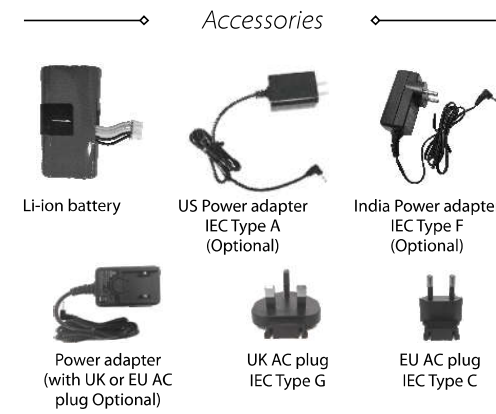




N910 POS Terminal
Quick Reference Guide



- Please check the items when you receive the product and if there is anything defective or missing, please contact your terminal provider.
- For any other AC Type Plug requirement, please contact your terminal provider.

Introduction

- This is a new multi-functional POS terminal – N910. It has different optional configurations and accessories. Please select by yourself according to this document or supplier.

- Read this guide to understand and make the best use of your terminal. It presents you the necessary information about use, installation, maintenance, safety and security recommendations.

WARNING

Use only the power adapter included with the product to ensure best performance and safety. Maintenance should only be provided by Newland authorized technician. Failure to comply with these instructions will void the manufacturer's responsibility.

Overview of he Terminal



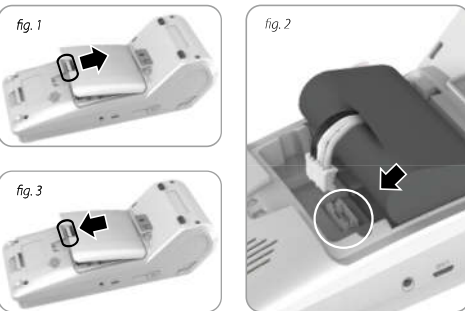
Installation

- Recommendations**
The terminal should be kept away from very hot zone and protected from vibrations, dust, damp or electromagnetic radiation (computer screen, wireless intercom etc.)
- Environment condition**

Operating temperature	14°F to 122°F (-10°C – 50°C)
Storage and transportation temperature	-4°F to 140°F (-20°C – 60°C)
Relative humidity	5% – 93% non-condensing at + 104°F (40°C)
Battery charging conditions	32°F to 104°F (0°C – 40°C)

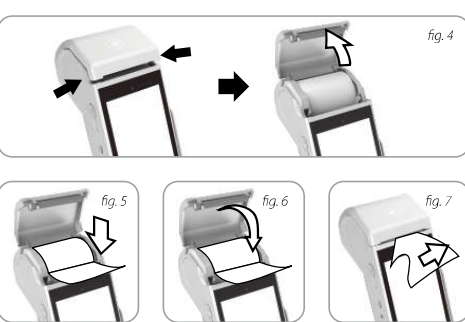
Installing Battery

- Caution:**
 - Make sure that the terminal is power off and the adapter power is disconnected before installing the battery.
 - Always follow the installation diagram. Improper operation will damage the battery.



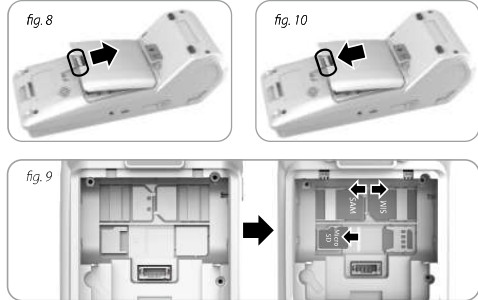
- Installation steps**
 - Turn the terminal upside down and push the battery cover in the direction of the arrow to open the battery cover.(fig.1)
 - Insert the battery plug into the socket and put the battery into the battery compartment.(fig.2)
 - Cover the battery cover.(fig.3)
- Disassembly steps**
Reverse the above steps.

Paper Roll Installation



- Step 1:** Open the paper roll cover.(fig.4)
- Step 2:** Insert the paper roll in the compartment following the directions shown on the picture, and pull 5cm of paper until it protrudes from the top of the terminal.(fig.5)
- Step 3:** Maintain the paper and close the lid cover until a click sound is heard.(fig.6)
- Step 4:** Remove the excess paper by tearing along the serrated edge.(fig.7)

Installing SAM/SIM/MicroSD card



- Warning:**
Make sure that the terminal is power off and the adapter power is disconnected before installing the SAM/SIM/Micro SD card.
- Step 1:** Turn the terminal upside down and open the battery cover. You should remove the battery first if there is a battery.(fig.8)
 - Step 2:** According to the SIM/SAM/Micro SD card position of the engraved marks on the lower housing, load the required card. Be sure put the cut corner as indicated on the engraved marks.(fig.9)
 - Note:** SIM/SAM/Micro SD are selected subject to the product configuration.
 - Step 3:** Replace the battery and cover then turn the terminal facing up.(fig.10)

Charging the Battery

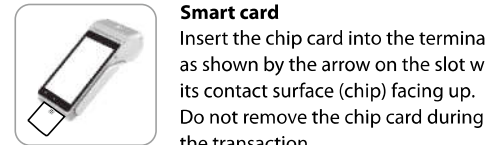
- Place the terminal on the charging base (if available) or connected to the adapter to charge the battery.
- Tips:**
 - Please charging the new battery then use.
 - A fully discharged battery may need 2.5 hours charging time to recover.
 - Do not charge the battery for a long time exceed 8h.

- Warning:**
Use the original battery and power adapter of Newland only. The use of other batteries or power adapters may result in damage to and even explosion of the terminal and battery. Charge the terminal under the specified ambient conditions. The terminal will be prohibited charging by hardware whether the temperature is too high or too low.

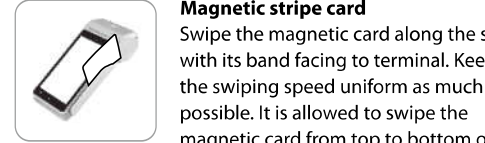
Switching On/Off the Terminal

- Power on:** Press power button for about 2 seconds till the LCD is lit to switch on.
- Power off/Reboot:** Press and hold power button to see a pop-up window, touch the screen to select "Power off" to power off the terminal. (Or to select "Reboot" and then "OK" to reboot the terminal.)
- Note:** If there is a crash, please press power button for about 10 seconds to reboot the terminal forcibly, or re-plug the battery then boot the terminal.

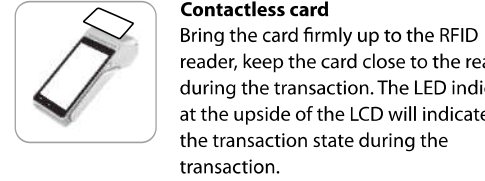
Reading Card



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

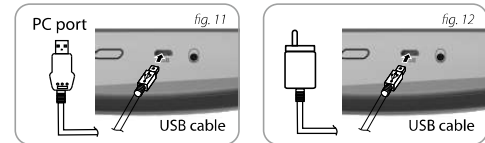


Magnetic stripe card
Swipe the magnetic card along the slot with its band facing to terminal. Keep the swiping speed uniform as much as possible. It is allowed to swipe the magnetic card from top to bottom or from bottom to top. Use a regular movement in order to ensure a reliable card reading.



Contactless card
Bring the card firmly up to the RFID reader, keep the card close to the reader during the transaction. The LED indicator at the upside of the LCD will indicate the transaction state during the transaction.

External Connections



- 1. Connect PC and POS terminal (fig. 11) for maintenance and download.
- 2. Connect the power adapter and POS terminal (fig. 12) for charging.
- 3. If you need to connect other peripherals, please contact terminal providers.

- Warning:**
Do not connect any peripheral equipment that has not been authenticated by the Newland to avoid damage.

Safety

- 1. Please be sure to take to comply with the specifications in this document.
- 2. Do not use in proximity of potentially flammable gases or substances.
- 3. Do not disassemble the terminal, power adapter or battery.
- 4. Cut off the power immediately when there is unusual smell, overheating or smoke.
- 5. There is a risk of explosion if the battery is incorrectly replaced or is placed in a fire. Life-ended batteries must be disposed of at the appropriated sites.
- 6. Do not use in a near water or humid environment to prevent liquid from entering the device.
- 7. Do not use the terminal in extremely cold or hot zones, such as near a fire.
- 8. Do not drop, throw or bend the device.
- 9. Use in clean environment to avoid entry of small objects into POS.
- 10. Do not use near hospital equipment without permission.
- 11. Do not use terminals with radio communication on or near the aircraft, or in any other place where radio communication is prohibited.

Security of Your Terminal

Your terminal fulfills current applicable PCI PTS security requirements. Upon receipt of your terminal you should check for signs of tampering. It is strongly advised that these checks are performed daily after receipt (Be sure the circumstance is brightness or you may use a light tool as well).

- 1. Check the product name and the hardware version on the label to ensure the product is correct.
- 2. Check if there are bugs hidden in the IC card slot before IC card is inserted.
- 3. Check whether the magnetic card slot has the exception of adding magnetic head.
- 4. Check the appearance of the product to guarantee the device without being modified.
- 5. This is handheld device, not allowed to be fixed on the wall.
- 6. Before entering the PIN, the user should be aware of his/her surrounding and use the body, fingers or protection to block the voyeur's sight.

Standards

- CE Marking**
The CE marking indicates N910 complies the requirements of European Directive 2014/53/EU of 16 April, 2014 on Radio and Telecommunications Terminal Equipment for:
 - The protection of the health and the safety of the user and any other person.
 - The protection requirements with respect to electromagnetic compatibility.
- Operating Frequency Band(RF)**

TS Frequency EGSM900: 880-915 MHz; DCS1800: 1710-1785 MHz WCDMA: 1920-1980 MHz (B1), 880-915 MHz (B8) LTE: 1920-1980 MHz (B1), 1710-1785 MHz (B3), 2500-2570 MHz (B7) 800-915 MHz (B8), 832-862 MHz (B20) 2570-2620 MHz (B3), 2500-2600 MHz (B40) Bluetooth/BLE: 2402-2480 MHz Wi-Fi 4G: 2412-2472/2422-2482 MHz Wi-Fi 5G: 5150-5350 MHz/5470-5725 MHz/5725-5850 MHz NFC: 13.56 MHz
RF Frequency EGSM900: 925-960 MHz DCS1800: 945-1060 MHz WCDMA: 2110-2170 MHz (B1), 925-960 MHz (B8) LTE: 2110-2170 MHz (B1), 1905-1980 MHz (B3), 2500-2600 MHz (B7) 925-960 MHz (B8), 791-821 MHz (B20) 2570-2620 MHz (B3), 2500-2600 MHz (B40) Bluetooth/BLE: 2402-2480 MHz Wi-Fi 4G: 2412-2472/2422-2482 MHz Wi-Fi 5G: 5150-5350 MHz/5470-5725 MHz/5725-5850 MHz NFC: 13.56 MHz
Max. RF Transmit power EGSM900: 33 dBm (EIRP), 27 dBm (BPSK) WCDMA/BG2100: 23 dBm DCS1800: 30 dBm (GSM), 25 dBm (BPSK) LTE Band 1: 23 dBm (40-45 dBm) Wi-Fi 4G: 17.45 dBm (B21), 18.46 dBm (B21) Wi-Fi 5G: 10.56 dBm (B21), 10.62 dBm (B21), 11.01 dBm (B21) Bluetooth: 7.29 dBm BLE: 2.48 dBm NFC: 13.56 dBm/m3m

- Others**
The functions of Wireless Access Systems including Radio Local Networks (WAS/RLANs) within the band 5150-5350 MHz for this device are restricted to indoor use only within all European Union countries.(B/E/BG/CZ/DK/DE/EE/EL/ES/FR/HR/IT/CY/LV/LT/LU/HU/MT/NL/AT/PL/PT/RO/SI/SK/FI/SE/NO/IS/LI/CH/TR)

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In all EU member states, operation of 5150-5350MHz is restricted to indoor use only.

Troubleshooting

- I. The terminal does not turn on**
 - Check that the battery is installed correctly
 - Please charge the battery to check if it is fully discharged.
- II. Battery life is significantly reduced**
 - Check if the battery is fully charged.
 - Battery life expires, please replace the battery.
- III. Can't read the magnetic card or the card swiping has a low success rate**
 - Check that the magnetic card is swiped correctly (with magnetic band on terminal side).
 - Check if there are any bugs or dirt on the magnetic head. Please clean it.
- IV. IC cards can't be read**
 - Make sure you have inserted correctly the Chip card into the chip card reader (with the chip facing up).
 - Check if the card slot is blocked or if the card is in correct position.
- V. Ticket cannot be printed or printed incompletely**
 - Check the presence and proper positioning of the paper roll.
 - Check the type of paper used is correct.
 - Check if there is any shredded paper in the printer, clean it.

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