Nexi SmartPOS P300

User Manual

Npay Payment Application

Contents

1. Introduction 3
   1.1 About this guide 3
   1.2 About the Nexi SmartPOS P300 3
2. Hardware Overview 3
   2.1 Package Contents 3
   2.2 Components of the Nexi P300 payment terminal 4
   2.3 Environmental Specifications 5
3. Getting Started 5
   3.1 Powering On the Terminal 5
   3.2 Initial Setup 5
   3.3 Powering Off or Rebooting 6
   3.4 Relaunching the ECR Application 6
4. Processing Payments 7
   4.1 Contactless (NFC) Payments 7
   4.2 Chip (ICC) Payments 7
   4.3 Magnetic Stripe Payments 8
   4.4 Receipts 8
   4.5 Cancellations, Voids & Refunds 8
   4.6 Settlement & Reconciliation 8
5. Connectivity 8
   5.1 Ethernet (Recommended) 8
   5.2 Wi-Fi 8
6. Features & Settings 9
   6.1 Touchscreen 9
   6.2 Supported Languages 9
   6.3 Value-Added payment features 10
7. Troubleshooting 11
8. Cleaning & Maintenance 12
   8.1 Approved Cleaning Methods 12
   8.2 Products to Avoid 12
9. Service & Returns 12
   9.1 Replacement (Swap Service) 12
   9.2 Terminating Your Lease 12
10. Safety & Support 13
   10.1 Security 13
   10.2 Customer Support 13

1. Introduction

Welcome to the Nexi SmartPOS P300, a next-generation Android payment terminal designed for high-volume retail environments. This user guide provides everything you need to set up, operate, and maintain your P300 terminal.

The information contained herein shall not be copied, or redistributed without the prior written consent of Nets A/S.

1.1 About this guide

This manual is intended for merchants and store personnel. It covers hardware setup, daily payment operations, connectivity, and basic troubleshooting for the P300 terminal running the Npay payment application.

1.2 About the Nexi SmartPOS P300

The P300 is a high-performance multilane SmartPOS built on Android 11. It features a touch-screen display, an ergonomic keypad, and multiple connectivity options including Ethernet and Wi-Fi. Designed for fast, intuitive checkouts during peak trading hours, the P300 also supports value-added services such as Surcharge and Dynamic Currency Conversion (DCC).

Online portal: The terminal integrates with MyNets and the MyPayments app, giving you real-time visibility into every transaction.

Before You Begin

When you receive your terminal, verify the delivery contents match your order. Keep the original packaging in case the terminal needs to be returned.

2. Hardware Overview

2.1 Package Contents

Your P300 shipment includes the following items:

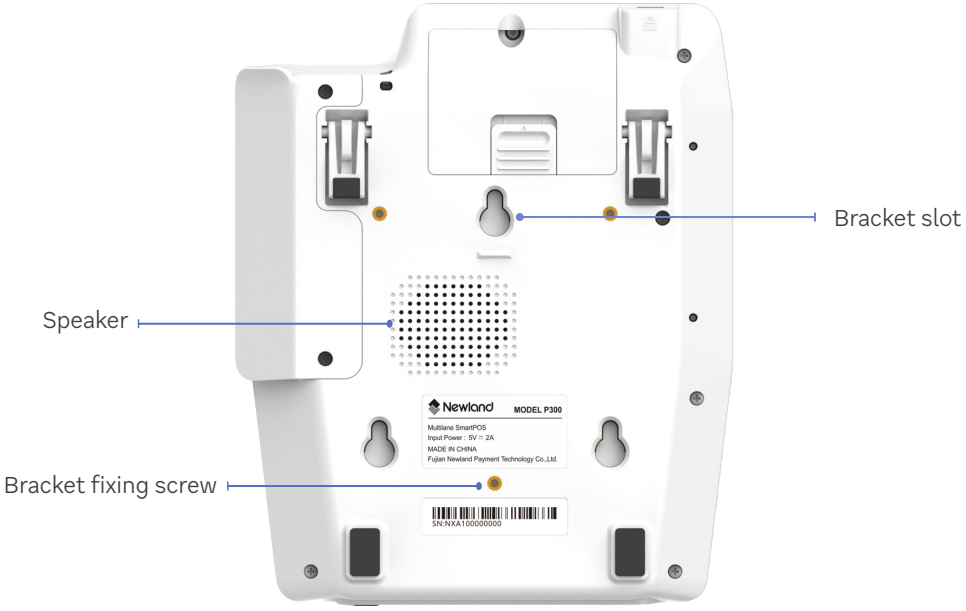
Item	Description
P300 Terminal	The SmartPOS payment terminal unit
Multifunction Cable	Combined power and data cable
USB Power Adapter	Mains power supply for the terminal
Welcome Letter	Setup instructions and account information

Optional Accessories

A mounting solution is available on request. Contact your Nexi representative to order this.

2.2 Components of the Nexi P300 payment terminal





2.3 Environmental Specifications

Keep the terminal away from extreme heat, direct sunlight, liquids, excessive dust, vibrations, and strong electromagnetic radiation. These conditions can damage the terminal or impair performance.

Operating Conditions



Operating temperature: -10 °C ~ 50 °C

Storage temperature: -20 °C ~ 60 °C

Relative humidity: 5% ~ 93% (non-condensing)

3. Getting Started

3.1 Powering On the Terminal

The P300 powers on automatically when connected to a power source.

Step 1: Connect the multifunction cable to the port on the bottom of the terminal.

Step 2: Plug the other end of the cable into the USB power adapter, then connect it to a mains power outlet.

Step 3: The terminal will boot automatically. Wait for the welcome screen to appear.

Step 4: (Optional) If no Ethernet cable is connected, you will be prompted to connect to a Wi-Fi network.

3.2 Initial Setup

When the terminal starts for the first time, follow the on-screen setup wizard:

Step 1: Select your preferred language (English, Swedish, Finnish, Danish, or Norwegian) and press “Get Started”.

Step 2: Tap “Activate” on the next screen to begin the activation process.

Step 3: Review your business information and Terminal ID (TID) displayed on screen. Press “Yes, continue” to confirm.

Step 4: Wait while the terminal downloads and applies your configuration. An “Activated” message confirms success.

Step 5: Create a new user with a passcode (PIN). If a user has already been created for your business, you can reuse the existing one. This PIN will be required to access the terminal’s main menu.

Step 6: Press (->) to confirm.

Step 7: Review and accept the terms and conditions on screen.

After Setup

The terminal automatically launches the ECR (Electronic Cash Register) integration app. No home screen is displayed during normal operation.

3.3 Powering Off or Rebooting

To power off or restart the terminal, hold the Power Button for 10 seconds, the terminal will reboot automatically.

3.4 Relaunching the ECR Application

If the ECR application does not start automatically after a reboot, you can relaunch it manually:

Step 1: Press the asterisk (*) key, followed immediately by the green button on the keypad

Step 2: Enter your passcode (PIN) and press Enter (->) to confirm.

Step 3: Select “ECR” from the menu that appears.

4. Processing Payments

All payment transactions are initiated from your ECR (Electronic Cash Register) system. Once a payment is triggered, the terminal guides the cardholder through the process. Contact your ECR provider for instructions on initiating payments from your register.

Manual Entry Not Supported

The P300 does not support manual entry of card numbers. All payments must be made using a physical card (contactless, chip, or magnetic stripe) or a mobile wallet (e.g. Apple Pay, Google Pay, etc)

4.1 Contactless (NFC) Payments



Contactless payments are the fastest way to accept cards and mobile wallets.

Step 1: After the payment amount appears on screen, ask the cardholder to present their card or device.

Step 2: Hold the card flat over the NFC logo area on the display, within 40 mm of the surface.

Step 3: The LED indicator at the top of the screen shows the transaction status.

Step 4: Wait for the on-screen confirmation before removing the card.

4.2 Chip (ICC) Payments



For chip card transactions, the card must remain inserted for the entire duration of the payment.

Step 1: Ask the cardholder to insert the chip card into the slot at the bottom of the terminal, with the chip facing up.

Step 2: The cardholder enters their PIN on the terminal keypad if prompted.

Step 3: Wait for the on-screen confirmation before removing

Do Not Remove Early

Removing the chip card before the transaction is complete will cancel the payment. Always wait for the confirmation prompt

4.3 Magnetic Stripe Payments



Magnetic stripe (swipe) payments are supported for cards that do not have a chip or contactless capability.

Step 1: Ask the cardholder to swipe the card through the side slot with the magnetic stripe facing the terminal.

Step 2: The card should be swiped at a consistent speed in a single smooth motion (bottom to top or top to bottom).

Step 3: Follow the on-screen prompts to complete the transaction.

4.4 Receipts

The P300 does not have a built-in receipt printer. All receipts are printed by your ECR system. Refer to your ECR documentation for receipt configuration.

4.5 Cancellations, Voids & Refunds

Cancellations (voids) and refunds are handled through your ECR system. Contact your ECR provider for instructions on how to process these transactions.

4.6 Settlement & Reconciliation

All payments processed during the day are automatically collected and settled. A settlement batch is created and sent to the acquirer every night.

You can review settlement data in MyNets or the MyPayments app from the following banking day.

5. Connectivity

5.1 Ethernet (Recommended)

Ethernet is the primary and recommended connection method for the P300. Simply connect the terminal using the multifunction cable, which provides both power and a network connection.

5.2 Wi-Fi

Connecting to Wi-Fi During Setup

Step 1: After selecting your language, the terminal displays available Wi-Fi networks.

Step 2: Select your network from the list.

Step 3: Enter the Wi-Fi password using the on-screen keyboard.

Step 4: Tap “Connect” and wait for confirmation.

Changing Wi-Fi Settings Later

Step 1: Press the asterisk (*) key, followed immediately by the green button on the keypad. Then press the **same keys again in the same order.**

Step 2: Enter your passcode (PIN) and press Enter (->).

Step 3: Select “Poynt Settings” -> “Network Settings”.

Step 4: Enable Wi-Fi using the toggle switch if it is not already on.

Step 5: Select a network from the list and enter the password if required. Exit the Settings menu and refer to section 3.4 to relaunch the ECR application.

Network Details
Tap on any connected network to view signal strength, configure IP address, MAC address, and other connection details.

6. Features & Settings

6.1 Touchscreen

The P300 features a responsive touchscreen display for cardholder interaction and navigation. Keep the screen clean and free of dirt or smudges for optimal responsiveness.

Screen Care: Use a soft, lint-free cloth to clean the screen. Never spray cleaning agents directly onto the display.

6.2 Supported Languages

The P300 supports five languages: English, Swedish, Finnish, Danish, and Norwegian. Your preferred language is selected during the initial setup. The terminal also reads language preferences from the cardholder’s payment card when supported.

6.2.1 Changing the Language

Step 1: Press the asterisk (*) key, followed immediately by the green button on the keypad. Then **press the same keys again in the same order.**

Step 2: Enter your passcode (PIN) and press Enter (->).

Step 3: Select “Poynt Settings” -> “About”.

Step 4: Scroll down to **Languages** and select your preferred language.

6.3 Value-Added payment features

6.3.1 Tipping

Tipping allows customers to add a gratuity during the payment process. The P300 supports configurable tipping options.

To set up or modify tipping:

Step 1: Press the asterisk (*) key, followed immediately by the green button on the keypad. Then **press the same keys again in the same order.**

Step 2: Enter your passcode (PIN) and press Enter (->).

Step 3: Select “Poynt Settings” -> “Business”.

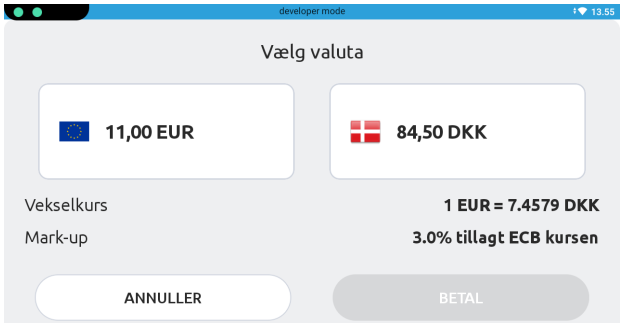
Step 4: Scroll to “Smart tip type” under Tipping settings.

Step 5: Configure your preferred tipping options for transactions below and above €10.00.

6.3.2 Dynamic Currency Conversion (DCC)

DCC allows international cardholders to pay in their home currency at the point of sale.

The exchange rate is displayed in real time, giving the cardholder full transparency. DCC simplifies expense reporting for business travelers and provides automatic commission settlement for merchants with no hidden costs.



Activating DCC (enabled by default)

To enable or modify DCC on your terminal, please contact your local Nexi support team at Nets.eu.

6.3.3 Surcharge

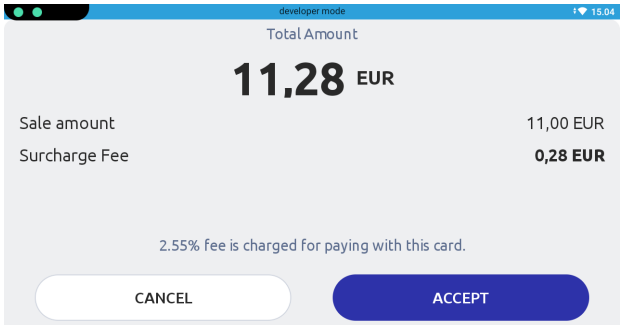
Surcharge allows a merchant to add a fee to certain payment transactions where permitted by local regulation. When enabled, the surcharge amount is displayed on the terminal before the customer confirms the payment.

How Surcharge works

- A surcharge is automatically added to the transaction where applicable.
- The total amount, including any surcharge, is shown to the customer before acceptance.
- The surcharge amount appears on receipts and in transaction reporting.

Additional information

- Surcharge is available only to Danish merchants.
- Rules for surcharging are defined by local regulation and card scheme requirements.
- Surcharge may not apply to all card types or transaction scenarios.



Activating Surcharge

To enable or modify DCC on your terminal, please contact your local Nexi support team at Nets.eu.

7. Troubleshooting

The table below covers the most common issues and their solutions. For additional support, visit the self-service guides at Nets.eu under the “Npay terminals” category.

Symptom	Possible Cause	Solution
Magnetic stripe card not reading	Card swiped incorrectly or magnetic head is dirty	Ensure the magnetic stripe faces the terminal. Clean the reader with a soft cloth.
Chip card not recognized	Card inserted incorrectly or slot is obstructed	Re-insert the card with the chip facing up. Check the slot for obstructions.
Screen is blank or not illuminated	Power supply not connected properly	Verify the multifunction cable is firmly connected at both ends.
Communication failure	Network cable disconnected or weak Wi-Fi signal	Check that the Ethernet cable is secure. For Wi-Fi, move closer to the router or check signal strength.
Touchscreen unresponsive	Screen dirty or temporary glitch	Clean the screen with a lint-free cloth. Restart by disconnecting and reconnecting the cable.
ECR app not launching	Application did not start after reboot	Press * then the green button quickly (not simultaneously), enter PIN, and select “ECR” from the menu.

8. Cleaning & Maintenance

Regular cleaning helps maintain hygiene and extends the lifespan of your terminal. Follow these guidelines to clean the P300 safely.

8.1 Approved Cleaning Methods

Use a soft, lint-free cloth lightly dampened with mild soapy water to clean the display screen and casing. Do not spray any liquids directly onto the terminal.

8.2 Products to Avoid

The following substances must never be used on any part of the terminal: 70% isopropyl alcohol (on display or casing), solvents, bleach, hydrogen peroxide, thinner, trichloroethylene, ketone-based solvents, glycol ether, thymol-based agents, abrasive cleaners, or harsh detergents.

Cleaning Safety

Never spray disinfectant or any liquid directly onto the terminal. Always apply the cleaning solution to the cloth first.

9. Service & Returns

9.1 Replacement (Swap Service)

If your rental terminal develops a defect, contact Nexi Customer Service before returning it. Depending on the issue and your agreement, you will either receive a replacement terminal or remote assistance.

Return Procedure

Do not return a terminal until the defect has been reported to Nexi Customer Service. Pack each terminal individually and securely. Use only the return label provided by Nexi, and drop the package at a PostNord station.

9.2 Terminating Your Lease

When ending a terminal lease, the following steps apply:

Step 1: Submit a termination notice to Nexi. Your lease continues (and billing applies) until Nexi confirms the termination in writing.

Step 2: Once confirmed, Nexi will email you a return label.

Step 3: Pack the terminal securely with all cables and accessories.

Step 4: Deliver the package to a PostNord drop-off station using the provided label.

Billing Notice

You will continue to be invoiced until Nets has received and confirmed your termination notice in writing. Ensure you keep a copy of the confirmation.

10. Safety & Support

10.1 Security

The Nexi SmartPOS P300 and the Npay payment application comply with payment card industry security standards. The terminal does not store plain-text card numbers, does not allow manual card number entry, and cannot bypass PIN authentication. The Nexi payment service is monitored around the clock, 24 hours a day, 7 days a week.

10.2 Customer Support

If you have questions or need assistance with your terminal, visit the self-service resources and support guides available at Nets.eu. Select the “Npay terminals” category for terminal-specific help.

