

# myPOS Carbon

user manual



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

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# Introduction

Power efficient, dust proof, shock proof and water resistant, as well as IP54 and ATEX certified, your new myPOS Carbon offers strong performance powered by Android 9.0. The device works with a quad-core processor, high-pressure thermal printer, providing an exceptionally strong combination of functionalities in one POS device. myPOS Carbon is capable of running a wide range of proprietary and third party business apps.

To start using your Carbon device, you need to open a free e-money account at [mypos.com](https://mypos.com) and then activate the myPOS Carbon device.

If you need more than one device for your business, you can purchase and activate additional myPOS devices. The funds from all devices will be transferred to your myPOS account.

## Scope

This user guide contains detailed information about your myPOS Carbon device and instructions how to accept credit and debit card payments. Below you can find a quick overview of the guide:

- Activation of your device
- Getting started - learn more about your device
- Manage your device - settings and update
- Accepting payments and even more - available services and built-in apps
- Warranty and return policy

*The Quick User Guide does not include information about the technical specifications of the device. It is provided separately in the [myPOS Carbon Technical Specifications & Warranty document](#).*

## Related documentation

The latest version of this Quick User Guide can be found online at:  
<https://www.mypos.com/en-gb/troubleshooting/devices-additional-information>

# Activation

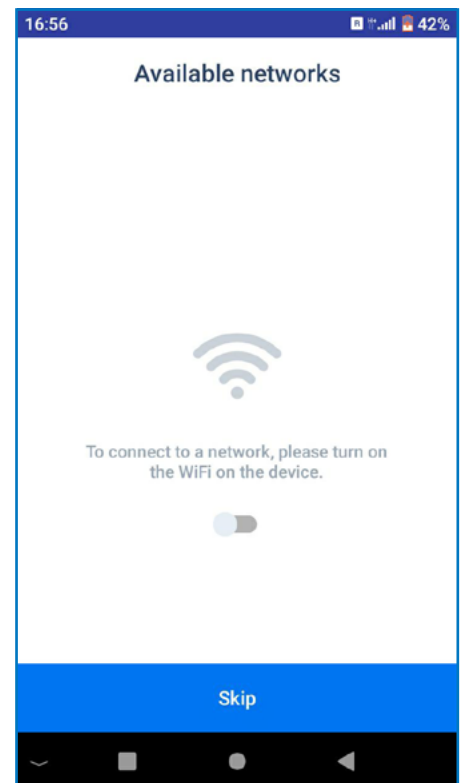
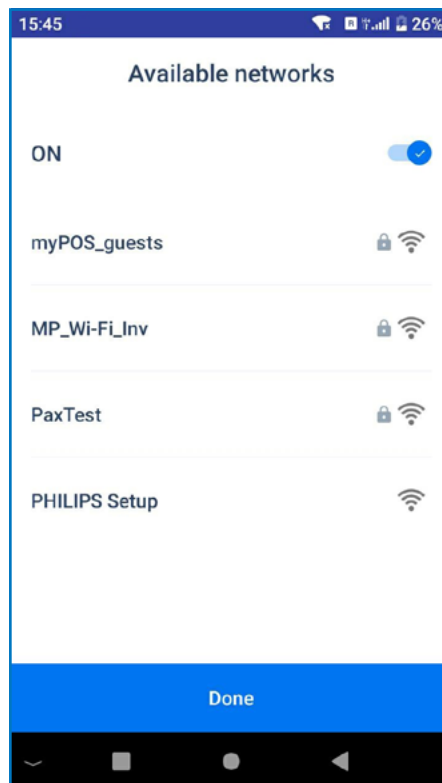
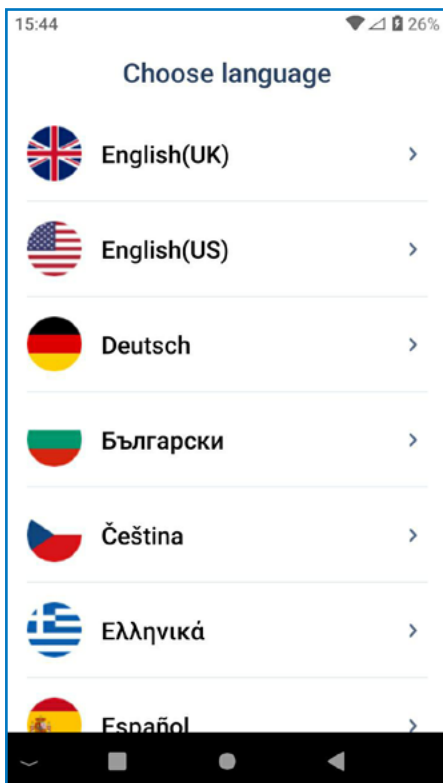
Every myPOS Carbon device has a unique serial number. During the activation, myPOS links the serial number of your myPOS Carbon device to your myPOS account. Once your new myPOS Carbon device is activated, every transaction accepted with it, will be credited to your myPOS account.

You can link more than one myPOS device to one e-money account. In this case, the payments accepted with all myPOS terminals will be credited to the same myPOS account.

Your myPOS Carbon device needs to be activated before you can start using it. To be able to complete the activation process, the device must be connected to the Internet. Your myPOS Carbon can use the Internet connection of a wireless router or a SIM Card.

Follow these simple steps to activate your device:

1. Turn on the device
2. Choose device language
3. Choose type of connection:
  - To connect to a Wi-Fi network, turn on the Wi-Fi connection to see all available networks. Once successfully connected to a network, you can proceed with the activation by tapping DONE.
  - To connect to the Internet via the SIM card, turn off the Wi-Fi connection. If the SIM card is already inserted into your device your myPOS Carbon device, it will automatically connect to the Internet. As soon as it's successfully connected, the SKIP button will appear. You can proceed with activation by tapping on SKIP.



# Activation code

The activation is a one-time process and requires an activation code generated by myPOS to be entered manually on your myPOS Carbon device.

If you do not have a myPOS account, please register at [mypos.com](https://mypos.com) and follow the instructions.

If you have a myPOS account, please log in to your account and go to menu Devices > Activate your device and follow the steps:

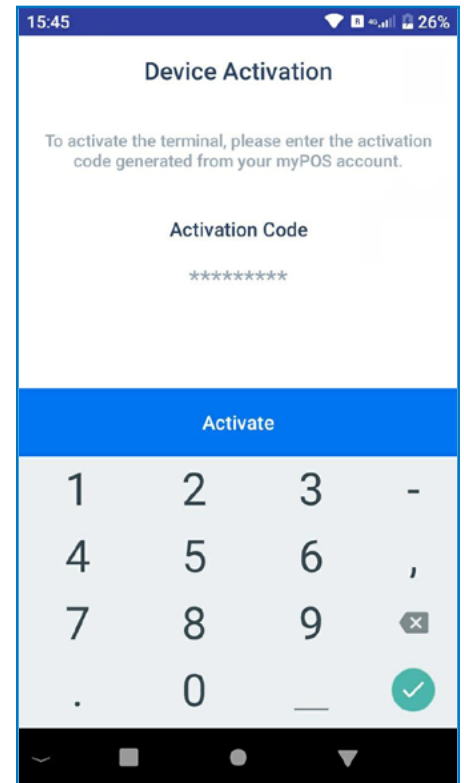
**Step 1:** Enter the activation code on your myPOS Carbon device and press „ACTIVATE“. Your device must be connected to the Internet to complete the activation process.

**Step 2:** Upon successful activation, your myPOS Carbon device will restart automatically.

**Congratulations!** Your new myPOS Carbon device is now activated and ready to be used. You can find the new device listed in your myPOS account, menu “Devices”.

**Note!** *You can change the selected device language and connection type at any time through the Settings app.*

Once your myPOS device is activated, it is permanently linked to your myPOS account. Even if the device is stolen or lost, any processed payment transaction will be credited to your account. In case your device is lost or stolen, please inform our Customer Support Centre immediately.



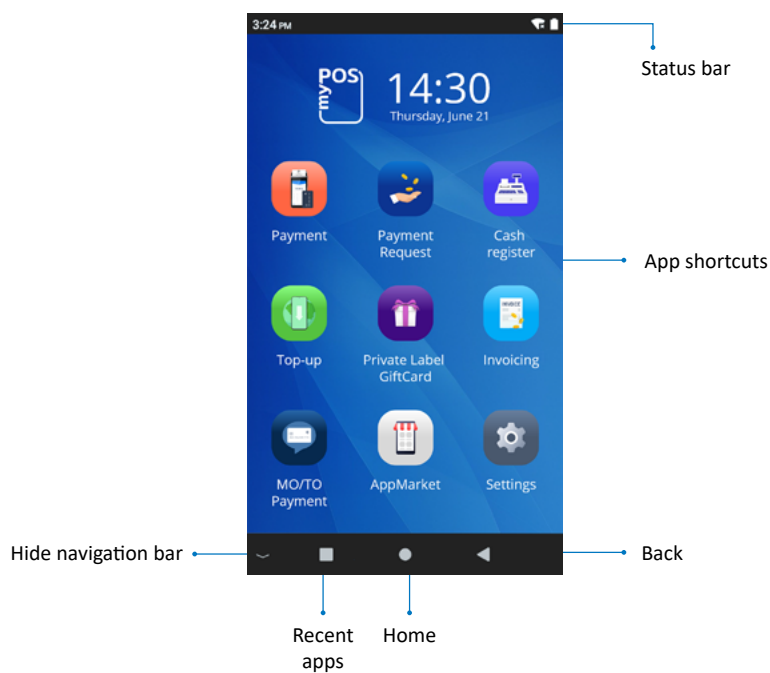
# Getting started

Learn more about your new device's hardware, assembly procedures, and how to get started.

## Learn about your device



## Home screen



# Status bar

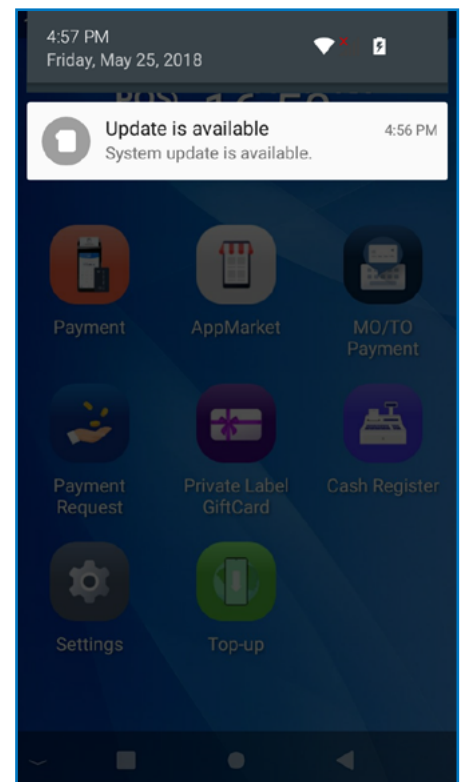
The Status bar at the top of the Home screen provides device information (such as network status, battery charge, and time) on the right side and notification alerts on the left.



# Notification panel

You will receive notifications about Configuration or System updates in the Notification panel. You can access it from the Home screen.

1. Drag the Status bar down to display the Notification panel.
2. Swipe down the list to see notification details.
  - To open an item, tap on it.
  - To clear a single notification, drag the notification left or right.
  - To clear all notifications, tap Clear all.
3. Drag upward from the bottom of the screen or tap Back to close the Notification panel.



# Quick Settings

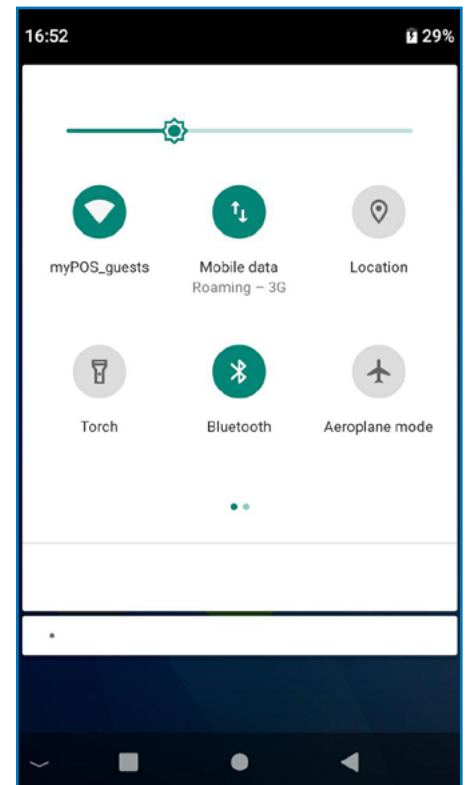
The Notification panel also provides quick access to functions, such as Wi-Fi, Bluetooth, Display brightness and allows you to quickly turn them on or off.

To view and adjust the additional Quick settings:

1. Drag the Status bar down to the bottom of the screen to display the Notification panel.
2. Change the brightness of the display or tap on any icon to turn the functionality ON or OFF or see additional features.

By holding the ON/OFF button, you can access the following quick settings:

- Power off – tap to shut down the device
- Reboot – tap to reboot the device





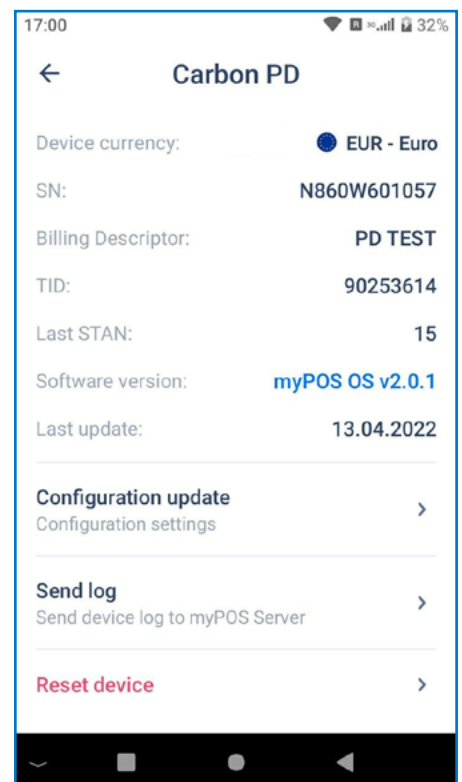
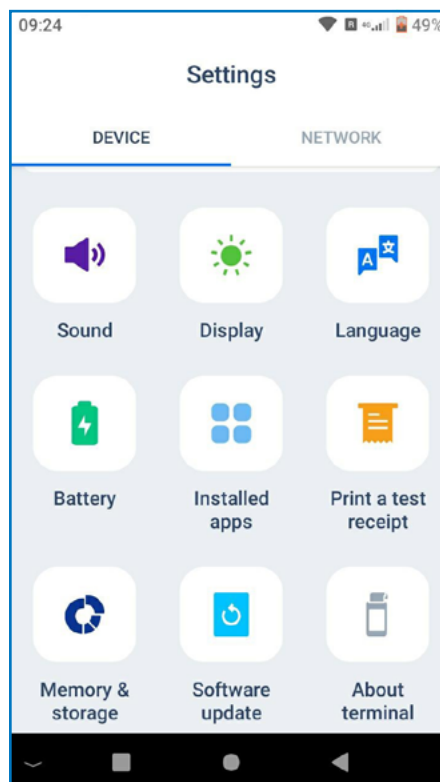
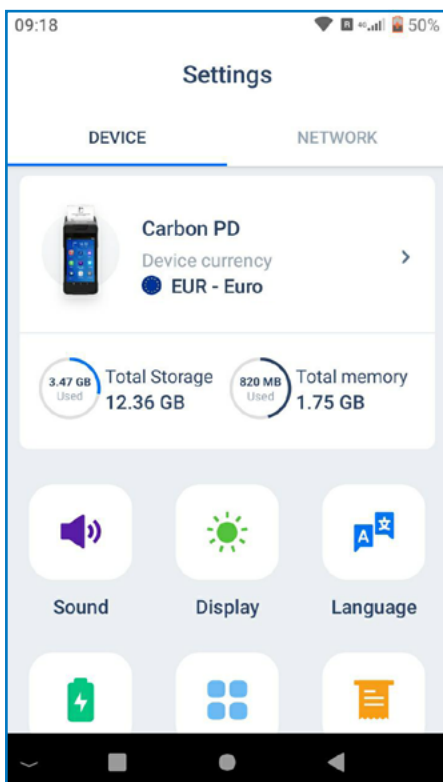
# Manage your device

## Device settings

Settings *app* is divided into two general tabs – Device and Network.

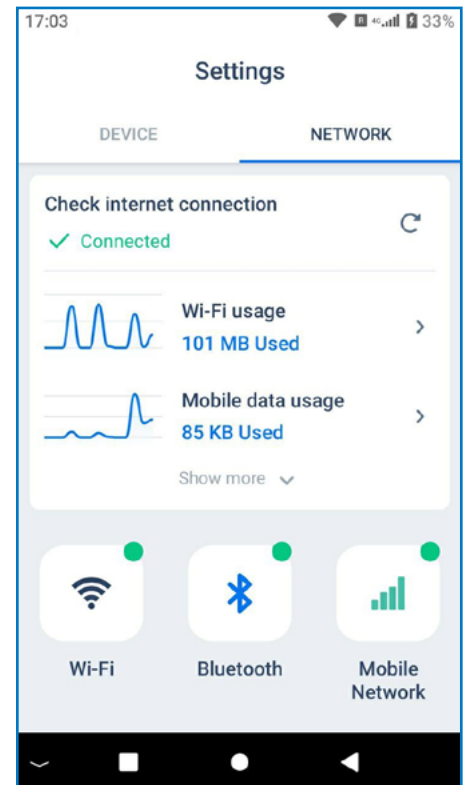
You can check or change the following settings of your myPOS Carbon device using the Settings app, tab Devices:

- **Sound** - manage device sound volume or turn device sound ON or OFF
- **Display** - manage your device Home screen (Layout and Wallpaper), change sleep time and display brightness, change the font size
- **Language** - change the language of your device. Please note that this will effect not only the device interface but also the language of your print outs (receipts and reports)
- **Battery** – monitor battery status and health
- **Installed apps** – get information about the installed applications
- **Print a test receipt**
- **Memory & storage** - get information about memory and storage (System data, User data and Available space)
- **Software update** - in this menu you can check if there are any available updates of the system apps, such as myPOS OS, App market, Payment app, Settings app, Launcher, myPOS Remote). Keep your software up to date to get the best from your device. Latest software versions will help your myPOS Carbon device run more quickly and efficiently, enable new features, fix bugs and prevent security vulnerabilities.
- **About terminal** - get information about device Name, Billing descriptor, TID, Serial number, Last STAN, Software version, Last date of update, Linked account. Also the following options:
  - Configuration update
  - Send log
  - Reset device - reset your device and start using it with a different Store or myPOS account. Please have in mind that this will restore your default device settings and you will no longer be able to accept payments. To start using your device again, you will need to activate it.



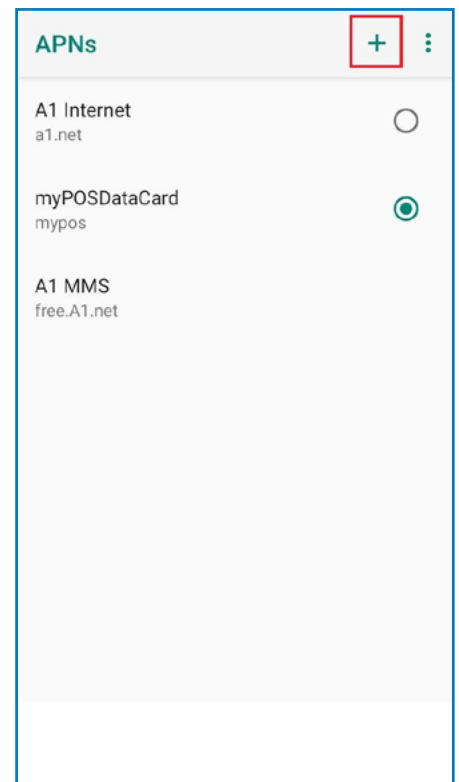
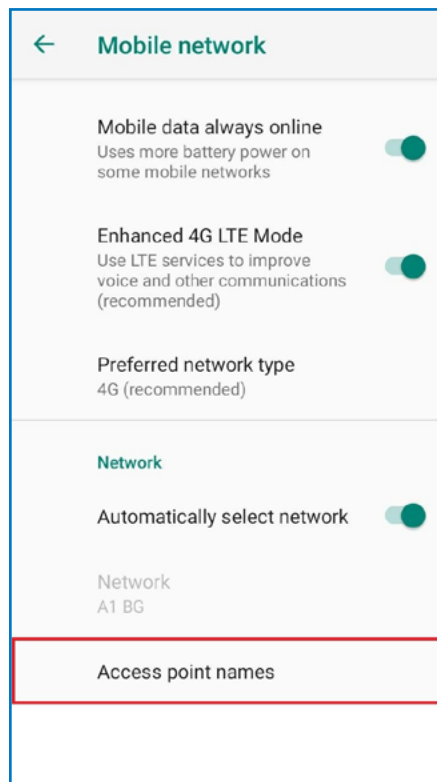
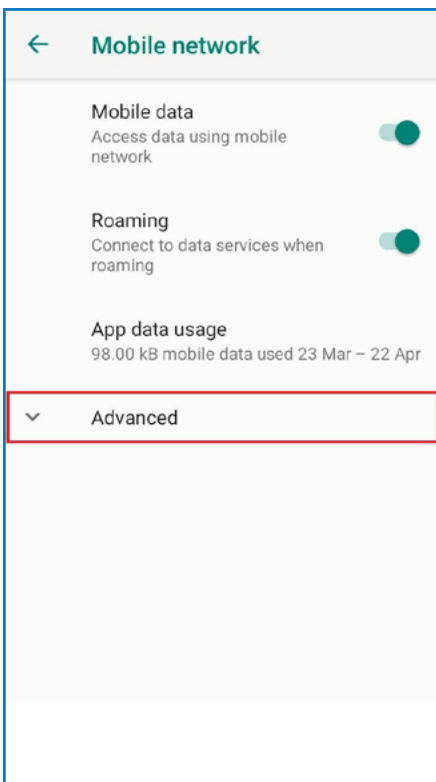
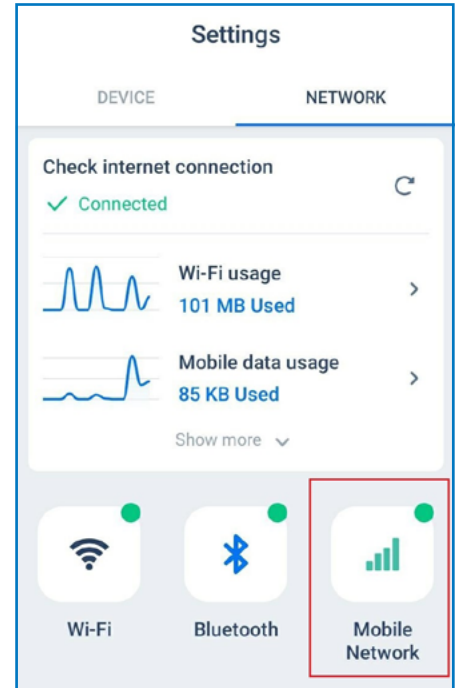
# Network settings

You can get information about the Data usage and manage the connectivity of the device from the Network tab - change the connection type of your device (WiFi, Bluetooth and Mobile Network).



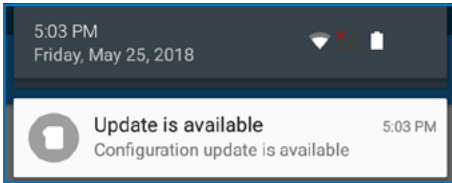
# APN Settings

1. Open Settings and go to Network
2. Select Mobile Network
3. Click on Advanced
4. Select Access point names
5. Press + in the top right corner
6. Enter the APN settings (Please, contact your network operator to get the APN settings)
7. Press the 3 dots in the top right corner and choose Save
8. Select the entered APN



# Configuration update

Some of the changes of your device, made through your myPOS account, need additional update to take effect. In these cases, you will receive a notification for Configuration update. All you have to do is tap on the notification - the Settings app will open. Tap on Configuration update and wait until the update is downloaded and installed.



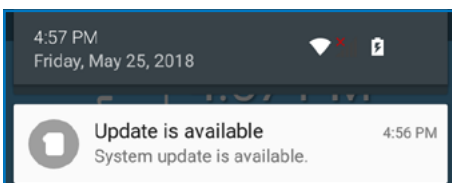
In some cases, configuration updates will be sent from myPOS Europe Ltd. in regard to newly released features and functionalities. *Keeping your software up to date is important to get the best from your device.*

# System update

myPOS Carbon Devices come with 5 system apps:

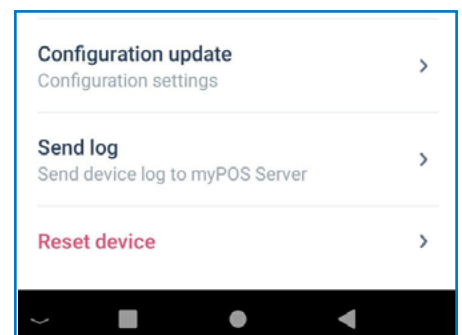
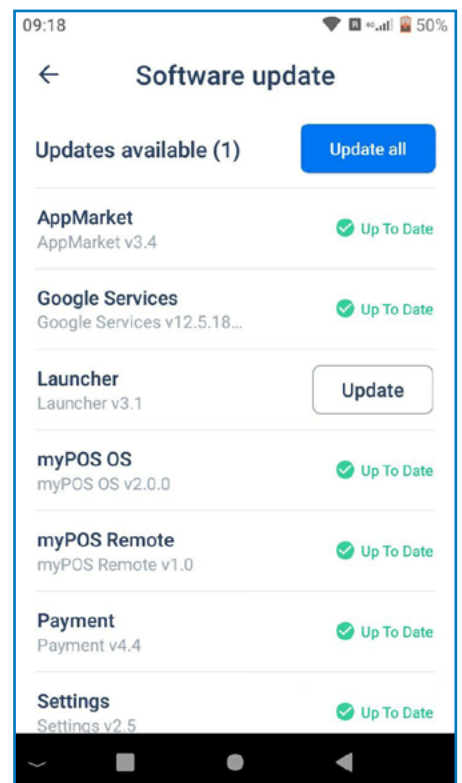
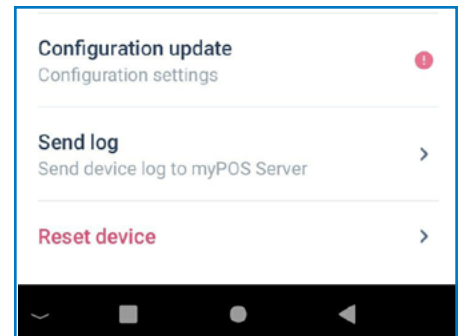
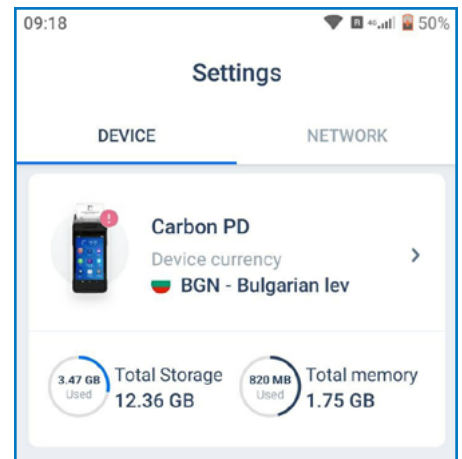
- myPOS OS app
- AppMarket app
- Payment app
- Settings app
- Launcher app
- myPOS Remote

Each time when there is a new version available for one off the apps installed you will receive notification. All you have to do is to tap on the notification and the Settings app will open. Tap on Update and then tap Install to install the update.



# Send log from terminal

To send log from terminal, enter the Settings app, select About terminal and press Send log.



# Accepting payments and even more

## Built-in apps

We ship myPOS Carbon devices with eight apps:



### 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 hassle-free and within minutes.



### MO/TO Payment app

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



### Cash register

Turn your POS device into a powerful cash register.



### Top-up app

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



### 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 devices.

You can find detailed information about each app's functionalities in [myPOS Carbon Built-In Apps User Guide](#).

# Accept payments

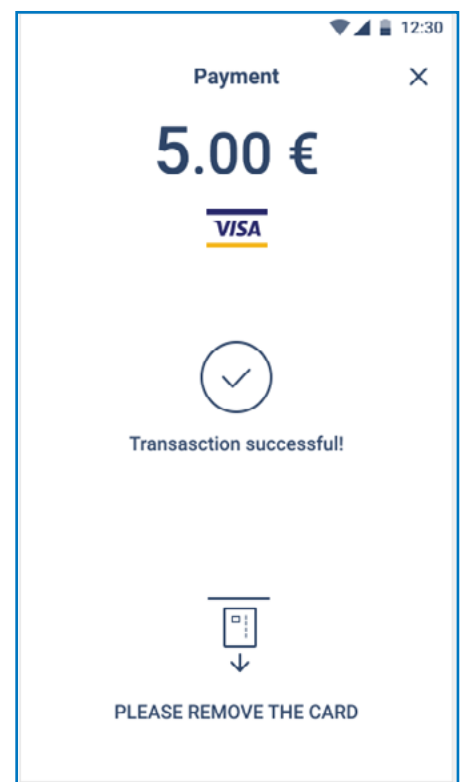
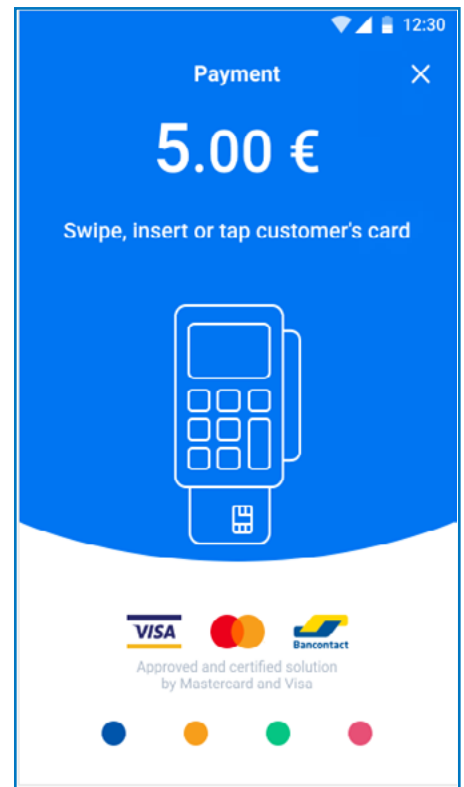
Your myPOS Carbon device supports payments with magnetic stripe, CHIP & PIN and contactless.

## Smart card

If the card has a CHIP, at the screen for presenting card insert the card into the bottom reader with the CHIP facing towards the keyboard. If the card is not recognised, an error message will be displayed. Smart cards usually require a PIN code to confirm the transaction. If a PIN code is required, ENTER PIN screen will be displayed.

The myPOS Carbon device will initiate the transaction authorization process by communicating with myPOS. The Processing screen will indicate that the procedure is not completed.

If the transaction is approved by the issuer, confirmation message "Transaction successful" will be displayed. At this point, you can remove the card from the reader and return it to the customer.



# Magnetic stripe card

Magnetic stripe cards are swiped with the magnetic stripe facing up through the reader located at the top side of the myPOS Carbon device.

Make sure that the card is inserted properly and the bottom of the card runs firmly and at even speed. The speed of swiping the card must not be too slow, as this can sometimes cause problems. If a PIN code is required, ENTER PIN screen will be displayed.

If a chip card is swiped, the app will display a screen with instructions that the card should be inserted into the chip reader.

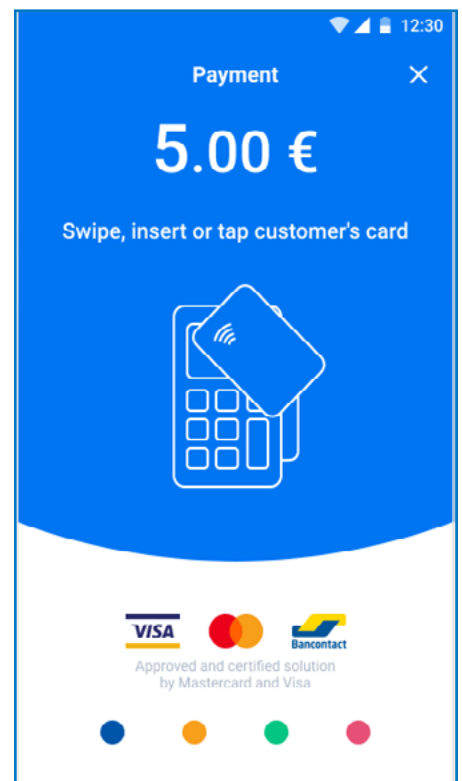
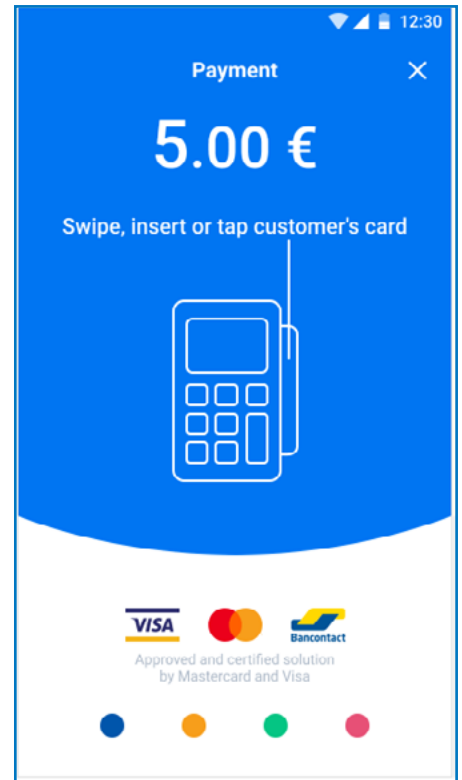
The myPOS Carbon device will initiate the transaction authorization process by communicating with myPOS. The Processing screen will indicate that the procedure is not completed. If the transaction is approved by the issuer confirmation message: "Transaction successful" will be displayed.

# Contactless cards

Hold the card (or smartphone) approximately 3cm above the NFC reader of your myPOS Carbon device. When the contactless reader recognises the card, the four-color indicators will flash. If the card is successfully read, all four indicators will be on. After you hear a beep, you can remove the card and return it to the customer.

If the card requires a PIN code, ENTER PIN screen will be displayed.

For step-by-step instructions how to accept payments please refer to [myPOS Carbon Built-In Apps User Guide](#).



## Accept card-not-present (MO/TO) transactions

With your myPOS Carbon device you can accept debit and credit card payments over the phone or by email, no matter where your customers are. It's convenient and time-saving to get paid using the MO/TO app on your device. All you have to do is fill in your customer's card details and the due amount.

Find step-by-step instructions how to accept MO/TO transactions in the [myPOS Carbon Built-In Apps User Guide](#).

## Sell and accept payments with Private Label GiftCards

With the Private Label GiftCard app, you can load and check GiftCards balance. The app is pre-installed on the myPOS Carbon devices and includes the following features:

- New GiftCard sale – load cards in seconds
- Void of GiftCard sale - void a sale at any time (if the card is not yet activated)
- Check GiftCard balance
- Accept payments and issue Refunds with Private Label GiftCards
- Track activity and generate reports

And even more! You can pay with Private Label GiftCards in all apps on your device. You can issue refunds and make MO/TO transactions as well.

## Send payment request

Payment Request is an innovative online payment feature which enables you to remotely accept payments from your customers. You can send a Payment Request link by SMS or email. To send a Payment request, you just need to enter the mobile number or email address of the recipient, the amount and tap SEND. We will generate and send a payment link to your customer. Your customer clicks on the link and completes the payment on a secure checkout page. The funds will be instantly settled to your myPOS e-money account.

Find step-by-step instructions how to send a Payment request in the [myPOS Carbon Built-In Apps User Guide](#).

## Mobile Top-up

The Top-up service allows you to recharge or buy airtime for a variety of prepaid mobile services worldwide. All you need to do in advance is to make sure you have sufficient funds in your settlement account for the specific device. Your customer pays in cash and you provide a paper or electronic receipt for the service. Here's how it works:

- Enter a phone number that your customer wants to top up
- Select a service provider from the list
- Choose a top-up amount
- Review all details and confirm
- Receive commission instantly in your myPOS account

For step-by-step instructions how to make Top-ups please refer to the [myPOS Carbon Built-In Apps User Guide](#).



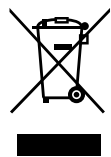
# Warranty and return policy

**Important:** The product, including myPOS Carbon 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 60 days from the date of receipt.
- Some Distributors may provide post-sale customer support and may be able to take back the defected myPOS Carbon 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 Carbon devices and the myPOS Business card in the myPOS Package.

Please read the full text of the Return Policy available at [mypos.com](https://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 Carbon device, including its battery, cables or other components with the general household waste. If your myPOS Carbon is not functioning, you have to send it for repair by following the Return policy available at [www.mypos.com](https://www.mypos.com).

## For more information

For full list of available documents visit:

<https://www.mypos.com/en-gb/troubleshooting/devices-additional-information>