myPOS Flex

Technical specifications
and warranty

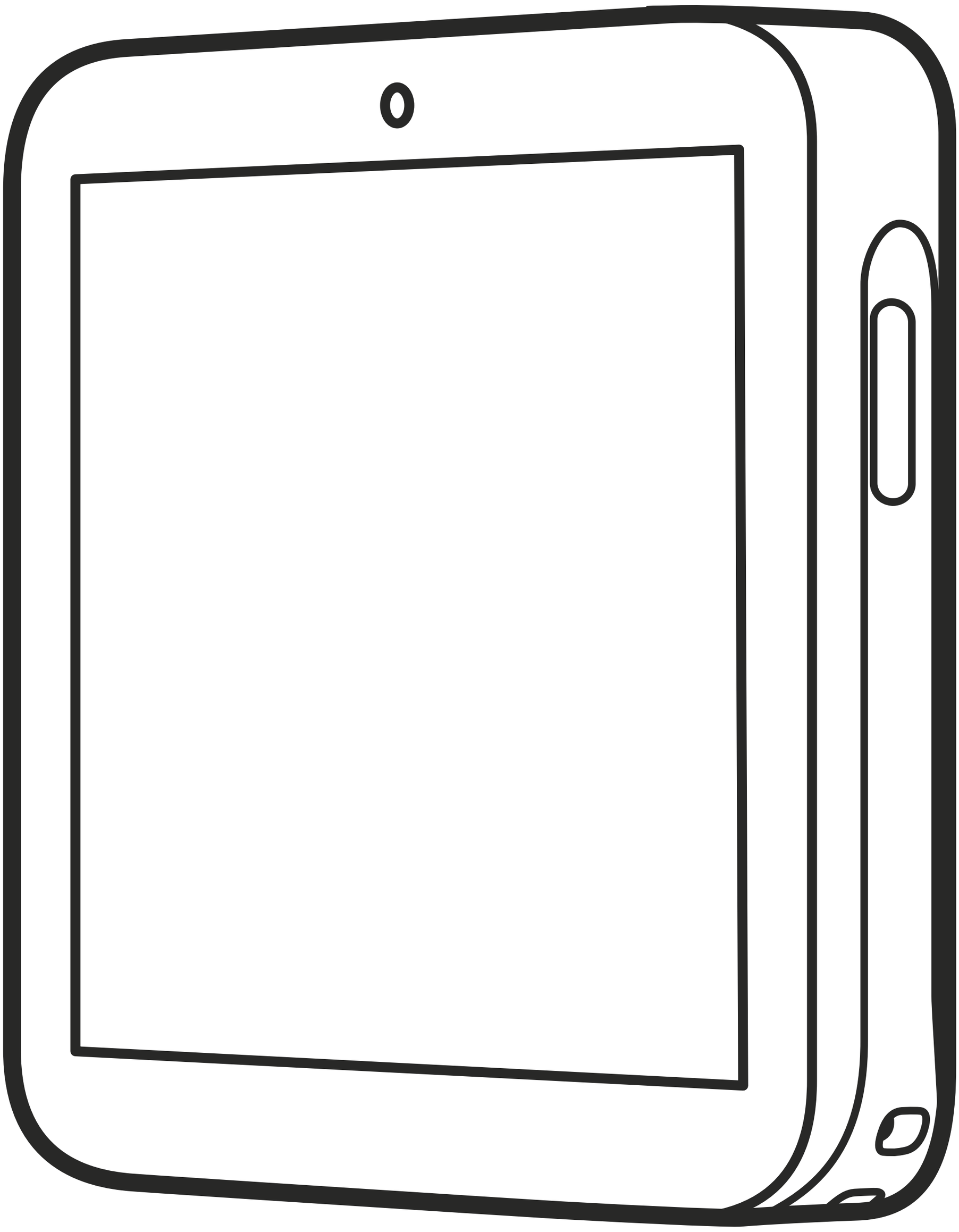


Table of contents

Supported connections →

Certifications →

Technical specifications →

Safety instructions →

General safety information →

Safety information for the battery pack →

Maintenance →

Device overview →

Charging →

Warranty and return policy →

Replacement of myPOS package with defect →

Important: disposal →

Supported connections

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

- **Wi-Fi** – You can connect your device using a Personal Hotspot or a Wi-Fi router. The supported encryption methods for Wi-Fi network are WPA, WPA2 and WPA3.
- **SIM Card** - Connect your device using a SIM card slot for 4G, 3G or 2G connection. The device supports standard SIM and e-SIM cards.

Certifications

- UKCA
- EAA compliance (EN 301 549)
- PSTI test report
- Declaration of Conformity & Device frequency bands

Technical specifications

Operating System	Android 10
Processor	Quad-core Cortex-A53, 1.5GHz
Memory	2GB RAM + 16GB ROM
Display	4" (480 × 480) Color Screen, Capacitive Touchscreen, Multi-Touch
PIN Pad	Software PIN Pad, Fixed PIN Supported
Camera	Front: 2 MP, FF
Card Readers	Chip Cards, Contactless Cards
Communications	4G/3G/2G, Wi-Fi 802.11a/b/g/n, 2.4GHz & 5GHz, BT4.x
Battery	3.8V/2000mAh Rechargeable Li-ion Battery
Power Adapter	DC 5.0V/1.0A
Card Slots	2 x SIM, 1 x eSIM + 1x SIM (Optional)
Ports	1 x Type C USB OTG
Keys	1 Power Key
Physical Dimensions	92.4 × 89.7 × 17.7 mm, 176 g
Location	GPS, GLONASS or BeiDou
Audio	1 x Speaker
Environmental	Operating Temperature: 0°C to 50°C Storage Temperature: -20°C to 70°C Relative Humidity: 5% to 95% (Non-Condensing)
Certifications	PCI 6.x, CE, FCC, EMV LI/L2, EMV CLI, Paypass, Paywave and others
Manufacturer	SHENZHEN XINGUODU TECHNOLOGY CO. LTD., China

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 Flex 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 Flex 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 Flex 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.)

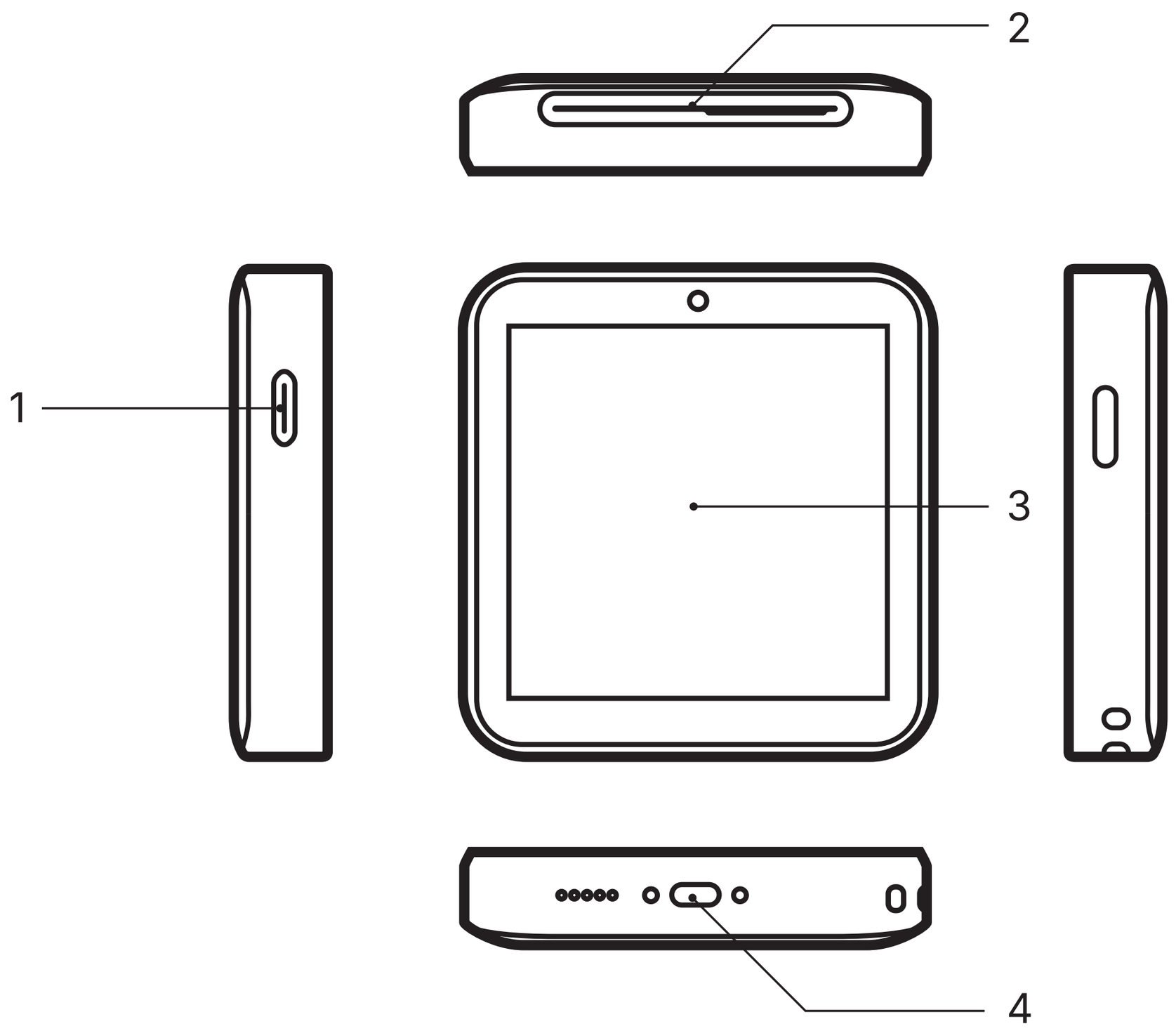
Safety information for the battery pack

- Only use the included battery model.
- Do not subject the battery to extreme heat.
- Never short-circuit any contacts due to risk of explosion.
- Charging temperature should be 0 to 50°C.
- Only use the supplied charger.
- Do not store below -20°C or above 60°C.
- Do not apply pressure to the battery.
- Do not disassemble, puncture or damage the battery.

Maintenance

- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the device.
- Do not use compressed air to clean the unit or its components or to remove dust.
- Make sure that you do not scratch the touch screen surface.
- Make sure that you keep the charging contacts clean.

Device overview



1. Turn ON / OFF button
2. Chip-card reader
3. Touchscreen
4. USB slot for charge cable

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 Flex device for the first time, you need to charge it. Input the charge cable in the charging slot.

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.

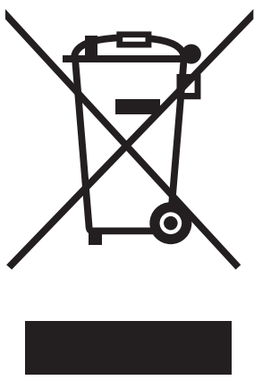
Important: *The product, including myPOS Flex device and myPOS Business card ("the product") is not covered by Consumer law, including EC Directives on Consumer Protection and Distance selling Directives. This product is not designated to consumers, meaning any natural person who is acting for purposes, 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 Flex 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 Flex devices and the myPOS Business card in the myPOS Package.

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