Nexi SmartPOS N950

User Manual

Npay Payment Application

Contents

1. Introduction 3
2. Hardware & terminal components 3
   2.1 Content of the package 3
   2.2 Components of the SmartPOS N950 payment terminal 4
   2.3 SIM Card 5
   2.4 Other recommendations 5
3. Basic operations and getting started 6
   3.1 Main Applications & Home view 6
   3.2 Battery 7
   3.3 Installing the receipt paper 8
   3.4 Operating the terminal 9
   3.5 Perform payments 9
   3.6 Printing the receipt 10
   3.7 Cancel /Void 11
   3.8 Refunds 12
   3.9 Printing reports 13
   3.10 Reconciliation 13
   3.11 Value-Added payment features 13
4. Terminal features 16
   4.1 Cellular connection 16
   4.2 Wi-Fi 16
   4.3 Touchscreen 16
   4.4 Language 16
5. Terminal maintenance 17
   5.1 Keeping the terminal clean & hygienic 17
   5.2 Payment terminal battery maintenance 17
   5.3 Software updates and maintenance window 17
6. Troubleshooting and servicing 17
   6.1 Swap service 17
   6.2 Terminations 18
7. Our Service 19
   7.1 Safety 19
   7.2 Customer service 19

1. Introduction

This user guide is intended for use by merchants and covers use cases for the payment terminal: Nexi SmartPOS N950.

The Nexi SmartPOS N950 smart terminal is a next-generation Android SmartPOS solution from Newland NPT.

As a portable smart payment terminal, Nexi SmartPOS N950 is equipped with a battery, touchscreen, receipt printer, and a pre-activated 4G subscription. The new multi-functional terminal can have different configurations and accessories. Please, read this document to get the most out of your terminal. This user guide presents you the necessary information related to the use, installation, safety, and security recommendations related to your new terminal.

When receiving the payment terminal and any accessories, please check that the delivery corresponds to your order. Save the payment terminal box for the possible return of the payment terminal.

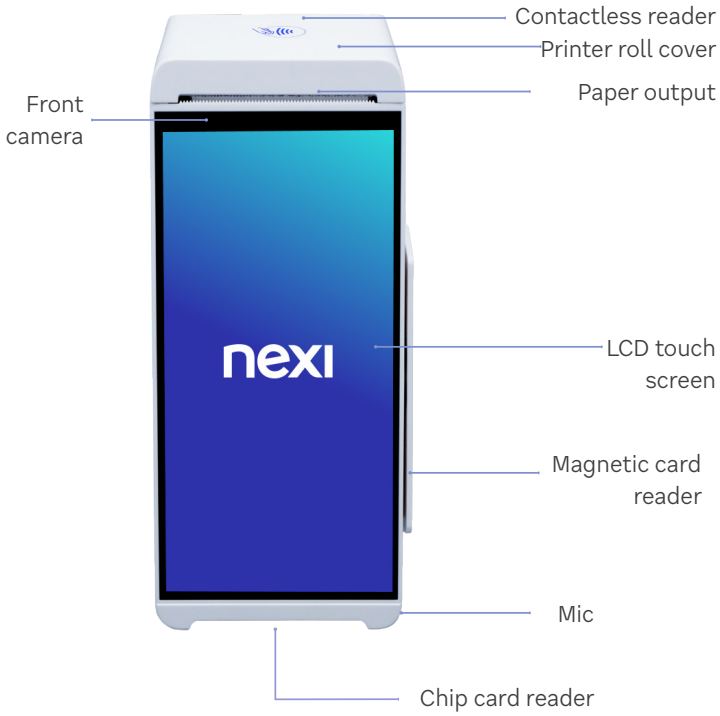
The information contained herein shall not be copied, or redistributed without the prior written consent of Nets A/S.

2. Hardware & terminal components

2.1 Content of the package

- Payment terminal with a pre-installed 4G SIM card
- Payment terminal battery (attached to the terminal)
- Power cord USB-C
- Receipt roll
- Nexi Welcome Letter
- Battery charging doc

2.2 Components of the SmartPOS N950 payment terminal





2.3 SIM Card

The SIM card for the SmartPOS N950 terminal is **pre-installed and** should not be removed or replaced.
Please, **do not open the back cover** to remove or change the SIM card.

The terminal is compatible only with the installed SIM card. Using a different or external SIM may prevent the terminal from connecting to the network and limit our ability to diagnose issues remotely.

If your terminal is replaced through the **Swap or Repair Service,** a new SIM card will **not** be provided.
Please remove the SIM card from your original terminal and insert it into the replacement unit before use. This ensures continued network connectivity and proper operation of the terminal.

Important:

The SIM card must only be used for operating this payment terminal. Any unauthorized use of the SIM (e.g., inserting it into another device) may lead to deactivation of your merchant agreement with Nexi.

2.4 Other recommendations

Keep the terminal away from very hot environments. Protect the terminal from humidity, liquids, vibrations, dust or electromagnetic radiation.

Environment conditions



Operating temperature: 0 °C ~ 40 °C

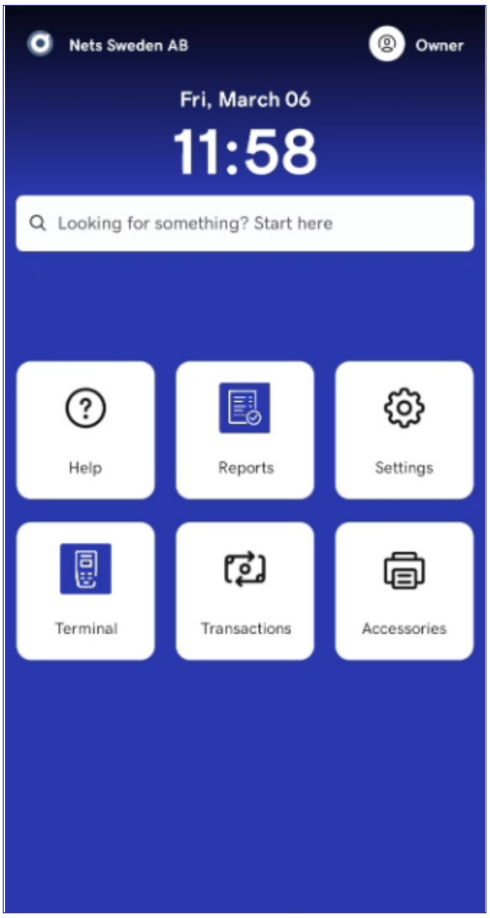
Storage and transportation temperature: -20 °C ~ 60 °C

Relative humidity: 5% ~ 93% (non-condensing at ~ 40°C)

3. Basic operations and getting started

3.1 Main Applications & Home view

Your terminal comes with the following pre-configured applications. We have added the applications to support you to provision new ways of collecting payments and transactional data.



Terminal app

The Terminal app allows you to collect payments securely and swiftly. Purchase receipts are also printed through the application.

Simply add the amount to the screen using the on-screen touch-keys and ask the cardholder to insert/ tap/ swipe their card on the terminal and print / send the customer their receipt through the application.

Transactions app

All transactions made on the terminal between a time window of 30 days are gathered in the Transactions app. Here you can revisit your payments, re-print receipts, make refunds, cancel payments, and more. For info on transactions that have been performed outside the past 30 days, please contact support.

Reports

Npay is a payment solution of Nets & Nexi Group. The Npay application is backed up by our powerful payment gateway that processes your payments securely.

The Npay app is started when you set up your terminal and handles your daily settlements and reports.

(Also see point 3.9, ‘Reports’)

3.2 Battery

The terminal is equipped with a battery. Please, follow the guidance below to maintain a healthy battery and battery life.

3.2.1 Charging the battery

Before using the terminal, charge the battery well. Place the terminal in the charging base and keep the base connected to a power supply.

Alternatively, Insert the USB cable into the USB-C slot and connect the power chords to a power supply.





Note

Make sure that the terminal is switched on and that the adapter is disconnected before installing the battery. Always use the original battery and power adapter provided by Nexi.

Using alternative batteries or adapters from different devices or providers may cause damage, heating, or even explosion in the hardware and battery.

Charge the terminal under the conditions described in this document.

Please follow the guidance below for battery installation. Improper installation will harm the battery.



1. Turn the terminal upside down and open the battery cover.



2. Insert the battery plug into the socket and insert the battery into the battery compartment.



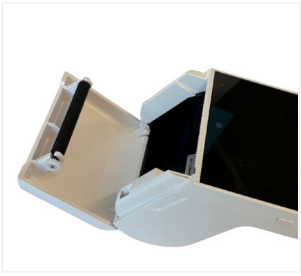
3. Once the battery is installed, press the battery cable to make the cable lower than the battery.



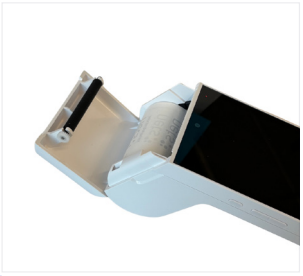
4. Close the battery cover.

Disassembling the battery: Reverse the above-described steps.

3.3 Installing the receipt paper



1. Open the paper roll cover.



2. Insert the paper roll in the compartment following the directions shown in the picture.



3. Pull 5 cm of the paper until it protrudes from the compartment on the top of the terminal.



4. Remove the excessive paper by tearing along the serrated edge.



5. Remove the excessive paper by tearing along the serrated edge.

3.4 Operating the terminal

3.4.1 Power on:

Press the power button on the left-hand side of the terminal for about 2 seconds until the LCD (screen) is lit and the terminal switches on. The terminal will automatically check for any software updates.

3.4.2 Setting up the terminal

The first time you start the terminal, you'll need to activate it to get started.

1. Hold the power button on the left hand side of the terminal.
2. Select your preferred language and press [**Continue**].
3. Press [**Activate**], verify your business details that are shown on the terminal screen and press [**Yes, continue**].
4. Create a PIN-code or login to an existing user account. You can also on the bottom of the screen choose to create a new user. The PIN-code can be reset by our customer service.
5. Agree to the terms and conditions by pressing [**I agree**].

The activation is complete and your home screen with pre-configured applications will appear. Payments are initiated from the 'Terminal' application.

3.4.3 Power off/ reboot:

Press and hold the power button until a pop-up window appears on the terminal screen. In the window, touch the screen to select 'Power off/ 'Reboot' depending on your choice.

Note:

In case of the terminal crashing, please press the power button for about 10 seconds to force-reboot the terminal. You can also try to re-plug the battery and then boot the terminal.

3.5 Perform payments

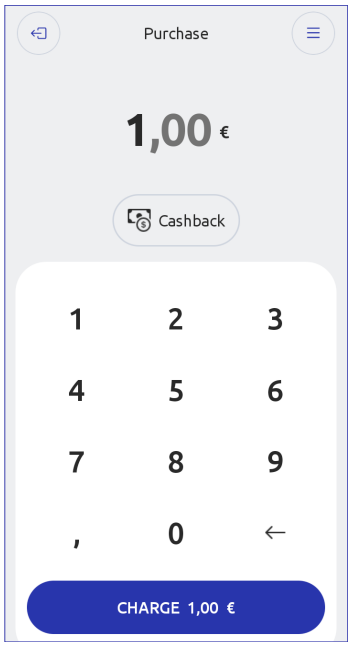
Payments are initiated from the 'Terminal' application. Choose the application from your home screen.

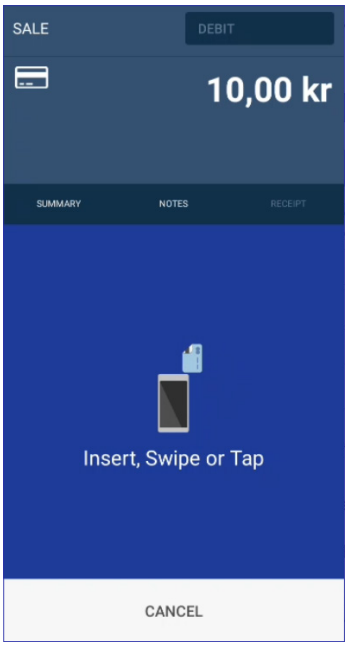
Once started enter the payment amount.

After entering the amount, the terminal will ask to 'Insert, Swipe, or Tap' the card. The cardholder should choose from the mentioned options. Note that the terminal does not support manual entry of the payment card details!

Only one receipt is automatically printed after the purchase.

Print or disregard the customer receipt by tapping the desired option on the terminal screen.







1

NFC (contactless) transactions:

Bring the payment card to the RFID reader on top of the payment terminal and keep the card close to the reader during the transaction. The LED indicator at the upper part of the LCD screen will indicate the transaction state during the transaction.



2

Chip transactions:

Insert the chip card into the terminal as shown on the slot with its contact surface (card chip) facing up. Do not remove the payment card during the transaction.



3

Magnetic stripe transactions:

Swipe the card along the slot with the magnetic stripe (band) facing the terminal. The swiping speed and movement should be kept in uniform to ensure reliable card reading. The card can be read from bottom up or from bottom to top.

3.6 Printing the receipt

When the transaction has been approved, accept or disregard printing the customer receipt from the options in the panel. Additional receipts can be printed in the 'Transactions' application.

Re-printing the receipt

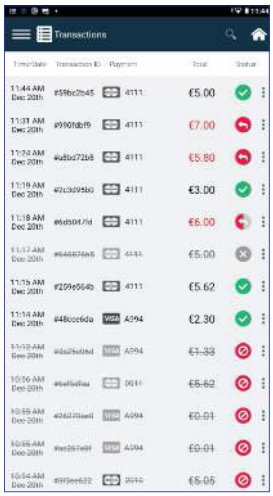
- Choose the '**Transactions**' application from your home view screen.
- You will see your transactions in the list.
- Click on the transaction, for which you need to reprint the receipt from the list.
- You will see a '**Receipt**' option appear on the terminal screen.
- Choose to re-print the receipt by clicking the '**Print receipt**' prompt

3.7 Cancel /Void

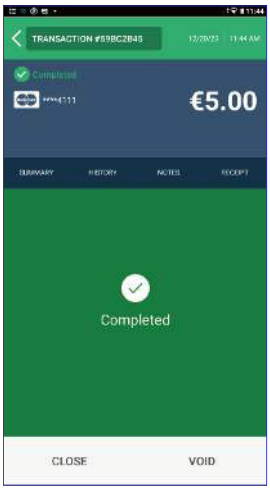
1. Click on the '**home**' icon on your terminal screen.

2. Choose the '**Transactions**' application.

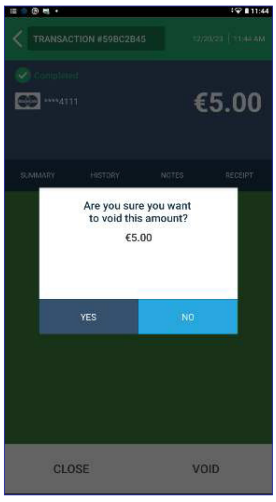
You will see your transactions in the list. Match the transaction you want to void by matching the reference nr. from the receipt and/or the last four digits of the payment card on the terminal screen.



Click on the transaction, which you need to cancel.
You will see a screen with the purchase info appear on the screen.



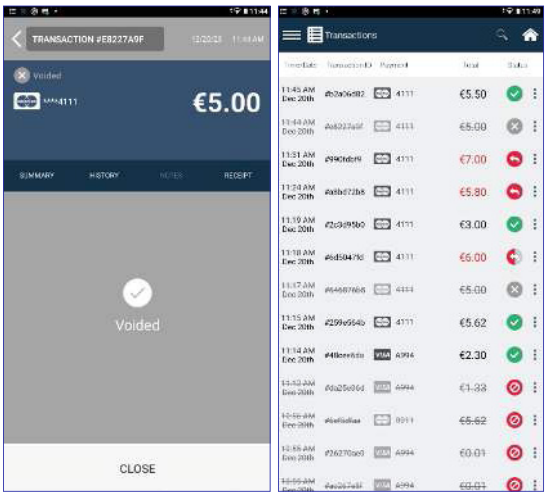
You will see a 'void' option appear in the lower right corner of your terminal screen.
Choose to cancel the payment by pressing the option 'Void' on the screen.



Confirm the option of voiding the payment by tapping 'Yes' on the screen.

You will get the option to print the receipt by tapping on the screen.

The payment now shows as voided (indicated by grey color, the X-symbol, and strike-through text) in the list of Transactions



Please note, that payments that have been processed over 1 hour ago cannot be voided. In these cases, the payment can be refunded (see section 3.8 Refunds).

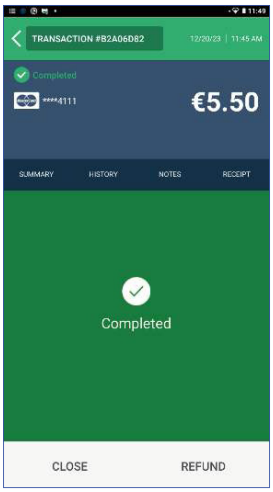
3.8 Refunds

- Refunds become available 1 hour after the original transaction. Before this time, only cancellation (void) is possible.
- Refunds can be processed for up to 30 days after the transaction date.
- Partial refunds are allowed once per transaction.

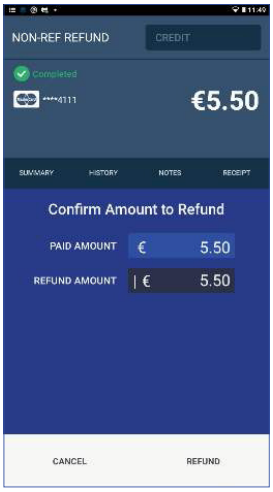
After a partial refund is completed, the remaining amount cannot be refunded separately.



You will see your transaction in the list. Click on the transaction to open it.



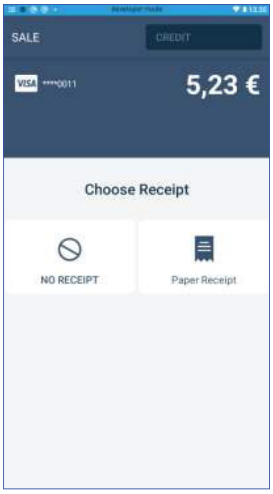
A refund button will appear in the lower-right corner of the screen.



When selecting Refund, a message will appear confirming the amount to be refunded.
For partial refunds, enter the desired amount in the text box or continue with the full refund.

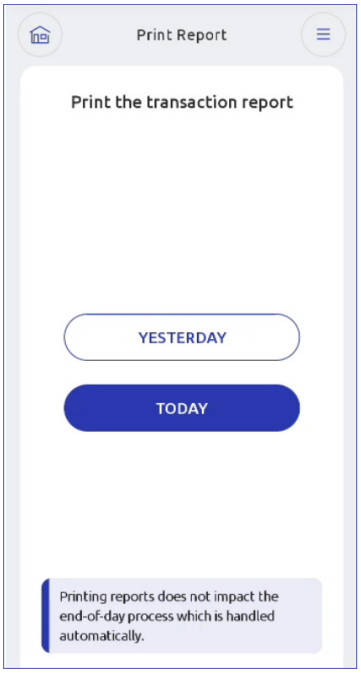


Tap the payment card on the NFC area using the same card that the original payment was made with.
Choose to print or disregard the receipt.



A confirmation message will appear on the screen.
Confirm your choice by pressing the desired option.

3.9 Printing reports



1. Click on the '**Home**' button on your terminal screen.
2. Choose the '**Reports**' application.
3. The screen will show the option to print reports for today or yesterday.
   - A **'Print report'** message will be prompted on the screen.
   - Tap '**Today**' or 'Yesterday' on the screen depending on your preference.
   - The report will be printed.

Note! The daily report will **NOT** be printed automatically at the end of the day

3.10 Reconciliation

- Transactions made on the terminal are **automatically reconciled and sent to the acquirer for settlement**, with **no manual action required** on the terminal.
- Settlement batches are created and **sent automatically every night.**
- Terminal transactions are visible in real time in both **MyNets** and **MyPayments.** Settlement details are available on the following banking day.

3.11 Value-Added payment features

3.11.1 Tipping

Tipping allows customers to add a gratuity during the payment process. The terminal supports different tipping modes, which can be enabled or adjusted in the settings menu.

How to enable tipping

1. On the terminal, go to:
   - Settings
   - Business
   - Enable Tips
2. Select the preferred tipping mode.

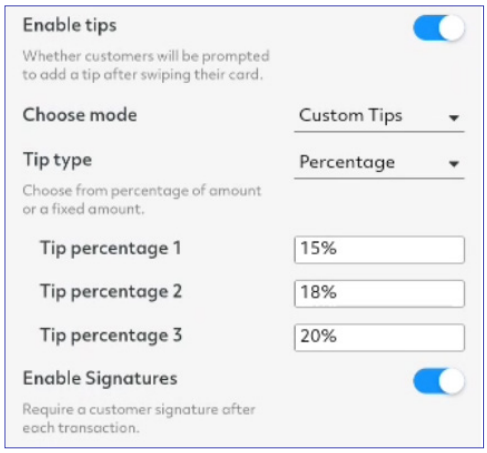
Tipping modes

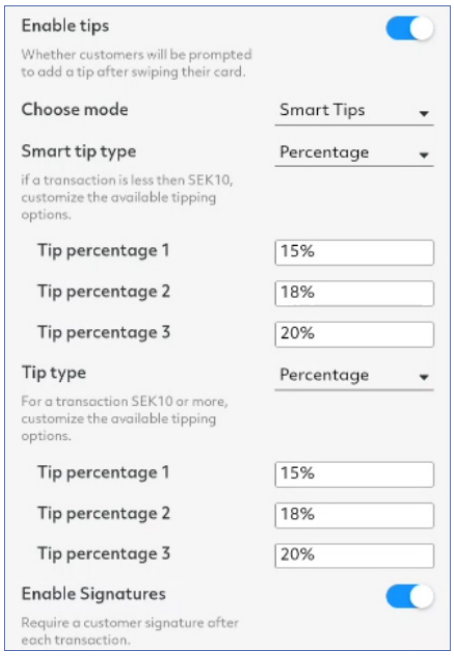
Custom Tips: Set 3 predefined tip options (in % or fixed amounts). Default: 15% / 18% /20%.
Smart Tips: Set different tip options based on transaction amount:

Under €10: Default is €1 / €2 / €3.

€10 or more: Default is 15% / 18% / 20%.

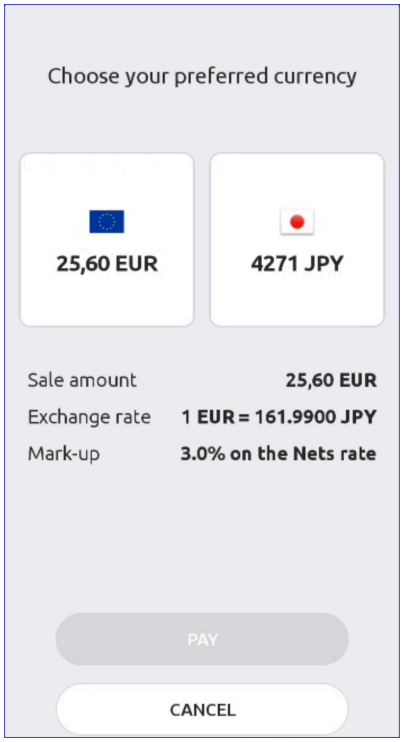
In both modes, customers can still enter a custom tip manually.





Note: Changes apply to all terminals in the same store. Tips are shown on receipts, transaction lists, and sales reports.

3.11.2 Dynamic Currency Conversion (DCC)



Dynamic Currency Conversion (DCC) allows cardholders to choose whether to complete the payment in the local currency or in the currency of their card. When DCC is available, the terminal displays both amounts so the customer can make an informed choice.

How DCC works

- The terminal presents the transaction amount in the cardholders currency and in the local currency.
- The customer selects their preferred currency before confirming the payment.
- Exchange rates are provided automatically to the terminal.

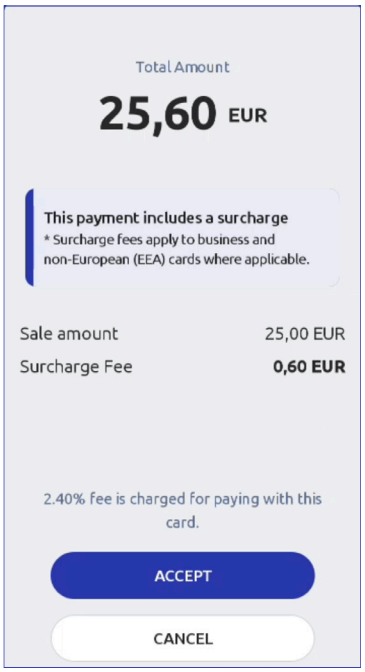
How to activate DCC

To activate or modify DCC Service, please contact your local Nexi support resource via nets.eu or your usual merchant support channel.

3.11.3 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

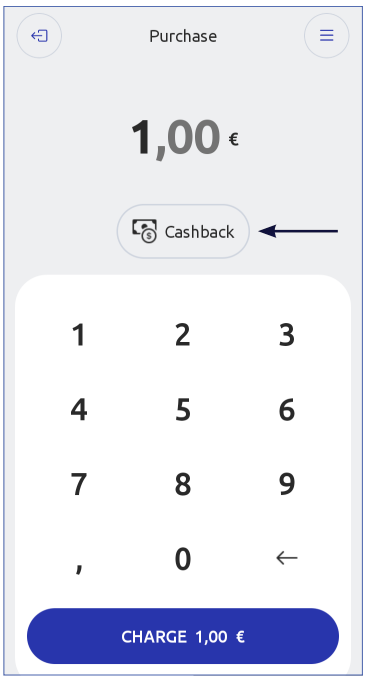
- Surcharge is available only to Danish merchants.
- Rules for surcharging are defined by local regulation and card scheme requirements.
- Surcharge may not apply to all card types or transaction scenarios.

How to activate Surcharge

To activate or modify Surcharge Service, please contact your local Nexi support resource via nets.eu or your usual merchant support channel.

3.11.4 Cashback

Cashback, also referred to as Purchase with Cash Withdrawal, allows the merchant to dispense cash to the customer as part of a purchase using the same card. This may be useful in locations where access to cash services is limited.



How Cashback works

- The merchant initiates the transaction on the terminal.
- The purchase amount is entered first.
- The cash withdrawal amount is entered next.
- Both amounts are combined into a single card transaction.
- The total is displayed to the customer before the payment is completed.

How to activate Surcharge

To activate or modify Surcharge Service, please contact your local Nexi support resource via nets.eu or your usual merchant support channel.

4. Terminal features

4.1 Cellular connection

The terminal checks the SIM when it is powered on in the 'Setup Mobile Network' phase and does not need to be connected to the network separately.

SIM Card

The terminal is equipped with an automatically roaming SIM card. Do not remove the SIM card or add your own or external cards to avoid losing connectivity.

4.2 Wi-Fi

Configuring Wi-Fi on the Nexi SmartPOS N950 device is done when setting the terminal up (when powering on). You will access the Wi-Fi settings after that the language is chosen and will see a list of available networks on the device screen in the 'Connect Wi-Fi' list.

If you need to re-access the Wi-Fi settings, navigate to the device settings and from here to the Wi-Fi section.

Turn On Wi-Fi

Access Settings:

- Look for the "Settings" application (⚙) on the home screen, or swipe down from the top of the screen
- Navigate to Network Settings
- You can manage the Wi-Fi settings under 'preferences.
- Within the Network settings menu manage Wi-Fi settings.
- If Wi-Fi is not already enabled, turn it on
- Enable Wi-Fi through the toggle/switch.

Select the Wi-Fi network:

- Once the Wi-Fi is turned on, you should see a list of available Wi-Fi networks.
- Select the network you want to connect to and add the password if the network is secured.
- When tapping on the 'Network details', you can see additional information about the connection (strength; IP address; MAC address, etc.)

Enter Wi-Fi Password:

If the selected Wi-Fi network is secured, you will be prompted to enter the password. Use the on-screen keyboard to input the Wi-Fi password.

4.3 Touchscreen

The terminal is powered with a high-quality touchscreen. Ensure that the touchscreen is clean and free from any dirt, smudges, or fragments. Do not spray detergents directly at the surface of the screen and use a soft, lint-free cloth to gently clean the screen.

In case of glitches, try restarting the device by powering the terminal off and then on again.

4.4 Language

The terminal supports the following languages: English, Swedish, Finnish, Danish, and Norwegian. In payment situations, the terminal reads the information from the cardholders payment card in the languages that are supported.

4.4.1 Changing the Device Language

1. From the Home screen, tap Settings (⚙).
2. Scroll and tap About.
3. In the About menu, tap Language.
4. From the list displayed, select your preferred language.
5. Tap Save to confirm your selection.

5. Terminal maintenance

5.1 Keeping the terminal clean & hygienic

You cannot avoid bacteria collecting on the surfaces of the terminals. Pay attention to cleaning of the terminal regularly. Note! Do not spray the disinfectant directly onto the surface of the terminal. 70% isopropyl alcohol must not be used on the display screen or casing. These components may only be cleaned with a soft, damp cloth that is slightly infused with soap. The following products must not be used on any part of the terminal: solvents, bleach, hydrogen peroxide, thinner, trichloroethylene or ketone-based solvents, glycol ether, or thymol-based agents, detergents, or abrasive products.

5.2 Payment terminal battery maintenance

Charge the battery full for the first time of use. Do not remove the battery to avoid damage to the battery and hardware. When charging, use the terminal's charger. Using other chargers may damage the battery. Do not clean the terminal battery. Please also check our guidance under section ' Battery (3.2)'.

5.3 Software updates and maintenance window

The terminal automatically checks for new software updates every day during its scheduled maintenance window.
To ensure updates install correctly, keep the terminal powered on and connected overnight.

If your business operates during night-time hours and the terminal cannot remain unused at night, you can adjust the maintenance window to a time that suits your opening hours.

5.3.1 Changing the Maintenance Window Time

6. Tap **Settings** (⚙).
7. Tap **Software Updates.**
8. Tap **Software Updates Maintenance Window.**
9. Select Time.
10. Tap **Set** to confirm.

6. Troubleshooting and servicing

We have gathered answers to the most frequently asked questions around the payment terminal to the local support sites of Nets.eu . Please find your preferred language of self-service guides and support under the category 'Npay terminals'.

6.1 Swap service

If a rental terminal is defective, please call our Customer Service for assistance. Depending on the nature of the defect and your agreement, you can either receive a new terminal from Nexi or assistance from our customer service. If receiving a new terminal, the return label(s) from Nexi Customer Service shall be used and the package(s) delivered to PostNord.

NB: If a terminal is defective, it shall not be sent for repair until the error has been reported to Nexi Customer Service. The terminal must be packaged securely. If several terminals are being returned, they must be packaged separately.

6.2 Terminations

When terminating the lease of a Nexi terminal, the terminal must not be returned to Nexi until the existing lease agreement has been terminated. Until the termination notice has been received by Nexi, the lease agreement will continue to run, and you will be invoiced accordingly. Please ensure that you have received a written confirmation from Nexi on the lease agreement termination. A return label will be sent to you via email when the termination is completed in the Nexi system.

NB: Pack the terminals securely and separately. Remember to include all associated cables and equipment. The return label(s) that are received from Nexi must always be used when returning payment terminals. The package(s) must then be delivered to a PostNord drop-off station for returning them to the local Nexi warehouse.

7. Our Service

7.1 Safety

The payment terminal and its software comply with the requirements of the card industry. No plain text card numbers are stored in the payment terminal, and it is not possible to enter the card number manually on the payment terminal. It is not possible to bypass the PIN request.

Our service is run and monitored 24/7.

7.2 Customer service

Should you have any issues or questions concerning your terminal, please check our local support resources at Nets.eu.

