

# Welcome Guide

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# Contents

<b>Welcome to myPOS .....</b>	<b>1</b>
<b>How to activate your myPOS device .....</b>	<b>2</b>
<b>myPOS debit card activation .....</b>	<b>5</b>
<b>Quick user guide myPOS Go 2 .....</b>	<b>6</b>
<b>Quick user guide myPOS Ultra, Pro, Carbon .....</b>	<b>7</b>
<b>Device certificates .....</b>	<b>11</b>
<b>Pricing and fees .....</b>	<b>12</b>
<b>Devices overview .....</b>	<b>13</b>
<b>Installation and operation instructions .....</b>	<b>18</b>
<b>Common fault process .....</b>	<b>21</b>

# Welcome to myPOS

## The world of fast and secure payments!

Congratulations on purchasing your myPOS payment terminal - a revolutionary device for securely accepting credit and debit card payments!

### What's in the box

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myPOS payment terminal



A FREE myPOS business card



Charger



Pre-installed and free-to-use  
myPOS DATA card

# How to activate your myPOS device

Please keep in mind that to start using your myPOS device, you need to have a registered myPOS account at [www.mypos.com](http://www.mypos.com)

More information on how to register a myPOS account, how to activate your device and start using it, as well as full technical specifications and data can be found online by visiting – [mypos.com/welcome](http://mypos.com/welcome) or by scanning the QR code.

## To activate your myPOS device you will need



1. Your myPOS device



2. The smartphone linked to your myPOS account



## QR code activation

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### Step 1

(myPOS Ultra, Pro, Carbon) Turn on your myPOS device and select your preferred language.

(myPOS Go 2) Turn on your myPOS device.

The device will automatically connect to the Internet via the pre-installed 4G DATA SIM card. Alternatively, you can connect the device via Wi-Fi.

### Step 2

Once connected to the internet, the POS device will automatically generate and display a QR code on its screen.

#### Note:

*For security reasons, the QR code is valid for 15 minutes. If the code expires, please restart the process and a new activation code will be generated by the device.*

### Step 3

Open the myPOS app, tap on **Devices** and choose the **QR icon** in the right corner.

Once you scan the QR code, select your settlement account, transactions currency and tap **Activate**.

You are all set!

## Code activation

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Alternatively, you can activate your device by manually entering a code in your mobile app.

### Step 1

Once your POS device is turned on and connected to the Internet, tap **“Activate with code”** shown under the QR code.

### Step 2

The device will display an activation code.

### Step 3

Open your myPOS app, select **Devices** and tap on the **‘+’ icon** in the top right corner.

### Step 4

Choose **“Activate myPOS device”** tap on **“POS device”**, select **“Enter code from device”** and enter the activation code as shown on the device’s screen.

### Step 5

Fill out your device information (select currency, settlement account, billing descriptor) and tap **“Activate”**. You’re all set!

## myPOS debit card activation

Activate your FREE myPOS Standard card received together with your device and get instant access to your money.

### Step 1

Open the myPOS mobile app, tap on **“Cards”** and on the **“+”** icon in the right corner of your screen and select **“Activate card”**.

### Step 2

Enter the full card number, choose an account and currency to which you would like to link it. That’s it!

### Important:

Your PIN will be available in your myPOS app – just go to **“Cards”** and tap on the PIN icon.

If you need help with any of these steps, please do not hesitate and contact us at [help@mypos.com](mailto:help@mypos.com)

# Quick user guide

## myPOS Go 2

### How to accept payments

Press any key (except for F1, F2 and Power) to Go 2 to the Payment screen and enter the amount of the transaction. Confirm with the green key. Depending on your client's card, insert the card in the bottom reader, swipe it on the top reader or hold the card or smartphone above the NFC reader to process the payment.

### How to void a transaction

Only the last Payment or Refund transaction can be voided. Press F1. Select Last Transaction Void and confirm with the green key.

### How to make a refund

Press F1 and select Refund. Type in the amount of the refund and press the green key to confirm. Depending on your client's card, insert the card in the bottom reader, swipe it on the top reader or hold the card or smartphone

above the NFC reader to process the payment.

### How to issue a receipt

After a transaction has been approved a new option for Receipt confirmation will appear on the device's screen. Press 1 and enter the customer's email address by pressing the key until the desired letter is selected (tip: to enter the "@" symbol using the keypad, press 1 six consecutive times). An e-receipt will be automatically sent to the entered email address.

To send the e-receipt via SMS, press 2 and enter the mobile phone number of the customer.

Press 3 to cancel the issuance of a receipt.

Please note that myPOS Go 2 is eco-friendly and paper-free. If you wish to give your customers a receipt for their transaction, please use one of the options described above – via e-mail or SMS.

# Quick user guide

## myPOS Ultra, Pro, Carbon

### How to accept payments

Start the pre-installed Payment app by tapping on the app icon on the home screen. Enter the amount of the transaction and tap on Done. Depending on your client's card, insert the card in the reader, swipe it or hold the card or smartphone above the NFC reader to process the payment. Enter a PIN code if required.

### How to void a transaction

Only the last payment or refund transaction can be voided.

In the Payment app, tap on Void Last Transaction in the app's main menu in the upper left corner. Details of the last approved transaction will be shown. Then tap on Confirm to proceed. If the transaction is approved, tap on Receipt to print a customer/merchant receipt. If the transaction is denied, a customer receipt

with the reason for refusal will be automatically printed.

### How to make a refund

In the Payment app, tap on Refund. Enter the amount to be refunded and tap on Done. Insert, swipe or hold the card or smartphone above the NFC reader of the terminal and enter a code if required. If the transaction is approved you can tap on Receipt to go to the Receipt screen. If the payment is Chip & PIN just pull out the card. If the transaction is declined, a customer receipt with the reason for refusal will be automatically printed.

### How to issue a receipt

After a successful transaction in the Payment app, the Receipt screen is displayed. Then choose to print or send a receipt via e-mail or SMS. If you do not want a receipt, tap on NO RECEIPT button at the bottom of the screen to finish the transaction.

## Important

The product, including the myPOS device and myPOS business card, is not covered by Consumer law, including EC Directives on Consumer Protection and Distance Selling Directives. This product is not designated to consumers, meaning any natural person who is acting for purposes, which are outside his trade, business, craft or profession.

This product is characterised as financial services and is designated only for the purpose of accepting payments for services or goods offered by natural or legal persons with a legal business activity, acting as professionals, sole traders, traders, merchants, self-employed or otherwise selling goods or services.

## Warranty

The standard warranty period for the myPOS device is 1 year from the date of purchase. You can extend the warranty of your device from your myPOS account.

The warranty does not cover any cables, accessories, plugs, power supply units or other items, different from the myPOS device and myPOS business card included in the package.

## Return policy

You have the right to return the full myPOS package within 60 days from the date of purchase. Please read the full Return Policy available at [www.mypos.com](http://www.mypos.com).

If the myPOS device is not functioning, please send it for repair in line with the myPOS Return Policy. For detailed information about Repair -

RMA (Return Material Authorisation) process, please contact myPOS Customer Support at [help@mypos.com](mailto:help@mypos.com).

## Stolen Device

If the device is lost or stolen, please disable it from your myPOS account, straight away and inform myPOS Customer Support immediately.

## Disposal

You are not allowed to dispose of the myPOS terminal, including its battery or other components together with general household waste, but only in the specially designated places for disposal of electronic devices.

If you decide to stop using the myPOS terminal, we advise you to contact us with a request to deactivate your device from your myPOS Account.

## Producers

SHENZHEN XINGUODU TECHNOLOGY CO. LTD., China  
(myPOS Go 2, Ultra, Carbon, Sigma)

FEITIAN TECHNOLOGIES CO. LTD., China (myPOS Pro)

## EC Declaration of conformity

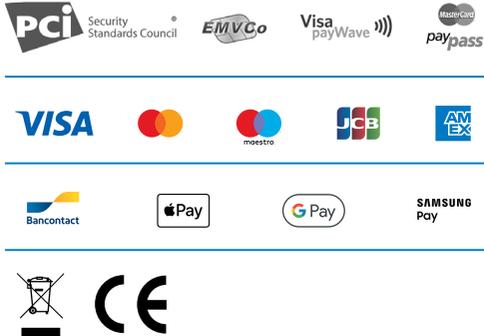
The producer of the device declares that this product is in conformity with the relevant Union harmonisation legislation: Health (Article 3.1(a) of the RE Directive), Safety (Article 3.1(a) of the RE Directive), Electromagnetic compatibility (Article 3.1 (b) of the RE Directive), Radio frequency spectrum usage (Article 3.2 of the RE Directive).

The device is compatible with the essential and other requirements of EC Directives R&TTE 1999/5/CE and related EC Directives and carries the CE mark accordingly.

## Importer

myPOS Services Ltd. Business Park Varna, B6, Varna 9009, Bulgaria

## Certifications & EMV



## Device certificates

### myPOS Go 2

- [UKCA](#)
- [Verification of compliance](#)
- [PSTI test report](#)
- [Declaration of Conformity & Device frequency bands](#)

### myPOS Ultra

- [UKCA](#)
- [Verification of compliance](#)
- [PSTI test report](#)
- [Declaration of Conformity & Device frequency bands](#)
- [EAA compliance](#)

### myPOS Pro

- [Declaration of Conformity & Device frequency bands](#)
- [EAA compliance](#)

### myPOS Carbon

- [UKCA](#)
- [Verification of compliance](#)
- [PSTI test report](#)
- [Declaration of Conformity & Device frequency bands](#)
- [EAA compliance](#)

### myPOS Sigma

- [UKCA](#)
- [Verification of compliance](#)
- [PSTI test report](#)
- [Declaration of Conformity & Device frequency bands](#)
- [EAA compliance](#)

### myPOS Slim

- [UKCA & Device frequency bands](#)
- [EAA compliance](#)
- [Declaration of Conformity](#)

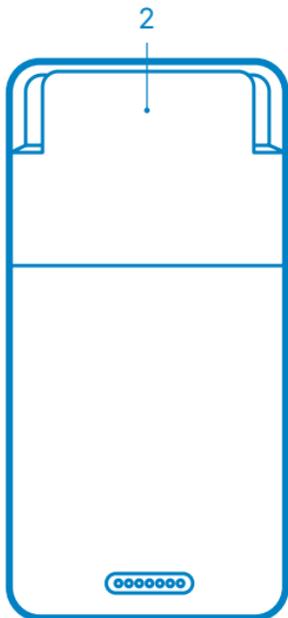
## Pricing and fees

**Opening a myPOS e-money account** is free of charge. There are no monthly or annual service fees, the merchant only pays for the services used. The fees for the myPOS services are displayed in the myPOS Account, at the footer of every page.

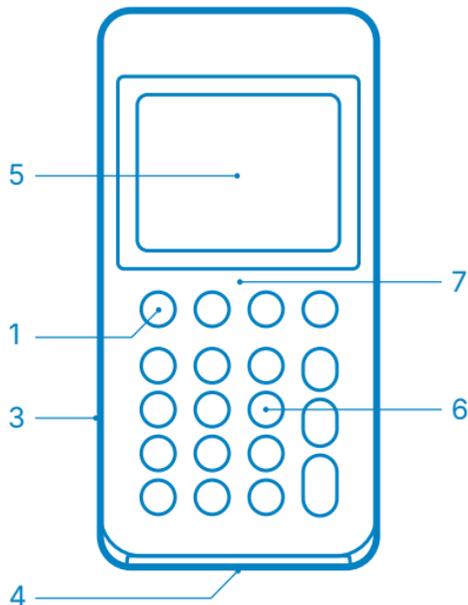
**myPOS standard business card** is issued free of charge, only operations made with the card are charged for. The transactions and withdrawals fees are listed in the myPOS Account. It is important to know that the fees for a myPOS standard business card are determined based on the currency of the card. Therefore, different fees will apply to the different cards linked to the merchant's account.

**The fees for myPOS acquiring services** are listed in the myPOS Account, at the footer of every page. The fees are split into card-present (payments on a POS terminal) and card-not-present (online payments) fees.

All information related to our service pricing can be found on [mypos.com](https://mypos.com) by navigating to the Pricing menu.

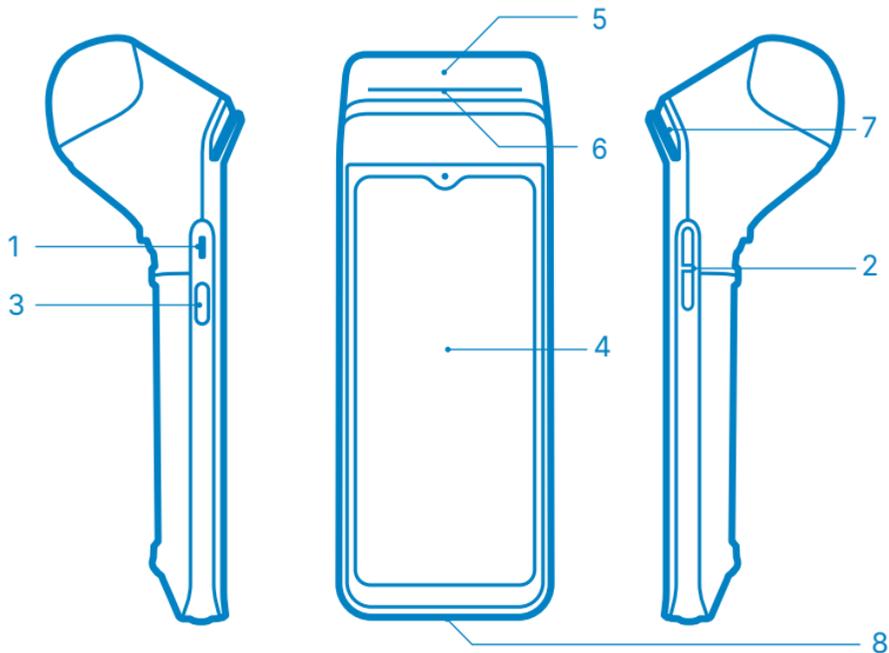


1. Turn ON / OFF button
2. Magnetic strip card reader
3. USB slot for recharge cable
4. Chip-card reader



5. Display
6. Physical keys
7. NFC reader

# Ultra



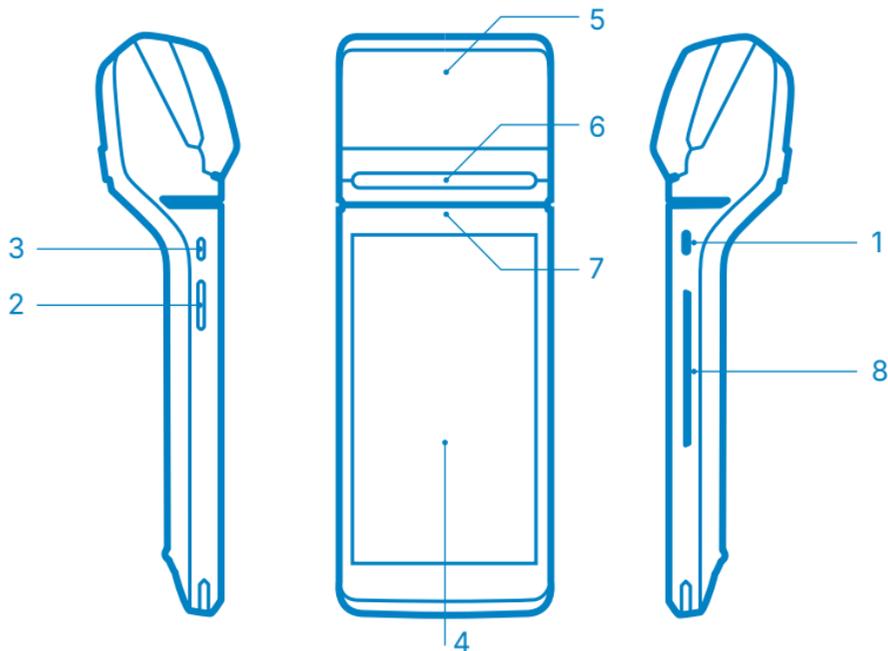
## Devices overview

- 1. USB slot for charge cable
- 2. Volume button
- 3. Turn ON/OFF button

- 4. Touchscreen
- 5. NFC reader
- 6. Receipt printer

- 7. Magnetic strip card reader
- 8. Chip card reader

# Pro

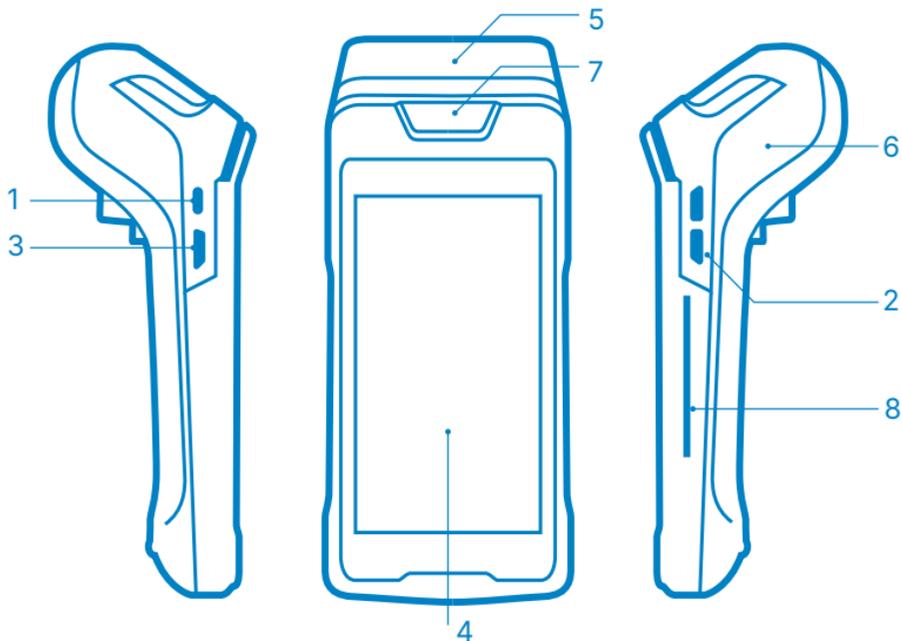


- 1. USB slot for charge cable
- 2. Volume button
- 3. Turn ON/OFF button

- 4. Touchscreen
- 5. NFC reader
- 6. Receipt printer

- 7. Magnetic strip card reader
- 8. Chip card reader

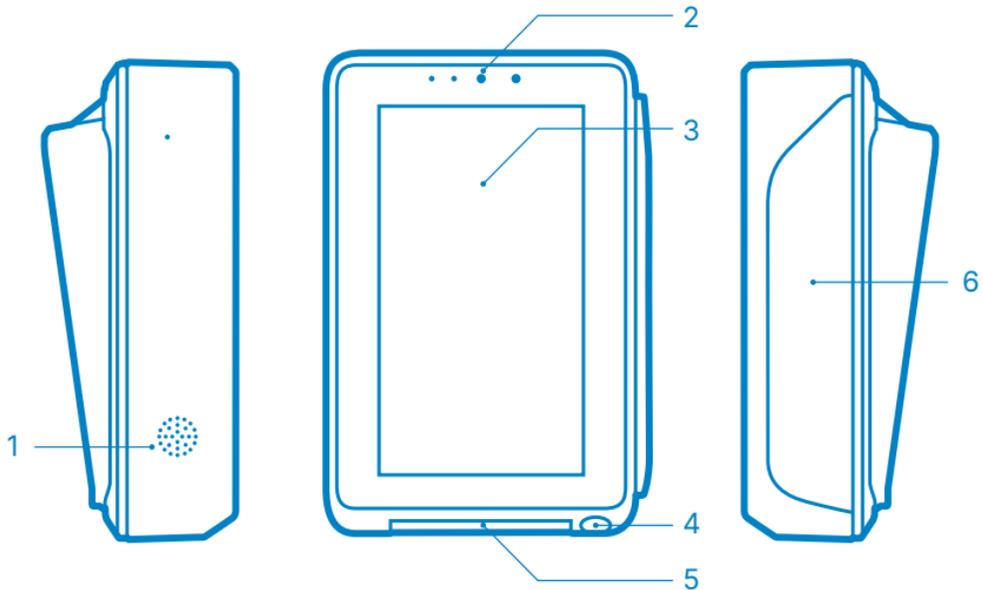
## Devices overview



- 1. USB slot for charge cable
- 2. Volume button
- 3. Turn ON/OFF button

- 4. Touchscreen
- 5. NFC reader
- 6. Receipt printer

- 7. Magnetic strip card reader
- 8. Chip card reader



1. Audio speaker
2. Ambient, proximity sensors and camera
3. NFC reader

4. QR scanner
5. Chip card reader
6. Magnetic strip card reader

# Installation and operation instructions

## General handling/General safety information

- You should always handle your card reader with great care.
- For problem-free long-term operation, never subject your POS terminal to shock, vibrations or drops as they may result in malfunction and costly repairs.
- You should place your card reader on a solid, dry and stable surface for impeccable operation.
- You should take all necessary measures to keep your device away from liquids, spills, magnets, humid environments and moisture. Failure to do so may result in device malfunction and costly repairs.
- Always charge your myPOS payment terminal with the provided AC adapter and cable provided in the device box. Failure to do so may result in explosion or fire.
- Before charging, make sure that the AC adapter and cable are working properly and that they are tightly connected to your payment terminal.
- Always charge your POS terminal in a dry and well-ventilated area away from sources of moisture. Disconnect the AC adapter and cable once the battery is fully charged to ensure long battery life.
- Do not damage the power cable and power adaptor. Never bend or twist the charging cable.
- Never keep the AC adapter and cable in a humid environment as this may lead to corrosion and electric shock when charging your POS terminal.

- Always plug and unplug your cables and chargers by holding onto the end of the cable.
- Please check the power supply socket and whether it complies with terminal set voltage before inserting the AC socket.
- Please do not insert any foreign material into any ports, as this will seriously damage the terminal.
- Switch off the device immediately if it starts to emit smoke, unusual odours or strange noises. If you continue to use the device under these circumstances, there is a risk of fire and electric shock. In such cases, you need to send the device for repair.
- The POS terminal does not contain any user-serviceable parts. In case of a malfunction, switch off your card reader immediately and have the device repaired by qualified personnel only. If you open and service your card machine at home, the warranty is rendered null and void.
- The product is equipped with a Wi-Fi interface for wireless communication. Never use the device in environments where it could cause interference (airplanes, etc.).
- Please put the device, battery and equipment out of reach of children to prevent swallowing of parts by children, causing injury to children or others, or damage to the objects themselves.
- Clean your card reader with a soft, slightly damp cloth by gently wiping it. Never use compressed air, harsh chemicals, cleaning solvents or strong detergents to clean the device as they may damage it.
- It is forbidden to use the terminal in an illegal way.

## Battery care

- Even when you don't use your card reader on a regular basis, we recommend to charge it once per month.
- Avoid putting the battery in sunlight, smoke or a dusty environment.
- Crushing, treading or throwing the battery into fire or liquid is forbidden.
- Replace the battery immediately if it is damaged (exothermic or distorted).
- Charging temperature should be 0-40°C.
- Do not store below -20°C or above 70°C.

## POS security inspections

As a PCI-DSS requirement, recurrent POS security inspections are vital for the safety and well-being of your business. You need to run periodic audits on your POS devices and check whether they've been tampered with to prevent any data loss. If your device is lost or stolen, or you've detected any tampering with it, send an email to myPOS Customer Support at [help@mypos.com](mailto:help@mypos.com) and [ciso@mypos.com](mailto:ciso@mypos.com) in CC.

To find out more about how to keep your device safe and protected, take a look at our detailed FAQs on our website titled "POS device security inspections by merchants".

## Common fault process

If the proposed solutions can't solve the problem or you have other questions, please contact our Customer Support.

Category	Fault	Reason	Solution
<b>Power On/Off</b>	Unable to power the terminal	No battery	Connect AC power
		AC power supply is not plugged in well	Check if the AC power plug is damaged or plugged in correctly
<b>Card read failure</b>	Card read error	Dirt on the magnetic card reader	Place a piece of semi-hard cardboard and drag several times to wipe away the dirt from the head
		Magnetic card is dirty or demagnetised	Remove the dirt off the magnetic card. If the card is defective, it should be replaced by the issuer bank
		Card is swiped the wrong way	Pay attention to the direction of the magnetic reader and swipe the card with even speed
<b>PIN pad/touchscreen display issue</b>	No response	Device's operating system has crashed	Unplug power supply and battery, turn off the terminal and restart

We retain the right to modify the Welcome Guide and improve the sufficiency and integrity of information contained therein of which you will be notified accordingly.

We shall not be held liable for the adverse effect of using the product without strictly following the guidelines in this Welcome Guide.