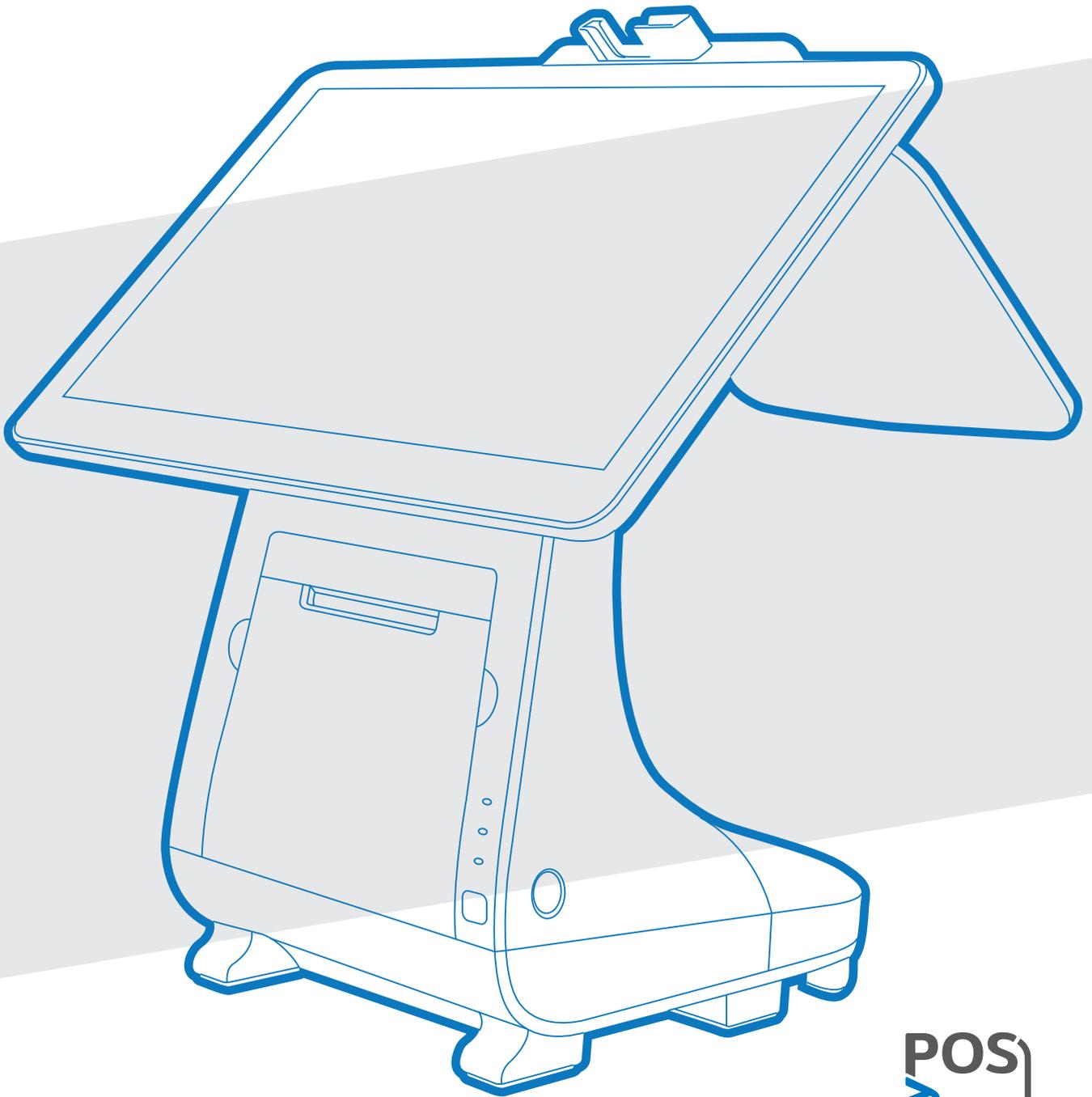


# myPOS Hub+

technical specifications and warranty



[mypos.com](https://mypos.com)

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# Supported connections

Your new myPOS Hub device requires internet connection to work properly. The internet connection can be established via Wi-Fi or SIM card. Simply connect your myPOS Hub device to the internet using your mobile phone (via personal hotspot), a wireless router or a SIM card.

Please find the supported connection types below:

- **Wi-Fi** – You can connect your device using a Personal Hotspot or a Wi-Fi router. The supported encryption methods for Wi-Fi networks are WPA and WPA2.
- **SIM Card** - Make sure that the data connection service is activated.

## Certifications & EMV



EC Declaration of conformity: The manufacturer PAX Technology Limited, China, declares that this product 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.

# myPOS Hub+ specifications

|                         |  |
|-------------------------|--|
| <b>Operating System</b> | PayDroid based on Android 6.0  |
| <b>Q20 Module</b>       | PCI PTS 5.x Certified Payment Terminal 4.3 Inch Color Capacitive Touch Screen  |
| <b>Processor</b>        | Quad-core Cortex-A17, 1.8GHz   |
| <b>Memory</b>           | 2GB DDR + 16GB eMMC<br>1 x Micro SD Card Slot, Supports up to 64GB   |
| <b>Main Display</b>     | 15.6-inch All Perspective IPS Display   FHD 1920 x 1080 Pixels Capacitive Touch-screen   |
| <b>Customer Display</b> | 8-inch All Perspective IPS Screen   HD 1280 x 800 Pixels Capacitive Touchscreen  |
| <b>Printer</b>          | 3-inch Thermal Printer Head<br>Print Speed: 150 mm/s<br>Paper Width: 80 / 58 mm Paper Diameter: 80 mm<br>Automatic Paper Receipt Cutter  |
| <b>Communications</b>   | WiFi (2.4GHz / 5GHz ) Supports Hotspot<br>4G (TD-LTE / FDD-LTE) + 3G (WCDMA / CDMA2000) + 2G (GSM / CDMA / GPRS) (optional)<br>Bluetooth (4.0) Supports iBeacon<br>LAN<br>Inbuilt Professional Wireless ROUTER (2.4G) (optional) |
| <b>Audio</b>            | 2 x Speaker, Support headphone output  |
| <b>Camera</b>           | 5 Megapixel Auto Zoom Rear Camera   Reads 1D & 2D Codes  |
| <b>Card Readers</b>     | Magnetic Card Reader: Support track 1/2/3<br>IC Card Reader: Conform to the standard of ISO7816, EMV2000 L1&L2, PBOC3.0<br>Contactless Card Reader: Compatible with ISO14443 Type A&B  |
| <b>Card Slots</b>       | 1 SIM card slot<br>1 Micro SD card slot<br>1 magnetic stripe card/IC card slot, using two-in-one (support MAG&ICC)   |
| <b>Battery</b>          | 7.2V / 2600mAh Rechargeable Li-ion Battery   |
| <b>Power Adapter</b>    | Input: 100 - 240V AC, 50Hz / 60Hz   Output: 24V DC, 2.7A   |
| <b>Multi-Media</b>      | Video, Audio   |
| <b>Peripheral Ports</b> | 5 x type-A HOST USB 2.0<br>1 x Micro USB 2.0, OTG<br>1 x RJ11 (24V), Cash Box 1 x RS232 (DB9)<br>1 x WAN<br>2 x LAN<br>1 x Audio Jack<br>1 x Charging Port   |
| <b>Physical Keys</b>    | 1 x ON / OFF Key   1 x Printer Paper Button  |
| <b>Indicator</b>        | Power Indicator (Green)<br>Printer Paper Out Indicator (Yellow) Printer Error Indicator (Red)  |

|                       |   |
|-----------------------|---|
| <b>Physical</b>       | L x W x H (mm) : 378.4 x 377.2 x 409<br>Weight (kg) : 6.4 (Including Battery)   |
| <b>Certifications</b> | PCI PTS 5.xSRED / EMV L1 & L2 / EMV Contactless L1 / MasterCard/ Contactless<br>Visa payWave / American ExpressPay / Discover D-PAS / MasterCard TQM / UL CE /<br>FCC / RoHs / IC |
| <b>Built-In Apps</b>  | Payment, Payment Request, MO/TO Payment, Top-up, Register, App Market,<br>Settings, Private Label GiftCard, Hub+ Secondary Screen   |
| <b>Languages</b>      | English, German, Bulgarian, Czech, Greek, Spanish, French, Croatian, Italian, Dutch,<br>Portugal, Romanian, Swedish, Hungarian, Icelandic, Latvian, Polish, Slovenian             |

**Manufacturer:** PAX TECHNOLOGY LIMITED

**Address:** Room 2416, 24/F; Sun Hung Kai Centre, 30 Harbour Road, Wanchai, Hong Kong

# Installation & Usage

## Installation

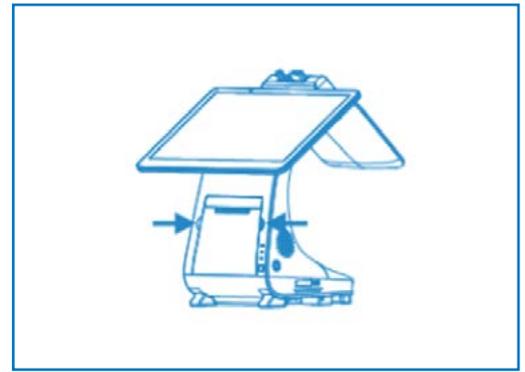
- USB port: Connect USB device.
- Micro USB port: Connect Micro USB device.
- Serial Port: Connect serial device.
- SIM card slot: Open the SIM card/SD card cover and insert the SIMcard in to the corresponding SIM card slot.
- Micro SD card slot: Open the SIM card/SD card cover and insert theMicro SD card in to the corresponding Micro SD card slot.
- WAN port:Open the wire hidden cover at the back of the terminal,insert the cable which is connected to the Internet into the WAN port toprovide wired network for the cash register.
- LAN port: If the WAN port has been connected to the Internet, then theLAN port can provide network connection.
- Cash drawer interface: Open the wire hidden cover at the back of theterminal, insert the cash drawer’s port into the cash draw er interface on the cash register, so that the cash drawer is connected with the cashregister.
- Audio Jack: Use international standard interface.

## Usage

- Power on: Press and hold the Power button (on the side) for three seconds until the main screen displays normally.
- Power off: Press and hold the Power button (on the side) for three seconds until the shutdown menu appears, tap “Shutdown”, and then shutting...”appears. The terminal will be turned off after a few seconds.
- Load the print paper: When the printer’s Out of Paper indicator lights in yellow, it needs to load the print paper. Open theexternal printer cover by pulling it outward with fingers from the printer cover opening. Open the built-in printer cover by pressing inward the spring key. Load the paper roll by following the direction as shown in the paper warehouse, and close the printer cover. Then the indicator will light off. The paper is changed successfully. Open the external printer cover bypulling it outward with fingers.
- Magnetic Stripe Card: Place the magnetic stripe face down (keep the magnetic stripe card perpendicular to the main display), swipe card through the magnetic card slot at a constant speed.
- IC Card: Place the IC chip facedown, insert the IC card into the card slot, and push it to the end.
- Contactless card: Put the contactless card on the center of the paymentmodulescreen.

# Paper Installation

1. When the printer is out of paper, the “Out of Paper” indicator will light in yellow. Open the external printer cover by pulling it outward with fingers from the printer cover opening (that the arrows point to).
2. Open the built-in printer cover by pressing inward the spring key(that the arrow points to).
3. Open the built-in and external printer covers as shown in the figure.
4. Load the paper roll and make sure a part of paper is exposed.
5. Close the printer covers in turn. The “Out of Paper” indicator will light off. The paper is changed successfully.



# Safety instructions

## General safety information

- Use only the provided AC adapter. There is a risk of explosion, fire and device damage if other adapters are used.
- Never expose your device to extreme temperatures. There is a risk of explosion and fire.
- Switch off the device immediately if it starts to emit smoke, unusual odours or 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.
- Do not allow foreign matter to fall into the equipment. Penetration of foreign objects may lead to fire or electric shock.
- Only operate your myPOS Hub terminal with the supplied accessories. The use of other accessories will lead to malfunctioning.
- Do not expose the unit to extreme weather conditions such as rain, hail, strong sunlight or snow. In case of damage, the unit must be examined by customer service for possible faults.
- Do not insert any objects that do not meet the specified purpose into the openings on the casing or the card slots. This will cause damage to the casing or the card reader.
- Please put the myPOS Hub 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.
- The terminal does not contain any parts to be serviced by the user and therefore must not be opened. If opened, the warranty is rendered null and void.
- Do not drop, knock or shake the device. Rough handling can break internal circuit boards and fin mechanics.
- The myPOS Hub device is equipped with a Wi-Fi interface for wireless communication. Never use the device in environments where it could cause interference (airplanes, hospitals, etc.)

# Let`s get started

## Overview



## Charging

The terminal displays the Battery Power status in percentages. There are a number of factors that can affect the battery life, for example:

- Length of time off the charger
- Time between transactions

Please check the battery status prior to initiating any operation on the terminal. If it indicates 'very low' (10% or less) or 'no power', you should recharge the battery.

When you turn ON your myPOS Hub device for the first time, you need to charge it. Input the charge cable in the charging slot (point 05).

**Caution:** Rechargeable battery needs to be replaced if it has been used for two years. If the rechargeable battery is not in its original shape, or if it's overheated, please replace with a new battery.

Do not use any other external cables other than the specified and/or supplied ones. Ensure that the cable is routed to prevent damage or accidental contact. This device is intended for use when supplied with power from a low voltage external power supply, charge it. Input the charge cable in the charging slot (point 05).



# Warranty and return policy

**Important:** *The product, including myPOS Hub device and myPOS Business card (“the product”) 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 represents financial services and is designated only for accepting of 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.*

## Replacement of myPOS package with defect

- Client must not open the POS terminal device and must not try to repair the defect by himself/herself. This will be deemed as a defect caused by Client and the service provider will not be liable for its obligations under the Return Policy.
- You have the right to return the full myPOS package within 30 days from the date of receipt.
- Some Distributors may provide post-sale customer support and may be able to take back the defected myPOS Hub device. Please contact your Distributor or Agent first and check for post-sale customer support. In case there is not such, please proceed as instructed in this Return Policy.
- The guarantee of the service provider does not cover any cables, accessories, plugs, or power supply units or other items, different from the myPOS Hub devices and the myPOS Business card in the myPOS Package.

Please read the full text of the Return Policy available at [www.myPOS.com](http://www.myPOS.com) prior to registration for the service and activation of the myPOS Package.

## Important: disposal



You are not allowed to dispose any part of the myPOS Hub device, including its battery, cables or other components with the general household waste. If your myPOS Hub is not functioning, you have to send it for repair by following the Return policy available at [www.myPOS.com](http://www.myPOS.com).

## For more information

Full list of available documents can be found on our website [here](#).