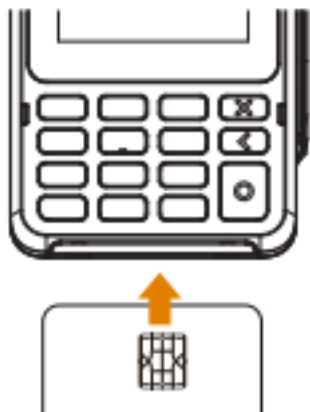
Please put the card magnetic strip towards to track device inside when swipe the card, it can support both directions; Make sure to swipe the card stably and constantly.



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

IC card

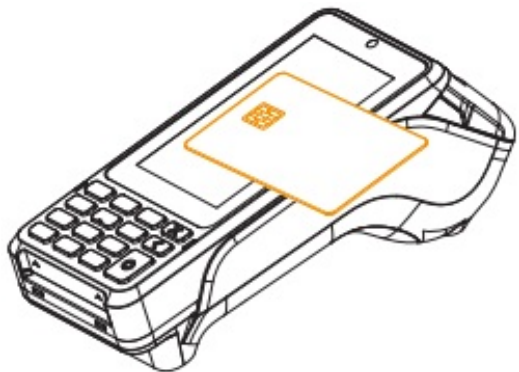
IC card slot locate in the bottom of the keypad, keep the chip side up when swiping card, and insert IC card to the end. The IC card should be inserted in the IC card slot during the transaction process.



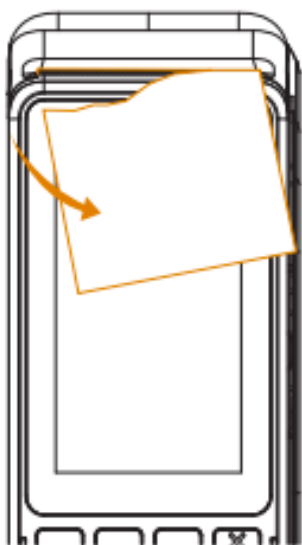
Note: The transaction probably fail if IC card chip contact point is damaged or is oxidative.

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**

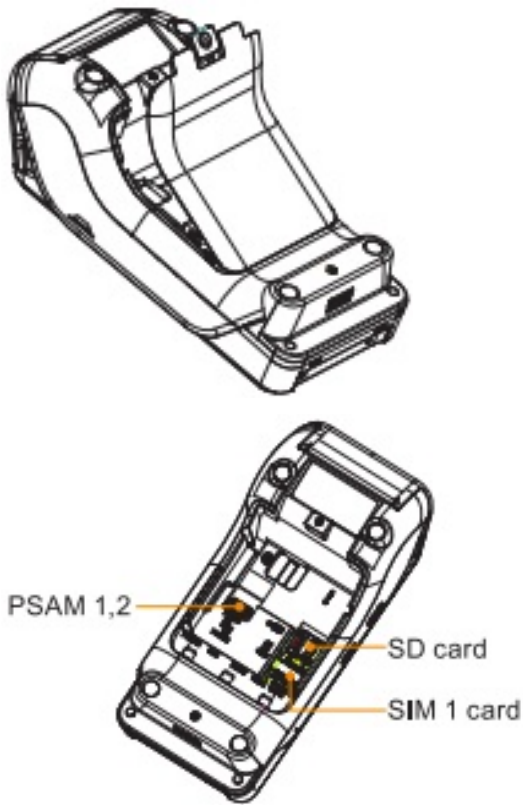
Hold print paper, tear-off the print paper according to picture direction, keep direction from left to right, the strength should keep fast and equality during cutting paper.

**Install SIM/PSAM card**

1. open the battery cover.
2. Place the SIM/PSAM/SD card in the card holder (the chip of SIM/PSAM/SD card is oriented toward the inside of the machine).

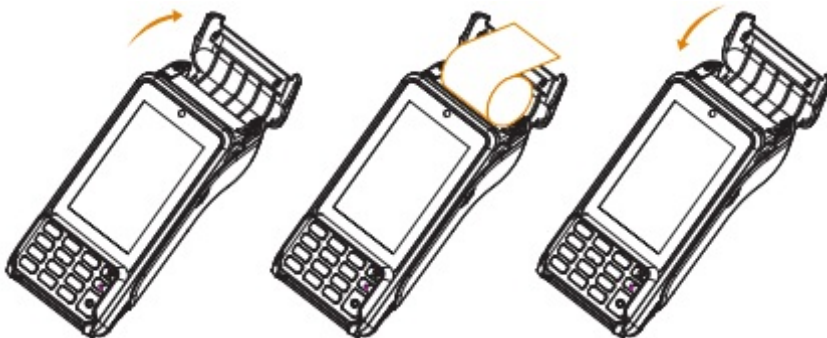
Attention:

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.



The SIM card is only available for the version with 4G module

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 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 the key 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, 2. 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 |

| | | | |
|-------------------|---|--|--|
| Read card failure | Prompt" Card read error, please reinsert the card" | 1. There is dirt on magnetic head. 2. Magnetic card is dirty or demagnetized 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 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 | ○ | ○ | ○ | ○ | ○ | ○ |

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.

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The CT20 is divided into two configurations: with 4G module and without 4G module.

The FCC ID with 4G module configuration is FCC ID:XDQCT20-01, and the FCC ID without 4G module configuration is FCC ID:XDQCT20-02

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-GSM900: 880-915MHzDCS 1800: 1710-1785MHzWCDMA Band 1: 1920-1980MHzWCDMA Band 8: 880-915MHzLTE Band 1: 1920-1980MHzLTE Band 3: 1710-1785MHzLTE Band 5: 824-849MHzLTE Band 7: 2500-2570MHzLTE Band 8: 880-915MHzLTE Band 20: 832-862MHzLTE Band 28: 703-748MHzLTE Band 38: 2570-2620MHzLTE Band 40: 2300-2400MHzLTE Band 41: 2535-2655MHz2.4G WiFi: 2412-2472MHz, 2422-2462MHz5G WiFi: 5150-5250MHz, 5250-5350MHz, 5470-5725MHz, 5725-5850MHzBluetooth/BLE: 2402-2480MHzNFC: 13.56MHz |
| Receiver Frequency: | E-GSM 900: 925-960MHzDCS 1800: 1805-1880MHzWCDMA Band 1: 2110-2170MHzWCDMA Band 8: 925-960MHzLTE Band 1: 2110-2170MHzLTE Band 3: 1805-1880MHzLTE Band 5: 869-894MHzLTE Band 7:2620-2690MHzLTE Band 8: 925-960MHzLTE Band 20: 791-821MHzMHzLTE Band 28: 758-803MHzLTE Band 38: 2570-2620MHzLTEBand 20: 832-862MHzLTE Band 28: 703-736MHzLTE Band 38: 2570-2620MHzLTE Band 40: 2300-2400MHzLTE Band 41: 2535-2655MHz2.4G W I FI: 2412-2472MHz,2422-2462MHz 5G WiFi:5150-5250MHz, 5250-5350MHz, 5470-5725MHz, 5725-5850MHz Bluetooth/BLE: 2402-2480MHzNFC: 13.56MHzGPS L1 C/A, BDS B11, Galileo E1:1559-1610MHz |

| | |
|------------------|---|
| RF-Output Power: | GSM 900: 34,02dBm(GMSK); 27.82dBm(8PSK) DCS 1800: 31.09dBm(GMSK); 26.14dBm(8PSK)WCDMA Band 1: 23,46dBmWCDMA Band 8: 23.83dBmLTE Band 1: 23.4dBmLTE Band 3: 23.4dBmLTE Band 5: 24.4dBmLTE Band 7: 22.3 dBmLTE Band 8: 24,5dBm LTE Band 20:24.4dBmLTE Band 40: 22.5dBm5.2G WIFI: 15.91dBm.5MHz5.3G WIFI: 15.58dBmINSPEBT: 9,8dBm BLE:1,07dBmP LACENFC: 26.08dBuA/m@3m |
|------------------|---|



| | | | | |
|----|----|----|----|----|
| AT | BE | CY | CZ | DK |
| EE | FI | FR | DE | EL |
| HU | IE | IT | LV | LT |
| LU | MT | NL | PL | PT |
| SK | SI | ES | SE | BG |
| RO | RH | | | |

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



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Telephone: +86-755-29067135

Website: www.nexgoglobal.com



Documents / Resources

| | |
|--|---|
| | <p>NEXGO CT20 POS Payment Terminal [pdf] Instruction Manual</p> <p>CT20-02, XDQCT20-02, XDQCT2002, CT20 POS Payment Terminal, CT20, POS Payment Terminal, Payment Terminal, Terminal</p> |
|--|---|

References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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