

myPOS **Smart N5**



Built-in apps
user guide

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Overview

The myPOS Smart N5 Devices come with eight default apps. In addition, thanks to the AppMarket the merchants get the opportunity to browse and download other business apps of their choice. myPOS works with third-party developers which will also deploy their apps on the AppMarket.



Payment App

Accept POS payments in a quick, innovative and secure way, track activity and generate reports.



Private Label GiftCard App

Turn your products and services into gifts. Load, activate and accept payments with Private Label GiftCards.



MO/TO Payment app

Accept card-not-present transactions with ease, track activity and generate reports.



Top-up app

Top up prepaid services offered by more than 700 mobile operators in 141 countries across the globe.



Register App

Turn your myPOS Smart N5 into a full-featured ECR (cash register) with the Register App.



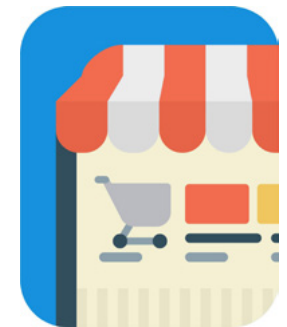
Settings app

Change your device settings with just a few taps.



Payment request app

Request money from around the world by sending a payment request link by SMS or email.



App Market

One-stop shop for business applications, designed exclusively for myPOS Smart N5.

AppMarket App

Your one-stop shop for business applications

The AppMarket app gives you access to a digital platform where you can browse through various business apps, designed exclusively for myPOS Smart N5. You can install apps of your choice and handle everyday business operations using one single device - your myPOS Smart N5 terminal.

Furthermore, if you are a developer building mobile business applications, you can publish apps on the AppMarket and boost app sales and popularity.

The myPOS Smart N5 terminal comes equipped with these 8 apps:

- Payment app
- MO/TO app
- Payment Request app
- Top-up app
- Register app
- Private Label GiftCard app
- Settings app
- AppMarket app

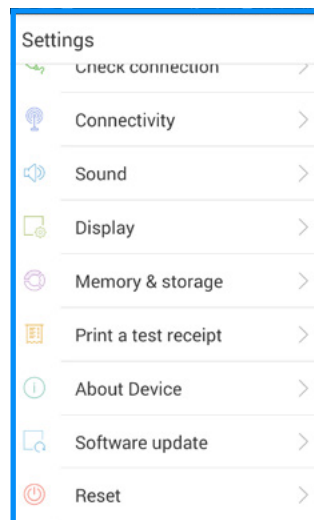
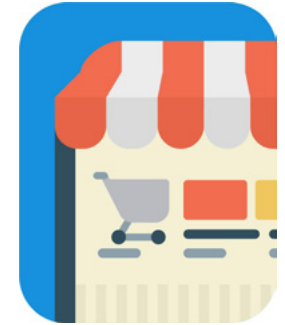
Getting started

The AppMarket app is installed by default on myPOS Smart N5.

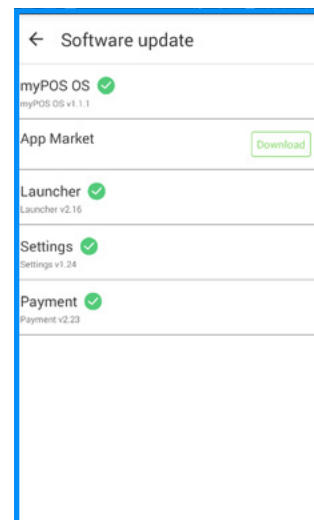
You can start the app by tapping AppMarket app icon on your myPOS Smart N5 device home screen.

NB! If you do not find the AppMarket on the home screen of your device, you can quickly download and install it from the Settings app.

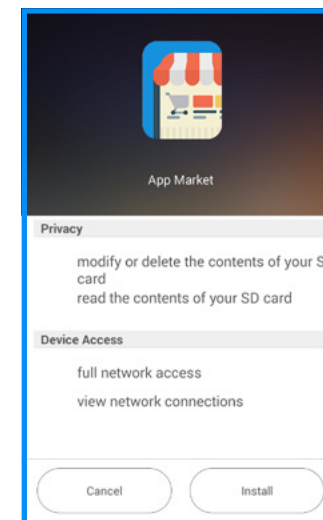
All you have to do is:



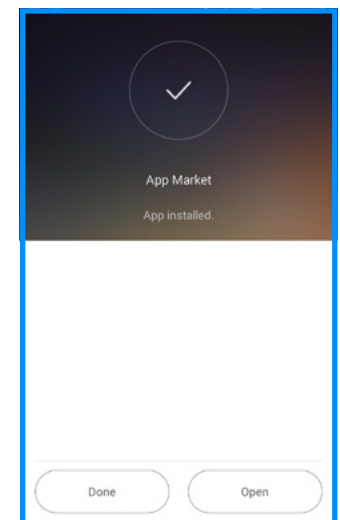
Tap on Software update in Settings app main menu.



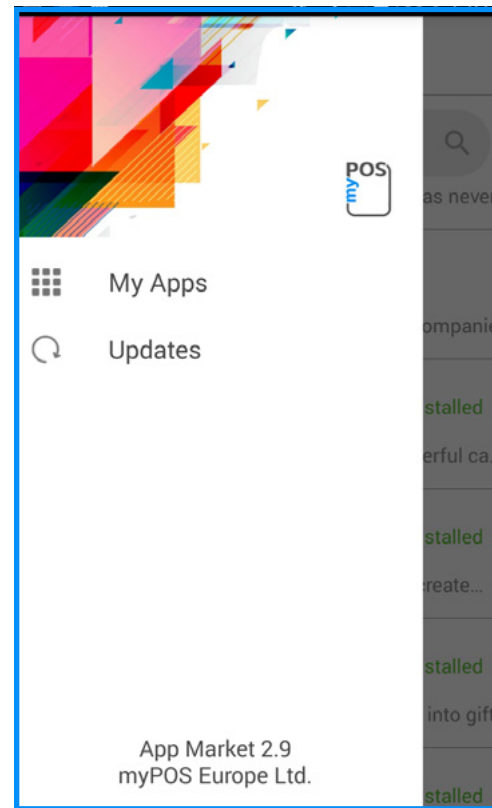
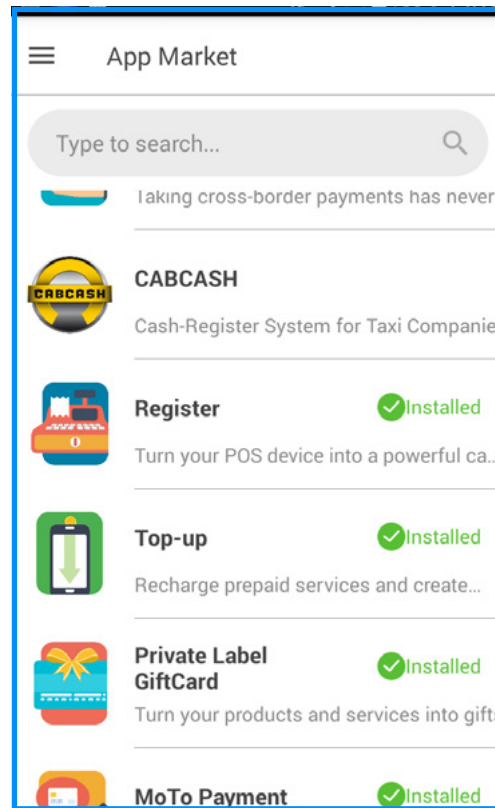
Tap Download to download the application.



Tap INSTALL.



You can start using the app by tapping on Open or launch it from App market app icon on your myPOS Smart N5 device home screen.



Main screen and app menu

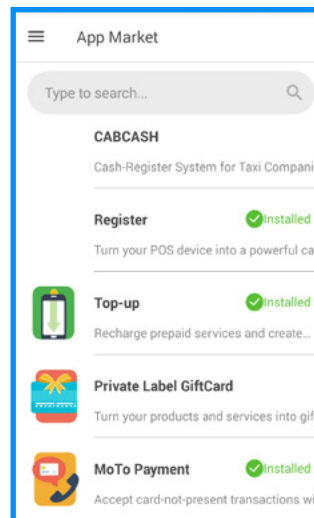
Browse, install and uninstall apps

Browse apps

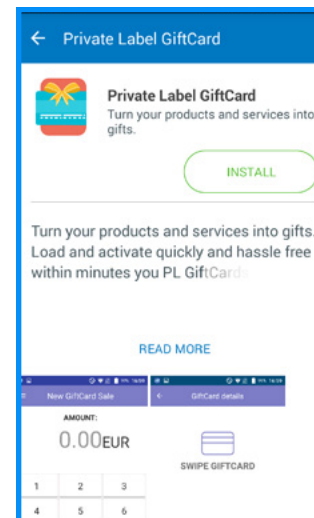
All available applications are listed on the app's main screen. To search for apps, just tap on the search field and enter your search criteria.

If you want see the details of an app, simply tap on it.

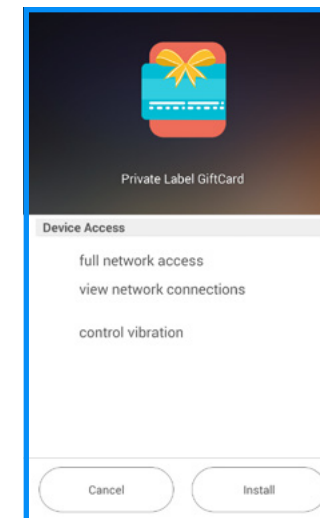
Install App



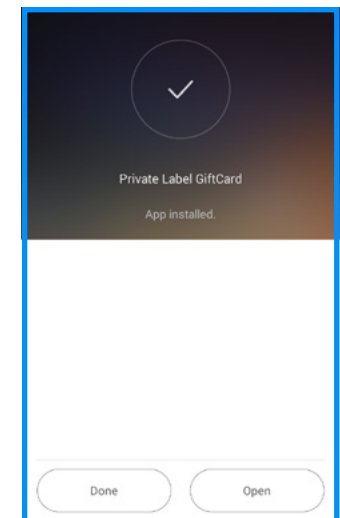
Tap on the app that you want to install from the list of applications.



*Tap **INSTALL** to download the application.*

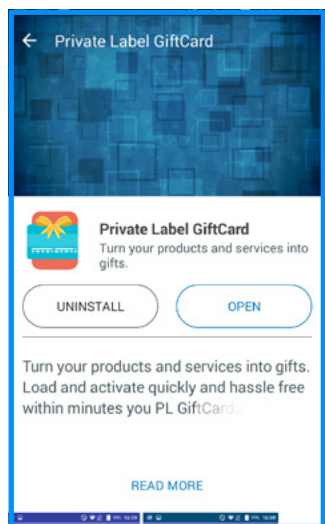


*Grant access rights and tap **INSTALL**.*



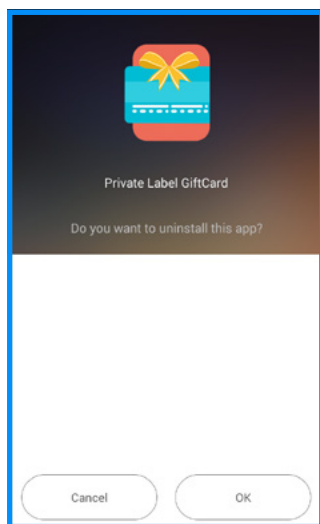
*You can start using the app by tapping **Open** or launch it from its app icon on your Smart device home screen.*

Uninstall App



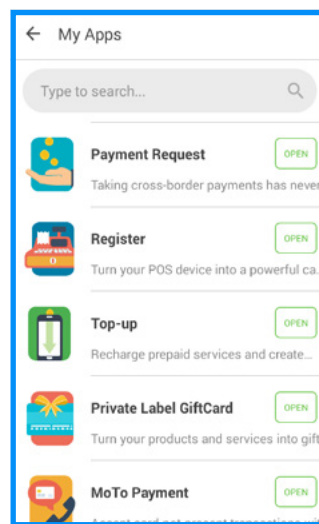
Tap on the app that you want to uninstall from the list of applications.

Tap uninstall.



Confirm uninstalling by tapping OK.

My Apps

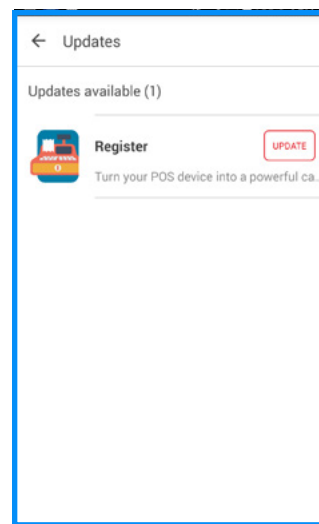


To see a list of all installed applications, tap My Apps on app's menu.

To search for an app, tap on the search field and fill in your search criteria.

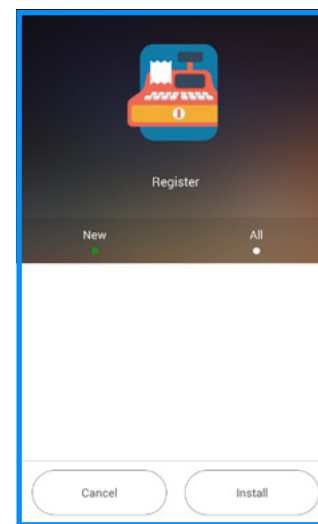
Tap OPEN to open the selected app.

Updates

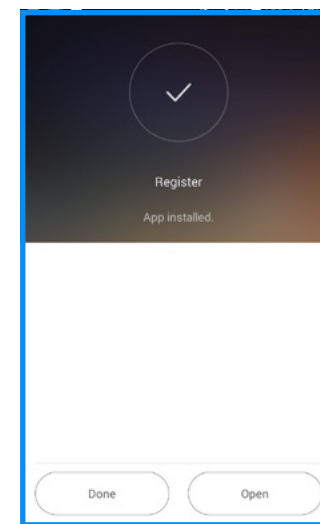


To see all applications awaiting updates, tap Updates on app's menu.

Tap UPDATE to download the application update.



Tap Install to install the update.



Tap OPEN to open the updated application or tap DONE to go back to list of applications awaiting for update.

Payment App

Accept POS payments in a quick, innovative and secure way.

The Payment app enables you to accept all types of cashless payments, including payments with chip, magstripe cards or NFC-enabled cards and devices.

The Payment app includes the following features:

- Payment
- Refund
- Last transaction void – cancels the last successful transaction
- Print last receipt
- Pre-authorization – blocks a predefined amount before the transaction takes place
- Activity – list of all approved and declined transactions
- Reports – total payments report
- Additional features – Tipping mode, Multi-operator mode, Reference number and Receipt configuration

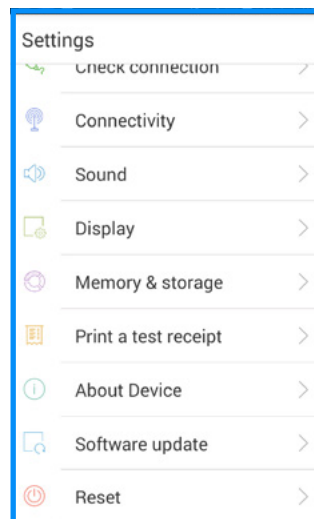
Getting started

The myPOS Smart N5 Devices come with a pre-installed Payment app.

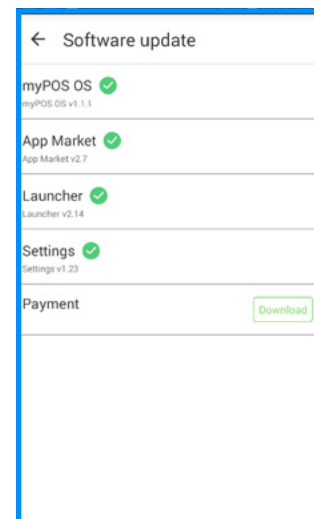
You can start the app by tapping the Payment app icon on your myPOS Smart N5 device home screen.

NB! If you do not find the Payment app on home screen, you can quickly download and install it from the Settings app.

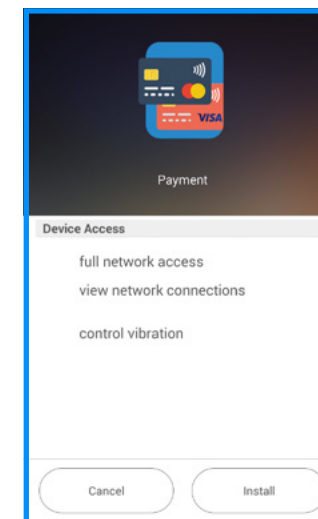
All you need to do is:



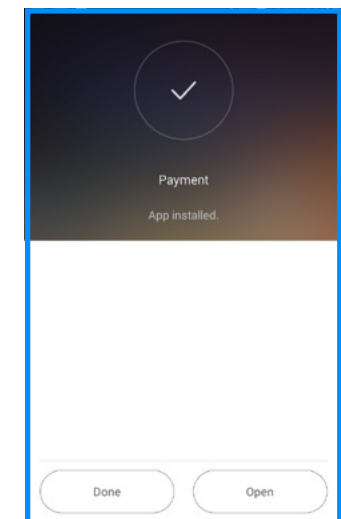
Tap on Software update in the main menu of the Settings app.



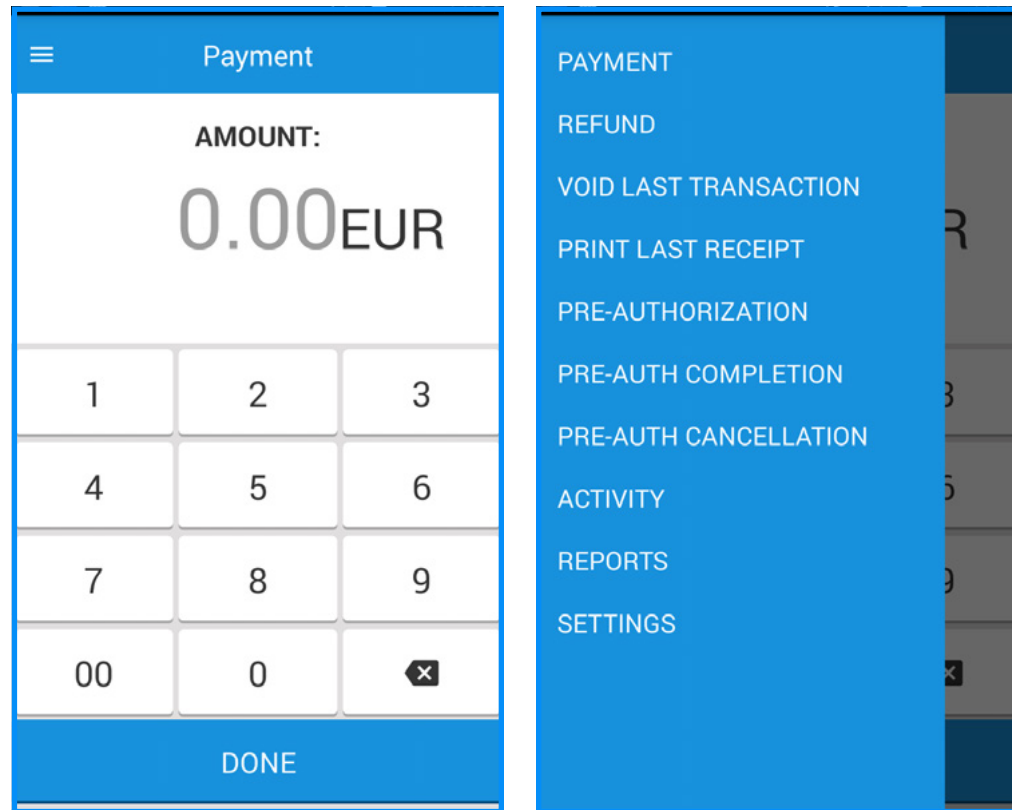
Tap Download to download the application.



Tap INSTALL.



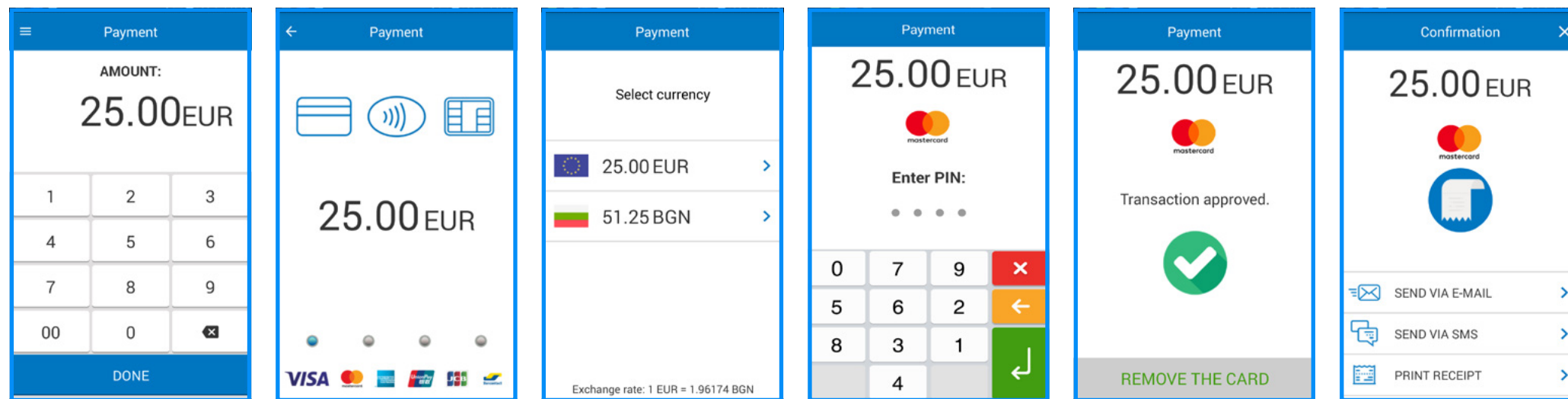
You can start using the app by tapping on Open or launch it from App market app icon on your myPOS Smart N5 device home screen.



Main screen and app menu

Accept a payment

You can process a payment from app's main screen or through the app menu:



Enter amount and tap **DONE**.

Payment screen shall open and you can swipe a magstripe card or Private Label GiftCard, insert a smart (chip) card or tap and pay with contactless cards or a mobile wallet.

If DCC option is available, DCC screen will open and your client can choose a currency to pay in.

Screen to enter PIN shall open if required. To edit PIN, tap . To confirm PIN, tap . To cancel the transaction, tap .

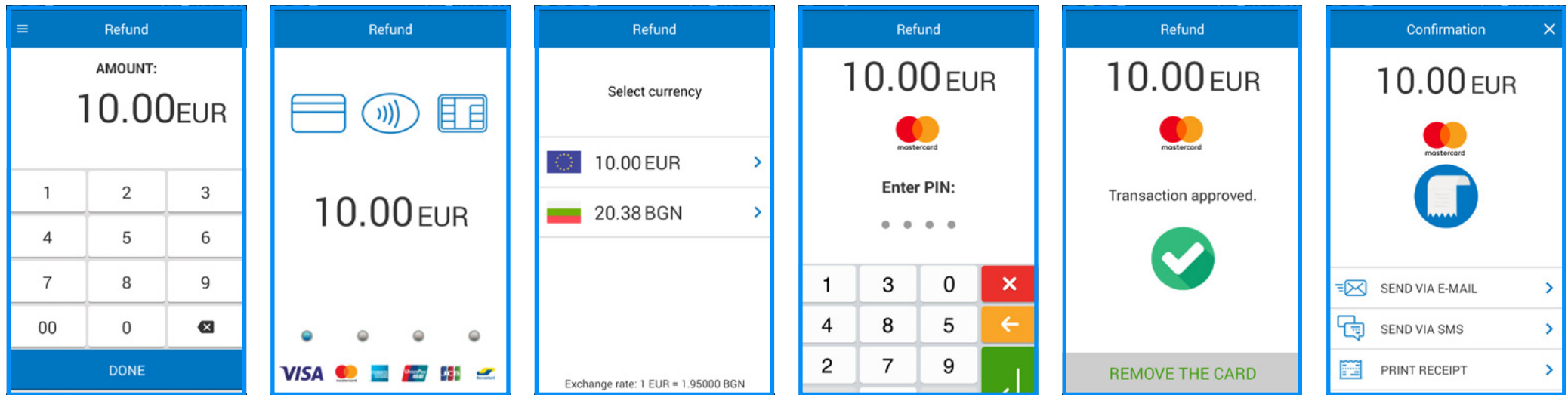
If the transaction is approved, remove the card or tap **RECEIPT** to proceed to Receipt screen.

If the transaction is declined, a customer receipt with the reason for refusal will be printed automatically.

On the Receipt screen you can choose to print or send a receipt via email or by SMS. If you do not want to print or send a receipt, tap **X** in the upper right corner of the screen to finalize the transaction.

Issue a refund

You can initiate a refund transaction through the app menu:



Choose by tapping on Refund.

Enter the amount to refund and tap DONE.

Refund screen shall open and you can swipe a magstripe card or Private Label GiftCard, insert a smart (chip) card or tap and pay with contactless cards or a mobile wallet.

If DCC option is available, DCC screen will open and your client can choose a currency.

Screen to enter PIN shall open if required. To edit PIN, tap . To confirm PIN, tap . To cancel the transaction, tap .

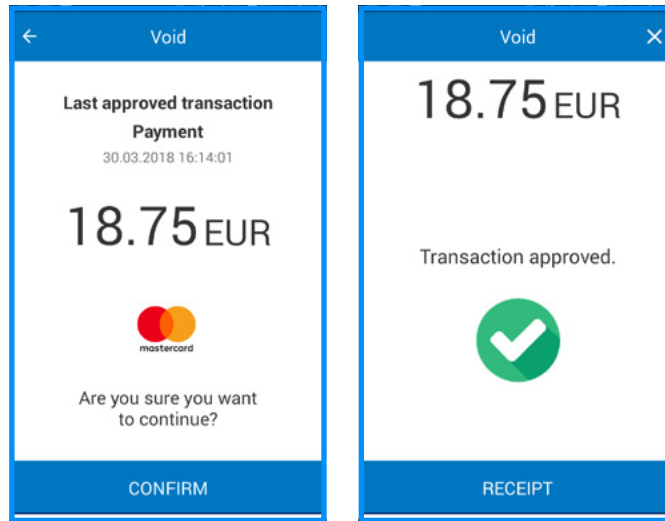
If the transaction is approved, remove the card or tap RECEIPT to proceed to Receipt screen.

If the transaction is declined, a customer receipt with the reason for refusal will be printed automatically.

On the Receipt screen you can choose to print or send a receipt via email or by SMS. If you do not want to print or send a receipt, tap X in the upper right corner of the screen to finalize the transaction.

Void last transaction

To void last approved transaction (payment or refund):



Tap on Void last transaction in app's main menu.

Details of last approved transaction will be shown.

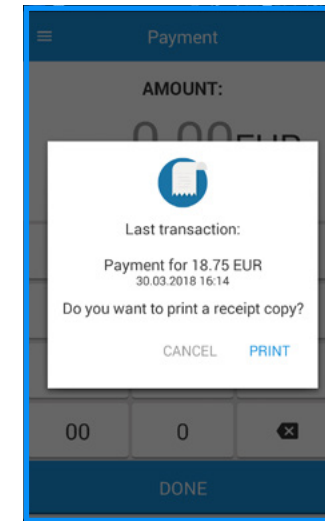
Tap CONFIRM to proceed or tap back to cancel the void.

If the transaction is approved, tap RECEIPT to print a customer/merchant receipt.

If the transaction is declined, a customer receipt with the reason for refusal will be printed automatically.

Print last receipt

To reprint the receipt of your last transaction:



Tap Print last receipt in app's main menu.

Tap PRINT to print both merchant's and customer's copy.

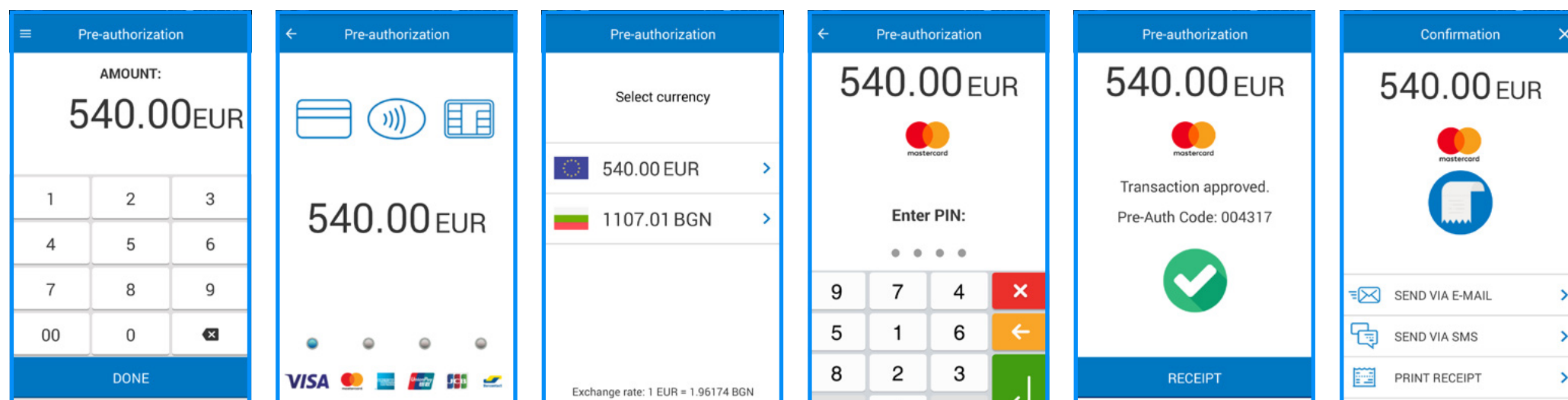
Tap CANCEL to go back.

Pre-authorizations

Pre-Authorization transaction starts the purchase process by confirming that the Pre-authorization amount is available on the card and then putting a hold on that amount.

A follow-on transaction is required to complete or cancel a Pre-Authorization.

To initiate a pre-authorization:



Tap on Pre-authorization in app's main menu.

Enter amount to authorize and tap DONE.

Pre-authorization screen shall open and you can swipe a magstripe card, insert a magstripe (chip) card or tap and pay with contactless cards or a mobile wallet.

If DCC option is available, DCC screen will open and your client can choose a currency.

Screen to enter PIN shall open if required. To edit PIN, tap . To confirm PIN, tap . To cancel the transaction, tap .

If the transaction is approved, remove the card or tap RECEIPT to proceed to Receipt screen.

If the transaction is declined, a customer receipt with the reason for refusal will be printed automatically.

On the Receipt screen you can choose to print or send a receipt via email or by SMS. If you do not want to print or send a receipt, tap X in the upper right corner of the screen to finalize the transaction.

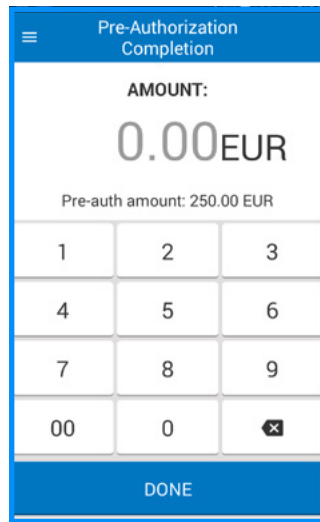
Complete a pre-authorization

To complete a pre-authorization:

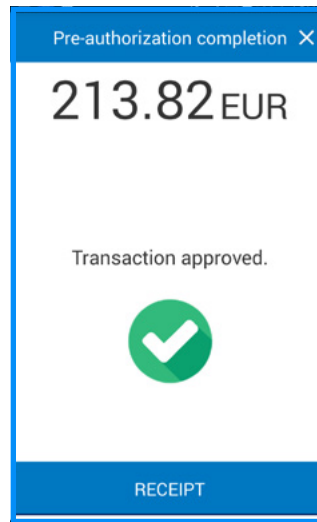
The screen is titled "Pre-Authorization Completion". It features a "PRE-AUTH CODE:" field with a masked input (*****). Below this is a numeric keypad with digits 1-9, 0, and a backspace icon. At the bottom is a blue bar with the "NEXT" button.

Tap on Pre-authorization Completion in app's main menu.

Input the pre-authorization code and tap NEXT.

The screen is titled "Pre-Authorization Completion". It shows the "AMOUNT:" as "0.00EUR" and the "Pre-auth amount: 250.00 EUR". Below this is a numeric keypad with digits 1-9, 0, and a backspace icon. At the bottom is a blue bar with the "DONE" button.

Pre-authorization amount will be displayed. Enter the amount you want to complete and tap DONE.

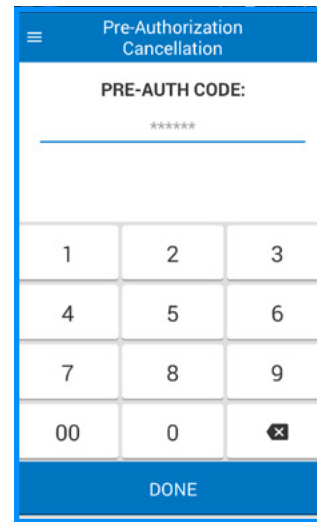
The screen is titled "Pre-authorization completion" with a close icon (X) in the top right. It displays "213.82EUR" and "Transaction approved." with a large green checkmark. At the bottom is a blue bar with the "RECEIPT" button.

If the transaction is approved, tap RECEIPT to print a customer/merchant receipt. If you do not want to print a receipt, tap X in the upper rightcorner of the screen.

If the transaction is declined, a customer receipt with the reason for refusal will be printed automatically.

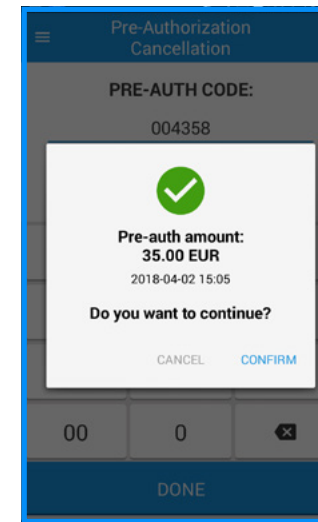
Cancel pre-authorization

To cancel a pre-authorization:

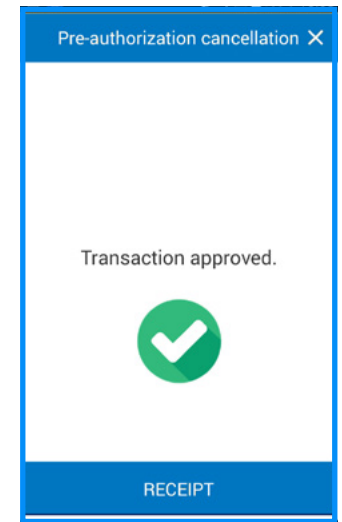
The screen is titled "Pre-Authorization Cancellation". It features a "PRE-AUTH CODE:" field with a masked input (*****). Below this is a numeric keypad with digits 1-9, 0, and a backspace icon. At the bottom is a blue bar with the "DONE" button.

Tap on Pre-authorization Cancellation in app's main menu.

Input the pre-authorization code and tap DONE.

The screen is titled "Pre-Authorization Cancellation". It shows a confirmation dialog with a green checkmark, "Pre-auth amount: 35.00 EUR", and the date/time "2018-04-02 15:05". It asks "Do you want to continue?" with "CANCEL" and "CONFIRM" options. Below the dialog is a numeric keypad with digits 0-9 and a backspace icon. At the bottom is a blue bar with the "DONE" button.

A confirmation screen will be displayed. Tap CONFIRM to proceed or CANCEL to go back.

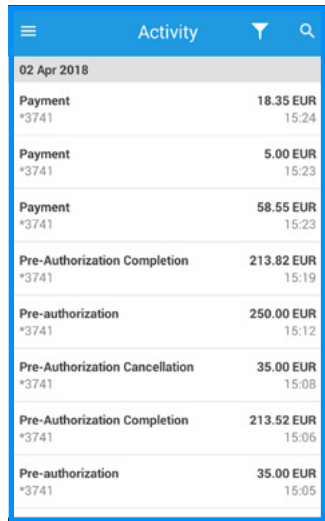
The screen is titled "Pre-authorization cancellation" with a close icon (X) in the top right. It displays "Transaction approved." with a large green checkmark. At the bottom is a blue bar with the "RECEIPT" button.

If the transaction is approved, tap RECEIPT to print a customer/merchant receipt. If you do not want to print a receipt, tap X in the upper rightcorner of the screen.

If the transaction is declined, a customer receipt with the reason for refusal will be printed automatically.

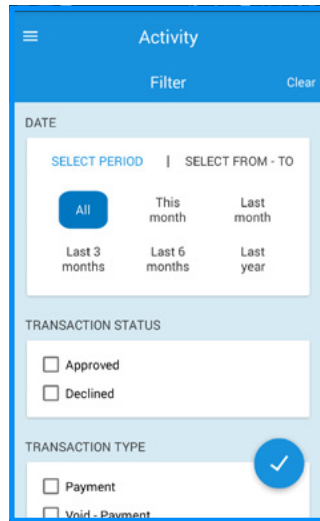
Activity

To see a list of all transactions (approved and declined), tap ACTIVITY in app's menu.

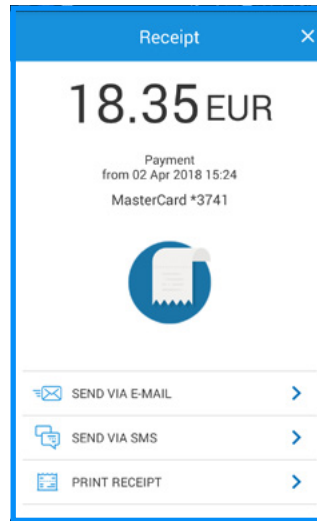


To search for a specific transaction, tap .

Tap  to filter transactions by date, transaction status and transaction type.



Tap  to apply filters (if selected) or to go back.

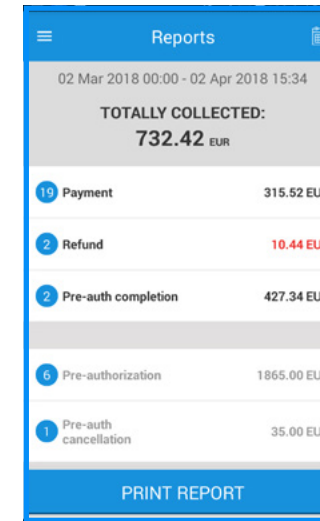


To see the details of a specific transaction, simply tap on it.

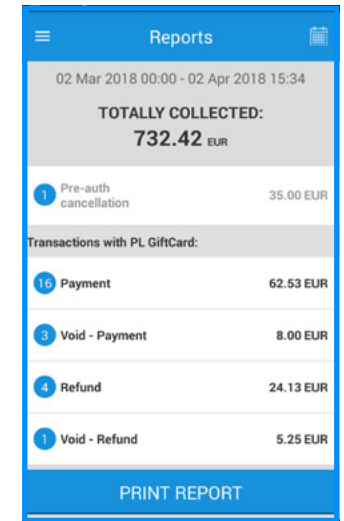
Tap Print receipt to print both customer's and merchant's copy. On this screen you can also send a receipt by email or SMS. If you do not want to print or send a receipt, tap X in the upper right corner of the screen to go back.

Reports

To see a summary report of your transactions, tap REPORTS in app's menu.



By default the report is for the current day. Swipe down to see all transactions. If you want to choose different period, tap .



To print the displayed report, tap PRINT REPORT.

Settings

From the SETTINGS menu in Payment app you can change the following settings:

The screenshot shows the 'Settings' screen with a blue header. It contains five settings items, each with a toggle switch and a description:

- Enable Tipping**: Toggle is off. Description: 'Enable clients to add tips to their payments. The amounts will be recorded in your sales history.'
- Multioperator mode**: Toggle is off. Description: 'If enabled, each employee is assigned with a personal code that should be typed prior to each transaction.'
- Reference number**: Set to 'Off'. Description: 'If enabled, allows you to add an identifier (Reference Number, Invoice number, Reservation number or Product ID) to each processed Payment or Pre-authorization.'
- Customer Receipt**: Set to 'Automatically'. Description: 'Choose how to print the receipt after each payment. You can also disable this option and not to print the client copy at all.'
- Merchant receipt**: Set to 'Automatically'. Description: 'Choose how to print your copy after each payment. You can also disable this option.'

Receipt printing after each transaction

Tap Customer receipt copy to change the settings. You can choose from the following options:

- Automatically, After confirmation, Disabled.

Tap Merchant receipt copy to change the settings. You can choose from the following options:

- Automatically, Disabled

The screenshot shows the 'Payment' screen with a blue header. It displays 'TIP:' followed by '0.00EUR'. Below this is a numeric keypad with digits 1-9, 00, 0, and a delete button (X). At the bottom is a blue 'DONE' button.

Tipping mode

Allow/disallow clients to add tips to their payments. These amounts will be recorded in your sales history. A screen for tip amount will be displayed during each payment transaction. Note that the tipping is not allowed for payments with Private Label GiftCards.

The screenshot shows the 'Settings' screen with a blue header. A modal dialog titled 'Reference number' is open, showing four options with radio buttons: 'Off' (selected), 'Reference number', 'Invoice number', and 'Reservation number'. The background settings are dimmed.

Reference number

If enabled, it allows you to add an identifier to each processed payment or pre-authorization. This field will be optional. Tap Reference number to choose from the reference number identifiers or to disable the option.

The screenshot shows the 'Reference number' screen with a blue header. It says 'ENTER INVOICE NUMBER:' followed by a text field containing 'A123S4567'. At the bottom is a blue 'NEXT' button.

A screen for entering reference number will be displayed during each payment transaction, but it will be optional.

The screenshot shows the 'Operator code' screen with a blue header. It says 'ENTER CODE:' followed by a text field containing '****'. Below this is a numeric keypad with digits 1-9, 00, 0, and a delete button (X). At the bottom is a blue 'NEXT' button.

Multi-operator mode

If enabled, each employee should enter a personal code prior to each payment transaction. This field will be obligatory.

MO/TO Payment app

Accept card-not-present* transactions with ease.

The MO/TO payment app enables you to accept card payments, even if the customer/ the card is not present.

The process is very easy and straightforward - all you need to do is enter the payment amount, the customer's card details and confirm the transaction.

The MO/TO Payment app includes the following features:

- Payment
- Refund
- Last transaction void – cancels the last successful transaction
- Print last receipt
- Pre-authorization – blocks a predefined amount before the transaction takes place
- Activity – list of all approved and declined transactions
- Reports – Total payments report
- Additional features – Tipping mode, Multi-operator mode, Reference number and Receipt configuration

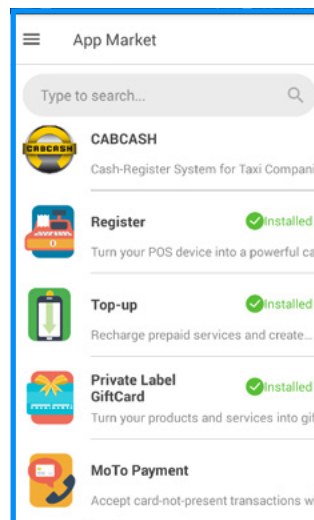
*MO/TO stands for Mail Order/Telephone Order

Getting started

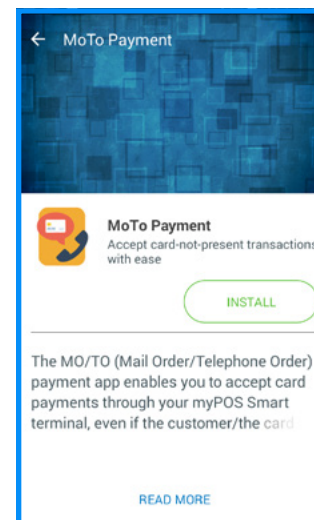
The MO/TO payment app is installed by default on your Smart device. You can start the app by tapping on its icon on your myPOS Smart N5 device home screen.

NB! If you do not find the MO/TO payment app on your home screen, you can quickly download and install it from the Settings app.

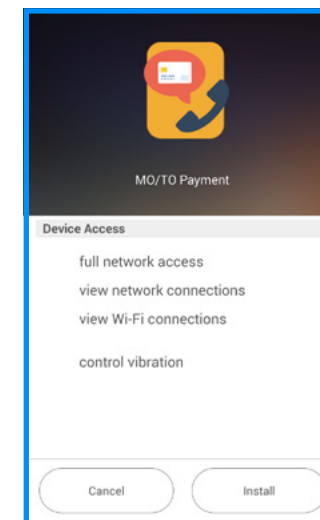
All you need to do is:



Search for the MO/TO payment app in the AppMarket.

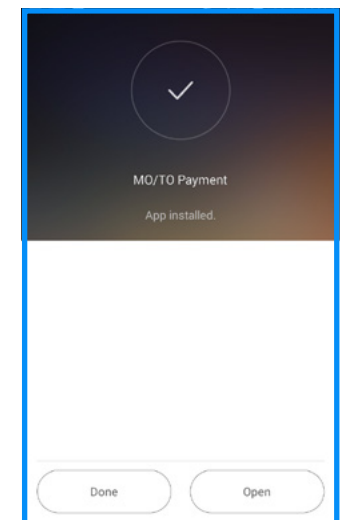


Tap **INSTALL** to download the application.

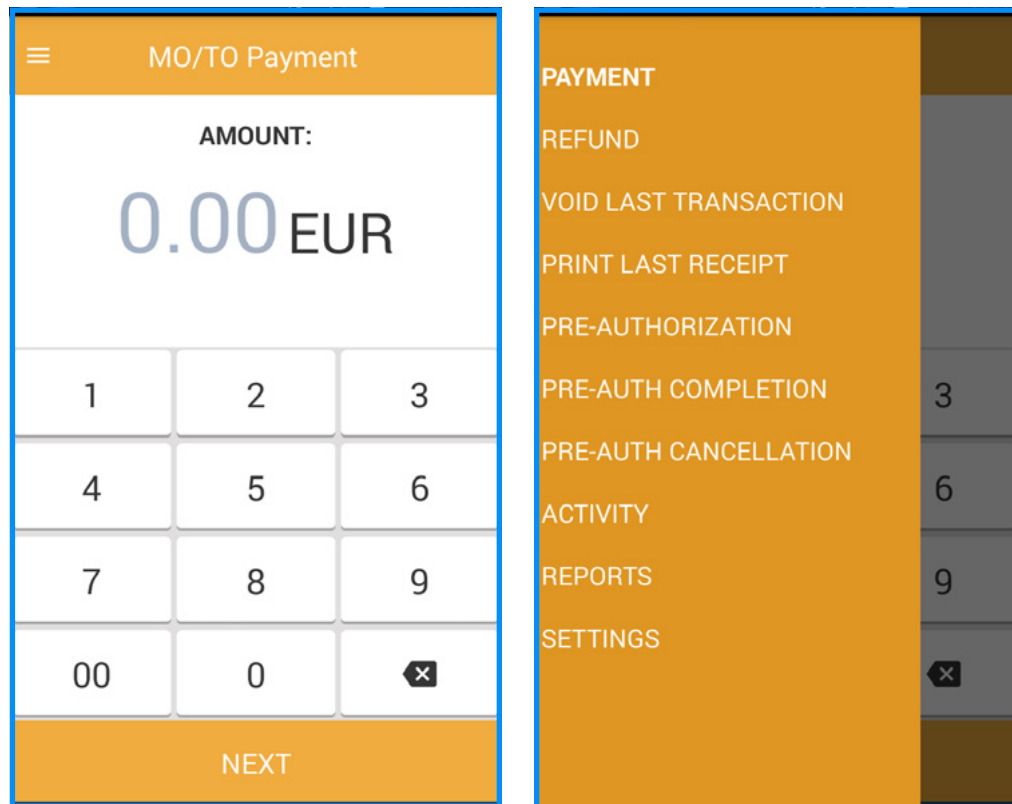


Grant access rights.

Tap **INSTALL**.



You can start using the app by tapping on **Open** or launch it from App market app icon on your myPOS Smart N5 device home screen.



Main screen and app menu

Accept MO/TO payment

You can process a MO/TO payment from app's main screen or through the app menu:

MO/TO Payment

AMOUNT:

50.00 EUR

1	2	3
4	5	6
7	8	9
00	0	✕

NEXT

Enter amount and tap NEXT.

MO/TO Payment

CARD NUMBER:

1234 1234 1234 1234

1	2	3
4	5	6
7	8	9
00	0	✕

NEXT

Enter the card number and tap NEXT.

MO/TO Payment

EXPIRY DATE (MM/YY):

MM/YY

1	2	3
4	5	6
7	8	9
00	0	✕

NEXT

Fill in card's expiry date (MM/YY) and tap NEXT.

Payment

50.00 EUR

Processing...

Please wait

● ● ●

Payment

50.00 EUR

Transaction approved.

✓

RECEIPT

If the transaction is approved, tap RECEIPT to proceed to Receipt screen.

If the transaction is declined, a customer receipt with the reason for refusal will be printed automatically.

Confirmation

50.00 EUR

mastercard

SEND VIA E-MAIL >

SEND VIA SMS >

PRINT RECEIPT >

On Receipt screen you can choose to print or send a receipt via email or by SMS. If you do not want to print or send a receipt, tap X in the upper right corner of the screen.

Issue a MO/TO refund

You can perform a refund transaction through the app menu:

The screenshots illustrate the MO/TO Refund process in the app. The first three screens are titled 'MO/TO Refund' and the last three are titled 'Refund' or 'Confirmation'. The amount 25.00 EUR is entered in the first screen, the card number 1234 1234 1234 1234 is entered in the second, and the expiry date MM/YY is entered in the third. The fourth screen shows 'Processing...' with a 'Please wait' message. The fifth screen shows 'Transaction approved.' with a green checkmark and a 'RECEIPT' button. The sixth screen shows the 'Confirmation' screen with the Mastercard logo and options to 'SEND VIA E-MAIL', 'SEND VIA SMS', and 'PRINT RECEIPT'.

Tap on Refund.

Enter amount to refund and tap DONE.

Enter the card number and tap NEXT.

Fill in card's expiry date (MM/YY) and tap NEXT.

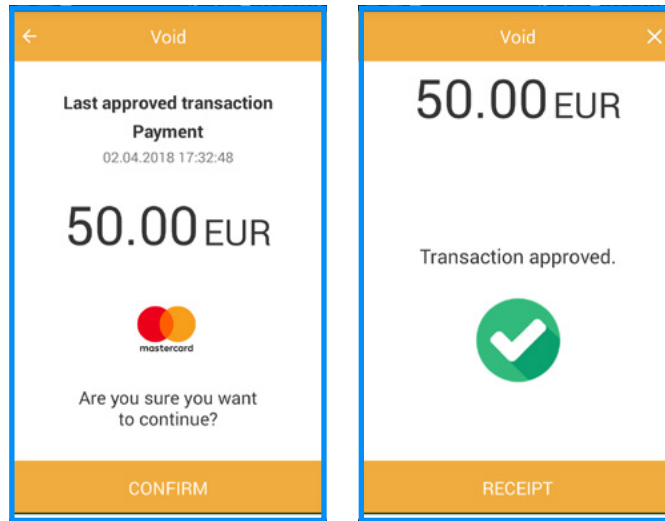
If the transaction is approved, tap RECEIPT to proceed to Receipt screen.

If the transaction is declined, a customer receipt with the reason for refusal will be printed automatically.

On Receipt screen you can choose to print or send a receipt via email or by SMS. If you do not want to print or send a receipt, tap X in the upper right corner of the screen.

Void last transaction

To void last approved transaction (MO/TO payment or MO/TO refund):



Tap on Void last transaction in app's main menu.

Details of last approved transaction will be shown.

Tap CONFIRM to proceed or tap back to cancel the void.

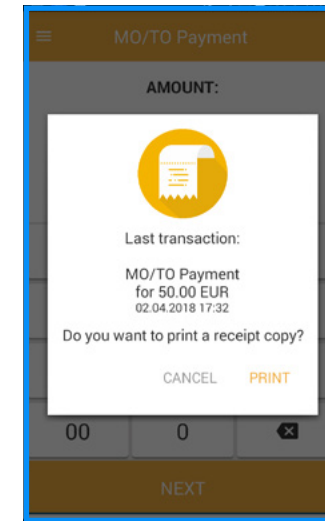
If the transaction is approved, tap RECEIPT to print a customer/merchant receipt.

If the transaction is declined, a customer receipt with the reason for refusal will be printed automatically.

If you do not want to print a receipt, tap X in the upper right corner of the screen to finalize the transaction.

Print last receipt

To reprint the receipt of your last transaction:



Tap Print last receipt in app's main menu.

Tap PRINT to print both merchant's and customer's copy.

Tap CANCEL to go back.

MO/TO Pre-authorizations

Pre-Authorization transaction starts the purchase process by confirming that the Pre-authorization amount is available on the card and then putting a hold on that amount. This is useful if the final amount of the transaction is not known. A follow-on transaction is required to complete or cancel a Pre-Authorization.

To make a new pre-authorization:

The screenshots show the following steps in the MO/TO Pre-authorization app:

- Amount screen:** Title "MO/TO Preauthorization". Field "AMOUNT:" with "0.00 EUR". A numeric keypad (0-9, 00, 0, and a delete icon) is at the bottom. A "NEXT" button is at the very bottom.
- Card Number screen:** Title "MO/TO Pre-authorization". Field "CARD NUMBER:" with "1234 1234 1234". A numeric keypad is at the bottom. A "NEXT" button is at the very bottom.
- Expiry Date screen:** Title "MO/TO Pre-authorization". Field "EXPIRY DATE (MM/YY):" with "MM/YY". A numeric keypad is at the bottom. A "NEXT" button is at the very bottom.
- Pre-authorization screen:** Title "Pre-authorization". Amount "250.00 EUR". Text "Transaction approved." and "Pre-Auth Code: 004374". A green checkmark icon. A "RECEIPT" button at the bottom.
- Confirmation screen:** Title "Confirmation". Amount "250.00 EUR". Mastercard logo. A receipt icon. Three options: "SEND VIA E-MAIL", "SEND VIA SMS", and "PRINT RECEIPT", each with a right arrow. A close "X" button in the top right corner.

Tap on Pre-authorization in app's main menu.

Enter amount to authorize and tap NEXT.

Enter card number and tap NEXT.

Fill in card expiry date (MM/YY) and tap NEXT.

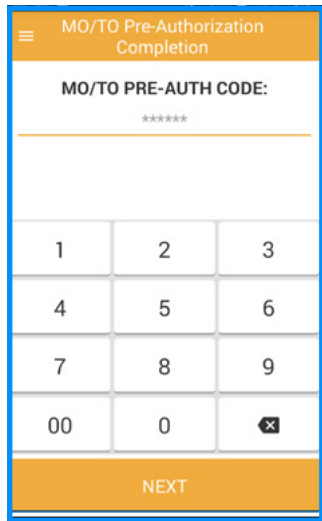
If the transaction is approved, remove the card or tap RECEIPT to proceed to Receipt screen.

If the transaction is declined, a customer receipt with the reason for refusal will be printed automatically.

On the Receipt screen you can choose to print or send a receipt via email or by SMS. If you do not want to print or send a receipt, tap X in the upper right corner of the screen to finalize the transaction.

Complete a pre-authorization

To complete a pre-authorization:



MO/TO Pre-Authorization Completion

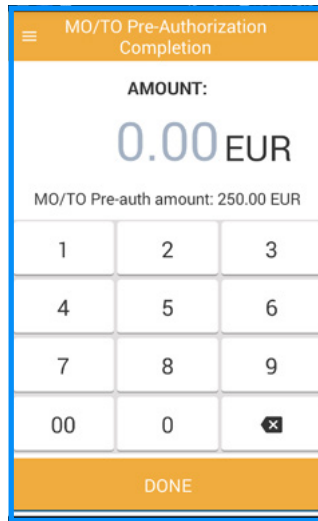
MO/TO PRE-AUTH CODE:

1	2	3
4	5	6
7	8	9
00	0	✕

NEXT

Tap on Pre-authorization Completion in app's main menu.

Input the pre-authorization code and tap NEXT.



MO/TO Pre-Authorization Completion

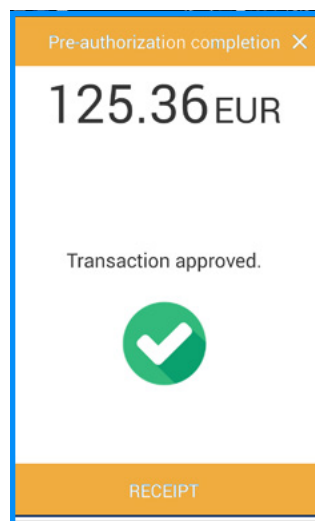
AMOUNT:
0.00 EUR

MO/TO Pre-auth amount: 250.00 EUR

1	2	3
4	5	6
7	8	9
00	0	✕

DONE

Pre-authorization amount will be displayed. Enter the amount you want to complete and tap DONE.



Pre-authorization completion ✕

125.36 EUR

Transaction approved.



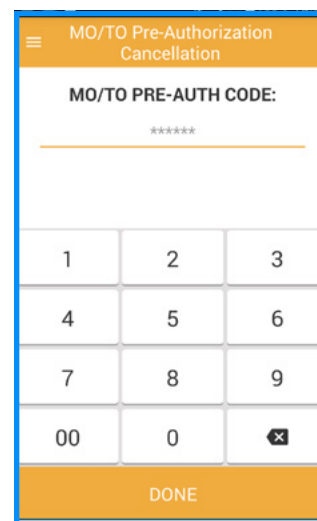
RECEIPT

If the transaction is approved, tap RECEIPT to print a customer/merchant receipt. If you do not want to print a receipt, tap X in the upper rightcorner of the screen.

If the transaction is declined, a customer receipt with the reason for refusal will be printed automatically.

Cancel pre-authorization

To cancel a pre-authorization:



MO/TO Pre-Authorization Cancellation

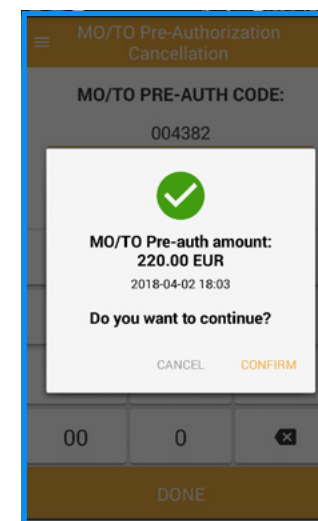
MO/TO PRE-AUTH CODE:

1	2	3
4	5	6
7	8	9
00	0	✕

DONE

Tap on Pre-authorization Cancellation in app's main menu.

Input the pre-authorization code and tap DONE.



MO/TO Pre-Authorization Cancellation

MO/TO PRE-AUTH CODE:
004382



MO/TO Pre-auth amount:
220.00 EUR

2018-04-02 18:03

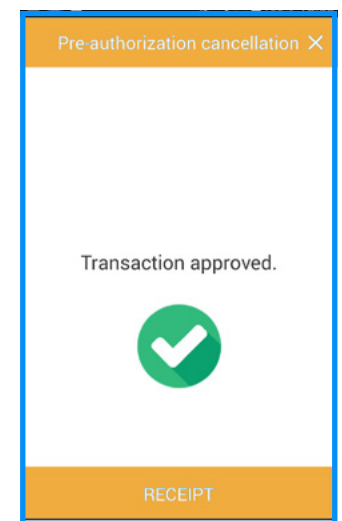
Do you want to continue?

CANCEL CONFIRM

00	0	✕
----	---	---

DONE

A confirmation screen will be displayed. Tap CONFIRM to proceed or CANCEL to go back.



Pre-authorization cancellation ✕

Transaction approved.



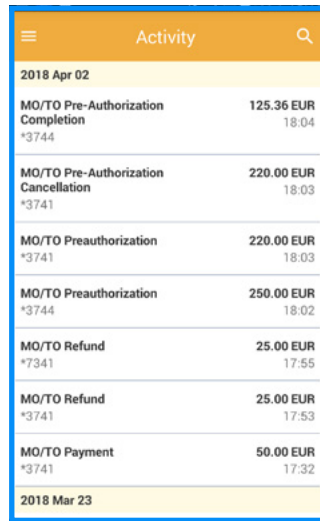
RECEIPT

If the transaction is approved, tap RECEIPT to print a customer/merchant receipt. If you do not want to print a receipt, tap X in the upper rightcorner of the screen.

If the transaction is declined, a customer receipt with the reason for refusal will be printed automatically.

Activity

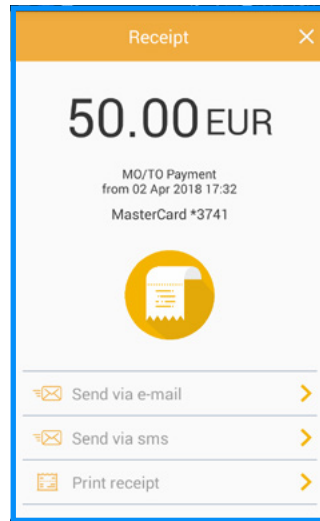
To see a list of all transactions (approved and declined, tap ACTIVITY in app's menu.



2018 Apr 02	
MO/TO Pre-Authorization Completion *3744	125.36 EUR 18:04
MO/TO Pre-Authorization Cancellation *3741	220.00 EUR 18:03
MO/TO Preauthorization *3741	220.00 EUR 18:03
MO/TO Preauthorization *3744	250.00 EUR 18:02
MO/TO Refund *7341	25.00 EUR 17:55
MO/TO Refund *3741	25.00 EUR 17:53
MO/TO Payment *3741	50.00 EUR 17:32
2018 Mar 23	

Tap  to search.

Tap  to filter transactions by date, transaction status and transaction type. Tap  to apply filters (if selected) or to go back.

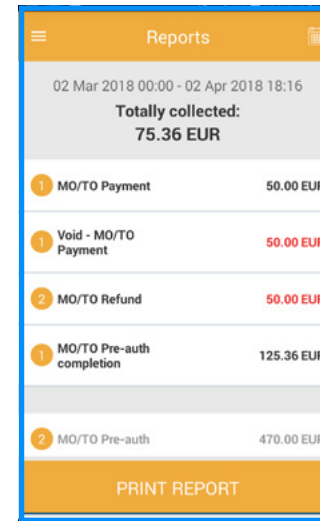


To see the details of a specific transaction, simply tap on it.

Tap Print receipt to print both customer's and merchant's copy. On this screen you can also send a receipt via email or by SMS. If you do not want to print or send a receipt, tap X in the upper right corner of the screen to go back.

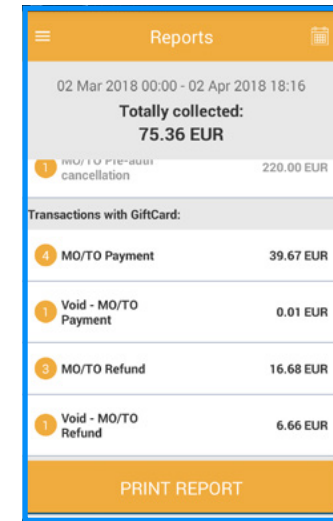
Reports

To see a summary report of your transactions, tap REPORTS in app's menu.



02 Mar 2018 00:00 - 02 Apr 2018 18:16	
Totally collected: 75.36 EUR	
1 MO/TO Payment	50.00 EUR
1 Void - MO/TO Payment	50.00 EUR
2 MO/TO Refund	50.00 EUR
1 MO/TO Pre-auth completion	125.36 EUR
2 MO/TO Pre-auth	470.00 EUR
PRINT REPORT	

To see a summary report of your transactions, tap REPORTS in app's menu. By default the report is for the current day. Swipe down to see all transactions. To choose a different period, tap .



02 Mar 2018 00:00 - 02 Apr 2018 18:16	
Totally collected: 75.36 EUR	
1 MO/TO Pre-auth cancellation	220.00 EUR
Transactions with GiftCard:	
4 MO/TO Payment	39.67 EUR
1 Void - MO/TO Payment	0.01 EUR
3 MO/TO Refund	16.68 EUR
1 Void - MO/TO Refund	6.66 EUR
PRINT REPORT	

To print the displayed report, tap PRINT REPORT.

Settings

From the SETTINGS menu in Payment app you can change the following settings:

Settings

Enable Tipping ☐

Enable clients to add tips to their payments. The amounts will be recorded in your sales history.

Multioperator mode ☐

If enabled, each employee is assigned with a personal code that should be typed prior to each transaction.

Reference number Off

If enabled, allows you to add an identifier (Reference Number, Invoice number, Reservation number or Product ID) to each processed Payment or Pre-authorization.

Customer receipt Automatically

Choose how to print the receipt after each payment. You can also disable this option and not to print the client copy at all.

Merchant receipt Automatically

Choose how to print your copy after each payment. You can also disable this option.

Receipt printing after each transaction

Tap Customer receipt copy to change the settings. You can choose from the following options:

- Automatically, After confirmation, Disabled

Tap Merchant receipt copy to change the settings. You can choose from the following options:

- Automatically, Disabled

MO/TO Payment

TIP:

0.00 EUR

1	2	3
4	5	6
7	8	9
00	0	✕

NEXT

Tipping mode

Allow/disallow clients to add tips to their payments. These amounts will be recorded in your sales history. A screen for tip amount will be displayed during each payment transaction. Note that the tipping is not allowed for payments with Private Label GiftCards.

Settings

Enable Tipping ☒

Enable clients to add tips to their payments. The amounts will be recorded in your sales history.

Reference number

☐ Off

☐ Reference number

☐ Invoice number

☐ Reservation number

☒ Product ID

Choose how to print the receipt after each payment. You can also disable this option and not to print the client copy at all.

Merchant receipt Automatically

Choose how to print your copy after each payment. You can also disable this option.

Reference number

If enabled, the Reference number allows you to add an identifier to each processed payment or pre-authorization. This field will be optional. Tap Reference number to choose from reference number identifiers or to disable the option.

Reference number

ENTER PRODUCT ID:

NEXT

A screen for entering reference number will be displayed during each payment transaction, but it will be optional.

Operator code

ENTER CODE:

1	2	3
4	5	6
7	8	9
00	0	✕

NEXT

Multi-operator mode

If enabled, each employee should enter a personal code prior to each payment transaction. This field will be obligatory.

Private Label GiftCard app

Turn your products and services into gifts.

With the Private Label GiftCard app, you can load and sell GiftCards in a quick, innovative and secure way.

The Private Label GiftCard app is installed by default on your myPOS Smart N5 device and includes the following features:

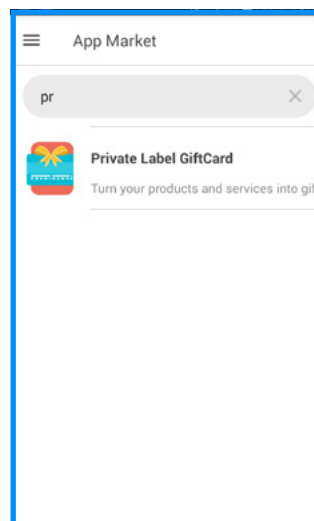
- New GiftCard sale - load amount in seconds
- Void of GiftCard sale - void a sale if the card is not yet activated
- Payment with GiftCard
- Void last transaction
- Check GiftCard balance
- My GiftCards
- Activity
- Reports
- Settings

Getting started

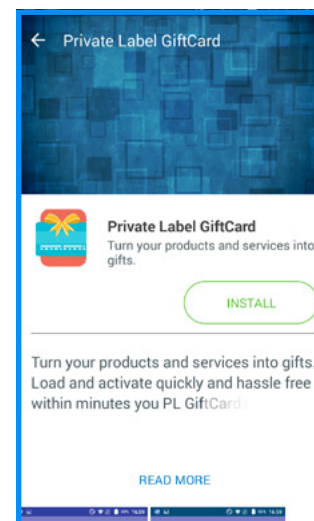
The Private Label Gift Card app is pre-installed on your myPOS Smart N5 Device. You can start the app by tapping on the icon on your myPOS Smart N5 device home screen.

NB! If you do not find the Private Label Gift Card app on your home screen, you can quickly download and install it from the App market.

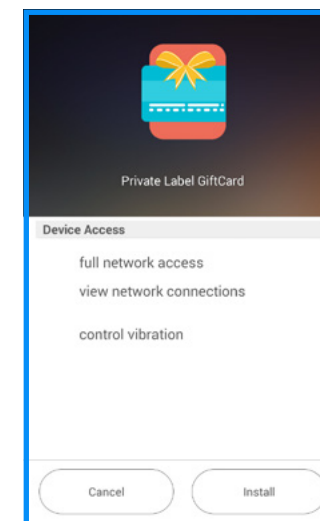
All you need to do is:



Search for the Private Label Gift Card app in the AppMarket.

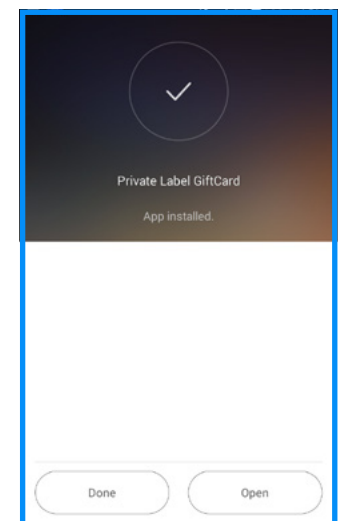


Tap INSTALL to download the application.

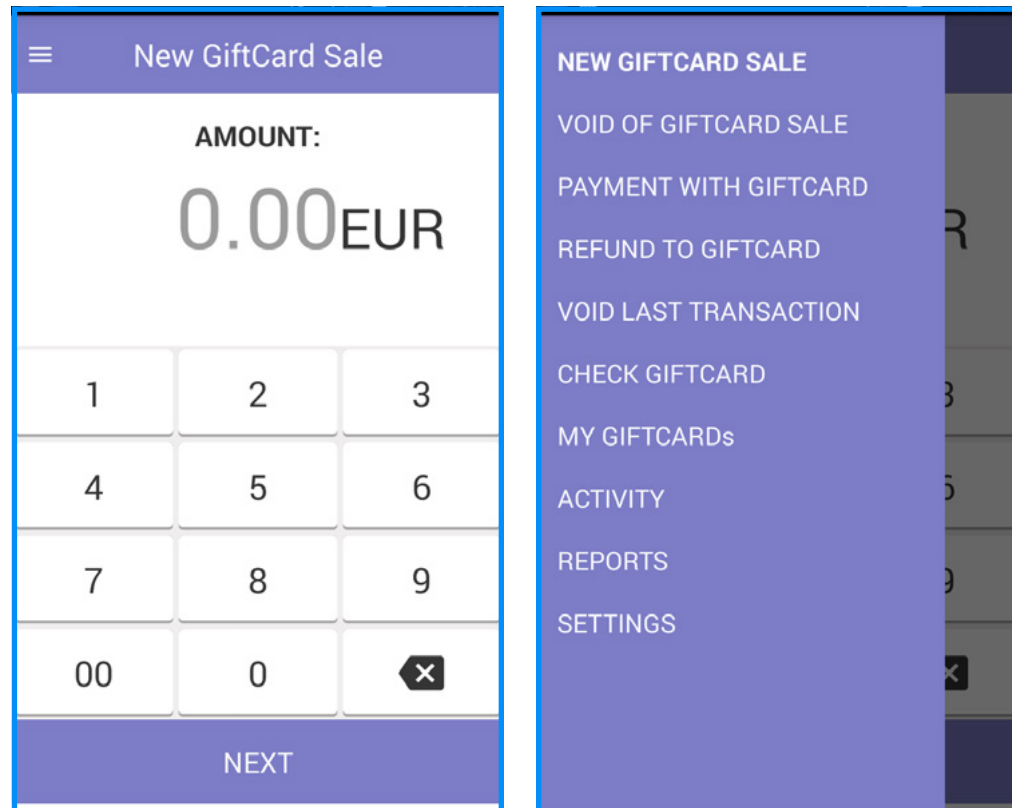


Grant access rights.

Tap INSTALL.



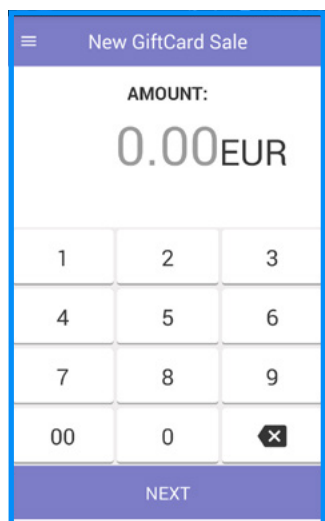
You can start the app by clicking on "Open" or launch it from Private Label Gift Card app icon on the home screen of your myPOS Smart N5 device.



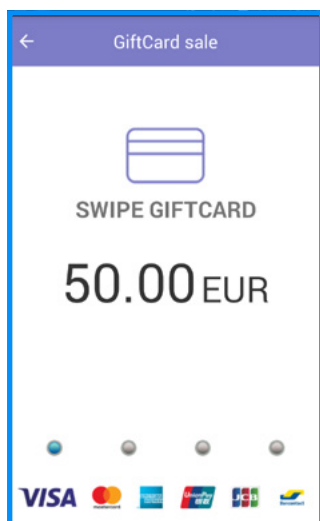
Main screen and app menu

New GiftCard sale

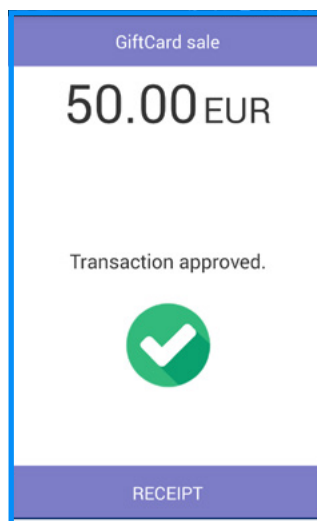
Follow these steps to make a sale of a Private Label GiftCard:



Enter the amount that you want to load and tap NEXT.

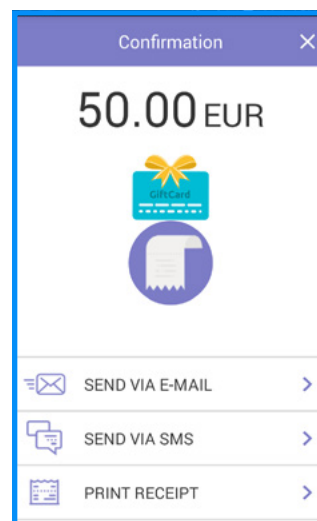


Swipe the giftcard.

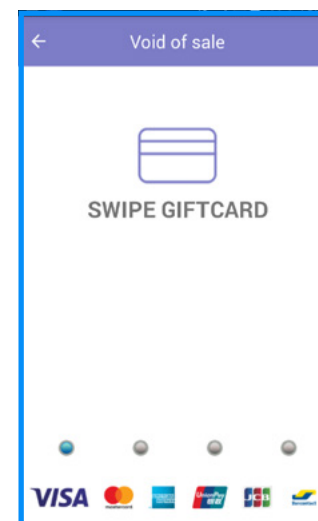


If the transaction is approved, tap RECEIPT to proceed to Receipt screen.

If the transaction is declined, a customer receipt with the reason for refusal, will be printed automatically.

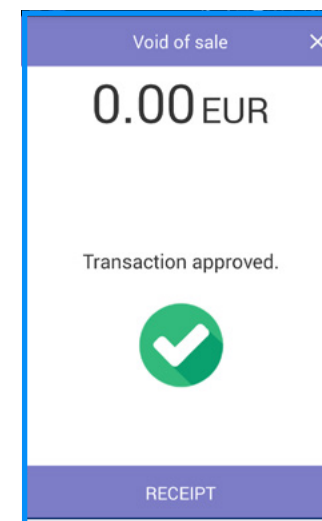


On the Receipt screen you can choose to print or send a receipt via email or by SMS. If you do not want to print or send a receipt, tap X in the upper right corner of the screen.



Tap on Void of GiftCard sale in the main menu.

Swipe GiftCard to void the sale.



If the transaction is approved, tap RECEIPT to print merchant and client receipts or tap X to exit the screen without printing receipts.

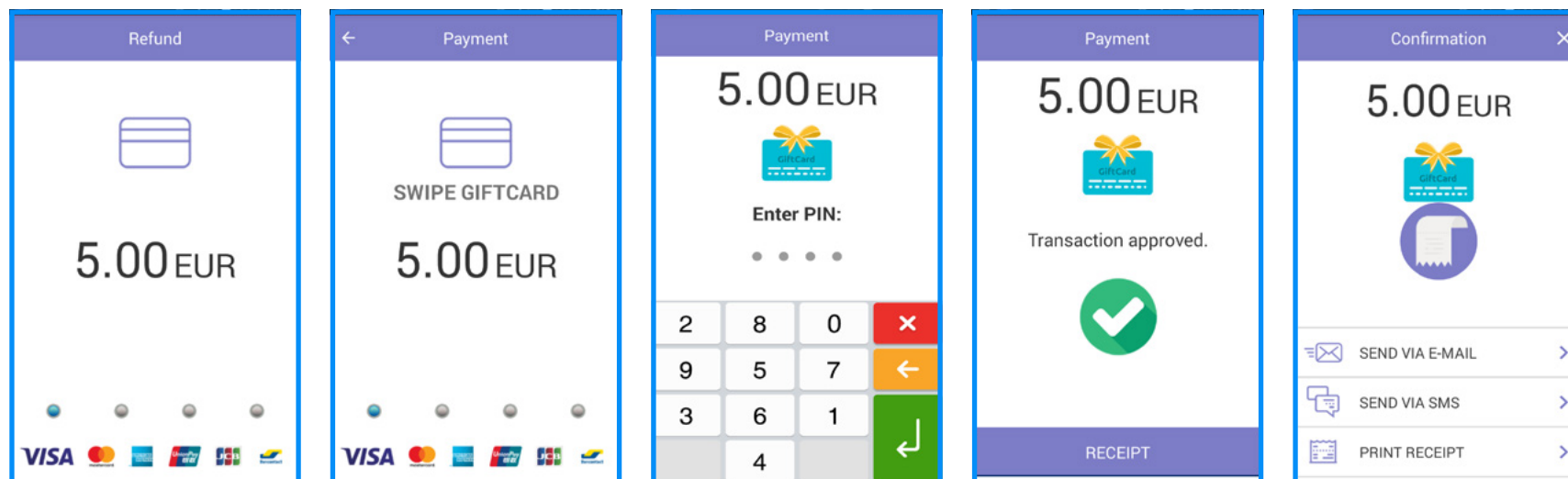
If the transaction is declined, a customer receipt with the reason for refusal will be printed automatically.

Void GiftCard sale

You can void a GiftCards sale at any time (if the card is not activated):

Accept payment with Private Label GiftCard

To process a payment with GiftCard



Enter amount and tap DONE.

Payment screen shall open and can swipe Private Label GiftCard.

Screen to enter PIN shall open if required. To edit PIN, tap . To confirm PIN, tap . To cancel the transaction, tap .

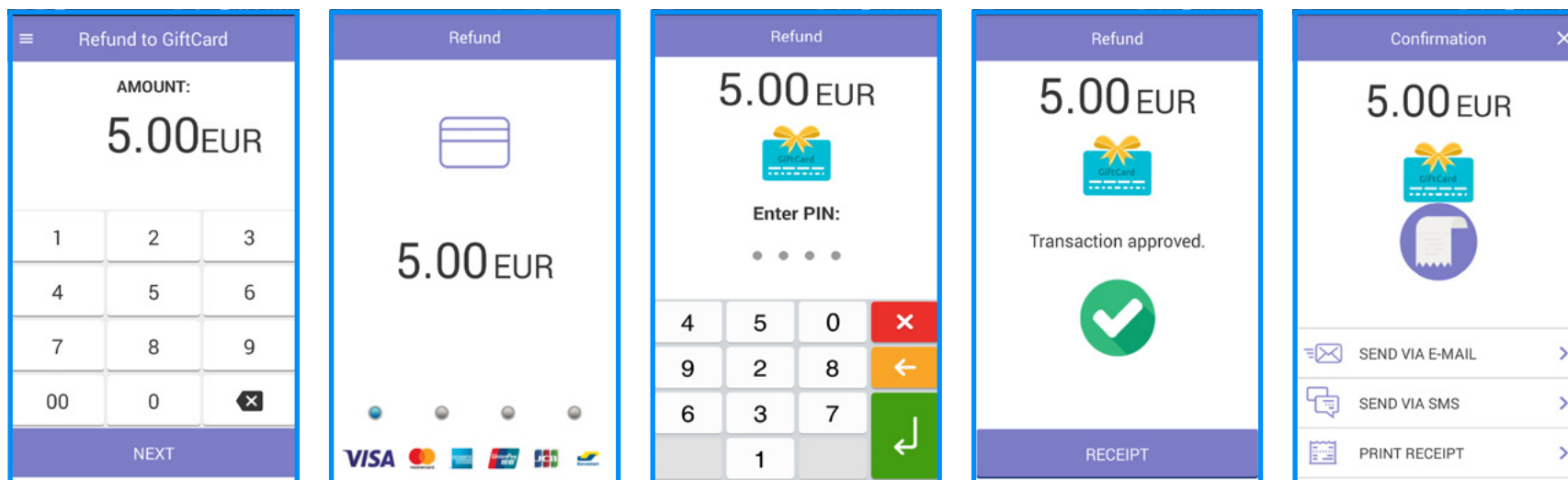
If the transaction is approved, remove the card or tap RECEIPT to proceed to Receipt screen.

If the transaction is declined, a customer receipt with the reason for refusal will be printed automatically.

On the Receipt screen you can choose to print or send a receipt via email or by SMS. If you do not want to print or send a receipt, tap X in the upper right corner of the screen to finalize the transaction.

Issue refund to Private Label GiftCard

You can initiate a refund transaction through the app menu:



Choose by tapping on Refund.

Enter the amount to refund and tap NEXT.

Refund screen shall open and you can swipe Private Label GiftCard.

Screen to enter PIN shall open if required. To edit PIN, tap . To confirm PIN, tap . To cancel the transaction, tap .

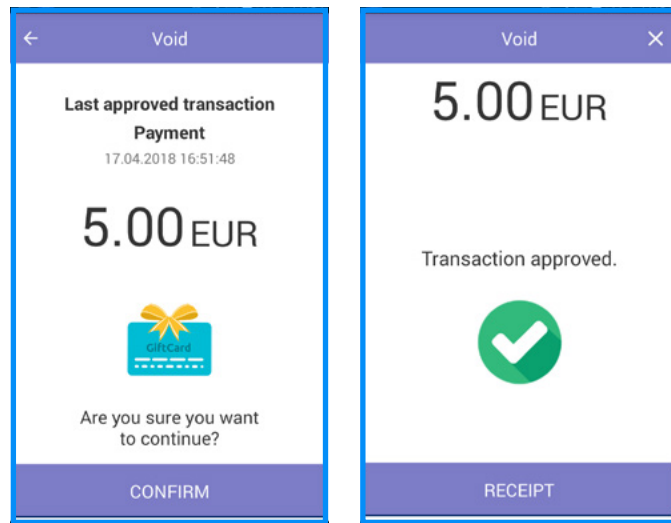
If the transaction is approved, remove the card or tap RECEIPT to proceed to Receipt screen.

If the transaction is declined, a customer receipt with the reason for refusal will be printed automatically.

On the Receipt screen you can choose to print or send a receipt via email or by SMS. If you do not want to print or send a receipt, tap X in the upper right corner of the screen to finalize the transaction.

Void last transaction

To void last approved transaction (payment or refund):



Tap on Void last transaction in app's main menu.

Details of last approved transaction will be shown.

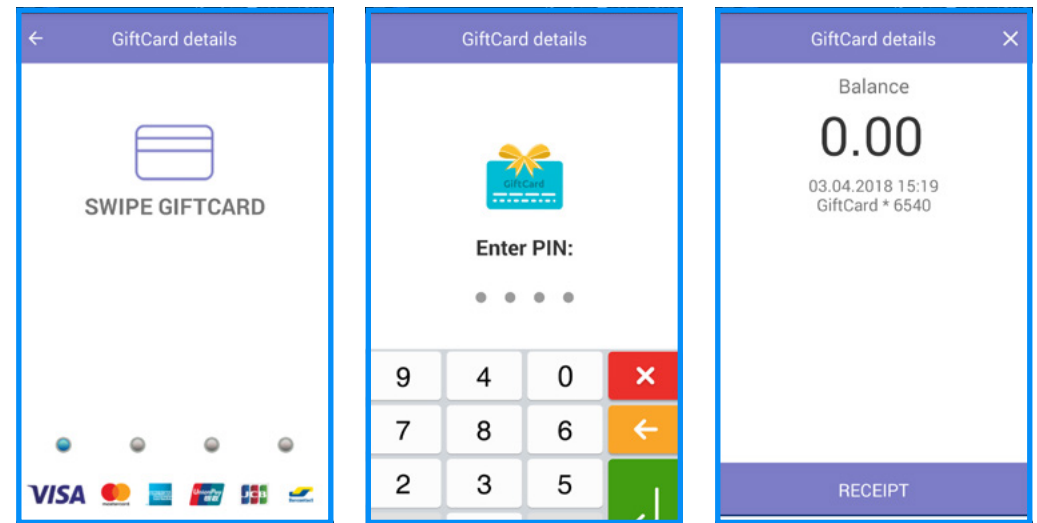
Tap CONFIRM to proceed or tap back to cancel the void.

If the transaction is approved, tap RECEIPT to print a customer/merchant receipt.

If the transaction is declined, a customer receipt with the reason for refusal will be printed automatically.

Check the balance of a GiftCard

To check the balance of the GiftCard, you need to:



Tap on Check GiftCard in the main menu.

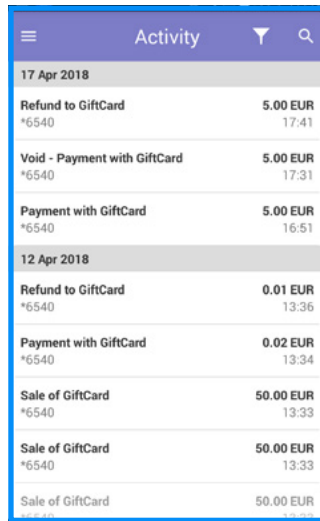
Swipe the card that you want to check.

Screen to enter PIN shall open if required. To edit PIN, tap . To confirm PIN, tap . To cancel the transaction, tap .

Tap RECEIPT if you want to print the gift card's balance or tap X to exit the screen.

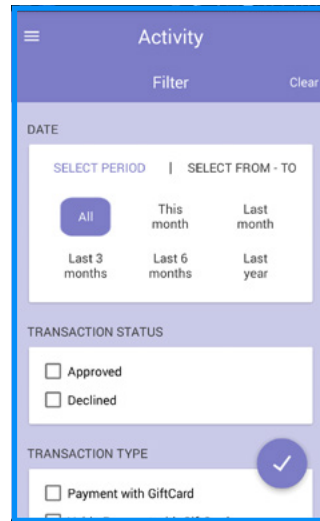
Activity

To see a list of all transactions (approved and declined), tap ACTIVITY in app's menu.

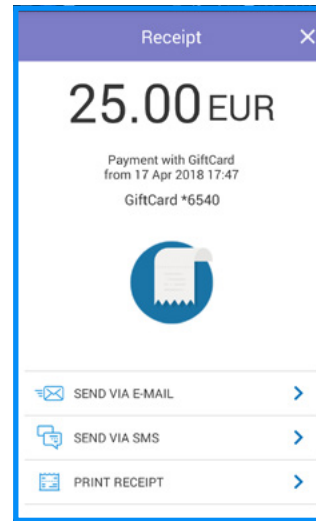


To search for a specific transaction, tap .

Tap  to filter transactions by date, transaction status and transaction type.



Tap  to apply filters (if selected) or to go back.

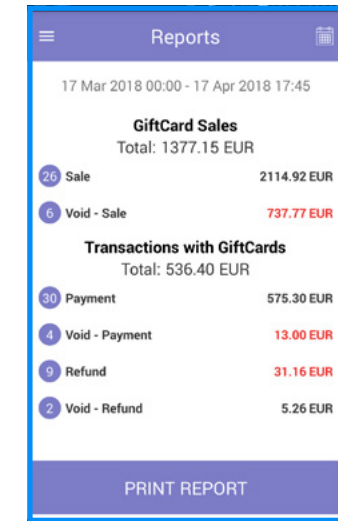


To see the details of a specific transaction, tap on it.

Tap Print receipt to print both customer's and merchant's copy. On this screen you can also send a receipt by email or SMS. If you do not want to print or send a receipt, tap X in the upper right corner of the screen to go back.

Reports

To see a summary report of your transactions, tap REPORTS in app's menu.

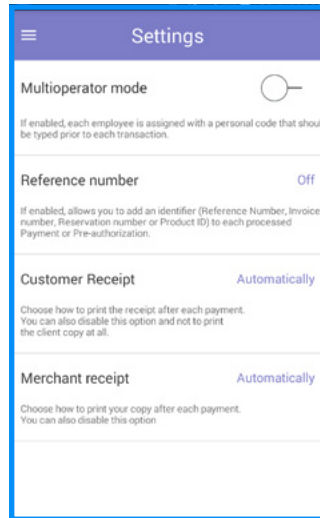


By default the report is for the current day. Swipe down to see all transactions. To choose different period, tap .

To print the displayed report, tap PRINT REPORT.

Settings

From the SETTINGS menu in Private Label GiftCard app you can change the following settings:



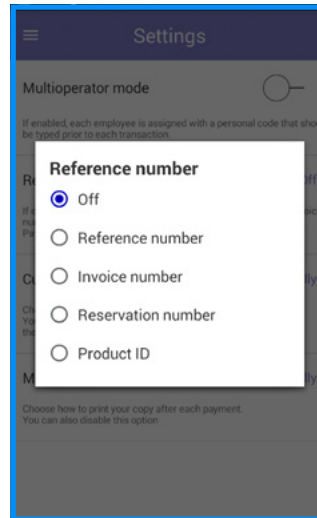
Receipt printing after each transaction

Tap Customer receipt copy to change the settings. You can choose from the following options:

- Automatically, After confirmation, Disabled.

Tap Merchant receipt copy to change the settings. You can choose from the following options:

- Automatically, Disabled

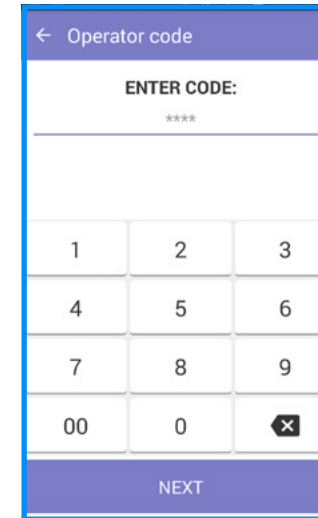


Reference number

If enabled, the Reference number allows you to add an identifier to each processed payment or pre-authorization. This field will be optional. Tap Reference number to choose from reference number identifiers or to disable the option.



A screen for entering reference number will be displayed during each payment transaction, but it will be optional.



Multi-operator mode

If enabled, each employee should enter a personal code prior to each payment transaction. This field will be obligatory.

Register app

The Register app is a next-generation point-of-sale application, created to enable customer-centric retailers to manage their day-to-day transactions. A beautifully designed, with amazing interface and great user experience, the Register app guarantees fast and easy checkout.

With the myPOS Smart N5 device and the Register app, merchants can accept any type of payment in their stores. No matter how customers choose to pay, myPOS Register app will easily make the sale. Customers can swipe, use a chip card or tap & pay with their contactless cards or mobile phones. What's more – the app accepts cash payments and payments with Private Label GiftCards.

With the Register app, you can easily:

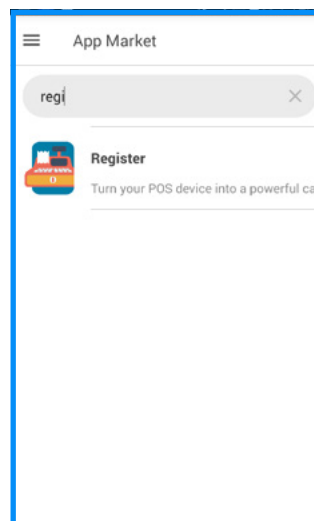
- Create and edit your Items catalogue
- Accept payments: card and cash payments, split payment between cash and card
- Track activity: see a detailed list of all transactions, issue refunds and send receipts to customers
- Reporting: generate and print summary reports of all payments accepted for a period

Getting started

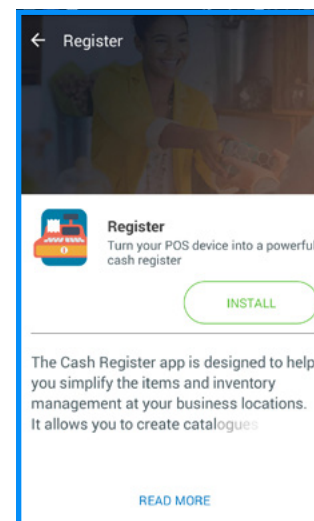
Each myPOS Smart N5 device comes with an installed Register app. You can start the app by tapping the Register app icon on the home screen of your myPOS Smart N5 device.

NB! If you do not find the Register app on your home screen, you can quickly download and install it from the AppMarket.

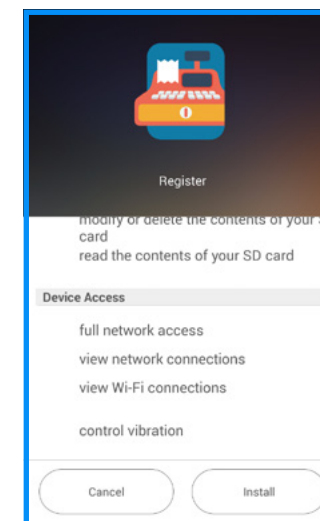
All you need to do is:



Search for the Register app in the AppMarket.

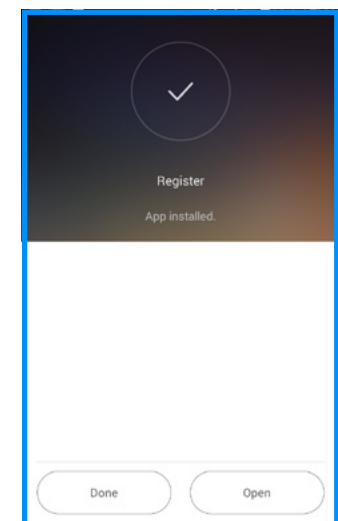


Tap INSTALL to download the application.

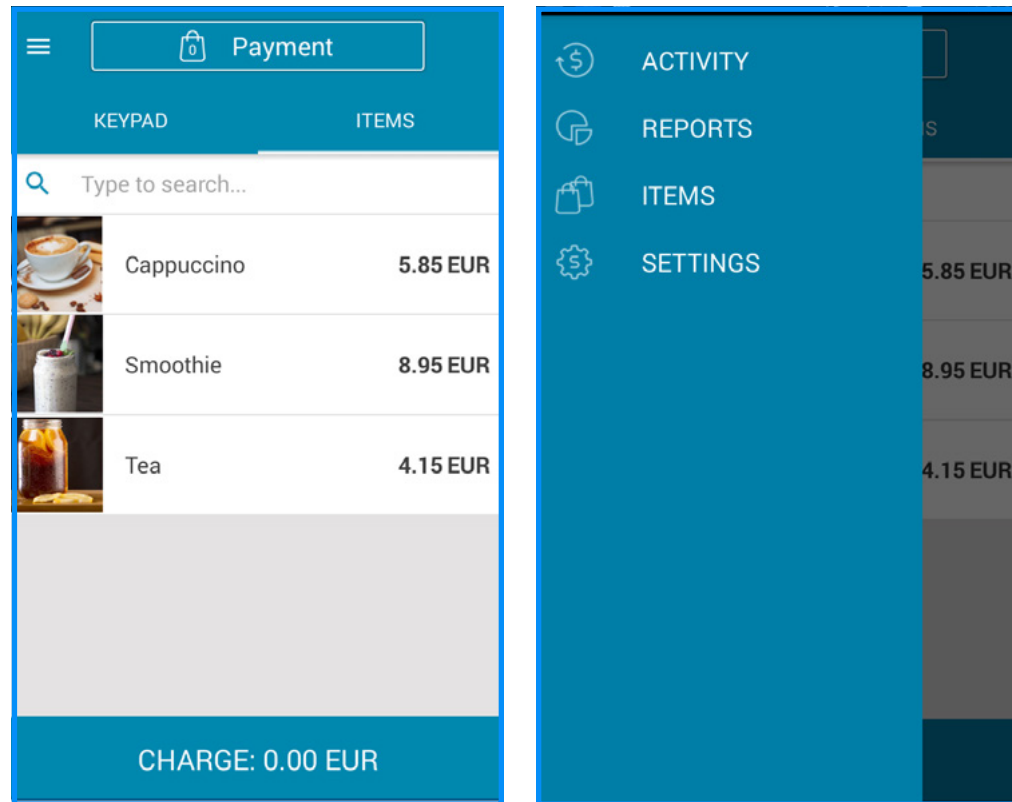


Grant access rights.

Tap INSTALL.



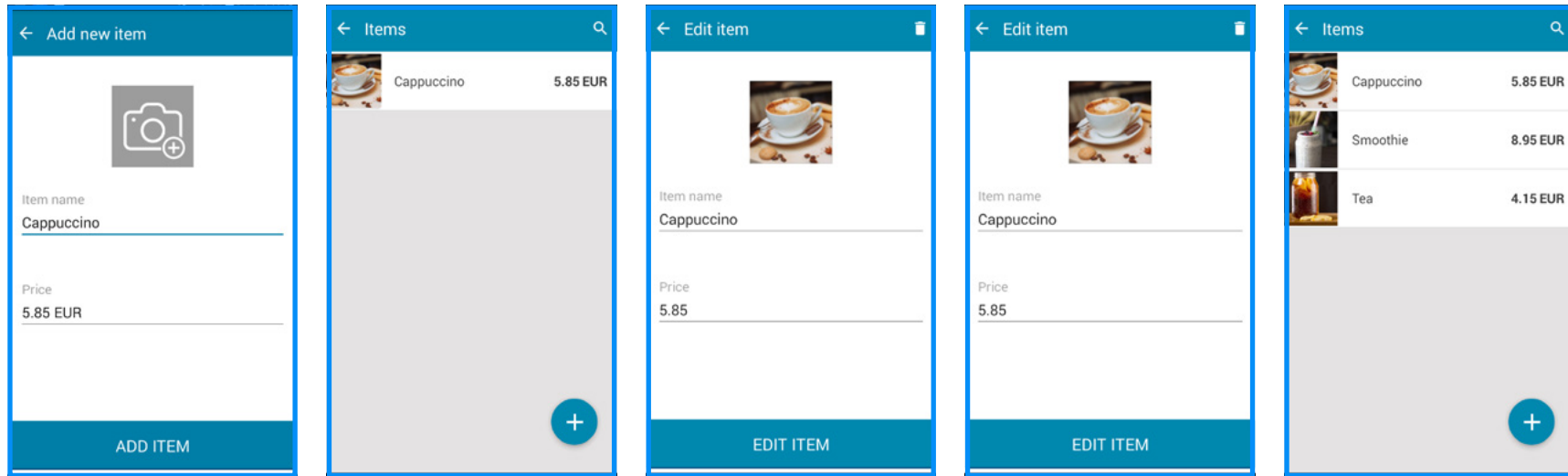
You can start the app by clicking on "Open" or launch it from Register app icon on the home screen of your myPOS Smart N5 device.



Main screen and app menu

Items management

The Items catalogue is available in the app menu. You can easily add an item from the Items menu:



Add a new item

You can easily add an item from the Items menu:

Tap icon .

Enter item's name and price.

Tap on  to take a photo of the item.

Tap ADD ITEM to save.

Edit item

You can always change the item's details by selecting it from the list. You can save the changes by submitting EDIT ITEM or discard them by going back.

Delete item

To delete item, tap on .

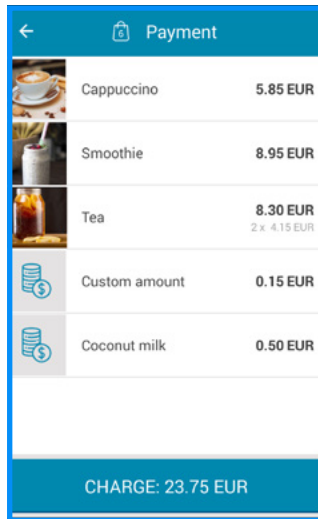
You will be asked for a confirmation before the item is deleted.

Items list

In the Items menu you can see all added items.

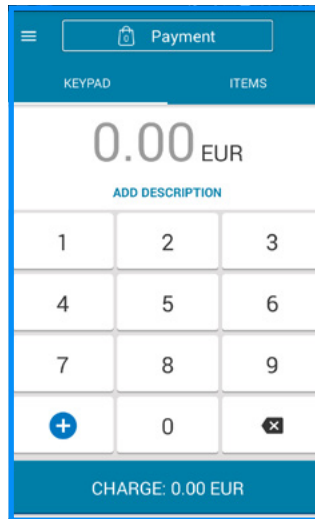
Tap on  to search for an item.

Sale



Add items

You can add an item to your current sale by tapping on it.



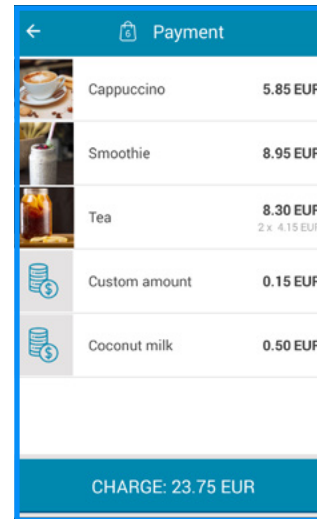
Add custom amount

You can add custom amount to your current sale:

Enter the desired amount.

Tap on ADD DESCRIPTION if you want to add a title to the custom amount.

Tap on **+** to add the amount to the current sale.

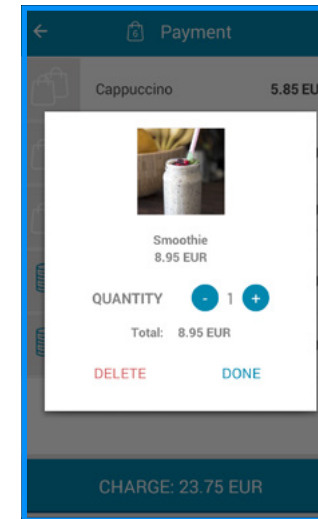


Edit current sale

To edit a current sale:

Tap CHARGE or the Payment button.

Select an item to edit.

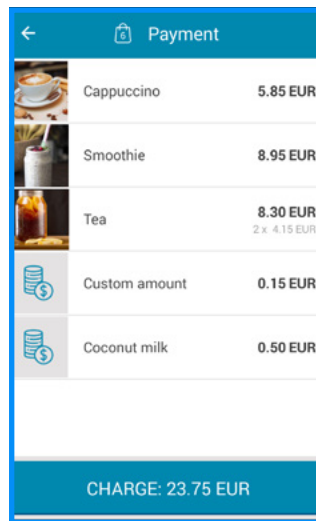


Edit the quantity by tapping **-** or **+**.

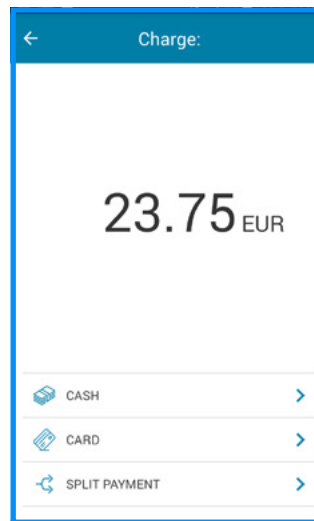
Tap DELETE to remove the item from the current sale.

Tap DONE to confirm.

Cash Payment



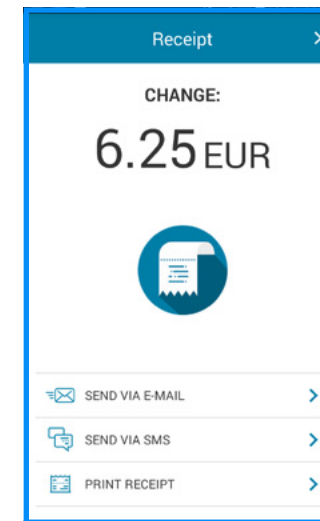
To proceed with the payment, tap CHARGE or Payment to open your current sale, and then tap CHARGE to choose a payment method.



Tap CASH.

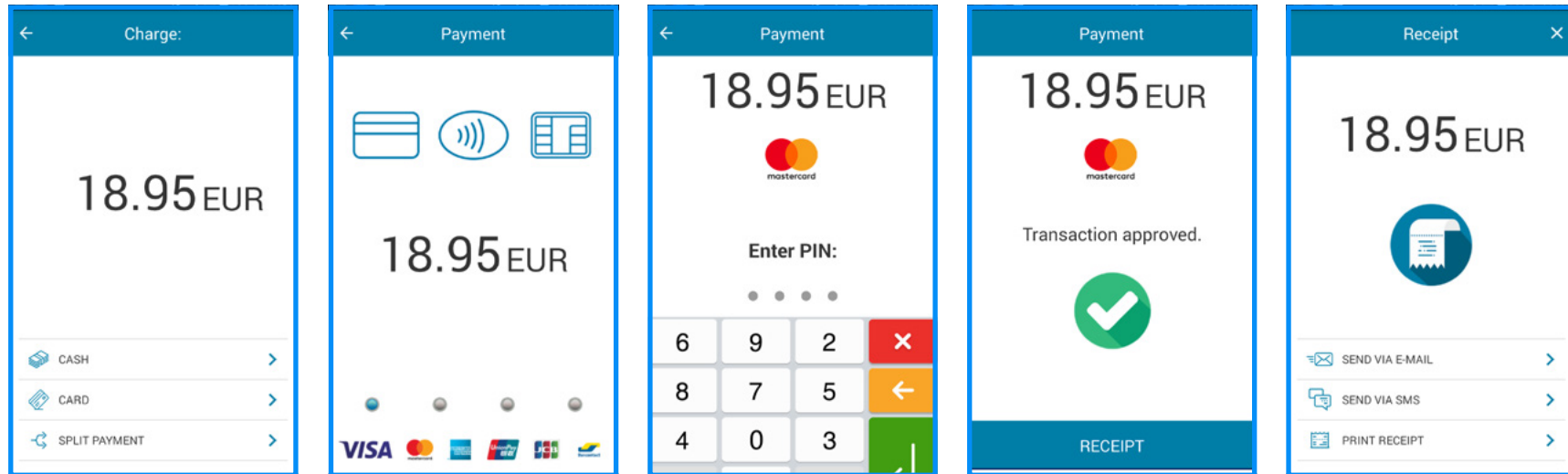


Enter the amount received in cash.



On the Receipt screen you will see the amount of the change. On this screen you can choose to print or send a receipt via email or by SMS. If you do not want to print or send a receipt, tap X in the upper right corner of the screen.

Card Payment



To accept a card payment, tap CARD:

Payment screen shall open and you can swipe a magstripe card or Private Label GiftCard, insert a smart (chip) card or tap and pay with contactless cards or a mobile wallet.

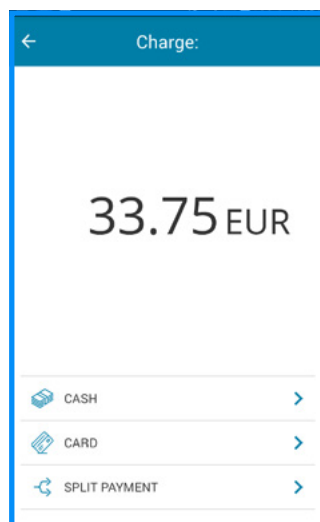
Screen to enter PIN shall open if required. To edit PIN, tap . To confirm PIN, tap . To cancel the transaction, tap .

After processing the payment, you will see a screen with the transaction status.

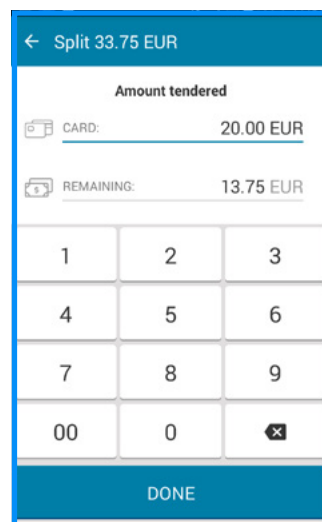
Tap RECEIPT or remove the card to print or send a receipt.

On the Receipt screen you will see the amount of the change. On this screen you can choose to print or send a receipt via email or by SMS. If you do not want to print or send a receipt, tap X in the upper right corner of the screen.

Split Payment



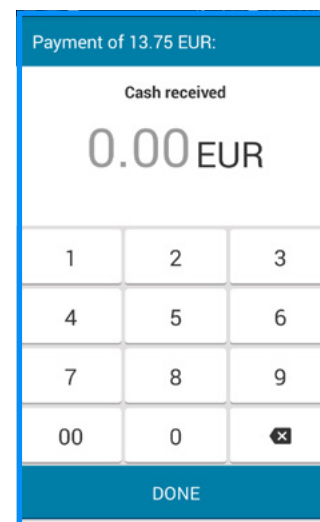
To split a payment between cash and card, tap **SPLIT PAYMENT** on the Charge screen.



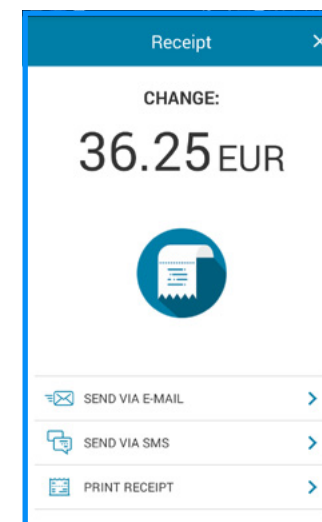
Enter the amount that will be paid in cash and by card and tap **DONE**.



Payment screen shall open and you can swipe a magstripe card or Private Label GiftCard, insert a smart (chip) card or tap and pay with contactless cards or a mobile wallet.

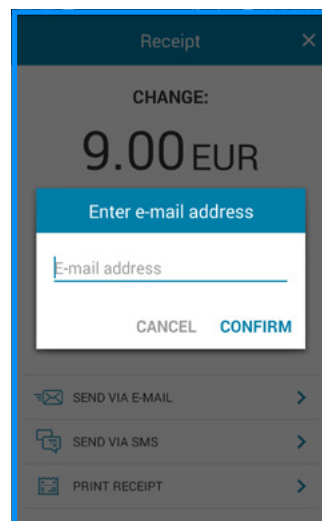


After processing the card transaction, you will see a screen to enter the received cash. Enter the amount and tap **DONE**.



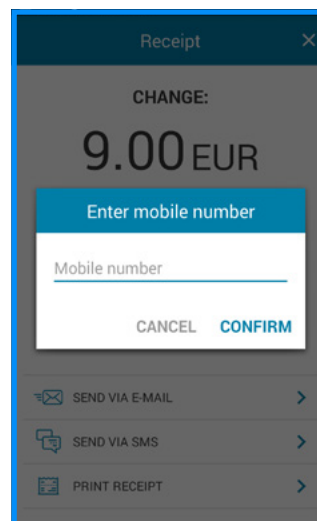
A Receipt screen shall open with the amount of the change. On this screen you can choose to print or send a receipt by email or SMS. If you do not want to print or send a receipt, tap **X** in the upper right corner of the screen.

Print / Send a receipt



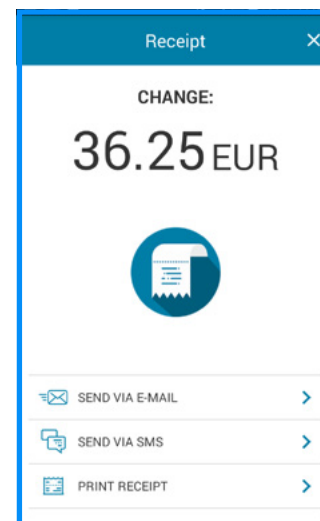
The screenshot shows a mobile app interface titled "Receipt" with a close button (X) in the top right corner. The main display shows "CHANGE:" followed by "9.00 EUR". Below this, a white dialog box with a blue header "Enter e-mail address" is open. It contains a text input field labeled "E-mail address" and two buttons at the bottom: "CANCEL" and "CONFIRM". At the bottom of the screen, there are three menu items: "SEND VIA E-MAIL", "SEND VIA SMS", and "PRINT RECEIPT", each with a right-pointing arrow.

To send a receipt via email, tap SEND VIA E-MAIL, enter the email address and tap CONFIRM.



The screenshot shows a mobile app interface titled "Receipt" with a close button (X) in the top right corner. The main display shows "CHANGE:" followed by "9.00 EUR". Below this, a white dialog box with a blue header "Enter mobile number" is open. It contains a text input field labeled "Mobile number" and two buttons at the bottom: "CANCEL" and "CONFIRM". At the bottom of the screen, there are three menu items: "SEND VIA E-MAIL", "SEND VIA SMS", and "PRINT RECEIPT", each with a right-pointing arrow.

To send a receipt via SMS, tap SEND VIA SMS, enter the mobile number (with a country code) and tap CONFIRM.

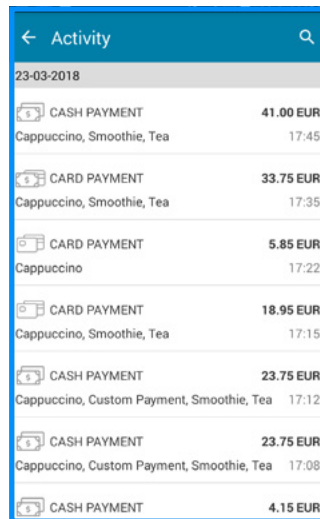


The screenshot shows a mobile app interface titled "Receipt" with a close button (X) in the top right corner. The main display shows "CHANGE:" followed by "36.25 EUR". Below this is a circular icon representing a receipt. At the bottom of the screen, there are three menu items: "SEND VIA E-MAIL", "SEND VIA SMS", and "PRINT RECEIPT", each with a right-pointing arrow.

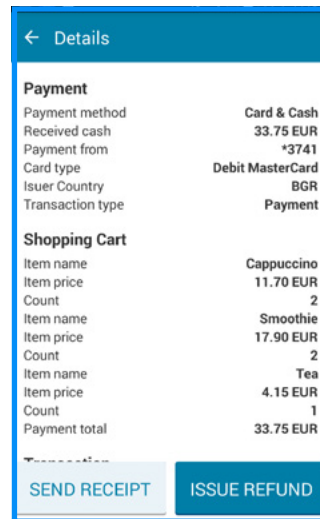
Tap PRINT RECEIPT to print the customer's/merchant's receipt (as configured in the app settings).

Activity

To see your sales, tap ACTIVITY in the App menu and a list of all your sales will load.

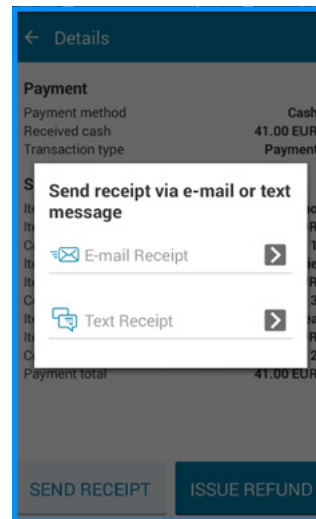


Tap on  to search.



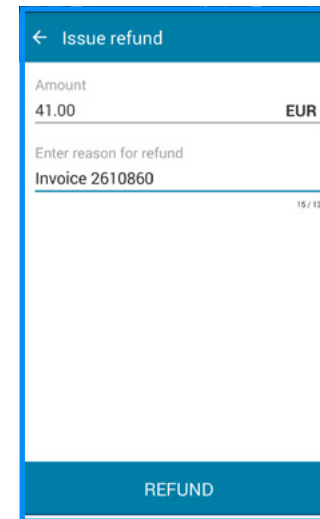
View details

Tap on a specific sale to see its details.



Send a receipt

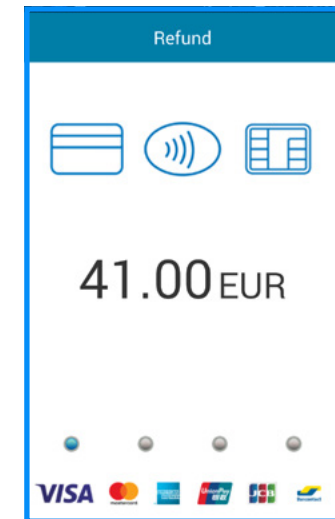
Tap SEND RECEIPT to send a payment receipt by email or SMS. Just enter the e-mail address or the mobile number and tap .



Issue a refund

Tap ISSUE REFUND to refund the amount to the customer's card.

Enter the amount, the reason and tap REFUND.



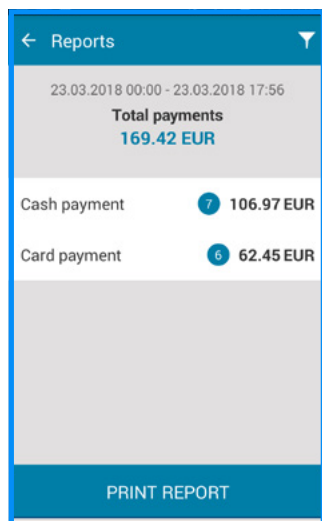
Refund screen shall open and you can swipe a magstripe card or Private Label GiftCard, insert a smart (chip) card or tap and pay with contactless cards or a mobile wallet.

Screen to enter the PIN shall open if required. As soon as you process the payment, you will see a screen with the transaction status.

Tap RECEIPT to print or send a receipt. On the Receipt screen you can choose to print or send a receipt by email or SMS. If you do not want to print or send a receipt, tap X in the upper right corner of the screen.

Reports

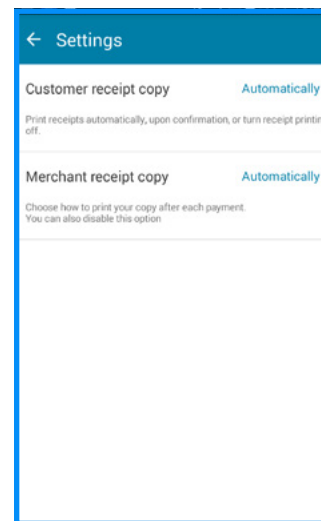
If you want to get a summary report of all received payments, tap REPORTS in the App menu.



By default the report is for the current day. Swipe down to see all transactions. To choose a different period, tap .

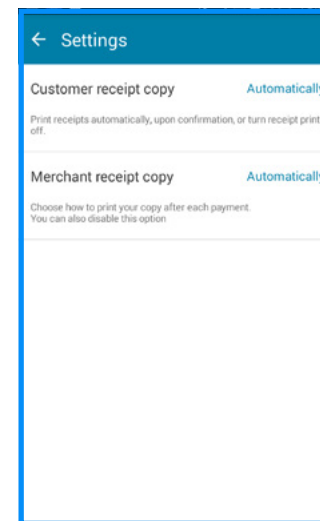
Settings

You can choose how to print receipts after each payment from the SETTINGS menu.



Tap Customer receipt copy to change the settings. You can choose from the following options:

- Automatically
- After confirmation
- Disabled



Tap Merchant receipt copy to change the settings. You can choose from the following options:

- Automatically
- Disabled

Payment Request app

Get paid fast and effortlessly by sending a Payment Request to clients from all over the world.

The Payment request app helps you facilitate online payments even if you don't have a website or an online store. Sending a Payment Request is very easy – just enter email/mobile number of the client, choose payment amount and send the request. The client pays in seconds and the money arrives instantly in your myPOS account.

In Payment request app you will find the following features:

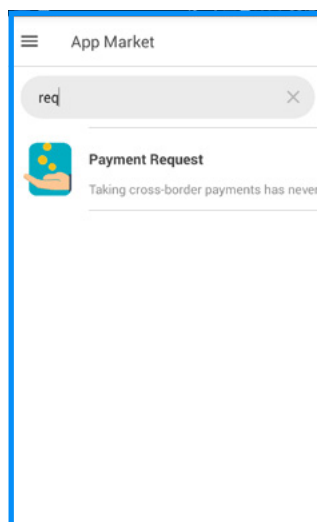
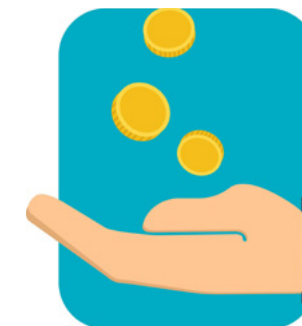
- Send Payment request
- Activity report - a list of all requested payments and their status
- Received payments - a list of all completed and settled payments
- Settings - show or hide client name, payment reason, custom expiry date

Getting started

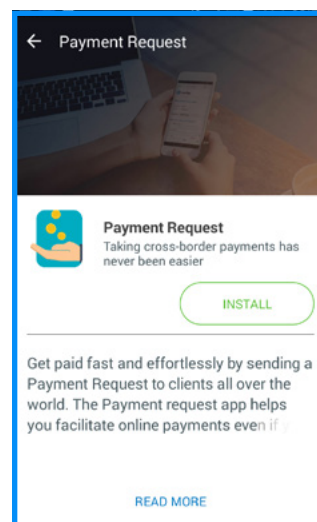
The Payment request app is installed by default on your myPOS Smart N5 device. You can start the app by tapping on the app icon on the home screen.

NB! If you do not find the Payment request app on your device, you can quickly download and install it from the AppMarket.

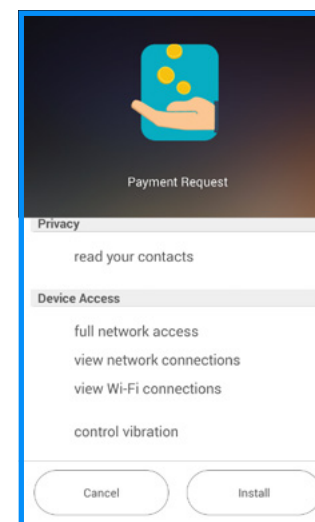
All you need to do is:



Search for the Payment request app in the AppMarket.

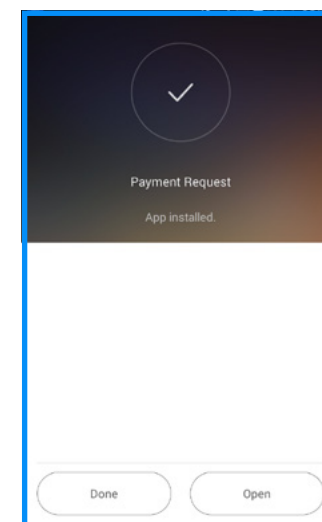


Tap INSTALL to download the application.

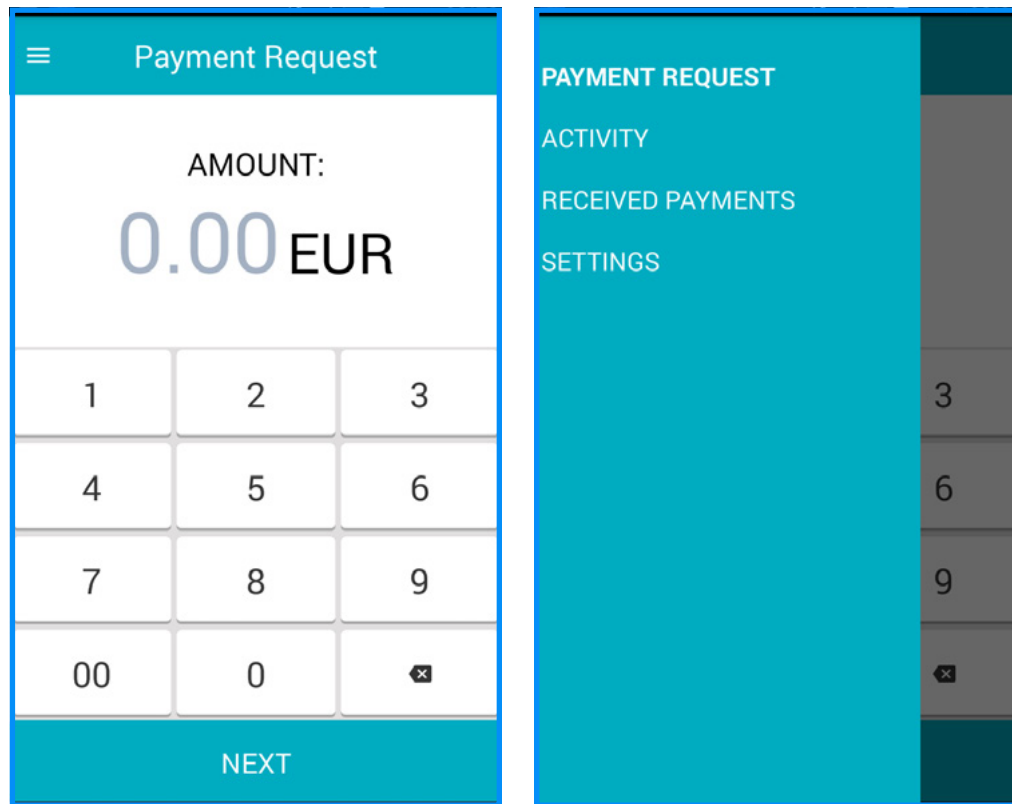


Grant access rights.

Tap INSTALL.



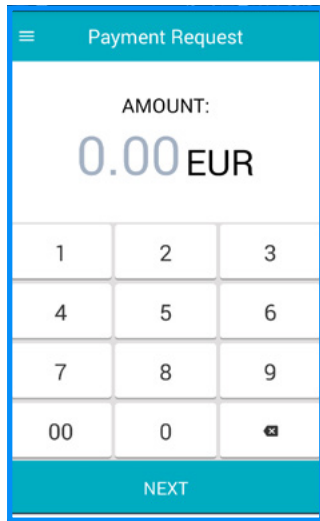
You can start using the app by tapping Open or launch it from Payment request app icon on your home screen.



Main screen and app menu

Send Payment request

You can send a payment request from the app's main screen or select the functionality from the app's menu:



Payment Request

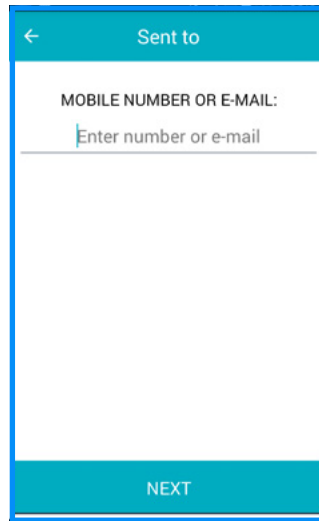
AMOUNT:

0.00 EUR

1	2	3
4	5	6
7	8	9
00	0	✖

NEXT

Enter amount and tap NEXT.



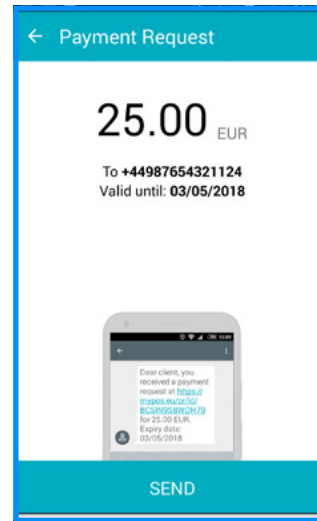
Sent to

MOBILE NUMBER OR E-MAIL:

Enter number or e-mail

NEXT

Enter email or mobile number (with country code) send and tap NEXT.



Payment Request

25.00 EUR

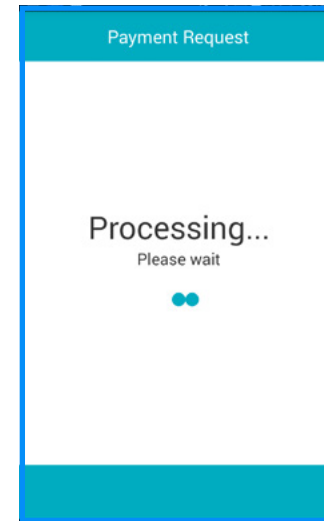
To: +44987654321124

Valid until: 03/05/2018

Dear client, you received a payment request at 10:00 AM from myPOS Smart for 25.00 EUR. Expiry date: 03/05/2018.

SEND

Tap SEND to confirm or tap the back arrow to go back.



Payment Request

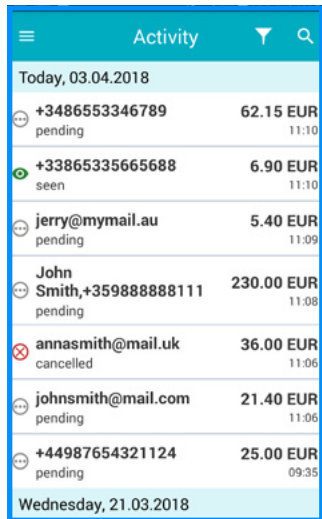
Processing...

Please wait

If the transaction is approved, you will see a message for successful operation.

Activity

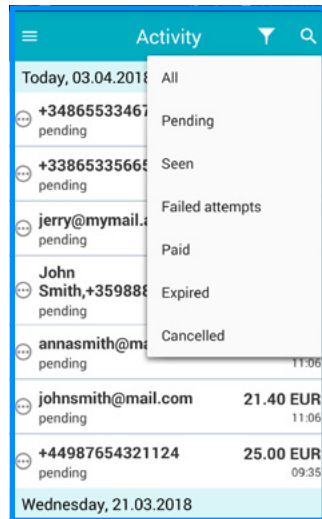
To see a list of all sent payment requests, tap ACTIVITY from the app's menu.



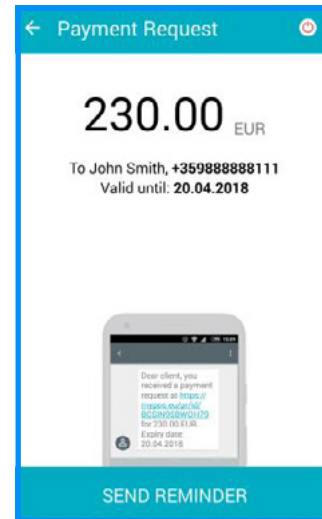
Tap  to search.

View details

If you want to see the details, tap on the payment request.

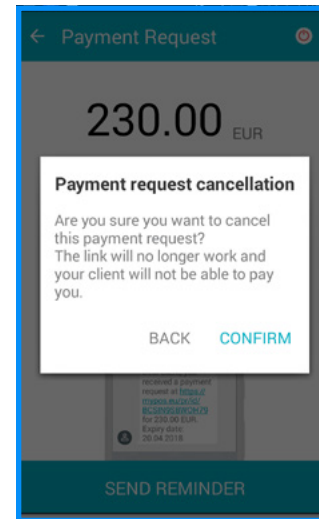


Tap  to filter the requests by status.



Send reminder

Tap SEND REMINDER to send a reminding SMS/email to your client.



Cancel Payment request

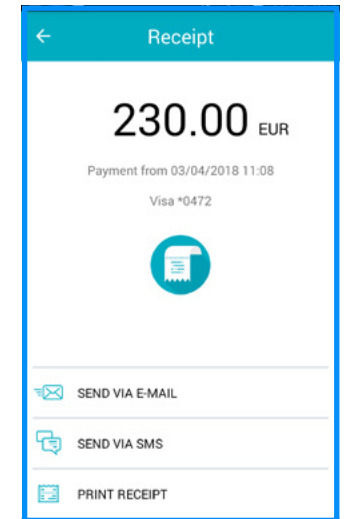
To cancel a payment request, tap . You will be asked for a confirmation before the payment request is cancelled.

Received payments

To see a list of all paid payment requests, tap RECEIVED PAYMENTS in the app's menu.



Tap  to search.



View details

To see the details of a specific payment request, tap on it. On this screen you can choose to print or send a receipt by email or SMS.

Settings

From the SETTINGS menu in Payment request app you can enable/disable the following settings:

Client name

If enabled, it allows you to enter client name to each processed payment request. This field will be optional. This information will be included in the SMS/email sent to your client.

Payment reason

If enabled, it allows you to add a payment reason to each processed payment request. This field will be optional. This information will be included in the SMS/email sent to your client.

Expiry date

If enabled, it allows you to edit the expiry date of the payment request.

Top-up app

With the Top-up app, you can recharge prepaid services and create value for your customers.

The Top-up service is suitable for every business type and allows you to earn additional revenue. With each processed Top-up, you receive commission directly in your myPOS account.

The main tabs in the app are:

- Top-up – recharge a wide range of prepaid services
- Service top-up* – displays a list with all available service providers
- Activity – shows a list of all initiated top-ups including failed attempts
- Reports – information about total Top-up amount with printing option
- Settings – receipt configuration

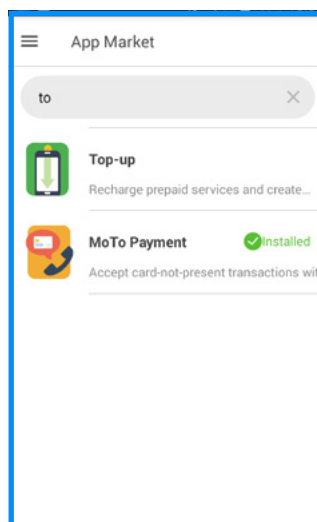
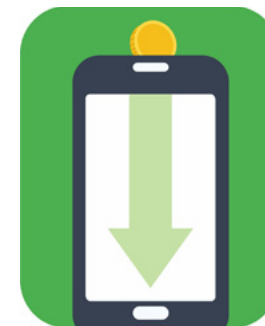
* Available only for Italy

Getting started

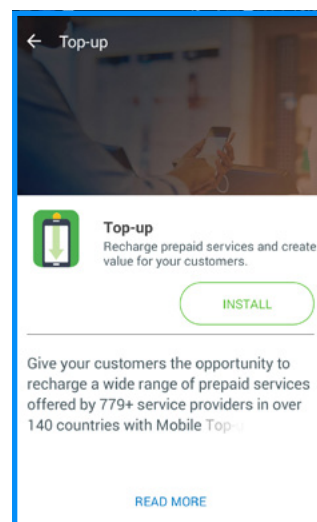
The Top-up app is installed by default on your myPOS Smart N5 Device. You can start the app by tapping Top-up app icon on your myPOS Smart N5 device home screen.

NB! If you do not find the Private Label Gift Card app on your home screen, you can quickly download and install it from the App market.

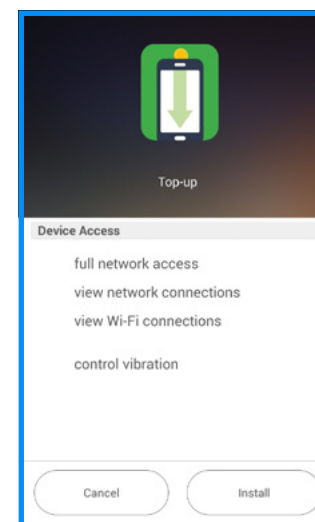
All you need to do is:



Search for Top-up app in the AppMarket.

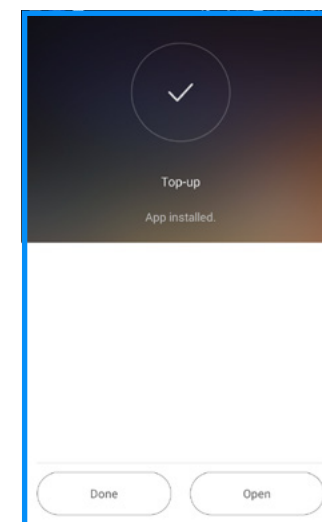


Tap INSTALL to download the application.

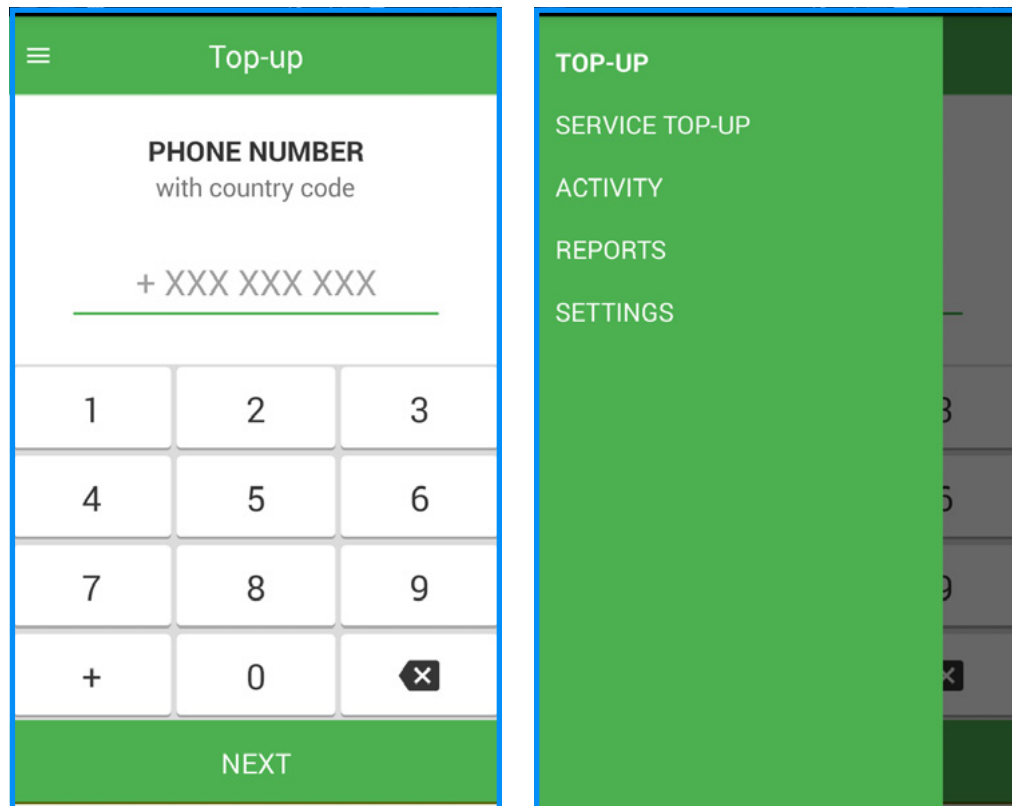


Grant access rights.

Tap INSTALL.



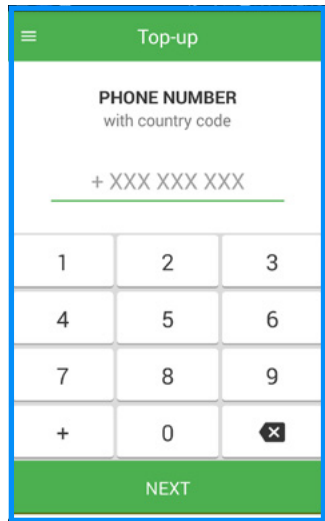
You can start using the app by tapping Open or launch it from Top-up app icon on your myPOS Smart N5 device home screen.



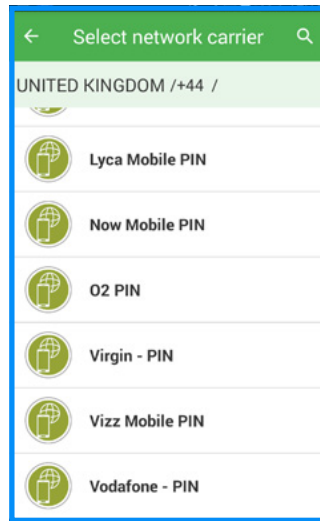
Main screen and app menu

Top-up

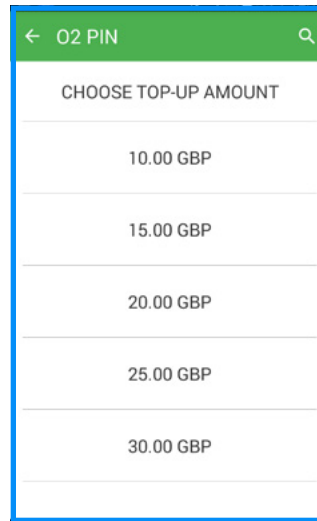
If a customer wants to load a stored-value card, you should follow these few steps:



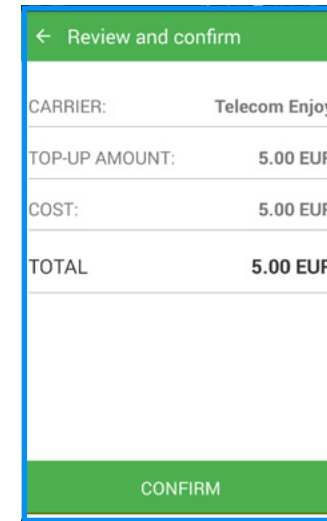
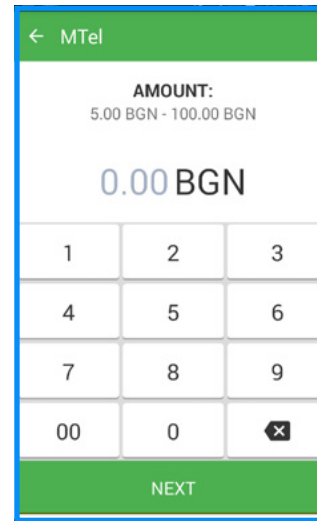
Enter the mobile number with the country code and confirm by tapping NEXT.



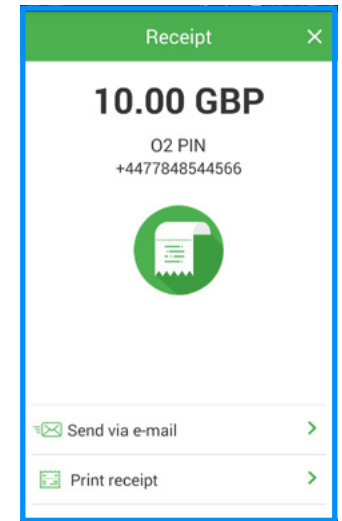
Select your customer's carrier – you can choose from 779+ operators.



Enter top-up amount. Depending on the carrier you can select from a predefined list or enter an amount of your client's choice within a suggested range.



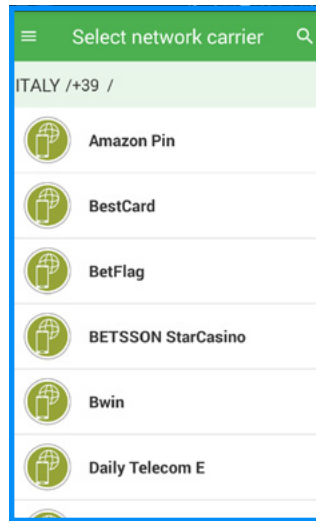
Review all details and tap CONFIRM to complete the top-up.



If the transaction is approved, a Receipt screen shall be displayed. You can choose to print or send a receipt via email. If you do not want to print or send a receipt, tap X in the upper right corner of the screen.

Service Top-up

If your customer wants to load amount for a service, you should follow these few steps:

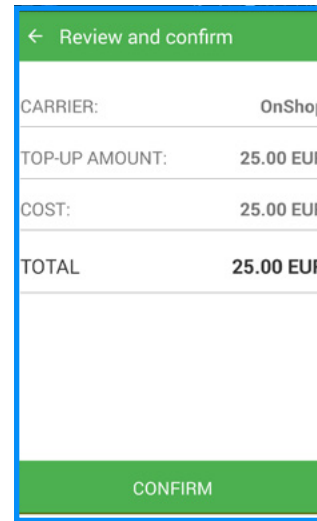


Tap Service Top-up from app's main menu.

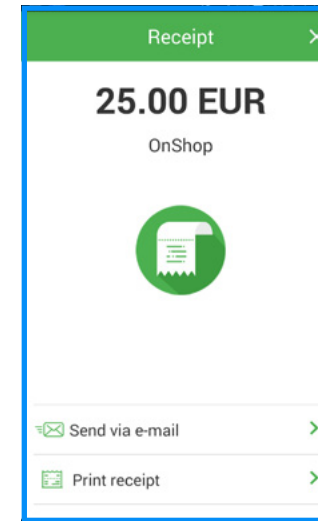
Select your customer's service provider.



Enter the top-up amount. Depending on the provider you can select from a predefined list or enter amount of your client's choice within a suggested range.



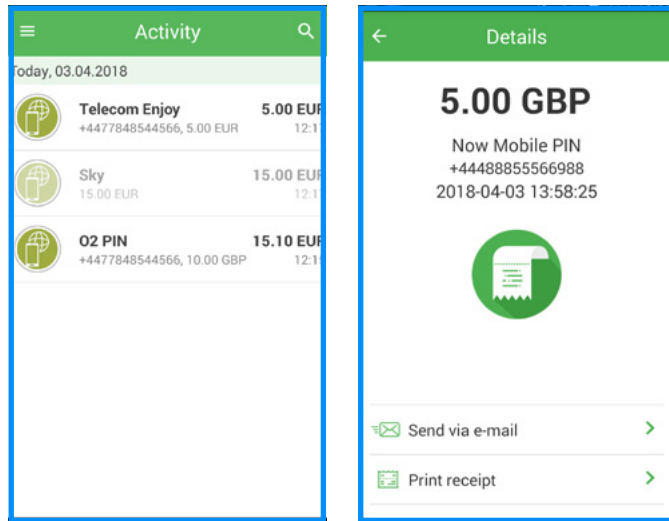
Review all details and tap CONFIRM to complete the top-up.



If the transaction is approved, a Receipt screen shall be displayed. You can choose to print or send a receipt via email. If you do not want to print or send a receipt, tap X in the upper right corner of the screen.

Activity

To see a list of all transactions (approved and declined), tap **ACTIVITY** from app's menu.



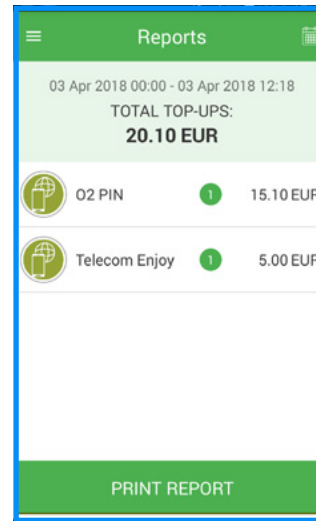
Tap  to search.

View details

To see the details of a specific top-up, tap on it. On this screen you can choose to print or send a receipt by email.

Reports

To see a summary report of your transactions, tap **REPORTS** on app's menu.

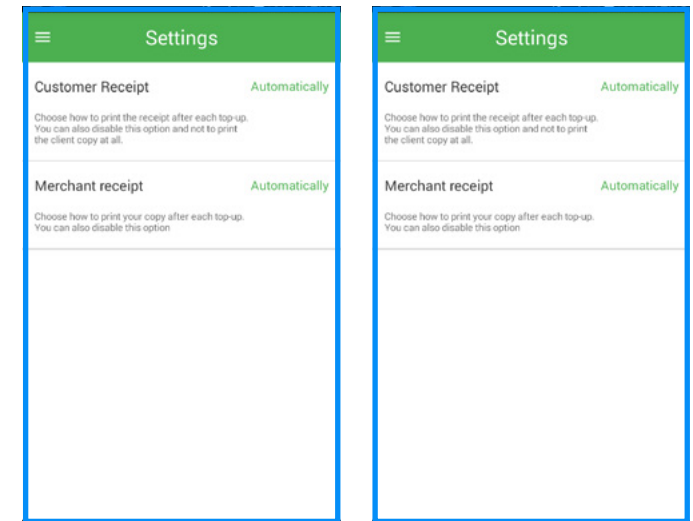


To see a summary report of your transactions, tap **REPORTS** on app's menu. By default, the report is for the current day. Swipe down to see all transactions. To choose different period, tap .

Tap **PRINT REPORT** to print the displayed report.

Settings

From the **SETTINGS** menu in Top-up app you can edit the following settings:



Receipt printing after each transaction

Tap Customer receipt copy to change the settings. You can choose from the following options:

- Automatically
- After confirmation
- Disabled

Tap Merchant receipt copy to change the settings. You can choose from the following options:

- Automatically
- Disabled

Settings app

Change your device settings with just a few taps.

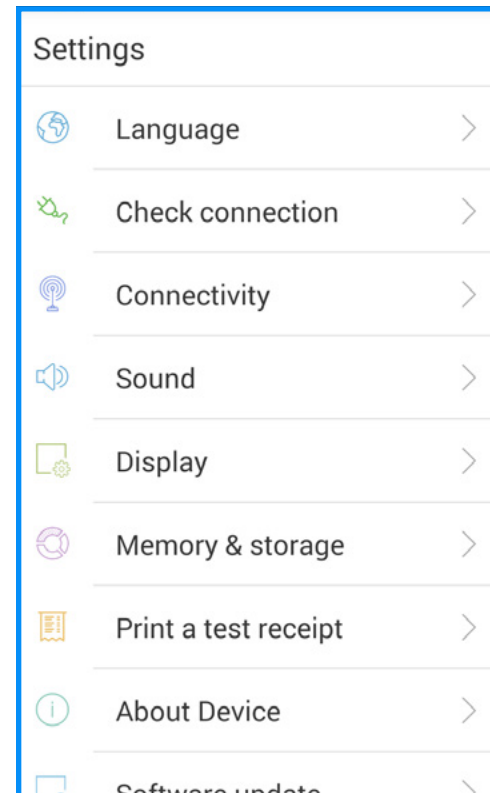
The Settings app is a built-in system application, which allows you to adjust the myPOS Smart N5 device's settings, including:

- Language
- Check connection
- Connectivity
- Sound
- Display
- Memory and storage
- Print a test receipt
- About device
- Software update
- Reset

Getting started

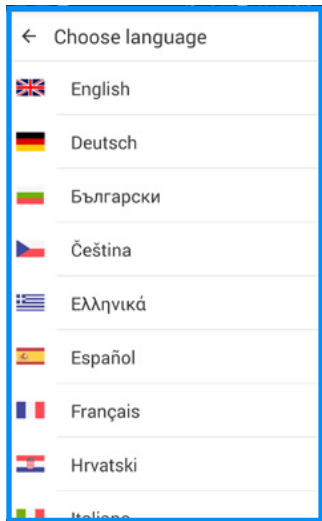
The myPOS Smart N5 comes with pre-installed Settings app.

You can start the app by tapping Settings app icon on your myPOS Smart N5 device home screen.



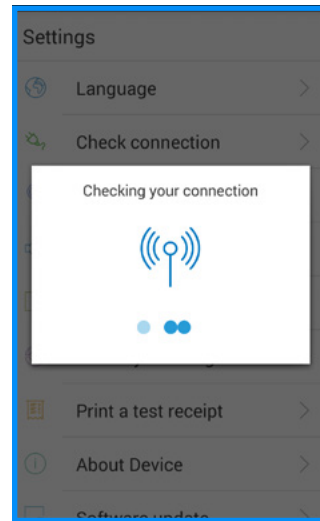
Settings app main menu

Language



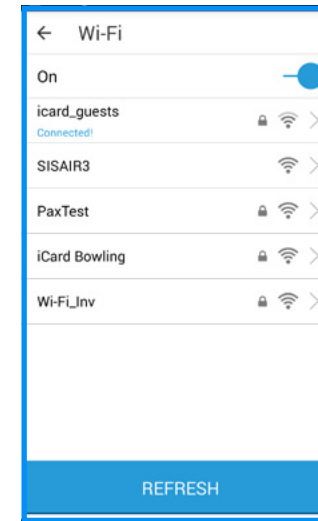
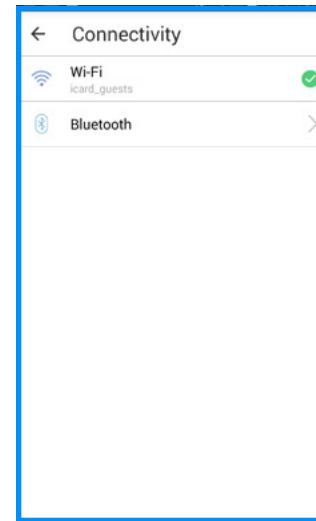
To change the language of your myPOS Smart N5 device, tap on Language and choose the desired language. Note that this will affect not only the interface language but also the language of the printed receipts.

Check connection



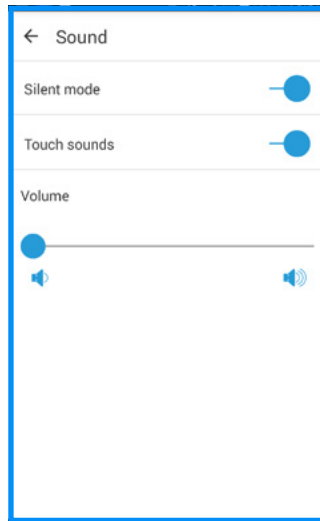
To check the device connection, tap on Check connection.

Connectivity



Through this menu you can turn on/off the Wi-Fi and Bluetooth connection as well as changing the selected network/Bluetooth device.

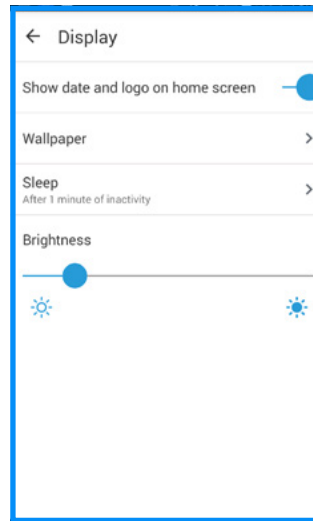
Sound



From this menu you can enable/disable silent mode and touch sounds as well as adjusting device volume.

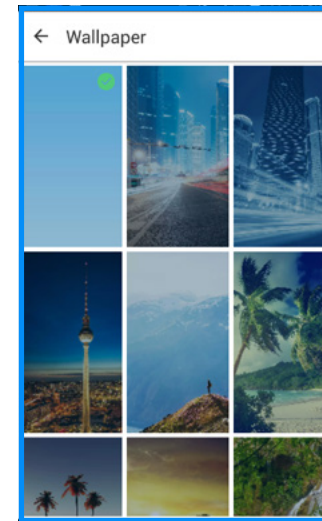
Display

In the Display menu in the Settings app you can:

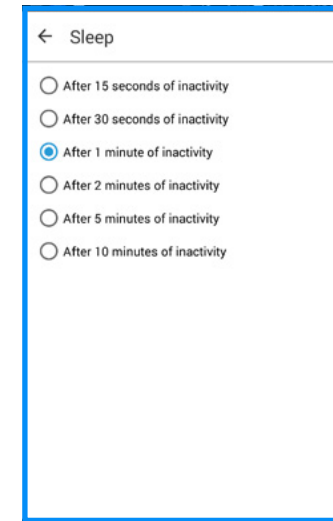


Choose to show date and logo on home screen.

Adjust display brightness.

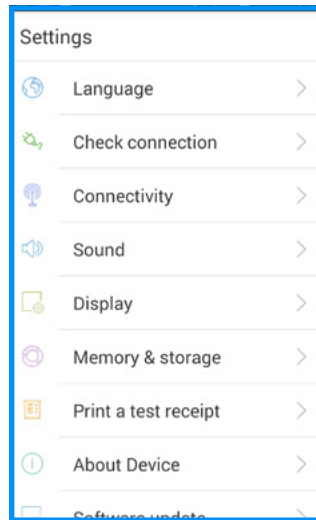


Change device wallpaper.



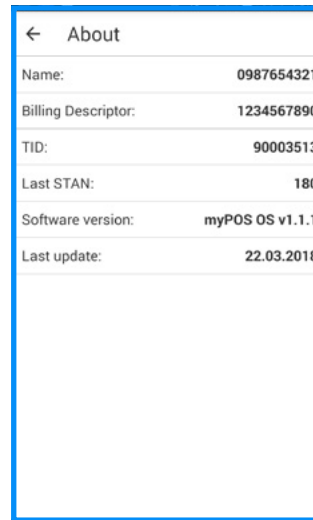
Choose display sleep interval.

Print a test receipt



If you want to check your device's printer, tap on Print a test receipt.

About device

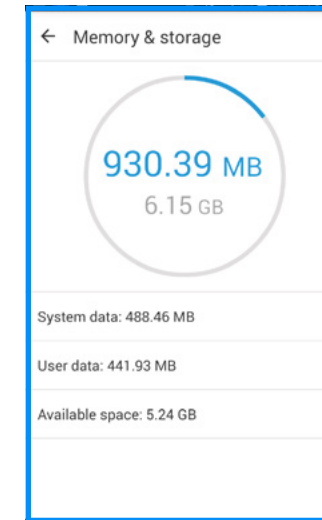


In this menu you will find information about:

Device name, Billing descriptor, Terminal ID (TID), Last STAN, Software version and last update date.

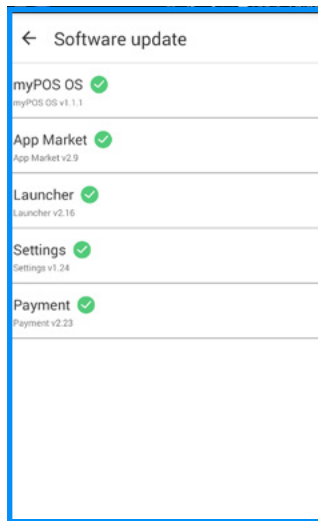
Memory and storage

In this menu you can see information about:



- *System data*
- *User data*
- *Available space*

Software update



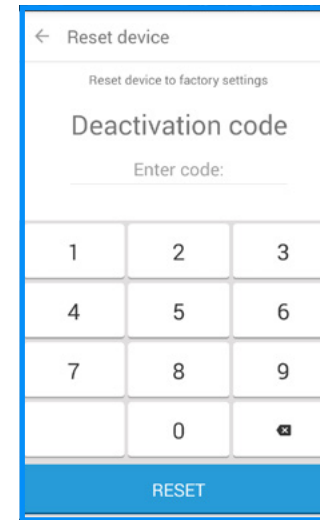
Keeping your software up-to-date is important to get the best from your device.

The latest versions of the software help your myPOS Smart N5 device run more quickly and efficiently, bring new features, fix bugs and prevent security vulnerabilities.

In this menu you can check if there are new updates of the system apps:

- *myPOS OS app*
- *AppMarket app*
- *Payment app*
- *Settings app*
- *Launcher app*

Reset



Use this option with caution and only if you want to reset your myPOS Smart N5. You need to enter a deactivation code. The code can be generated when you log in to www.myPOS.eu menu **Devices > All Devices, choose a specific device > Settings > Reset.**

Note that this will restore your device settings to the default and you will no longer be able to accept payments. In order to start using it again you will need to activate the device.

Reset your device settings and start using it with a different Outlet or myPOS account.