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NEXGO

NEXGO G25 Mobile POS Terminal

NEXGO G25 Mobile POS Terminal Installation Guide

Contents

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Specifications

- Model: G25 Mobile POS Terminal
- Dimensions: 125mm x 78mm

Frequently Asked Questions

Q: What should I do if a transaction failure occurs due to a damaged magnetic stripe?

A: If the magnetic stripe is damaged or swiped improperly, it may cause a transaction failure. Ensure proper swiping technique and use undamaged cards.

Q: How do I handle a damaged or oxidized chip contact on an IC card?

A: A damaged or oxidized chip contact may result in transaction failure. Ensure that the chip contact on the smart card is clean and undamaged before use.

Precautions

- The product must be installed and connected in strict compliance with the instructions provided in the manual. Use the specified power adapter, rather than other alternative power sources, as this may cause POS terminal machine to work improperly or even damage it!
- Do not damage the USB cable or the power adapter. Stop using the damaged USB cable or power adapter.
- Before plugging the power adapter into an AC socket, check that the power supply to the socket conforms to the set service voltage and that it is well grounded. It is recommended to use a socket with a fuse.
- Keep away from any liquids, and avoid spilling any liquids or any conductive substances into the machine, as this may lead to a short circuit and cause damage to the product.
- Do not insert any foreign objects into any interfaces of the machine, otherwise serious damage will be caused.
- In case of malfunction, please contact professional POS terminal maintainers. Users and other unqualified third parties are not allowed to repair it without authorization.
- Do not shake the product violently or hit it.
- Do not use or place any flammable aerosols, paints and coatings and other flammable substances near the

product to prevent fires.

- It is forbidden to dismantle, modify or use the machine for illegal purposes, otherwise, you will be held legally liable.

Product Appearance Instructions
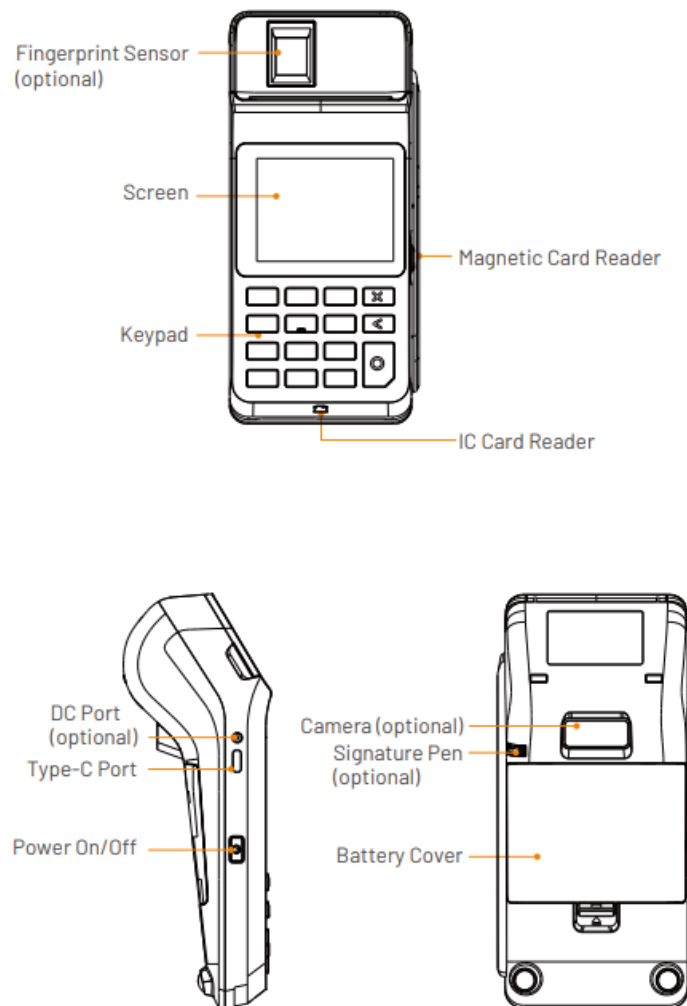
Instructions

Power On/Off

Power on: Press "⏻" button until screen is on.

Power off: Press "⏻" button until screen display "power off, please confirm or cancel", then press "⊡" button to power off the device.

Swiping Card
The magnetic stripe card reading area is on the right side of the device. When swiping card, place the magnetic stripe card in this area with the magnetic stripe facing leftwards and slide the card from up to down or down to up smoothly and steadily.

Note: If the magnetic stripe is damaged or the way of swiping card is improper, a transaction failure may be caused.

IC Card

The IC card slot is located on the bottom of the device. To insert the card, hold the end without chip, with the chip side facing upwards, aim at the slot and insert the card into the slot until it reaches the bottom. The smart card must be kept in the slot throughout the transaction.

Note: A damaged or oxidized chip contact on the smart card will likely cause the transaction failure.
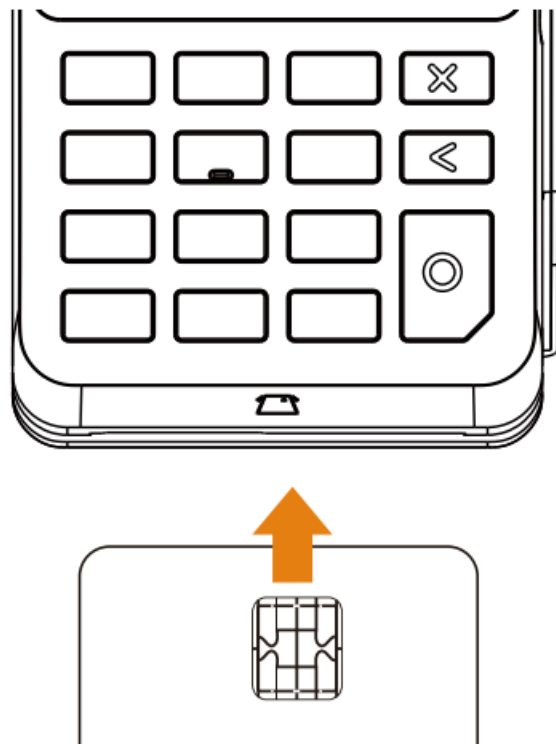

Contactless IC Card

The contactless card reading area is in the middle of screen. When swiping the card, hold the card in the swiping area for about 1 sec, and when you hear a "beep" sound, it means transaction is successful, then you can remove the card.

Tear-off Print Paper

Hold the print paper, tear-off the print paper according to the direction shown below, the force needs to be balanced during cutting paper.
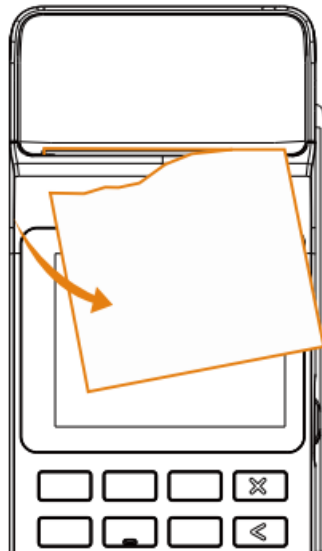

E-signature:

Please sign in blank area with capacitive stylus when device promt "please signature". Then press " " button to confirm the signature.

Note: It need maintainer to ajust the touch screen when contact point is offset.

Charging

Connect Type-C or DC port to the device and the other USB port to AC adapter, mobile power bank or PC. It will show charging progress on screen and show " 🔋 " after fully charged.
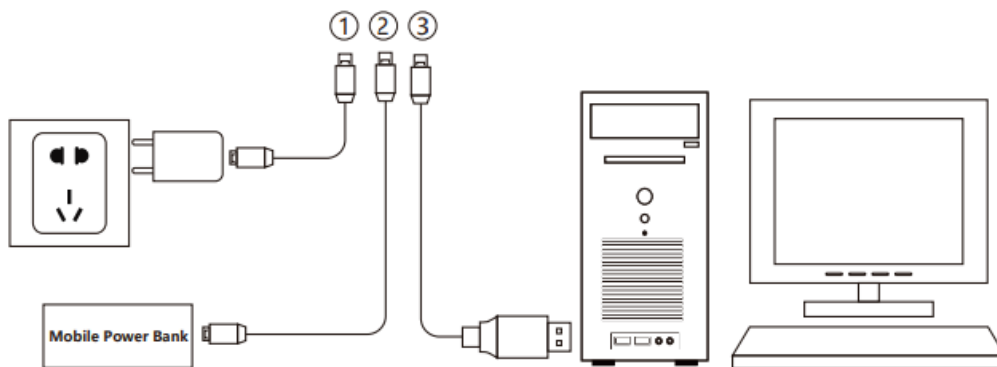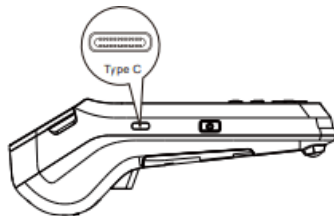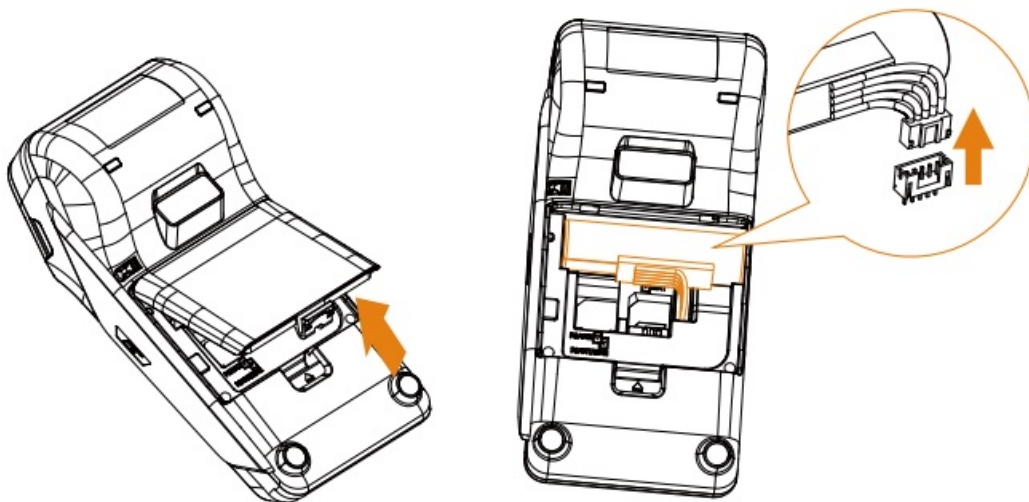

Install Battery

Make sure the adapter is disconnected before installing the battery.

1. Disconnect the adapter, power off the device.
2. Open the battery cover.
3. Insert battery connector to the white slot.
4. Put battery into the battery compartment.
5. Close the battery cover.
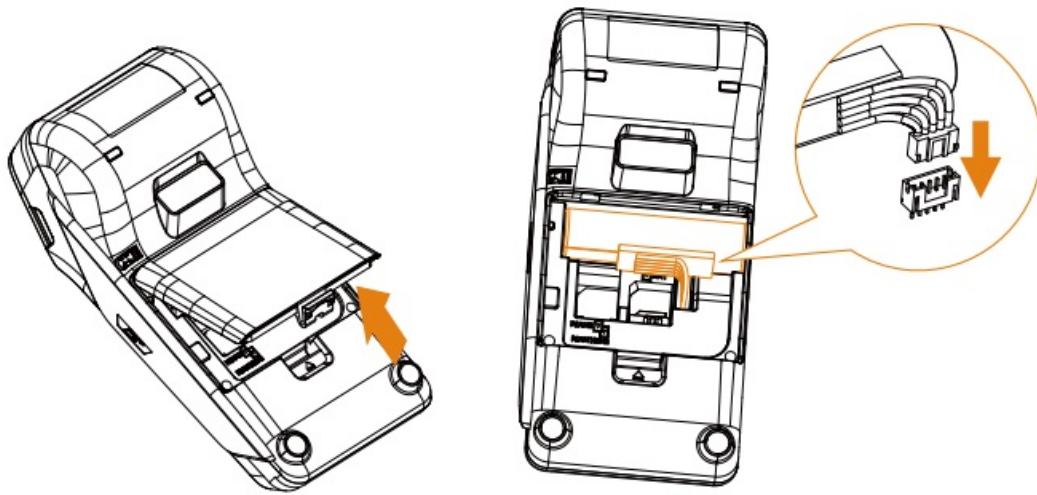
Remove Battery

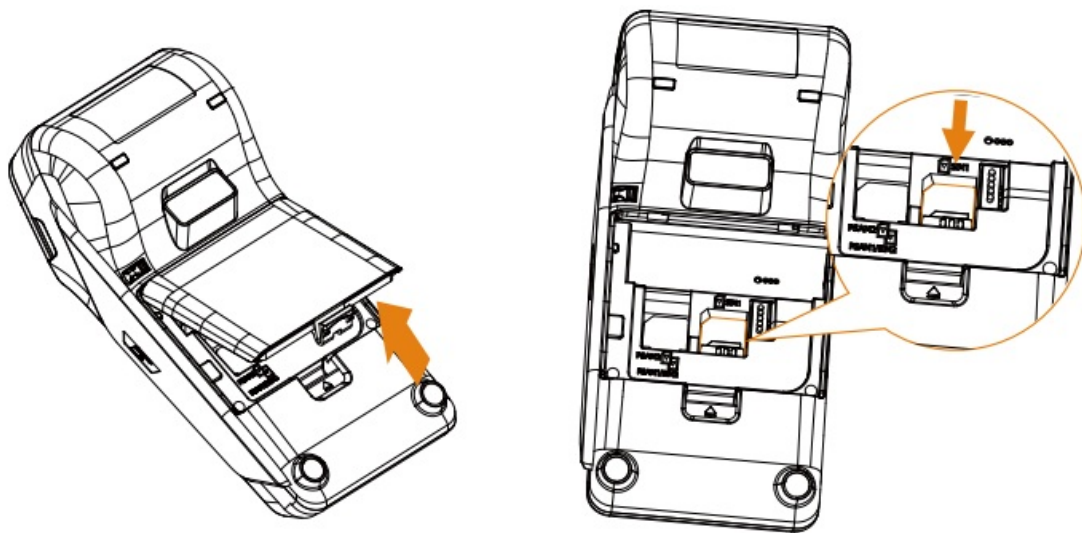1. Disconnect the adapter.
2. Power off the device.
3. Open the battery cover.
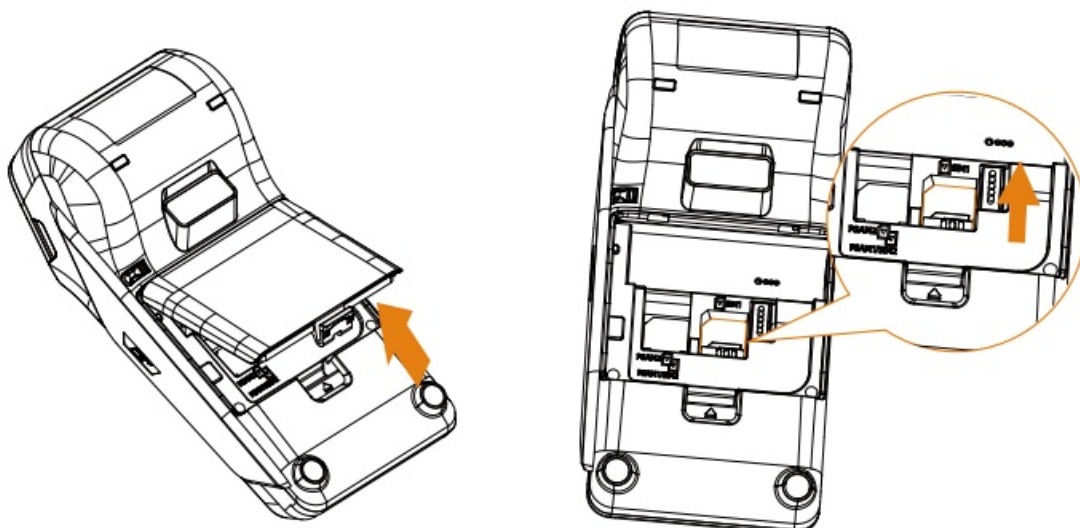4. Take off the battery connector, and remove the battery.

Install SIM Card

1. Open the battery cover.
2. Insert SIM card as the picture shown below.

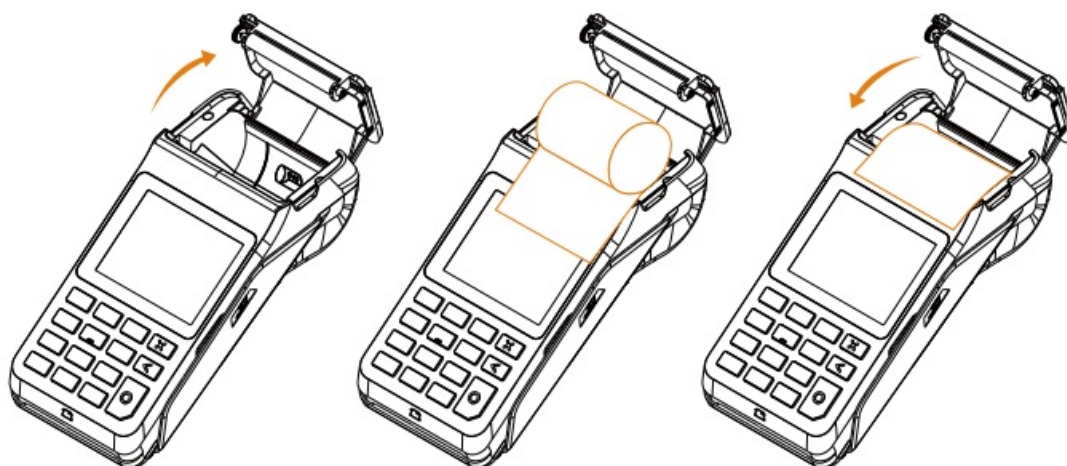   Note: Chip side of the card should be facing inwards.

Remove SIM

1. Open the battery cover.
2. Tap the SIM card and it will pop out a little bit automatically, then take it out.

Paper Change

1. Open the printer cover.
2. Hold one side of the paper, put it into the printer and leave part of the paper outside of the paper cutter.

3. Close the printer cover.

Note: Keep the open side of paper facing down when install thermal paper, otherwise it cannot print.

Packing List

No.	Item	Quantity
1	G25 Mobile POS	1
2	Quick Installation Guide	1
3	Adapter	1
4	USB Cable	1
5	Signature Pen(optional)	1

Trouble Shoot

If the following solutions can't solve the problem or you have other questions, please contact your maintainer.

Category	Fault	Reason	Solution
Power on/off	No display when power on	1.Battery exhausted. 2.Install battery wrong.	1.Connect AC power. 2.Check if battery installed well.
Button	No response when press keypad	Terminal crashed	Reboot the terminal
Communication	Prompt "Communication timeout"	1.Wireless Signal is weak or no signal. 2.SIM card isn't installed properly. 3. Terminal software issue.	1.Move the POS terminal to window or wide open space. 2.Reinsert the SIM card. 3.Reboot the terminal.
Communication	Prompt "Please insert the SIM card"	1.SIM card is damaged. 2.SIM card plug wrong position	1.Check the SIM card is good or not, surface of the chip is oxidized or not, clear the SIM card chip with soft cloth. 2.Reinsert the SIM card.
Print	Print blank	Thermal printer paper is set upside down.	Reset the print paper as the instruction
Print	Printing is too light.	Printer paper is not qualified.	Change qualified printer paper.

Category	Fault	Reason	Solution
Read card failure	Prompt "Card read error, please reswipe the card"	1.Magenetic card reader is dirty. 2.The magnetic card is defaced or demagnetized. 3.Card swiped in opposite direction.	1.You can use a piece of hard paper with moderate hardness, place it in the card slot and gently drag it horizontally and vertically a few times to wipe off the dirt of the magnetic head. 2.Wipe off any particles or dirt on the magnetic stripe of the card with soft paper. If the magnetic card is demagnetized or there is a problem with the magnetic card itself, it is recommended to go to the issuing bank to replace the magnetic card. 3.Please note the direction of magnetic stripe when swiping the card, and the speed should be steady.
Terminal can not charging	screen display red battery logo after powered on.	Long-term storage cause battery to no power.	Keep charging more than 15 minutes after seeing red battery logo on the screen, then the logo will become green, and progress bar goes normal that it indicate battery already been activated, you can use battery after fully charging.

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 FCC radiation exposure limits set forth for an uncontrolled environment and it also complies with Part 15 of the FCC RF Rules. This equipment must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provide with antenna installation instructions and consider removing the no-collocation statement.

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.

Radio	Frequency	Max. Output Power
2.4G	2.4~2.4835GHz	13±5dBm(EIRP)
NFC	13.56MHz	≤42dBuA@10m
GSM	850MHz	33±2dBm
	1900MHz	30±2dBm
WCDMA	Bands:2/4/5	24 dBm +1/−3 dB
LTE	Bands:2/4/5/7/66	23 dBm ±2 dB

List of Toxic and Hazardous Substances or Elements

Parts	Toxic and harmful substances or elements					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent Chromium (CrVI)	Polybrominated Biphenyls (PBB)	Polybrominated Diphenyl Ethers (PBDE)
Circuit board components	O	O	O	O	O	O

Description

1. "O" means that the content of the toxic and hazardous substance in all homogeneous materials of the part is below the limit requirement of the SJ/T11363-2006 standard;
2. "X" means that the content of the toxic and hazardous substance in at least one of the homogeneous materials of the part exceeds the limit requirement of the SJ/T11363-2006 standard; but the parts marked as "X" in the above table are all due to current industry technology The level of development is limited and the substitution of toxic and hazardous substances or elements cannot be achieved.

   [Environmental protection reminder] Products that have reached or exceeded the environmental protection service life should be recycled and reused in accordance with the "Administrative Measures for the Control of Electronic Information Products" and should not be discarded at will.

Special statement

Shenzhen Xinguodu Technology Co., Ltd. reserves the right to modify this manual without prior notice, and reserves the right to continuously improve the accuracy, sufficiency and completeness of the information in the manual.
Shenzhen Xinguodu Technology Co., Ltd. does not assume any legal responsibility for the adverse consequences caused by the use of this product or the use of accessories not provided by our company in accordance with the requirements of this manual.
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Documents / Resources

NEXGO G25 Mobile POS Terminal [pdf] Installation Guide
G25, G25 Mobile POS Terminal, Mobile POS Terminal, POS Terminal, Terminal

References

- **NEXGO**
- **User Manual**