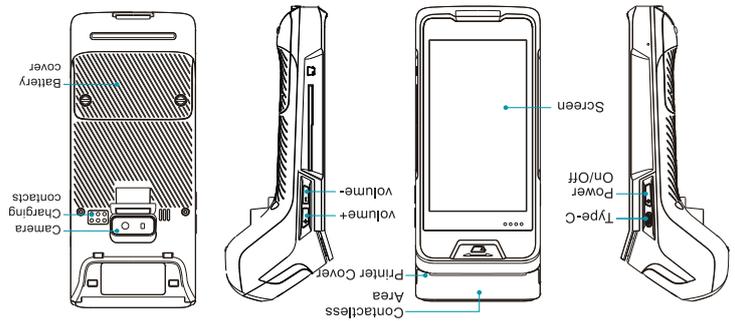
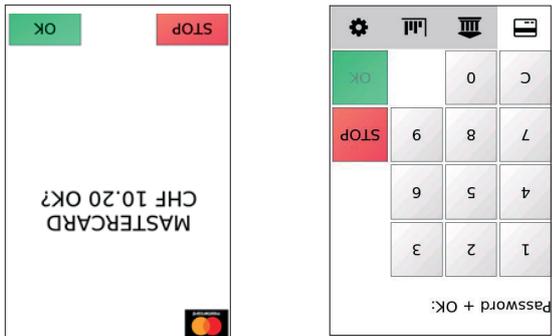


1. Use only USB type C specified power adapters and cables, otherwise the terminal may be damaged
2. Do not damage the power cable and power adapter. Defective cables and adapters are dangerous, can cause hardware damage and must not longer be used
3. Keep the terminal and electronics away from liquids, otherwise it may cause a short circuit or damage the terminal.
4. Please do not insert any foreign objects into any ports as the terminal could be seriously damaged.
5. Please contact your terminal manufacturer in case of any problems. Unqualified persons are not permitted to repair the Smart POS Terminal.
6. Use only appropriate printing paper (thermal paper) to prevent printer damage.
7. Prevent the device from shocks.
8. It is strictly forbidden to modify or disassemble the terminal. The terminal must not be used in an illegal manner. Violations may result in criminal prosecution.
9. Any attempt to open the unit will result in a safety release and the loss of the warranty claim, except battery and printer cover.
10. Keep the unit clean by cleaning it regularly with suitable cleaning utensils.

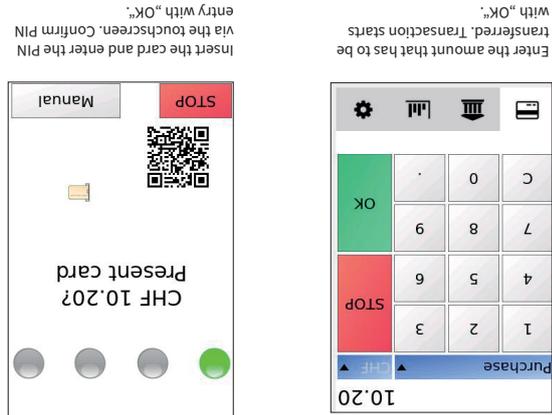
**Security Information**



**Terminal Description**



**Cancellation**



**Purchase**

Category	Error	Reason	Troubleshooting
Power on / Power off issue	Unable to power on terminal.	<ol style="list-style-type: none"> <li>1. Run out of battery</li> <li>2. Battery installation incorrectly</li> <li>3. AC power connection incorrect.</li> <li>4. Battery failure</li> </ol>	<ol style="list-style-type: none"> <li>1. Connect N86 with power supply</li> <li>2. Verify if battery is inserted correctly</li> <li>3. Verify if the AC power supply is plugged in correctly</li> <li>4. Replace the battery</li> </ol>
PINPAD issue	No response.	Terminal crash	Unplug power supply and battery, turn off terminal and restart.
Communication errors	Error message: „Communication timeout“.	<ol style="list-style-type: none"> <li>1. Weak Wi-Fi signal</li> <li>2. Poor SIM card connection.</li> <li>3. Terminal Software issue.</li> </ol>	<ol style="list-style-type: none"> <li>1. Place the terminal in a location without barriers</li> <li>2. Re-insert the SIM card</li> <li>3. Restart terminal</li> </ol>
	Error message after inserted SIM card: „Please insert SIM card“.	<ol style="list-style-type: none"> <li>1. SIM card is damaged</li> <li>2. SIM card incorrectly inserted</li> </ol>	<ol style="list-style-type: none"> <li>1. If the SIM card's contacts are oxidized, use a clean piece of microfiber cloth to wipe the contacts</li> <li>2. Re-insert SIM card</li> </ol>
Printer issues	Blank printouts.	Thermal printer paper is inserted incorrectly	Re-insert the printer paper accordingly to chapter in this manual: „Insert paper roll“.
	Printing is blurred/ poorly readable.	Poor quality printer paper is used	Replace it with good quality printer paper.
Card reader error	Error message: „Swipe Card Error, Please Swipe Again“.	<ol style="list-style-type: none"> <li>1. Reader is dirty</li> <li>2. Card is demagnetized</li> <li>3. Card swiped in incorrect direction</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean the card reader by inserting a stiff paper into the card slot. Drag the paper horizontally and vertically several times to remove dirt/ particles in the reader</li> <li>2. Wipe any particles of the magnetic strip on the card with a soft cloth, if the card is demagnetized, it needs to be replaced by issuer</li> <li>3. Consider the direction when swiping the card, speed should be continuous</li> </ol>
Charging / battery error	Displays red battery icon after battery is installed and power adaptor is connected.	Battery was too long in storage, it can recover after reactivating.	If battery icon is red, charge for minimum 15 min. If icon turns green, this indicates that battery is reactivated successfully and should perform normally after a complete recharge.

# N86

## Smart POS Terminal

### Instructions



**Next Generation Smart-POS**  
www.paytec.ch

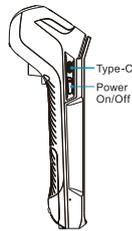
PayTec AG, Vogelsanstrasse 15, 8307 Effretikon  
Phone: +41 52 354 53 00 | Support: +41 52 354 53 26

Troubleshooting

### Power On/Off

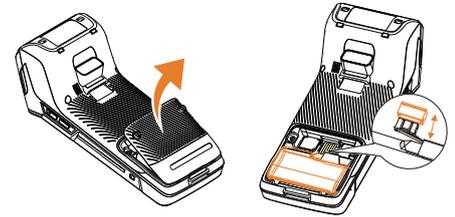
**Power on:** Press the „☰“ button for 2-3 seconds to power on the terminal.

**Power off or restart the terminal:** Press the „☰“ until the „Switch off; Restart“ menu is displayed. Select „Switch off“ and your terminal switches off. Select „Restart“ and the terminal restarts.



### Battery

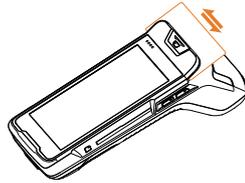
1. Remove the battery cover
2. Install/disassemble battery (ensure that contacts on the battery match the prongs on the inside of the device)
3. Insert/remove white socket from battery plug



### Magnetic Card

Swipe the card with consistent speed in the magstripe card slot as demonstrated in the picture. While swiping, make sure that the magstripe is facing the device.

**Note:** Any damage to the magstripe or incorrect swiping may lead to transaction failures.



### Contact Card

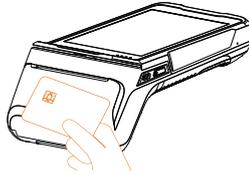
The card slot is on the right side of the device. Insert the card (golden contacts facing up) with gentle pressure into the slot. During the transaction process, the card should remain in the slot as shown in the picture.

**Note:** If the chip contacts are damaged or oxidized, the transaction may fail and the card needs to be replaced.



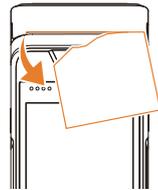
### Contactless Card

The NFC field establishes at the top of the device near the printer cover. For around 1 second, hold the contactless card close to this zone until you hear a „beep“ sound which means a successfully completed transaction. After that sound, the card can be removed.



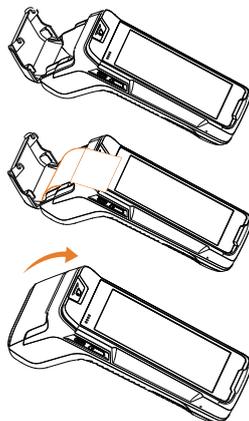
### Paper Removal

Please tear off the paper as shown in the picture. Do it quick and with consistent power.



### Install Paper Roll

1. Open the printer cover
2. Insert the paper roll into the paper holder. Leave a small paper piece below the paper cutter
3. Close the printer cover

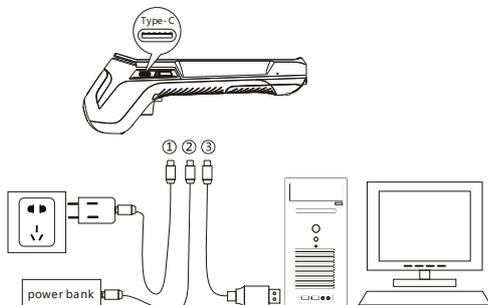


**Attention:** Make sure that the paper roll is inserted correctly, otherwise it may cause a malfunction of the printer.

### Power Charge

Your device comes with a rechargeable lithium battery. Please note: for charging the device, lithium battery must be inserted and cover must be closed.

1. Plug the USB-C end of the cable into the USB-C port on the right side of the device
2. Plug the other end into a power adaptor
3. Plug the power adaptor into a power outlet (you can also use a PC or power bank as power supply)
4. Power on the terminal
5. The terminal screen will display the charging progress
6. After the terminal is fully charged „100%“ will display

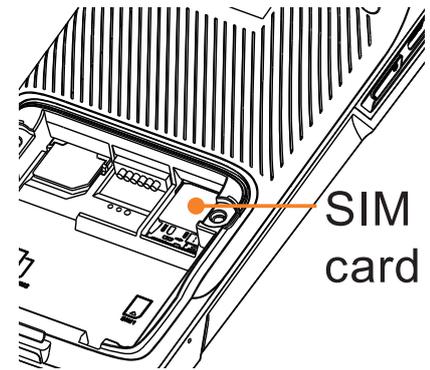


### SIM Card

1. Open the battery cover
2. Insert a SIM card (with contacts face down) by carefully sliding it into the slot until the card is fully inserted

#### Attention

To install or remove SIM card, make sure the device is turned off to prevent damaging the card. Do not cover the SIM card with stickers or adhesive, this may affect the thickness of card and hinder the smooth insertion or removal.



### Homescreen

Enter the most frequently used apps and functions easy via shortcuts at the device's homescreen.

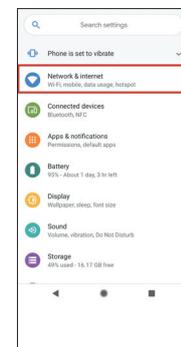
- Settings App (Set up Wi-Fi, Sounds, e.g.)
- Payment Application (contains all functions required for daily payment transactions)
- Update (manual firmware or terminal software update)



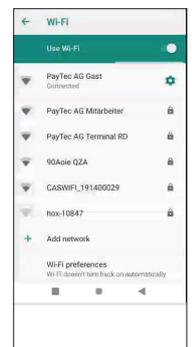
### Set up Wi-Fi

Enter the devices Settings App in the apps drawer or via shortcut at the device's homescreen.

1. Select Network & Internet
2. Select Wi-Fi
3. Next, tap the slider „Use Wi-Fi“ to the right
4. Choose a wireless network from the list
5. If prompted, type the network password
6. Select the connect button



Select Network & Internet



Select your Wi-Fi and enter password

### Payment App

Your payment app contains all functions for daily payment transactions. While running payment application, four categories are displayed at the bottom of the terminal screen.

#### Payment

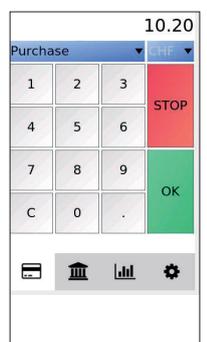
Enter all payment functions like „Purchase“, „Reversal“ or „Credit“ in the transaction menu.

#### Setup

Enter the settings menu to set up various configurations such as „Protect Final Balance“, „Language“. Please note: language settings are only applied in the payment application, they do not change the device's basic language settings.

#### Configuration

Enter the Configuration Menu to view and print various reports on transactions. Please note, the customer password (found in the Config Sheet attached to the delivery) is required for entering the menu. Print out the reports by clicking the „Print“ button.



#### Reporting

Enter this menu to view various reports on transactions. Please note, customer password is required for entering. Print out the reports by clicking the „Print“ button.

**Attention:** Please use the „Final Balance“ function of Configuration Menu to close the current booking period and deliver all transactions to processor. With its activation, the terminal prints out the receipt with total amounts of the booking period. **We recommend to activate „Final Balance“ at the end of every business day.**