



N910

Reference Guide



Before Your N910 Arrives

1

Set Up Your GoDaddy Account

Review the welcome email in your inbox and click on “Get Started” to create your Merchant Portal account.

2

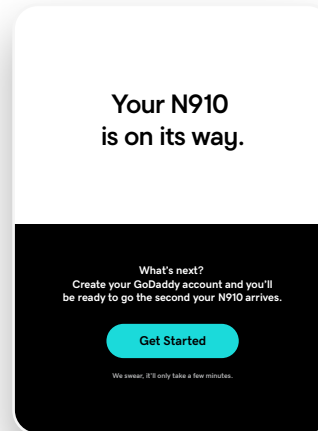
Access Your Merchant Portal Account

Log in at poynt.godaddy.com to see your dashboard. Once your terminal arrives, you’ll be able to see your real-time customer and transaction data. You can also access your dashboard on your smartphone using the GoDaddy Poynt mobile app.

3

Review Tutorials and Setup Information

Visit the Merchant Help Center to review helpful video tutorials and support articles.



N910 Setup and Activation



1 Position Device

Place the device on a flat surface somewhere with strong, private WiFi (see next page for setup).

Keep your terminal away from warm, damp spaces and protected from vibrations, dust, and electromagnetic radiation (e.g., computer screen, wireless Intercom, etc...).

2 Install SAM/SIM/MicroSD card

Make sure the terminal is powered off and the power adapter is disconnected before installing the SAM/SIM/MicroSD card. Turn the terminal upside down and push the battery cover in the direction of the arrow to open. Load the card according to the position of the engraved marks on the lower housing. Be sure to place the cut corner as indicated on the engraved marks.



3

Install Battery

Before replacing the battery cover (after installing the SAM/SIM/MicroSD card), insert the battery plug into the socket and place the battery in the battery compartment. Finally, replace the battery cover.



4

Charge Battery

Be sure to charge the battery before using your device. Place the terminal on the charging base (if you have one) or connect to the power adapter to charge. Completely dead batteries may need to charge up to 2.5 hours. Do not charge your battery for over 8 hours.



5

Connect

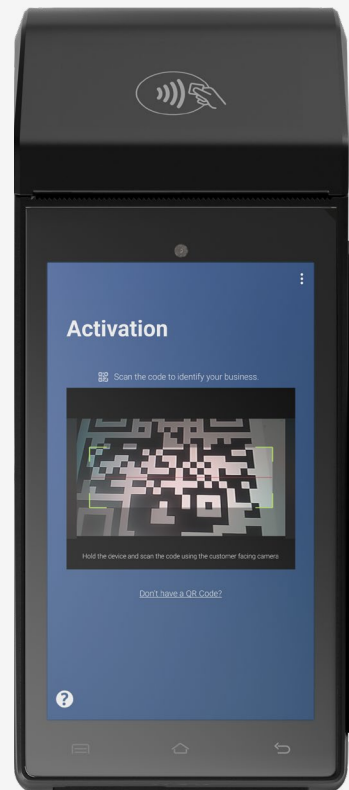
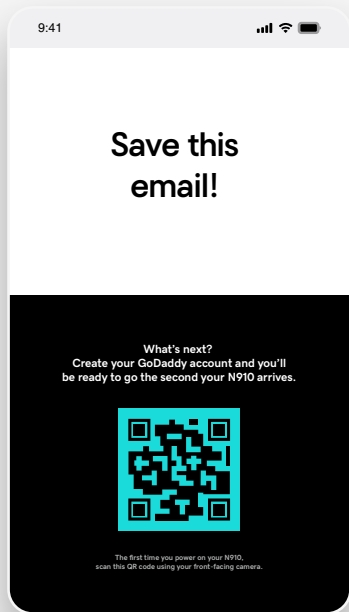
Your device will walk you through a few simple steps to connect to the Internet via WiFi. After that, your device will begin to update its software as required. This can take a few minutes. Allow the device to download, install, and reboot before getting started.

6

Power On

To power on your device, press and hold the power button on the side of the terminal for two seconds. To power off your terminal, press and hold the power button until a pop-up window appears on screen. Touch the screen to select **Power off** to power off the terminal.

In case of a crash, press and hold the power button for about 10 seconds to manually reboot your terminal, or re-plug the battery and boot-up the terminal again.



7

Scan QR Code

After powering on and connecting to WiFi, click the link and follow the on-screen directions for scanning a QR Code from your welcome email.

8

Activate

Now it's time to activate your N910, which links your device to your GoDaddy account and your bank.

9

Load Paper

To load a fresh roll of receipt paper, open the paper roll cover. Insert the paper roll in the compartment and pull 5cm of paper until it protrudes from the top of the terminal. Continue holding the paper and close the lid cover until you hear a “click.” Remove the excess paper by tearing along the serrated edge.

Now you’re ready to start accepting payments!



Your N910 Payment Options



1

Tap (Contactless)

Customers tap their card or smartphone (for digital wallet payments) firmly against the RFID reader on the front of the terminal. The LED indicator at the top of the LCD will indicate the transaction state until the transaction is complete.¹



2

Dip

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.

3

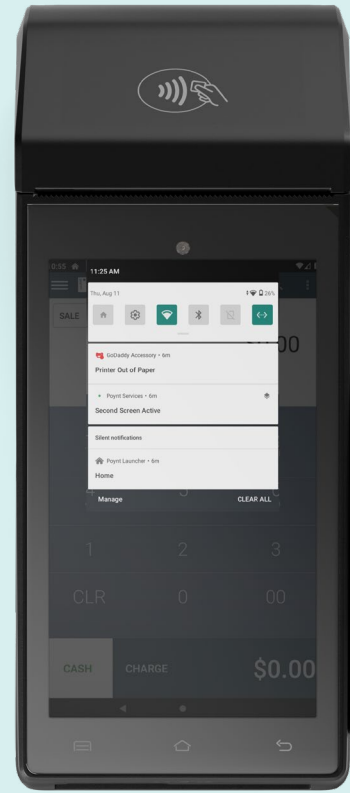
Swipe

Swipe the magnetic card along the slot with its strip facing the terminal. Use a regular movement and uniform speed to ensure a reliable card reading. The terminal allows you to swipe from top to bottom or bottom to top.



How to Access the Swipe-down Menu

You can access the N910 **Swipe-down Menu** by swiping down from the top of the screen. This also serves as the **Notifications** tray where any notifications appear.



Swiping down gives you access to device and business settings, and allows you to adjust the volume, brightness, and WiFi connection. You can also see the status of various device components if you have them. To connect other peripherals, please contact your terminal provider.

Settings

From the **Swipe-down Menu**, you can also tap the **Settings** button to access the following functions:

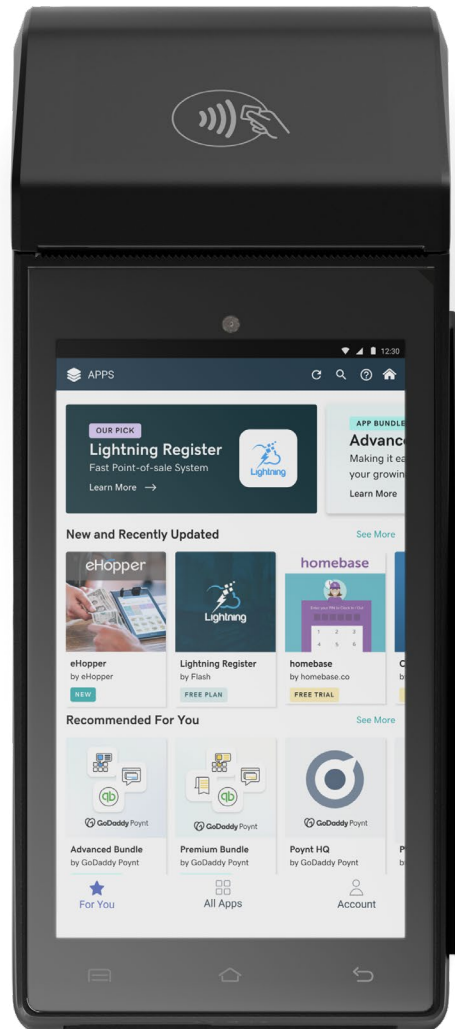
- Network settings
- Business settings
- Business info
- Store
- Payments
- Receipt printer preferences
- Software updates
- Accessory
- Certifications
- About



Apps

With **Apps**, you can customize your device to create a more efficient business operation. Many of them include a free trial, giving you the option to try them out before purchasing.

Under the **Browse Apps Tab**, you'll see the entire list of apps available for your device.



Support

For any assistance with this device or how to use it, please reach out to our Merchant Success Team at 480-651-9727.



