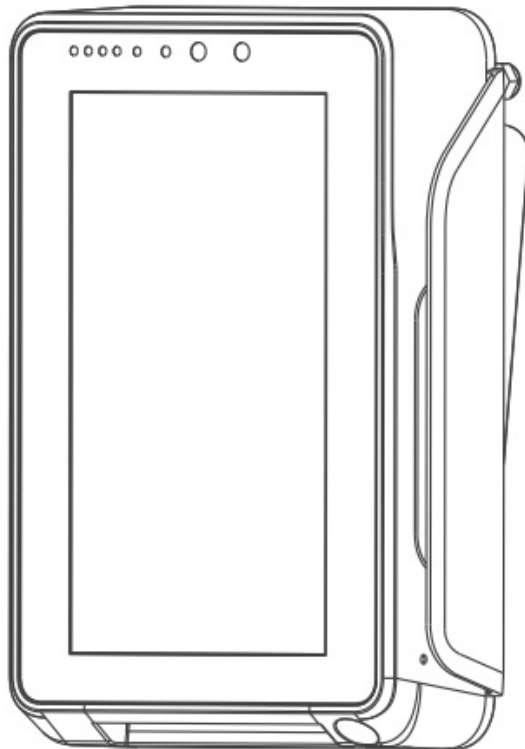




NEXGO UN20 POS Terminal Installation Guide

[Home](#) » [NEXGO](#) » NEXGO UN20 POS Terminal Installation Guide 



**POS Terminal UN20
Quick Installation Guide**

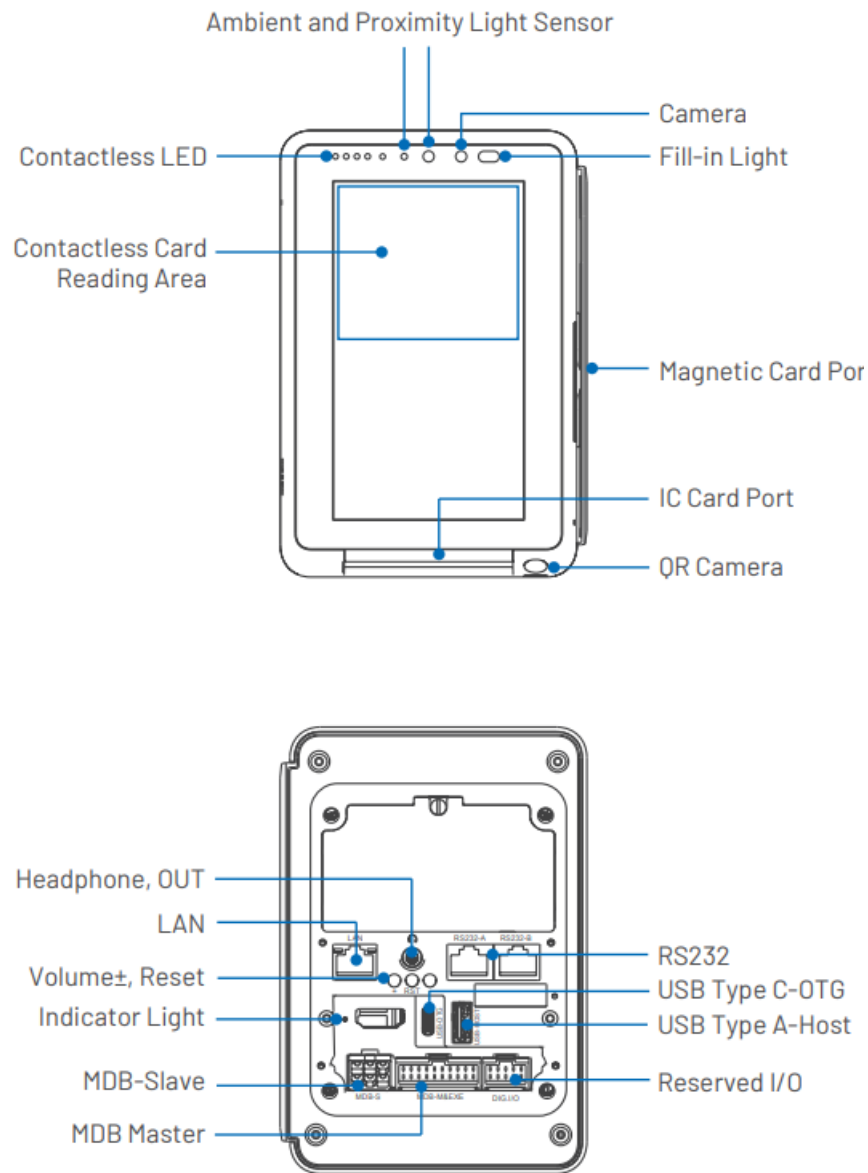
Contents

- [1 Precautions](#)
- [2 Product Appearance Instructions](#)
- [3 Instructions](#)
- [4 Packing list](#)
- [5 Installation](#)
- [6 The steps for installing SIM card:](#)
- [7 The steps for installing 4G antenna:](#)
- [8 Trouble Shoot](#)
- [9 List of Toxic and Hazardous Substances or Elements](#)
- [10 FCC Warning](#)
- [11 Special statement](#)
- [12 Documents / Resources](#)
 - [12.1 References](#)
- [13 Related Posts](#)

Precautions

- The product must be installed and connected in strict compliance with the instructions provided in the manual.
- 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.
- Before using the POS, please ensure that the connection between the POS and the host is secure and reliable, and that the output power of the host can drive the POS;

Product Appearance Instructions



Instructions

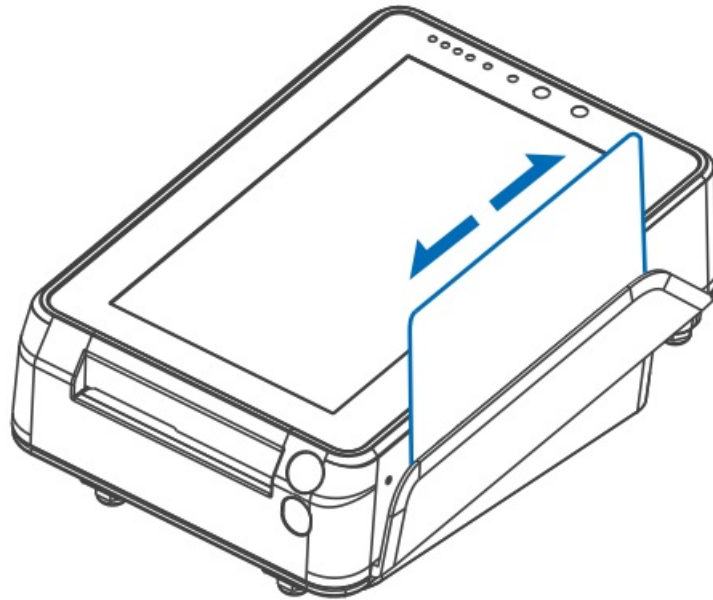
Power on / off

POS powered by the MDB or RS232 interface and POS runs automatically after power on.

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.



Contactless IC card

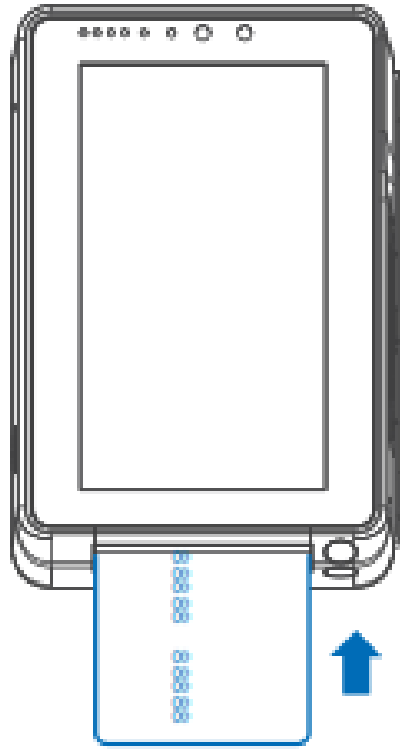
Please put the card on the top half of the screen when swiping the card, and stop for 1 second. Swiping card successfully when hear “Di” voice, then remove card, showing as follow picture.



IC card

IC card slot locate in the bottom of the terminal, 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.

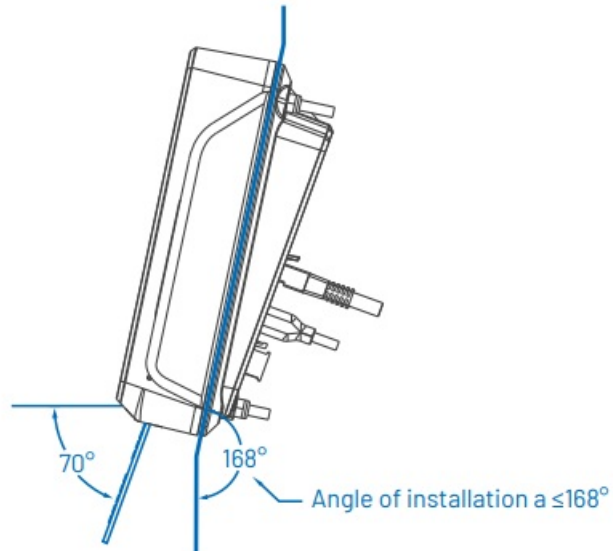
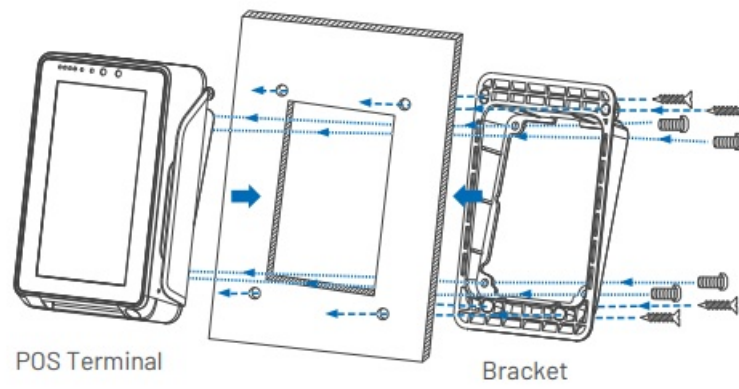


Packing list

NO.	Name	Quantity
1	POS Terminal	1
2	Quick Installation Guide	1
3	Bracket	1
4	Screw	1
5	4G Antenna (optional)	1

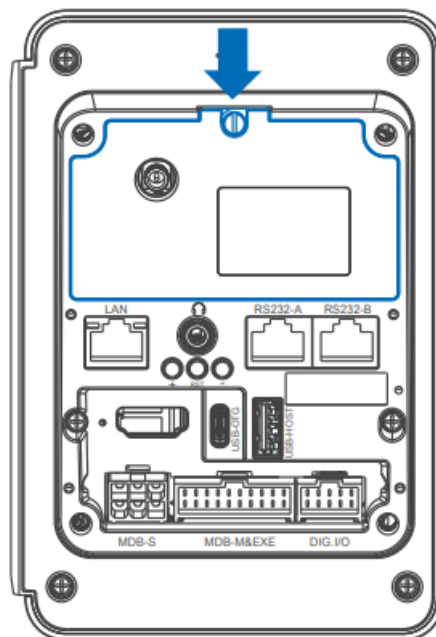
Installation

1. Recommend to install at height less than 2 meters.
2. Punch holes on the board wall according to the size of the POS terminal.
3. Separation the POS terminal and the bracket, and install the POS terminal on board wall.
4. On the back of the board wall close the bracket, and then

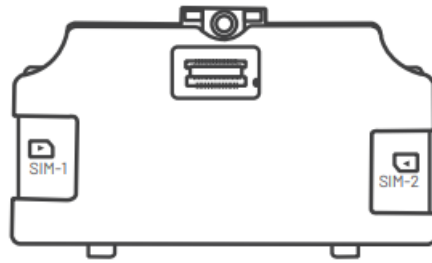


The steps for installing SIM card:

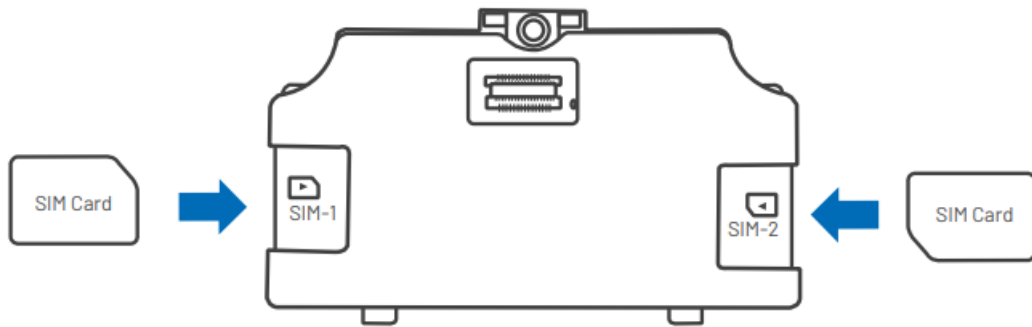
1. Remove this screw.



2. Take out 4G module.

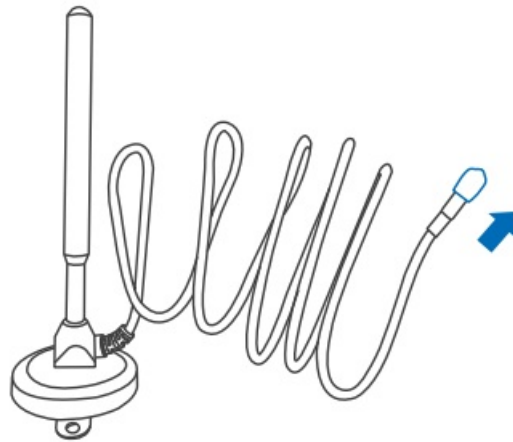


3. Inserting a SIM card.

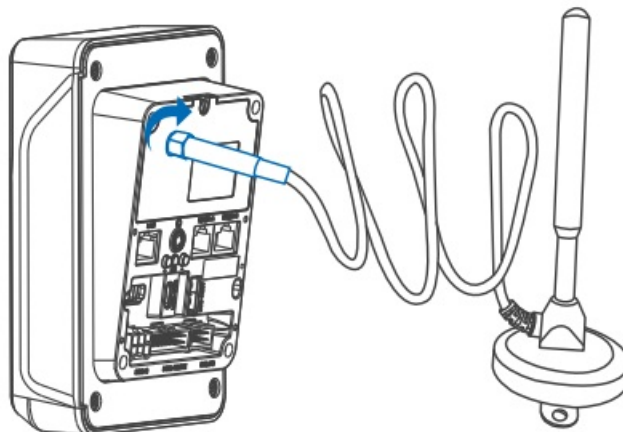


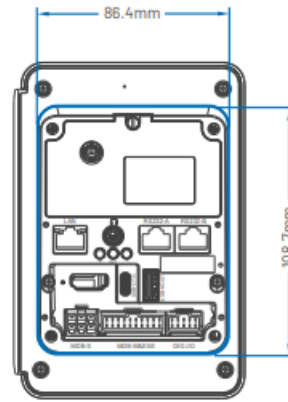
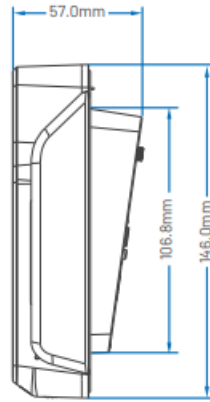
The steps for installing 4G antenna:

1. Remove this protective case.

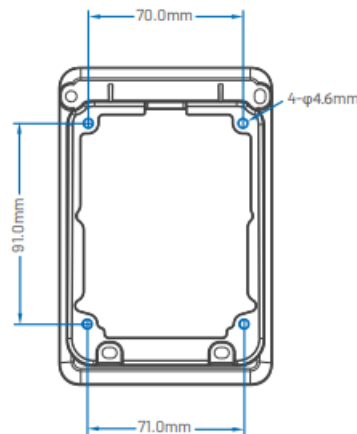


2. Install the antenna to SMA port on UN20.

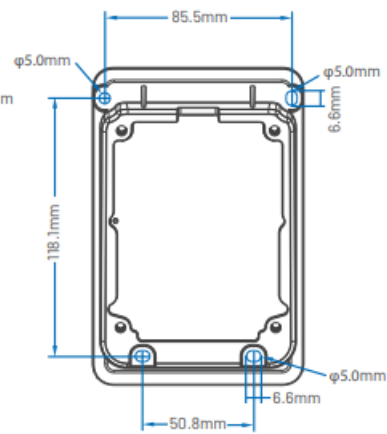




Install cutout size



Install hole



Bracket hanging hole

Trouble Shoot

If you cannot find answer from below, please contact your sales or technical support.

Problem	Cause Analysis	Checking method
Unable to power on POS terminal.	1.The MDB or RS232 connection between POS and host is not reliable 2.The output power of the host can not drive the POS	connection between 1. Please check MDB or RS232 cable 2. Please check the host power output
Display reads: "Swipe Card Error, Please Swipe Again".	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.

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	○	○	○	○	○	○

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.
Hereby, [Shenzhen Xinguodu Technology Co., Ltd.] declares that the radio equipment type [UN20] is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address: <https://www.xinguodu.com/pdf/?id=192>

FCC Warning

party responsible for compliance could void the user's authority to operate the equipment.

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 .

Note: 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.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator& your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Special statement

Shenzhen Xinguodu Technology Co., Ltd. reserves the right to modify this manual without prior notice, and reserves the 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. This manual is copyright©Shenzhen Xinguodu Technology Co., Ltd.



SHENZHEN XINGUODU TECHNOLOGY CO.,LTD.

Company address: 17B Jin Song Mansion, Terra Industrial Trade Park

Chegongmiao, Futian District, Shenzhen

Hotline: 86+755+26067135

<https://www.nexgoglobal.com>

Documents / Resources



[NEXGO UN20 POS Terminal](#) [pdf] Installation Guide

XDQUN20-01, XDQUN2001, un20 01, UN20 POS Terminal, UN20, UN20 Terminal, POS Terminal, Terminal

References

- [!\[\]\(6302aad5aed157b291fddf37b4870784_img.jpg\) NEXGO](#)
- [!\[\]\(a9ca2c237943a6d0a9f22252f295b6f3_img.jpg\) UN20_Declaration_of_Conformity](#)