

myPOS Go

technical specifications & warranty



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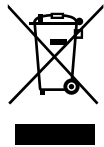
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Supported connections

Your new myPOS Go device requires internet connection to work properly. The internet connection can be established via 3G. Once a SIM card is inserted, the device will automatically connect to the Internet.

For further information on how to establish a connection, please refer to our Quick User Guide, available at <https://mypos.eu/en/devices/go>.

Certifications & EMV



EC Declaration of conformity: The manufacturer Shenzhen Xinguodu Technology Co., 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 Go specifications

Operating system	Linux
Processor	Arm Cortex-A7 1.3GHz
Memory	256MB Flash+256MB RAM
Display	2.4" TFT 320 x 240 Color Screen Touchscreen, E-signature Supported
PIN pad	Built-in PIN Pad
Keypad	10 Numeric Keys 9 Function Keys
Communications	LTE/WCDMA /GPRS;
Card Readers	Magstripe Cards : Track 1/2/3, Bi-Directional Smart Cards : EMV L1 & L2 Certified Contactless Cards : ISO/IEC 14443 TYPE A&B, Mifare, NFC
Battery	3.7V, 1500mAh
Audio	Buzzer
Physical	138mm L x 68mm W x 20mm H 175g (Battery Included)
Location	LBS
Peripheral Ports	1 x USB Type-C; 2 x SIM, 1 x SAM
Environmental	Operating Temperature : -10°C to 40°C Storage Temperature : -20°C to 70°C Relative Humidity : 5% to 95%(Non-Condensing)
Voltage	Input: 100~240V 50~60Hz 0.3A; Output: 5V/1A
Certifications	PCI PTS 5.x, EMV L1 & L2, Paypass, PayWave, Amex, JCB, Discover, TQM, CE, ROHS
Accessory (Optional)	Charging Dock

Manufacturer: Shenzhen Xinguodu Technology Co.,Ltd

Address: 17B Jinsong Mansion, Terra Industrial & Trade Park Chegongmiao, Futian District, Shenzhen

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 odors 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 with foreign objects may lead to electric shock.
- Only operate your myPOS Go terminal with the supplied accessories. The use of other accessories will lead to malfunction.
- 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 issues.
- Do not insert any objects that do not meet the specified purpose into the openings of the casing or the card slots. This will cause damage to the casing or the card reader.
- Please put the myPOS Go device, battery and equipment out of the 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 Go device is equipped with a 3G module for wireless communication. Never use the device in environments where it could cause interference (airplanes, hospitals, etc.)

Safety information for battery pack

- Only use the included battery model.
- Do not subject battery to extreme heat.
- Never short-circuit any outlets due to risk of explosion.
- Charging temperature can increase up to 40° C.
- Only use the supplied charger.
- Do not store below -20°C or above 70°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's surface.
- Make sure to keep the charging contacts clean.

Let`s get started

Overview



1. Turn ON / OFF button
2. Magnetic strip card reader
3. USB Slot for recharge cable
4. Chip-card reader
5. Display
6. Physical keys
7. NFC Reader
8. Wireless charging

Keypad – touch buttons

To navigate through your myPOS Go device, the main function buttons are:

- F1** Opens the Transaction menu 1 for choosing transaction type
- F2** Opens the Settings menu
- X** Cancels the operation and goes back to the main screen
- O** Approves the entry and goes to the next screen
- <** Deletes entry

Alpha-numeric keyboard

If you need to input letters or any special characters on your myPOS Go device, you will need to press the relevant key number until you reach the desired letter/symbol. If you need to switch from small to capital letters and vice versa you must press F2.

Below is a specification of all additional characters and how you can select them:

<i>Caps Lock</i>	<i>Small caps</i>
0*#-space	0*#-space
1QZ.	1qz.,@
2ABC	2abc
3DEF	3def
4GHI	4ghi
5JKL	5jkl
6MNO	6mno
7PRS	7prs
8TUV	8tuv
9WXY	9wxy
∧*	∧*
∨#	∨#

Charging

The terminal displays the Battery Power status as a number of bars. There are several factors that can affect the rate of Battery drainage, for example:

- Length of time off the charger
- Time before sleep mode is activated
- Time between transactions

Please check the battery status prior to initiating any action on the terminal. Should it indicate "very low" (empty battery icon) or "no power" you should recharge the battery.



When you turn ON your myPOS Go device for the first time, you will need to charge it. Insert the charging cable in the appropriate slot.

Caution: *The rechargeable battery needs to be replaced if it has been used for two years. If Rechargeable battery is not original shape, or overheated, please replace with a new battery. Do not use any 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.*

Warranty and return policy

Important: The product, including the myPOS Go 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 a defective myPOS package

- 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.
- Client may return the complete myPOS Package, including the myPOS Go device and myPOS Business Card, within 60 days as of the date of receipt of myPOS Package by Client upon completion of the conditions precedents stated in the Return Policy, available at mypos.com/legal.
- Some Distributors may provide post sale customer support and may be able to take back a defective myPOS Go device. Please contact your Distributor or Agent and check for post sale customer support and if there is none available, please proceed as instructed by 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 Go devices and myPOS Business Card in myPOS Package.

Please read the full text of the Return Policy available at mypos.com/legal prior to registration for the service and activation of the myPOS Package.

Important: disposal



You are not allowed to dispose of the myPOS Go device, including its battery, cables or other components with the general household waste. If your myPOS Go is not functioning, you have to send it for repair by following the Return policy available at mypos.com/legal.

For more information

For full list of available documentation, please visit:
<https://www.mypos.com/en-gb/troubleshooting/devices-additional-information>