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Nets SmartPOS N950

User Manual
Npay Payment Application

Content

1. Introduction

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

Nets SmartPOS N950.

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

As a portable smart payment terminal, Nets 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
• Nets Welcome Letter
• Battery charging dock

2.2 Components of the N950 payment terminal

Contactless reader
Printer roll cover
Paper output slot
Front camera
LCD touch screen
Magnetic card reader
Battery cover
Speaker
Mic
Chip card reader

Charging base port
Power button
Volume button
USB-C port

2.3 SIM Card

The SIM card for the N950 terminal is pre-installed. Please, do not open the back cover to remove or change the SIM card! The terminal is only compatible with the installed SIM card. Using an external card prevents the terminal's connection and releasing it hinders our support from remotely diagnosing potential problems in the terminal.

Note! The SIM card should not be used for other purposes than for operating the terminal and unauthorized usage of the SIM might lead to deactivating your agreement with Nets.

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: -10 °C ~ 50 °C

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

Battery charging conditions: 0 °C ~ 45 °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.
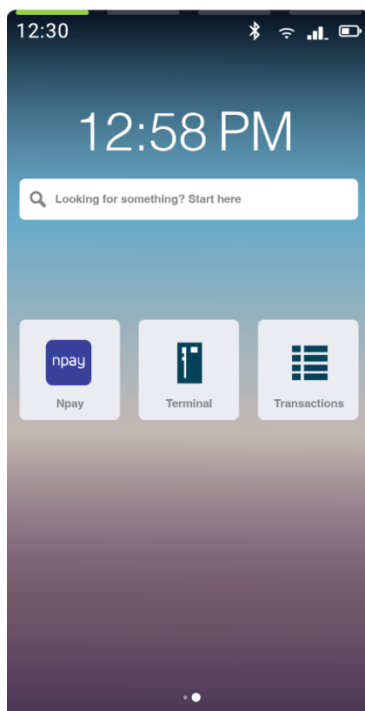
Npay app
• Npay is a payment solution of Nets & Nexi Group. The Npay application is backed up by our powerful payment gateway that processes your payments securely.

• The Npay app is started when you set up your terminal and handles your daily settlements and reports.
(Also see point 3.9, 'Reports')

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.

• When adding the transaction amount, please note the decimals, e.g., for an amount of 1€, insert 100, the comma is not needed)

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.

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 when it is not being operated.

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 off and that the adapter is disconnected before installing the battery. Always use the original battery and power adapter provided by Nets. 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.
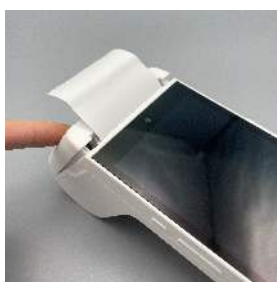
3.3 Installing the receipt paper

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. Close the compartment lid (an audible 'click' is heard).

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 terminal will set up all your needed smart terminal configurations when it is started.
Once the terminal is set up and paired with your business, please choose your user and a passcode for logging in. When operating the terminal for the first time, please agree to the terms and conditions on the screen (provided by our partner Poynt).

After that the terminal is set up, your home screen with pre-configured apps 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, the 'Sale' option appears on the top-left corner of the terminal screen. 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.
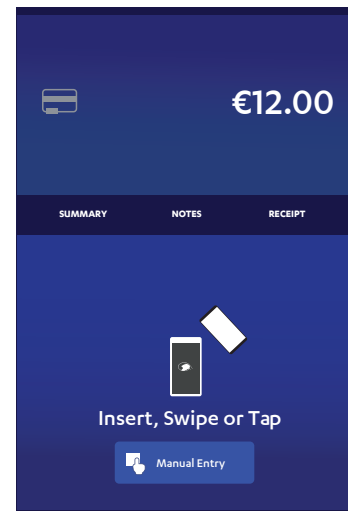
1.
NFC (contactless) transactions:
Bring the payment card to the RFID reader on top of the payment terminal and keep the card close to the reader during the transaction. The LED indicator at the upper part of the LCD screen will indicate the transaction state during the transaction.

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

Choose the 'Transactions' application from the home view of your terminal. 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.

For canceling the payment, the same payment card should be used as the original purchase was made with.
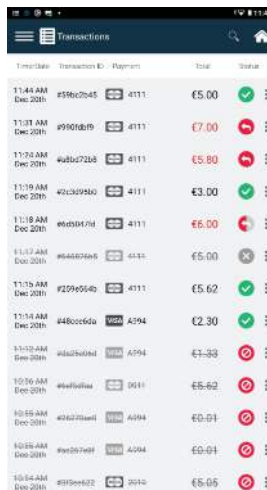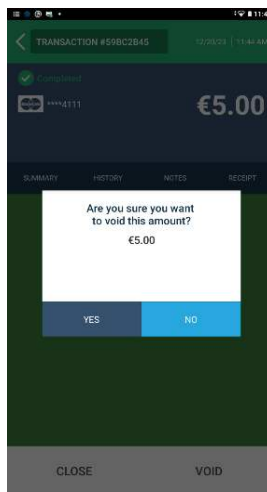

Click on the transaction, which you need to cancel.

You will see a screen with the purchase info appear on the screen.
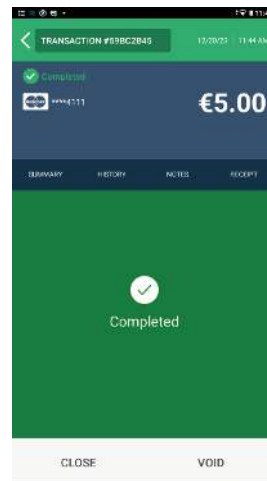
You will see a 'void' option appear in the lower right corner of your terminal screen.

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 colour, the X-symbol, and striked-through text) in the list of Transactions
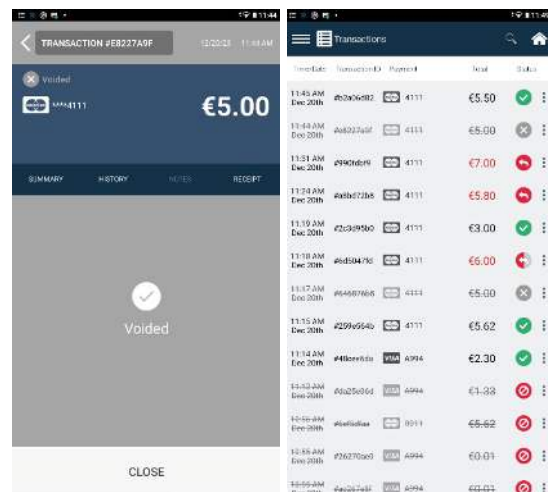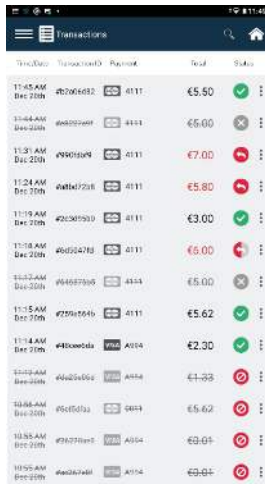

Please note, that payments that have been processed over 1 hour ago cannot be voided.
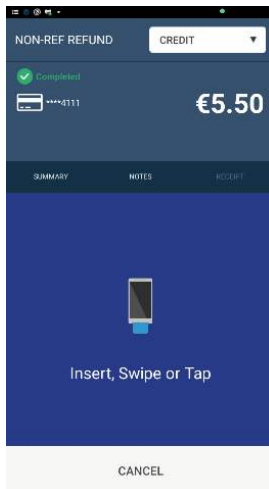In these cases, the payment can be refunded (see section 3.8 Refunds).

3.8 Refunds

Note!
For now, you can make partial refunds can only made once. Also note, that you cannot cancel the refunds!
To make the refund, click on the 'Home' icon on your terminal screen.

You will see your transaction in the list.

Click on the transaction on the list.

You will see a refund button appear in the lower right corner of your terminal screen.

When choosing the option to refund a message confirming the amount to refund will appear. For partial refunds, insert the amount in the text box or make the full refund.
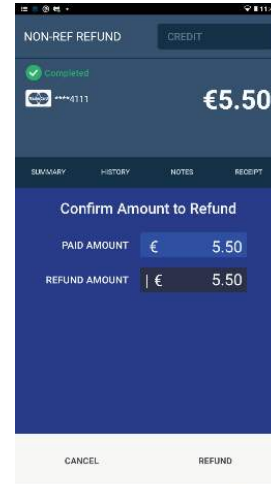

Tap the payment card on the NFC area using the same card that the original payment was made with.

Choose to print or disregard the receipt.
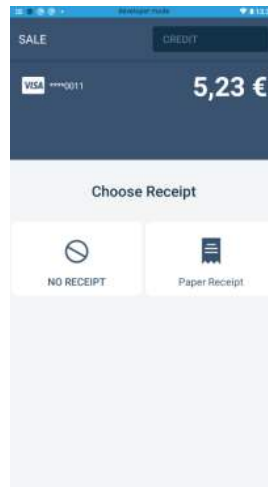
A message that confirms your refund will appear on the screen. Confirm your option by pressing the desired option on the screen.

3.9 Printing reports

Choose the 'Npay' application from the terminal's home view.
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 also be printed automatically at the end of the day.
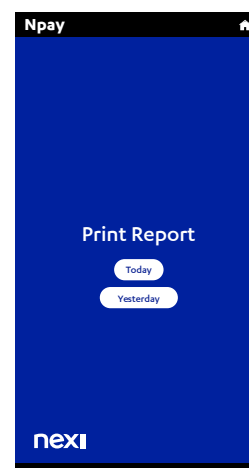
3.10 Settlement batches

Payments that are made during the day are collected in our service. A settlement batch is formed out of the payments and sent to the acquirer automatically every night. The settlement batch can be viewed in MyNets (my.nets.eu/portal) and the MyPayments app during the following banking day.

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 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 (represented by a gear icon) on the home 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.

4.3.1 Accessibility support

If you want to enable accessibility support for added accessibility for visually impaired, please contact our support who can activate the accessibility feature for you.

Once enabled, the displayed screen will allow the cardholder to enter their PIN on the terminal screen aided by the help of bigger touch keys, sound support, and a designated accessibility plate.

For supporting accessibility on your terminal, we recommend purchasing the accessibility plate with your terminal.

4.3.2 Using Accessibility Mode

1. With the accessibility plate in place over the screen, the raised lettering will correspond with the numbers displayed on the screen.
2. The cardholder will read each number with their fingers along the edges of the screen. Once they locate the digit they want to select, they should swipe inward toward the centre of the screen and tap.
3. The numbers 1, 2, 3, 4, and 5 will be found on the left edge of the screen. To select, the cardholder should swipe to their right and tap.
4. The numbers 6, 7, 8, 9, and 0 will be found along the right edge of the screen and will require a swipe to the left and a tap to select.
5. The ability to Cancel, Backspace, or Enter will be found across the bottom of the screen. To select, swipe up from the bottom of the screen and tap.

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 cardholder's payment card in the languages that are supported.

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)'.

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 Nets or assistance from our customer service. If receiving a new terminal, the return label(s) from Nets 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 Nets 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 Nets terminal, the terminal must not be returned to Nets until the existing lease agreement has been terminated. Until the termination notice has been received by Nets, the lease agreement will continue to run, and you will be invoiced accordingly. Please ensure that you have received a written confirmation from Nets on the lease agreement termination. A return label will be sent to you via email when the termination is completed in the Nets system.

NB: Pack the terminals securely and separately. Remember to include all associated cables and equipment. The return label(s) that are received from Nets 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 Nets 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.