

# myPOS Ultra

User Manual



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# Introduction

Secured by a long-lasting battery and a high-speed thermal printer, myPOS Ultra offers strong performance powered by Android 10 and a quad-core processor. Enjoy the flexibility of running your business on the go with 5GHz WiFi or 4G data SIM connectivity.

To start using your Ultra device, you need to open a free e-money account at [mypos.com](https://mypos.com) and then activate the myPOS Ultra 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 Ultra 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 Ultra Technical Specifications & Warranty document](#).*

## Related documentation

The latest version of this Quick User Guide can be found online at:  
[mypos.com/en/troubleshooting/devices-additional-information](https://mypos.com/en/troubleshooting/devices-additional-information)

# Device activation

To activate your myPOS Ultra device you will need:

1. Your myPOS device
2. The smartphone linked to your myPOS account

## QR code activation

### Step 1

- Turn on myPOS Ultra and select your preferred language.
- The device will automatically connect to the Internet via the pre-installed 4G DATA SIM card. Alternatively, you can connect the device via Wi-Fi.

### Step 2

- Once connected to the internet, myPOS Ultra will automatically generate and display a QR code on its screen.

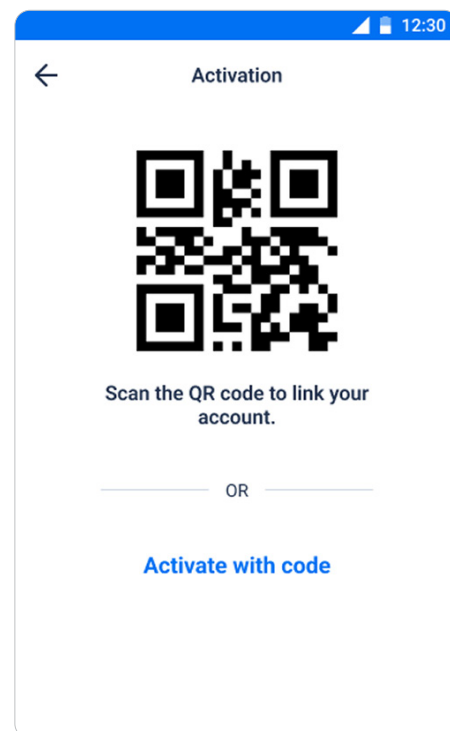
#### **Note:**

*For security reasons, the QR code is valid for 15 minutes. If the code expires, please restart the process and a new activation code will be generated by the device.*

### Step 3

- Open the myPOS app, tap on *Devices* and choose the QR icon in the right corner.
- Once you scan the QR code, select your settlement account, transactions currency and tap *Activate*.

You are all set!



## Code activation

Alternatively, you can activate myPOS Ultra by manually entering a code in your mobile app.

### Step 1

- Once myPOS Ultra is turned on and connected to the Internet, tap *"Activate with code"* shown under the QR code.

### Step 2

- The device will display an activation code.

### Step 3

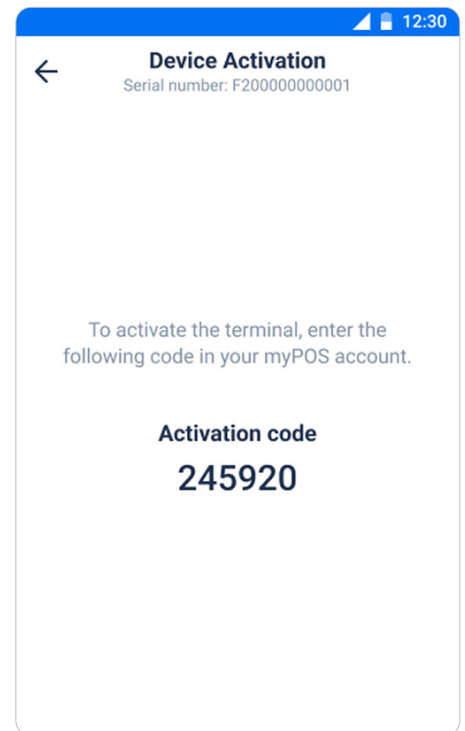
- Open your myPOS app, select *Devices* and tap on the '+' icon in the top right corner.

### Step 4

- Choose *"Activate myPOS device"*, tap on *"POS device"*, select *"Enter code from device"* and enter the activation code as shown on the device's screen.

### Step 5

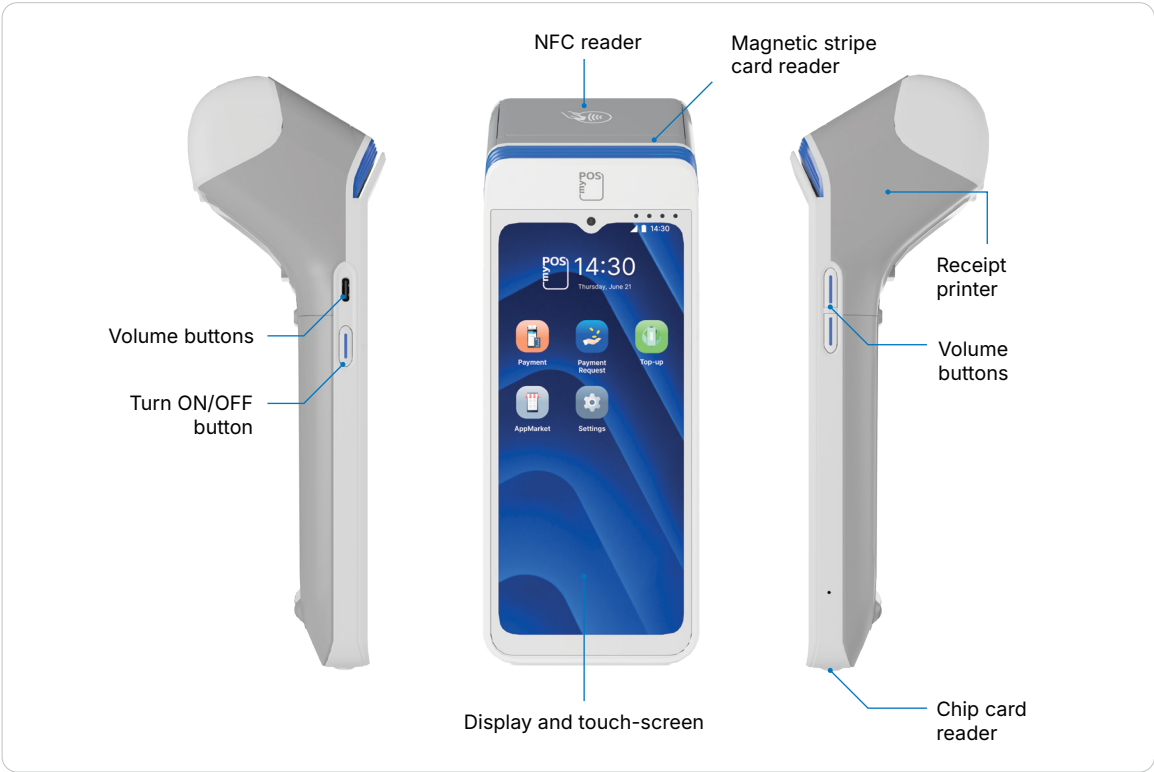
- Fill out your device information (select currency, settlement account, billing descriptor) and tap *"Activate"*. You're all set!



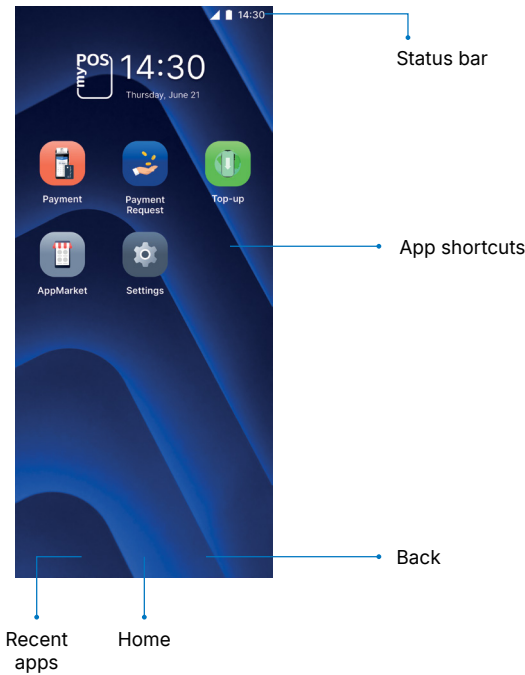
# Getting started

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

## Learn about your device

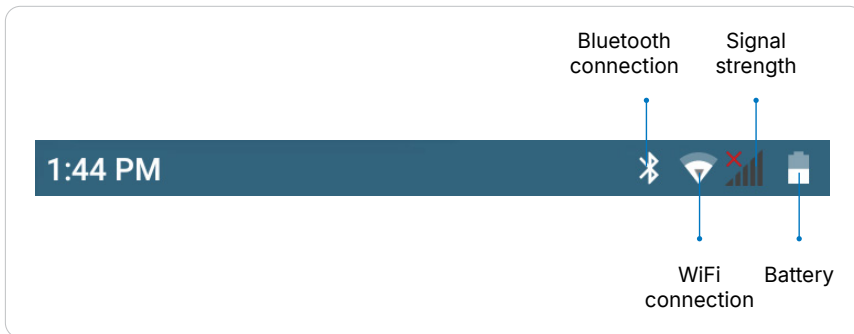


## Home screen



## Status bar

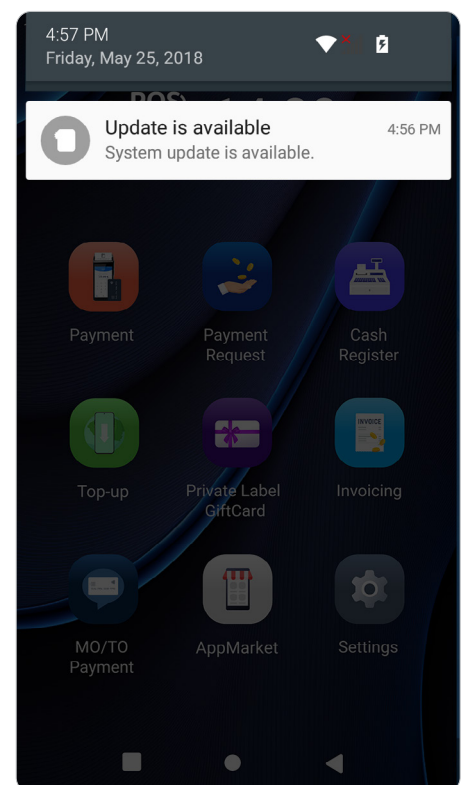
The Status bar at the top of the Home screen provides device information (such as network status, battery charge, and time) on the right side and notification alerts on the left.



## 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

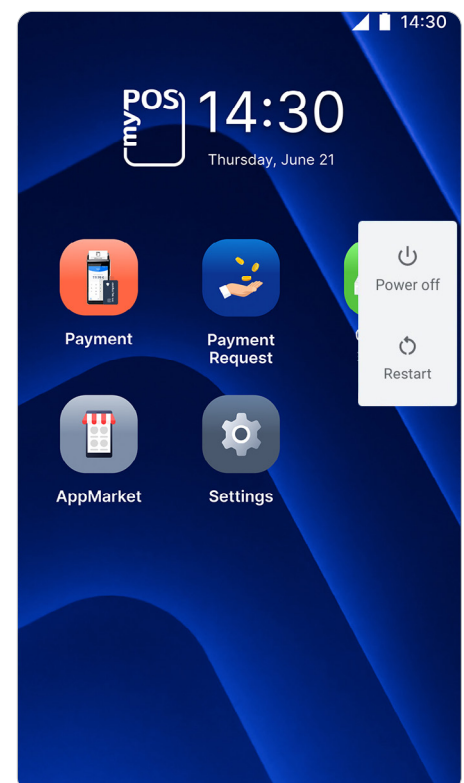
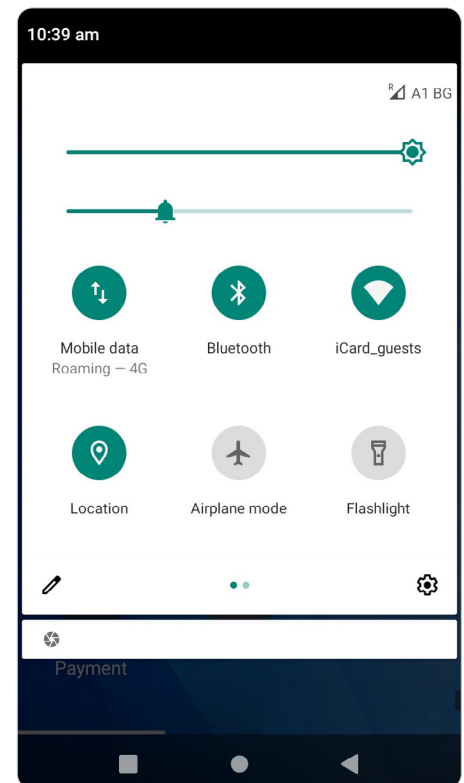
The Notification panel also provides quick access to functions, such as Wi-Fi, Bluetooth, Display brightness and allows you to quickly turn them on or off.

### 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





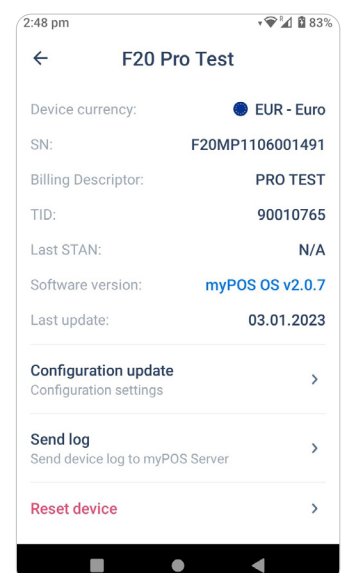
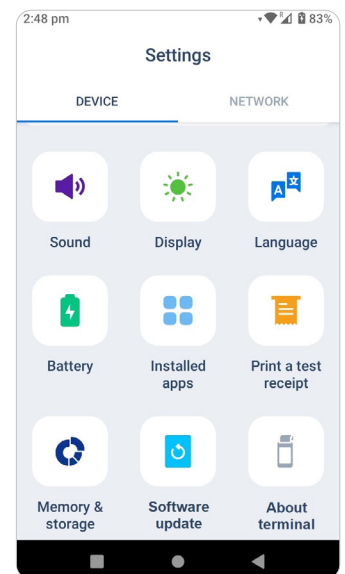
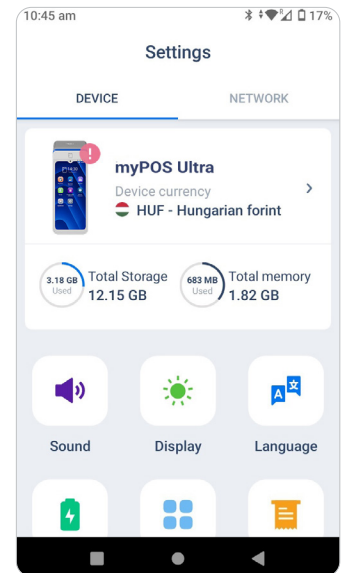
# Manage your device

## Device settings

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

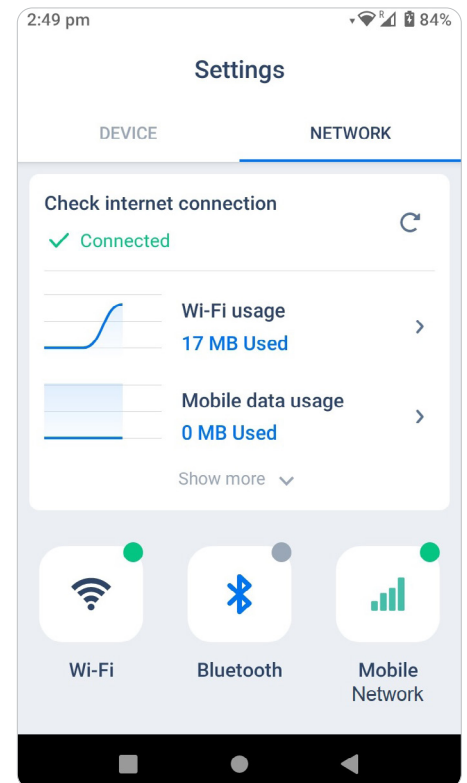
You can check or change the following settings of your myPOS Ultra device using the Settings app, tab Devices:

- **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
- **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 Ultra 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.



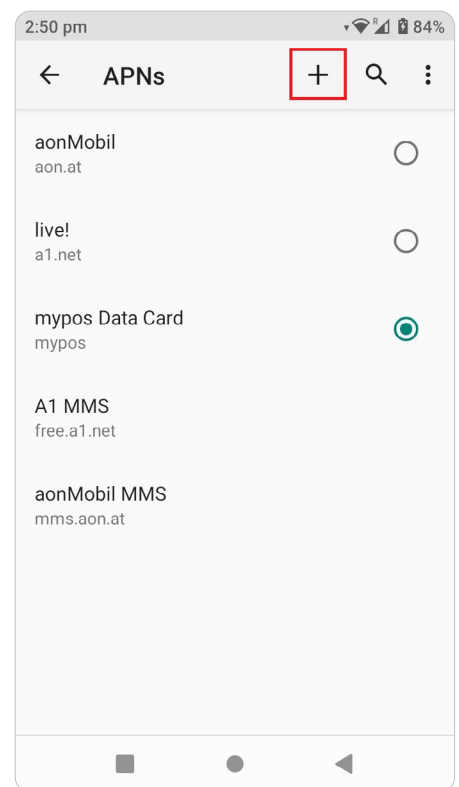
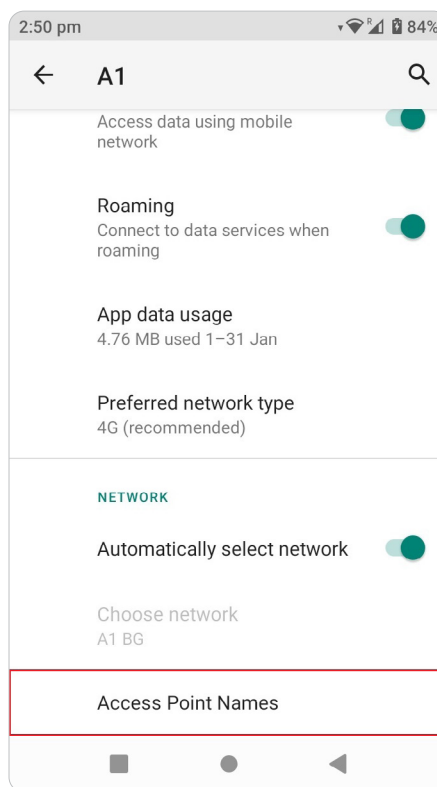
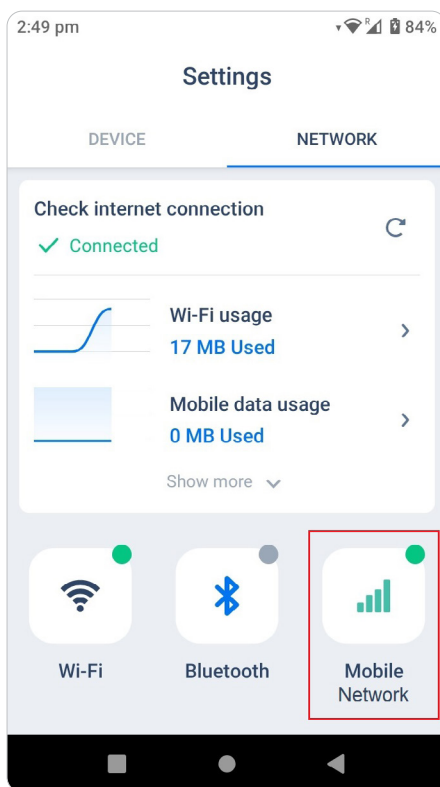
## Network settings

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).



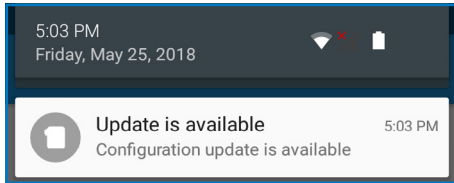
## APN Settings

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.*

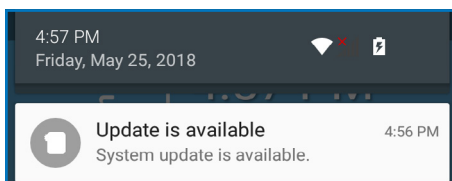
## System update

myPOS Ultra Devices come with 5 system apps:

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

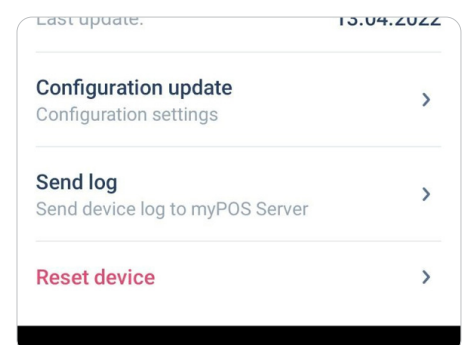
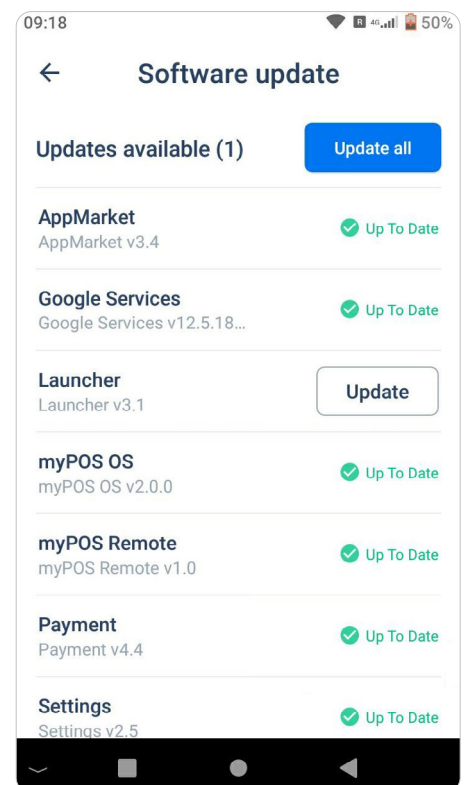
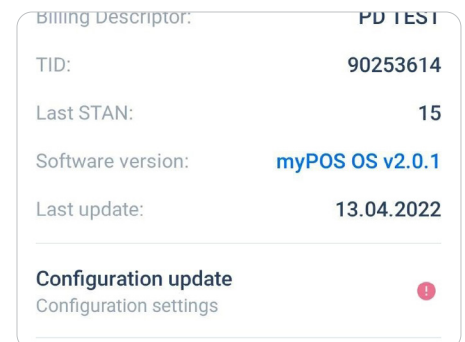
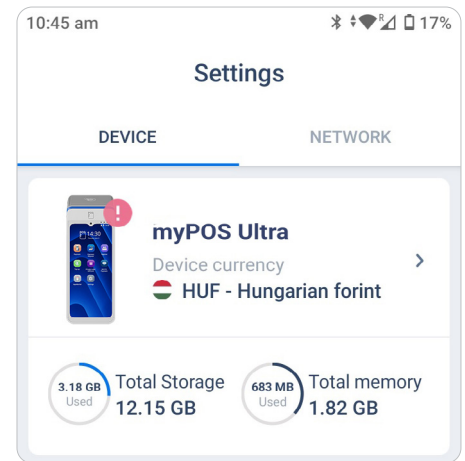
Each time when there is a new version available for one off the apps installed you will receive notification.

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 Ultra devices with five apps:



### Payment app

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



### 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.

## Accept payments

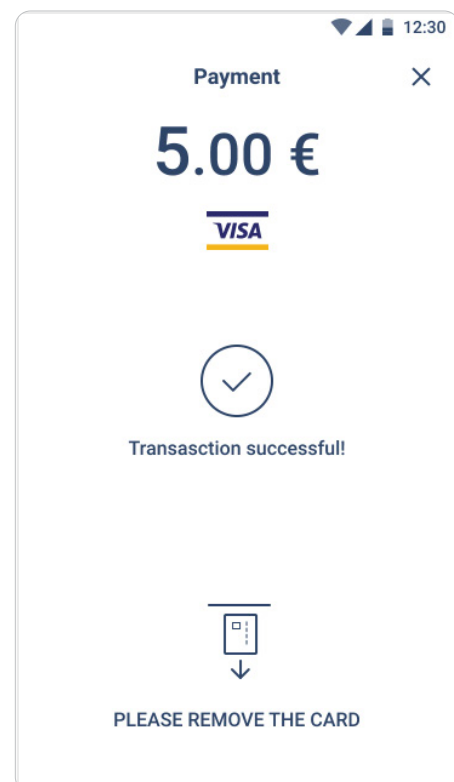
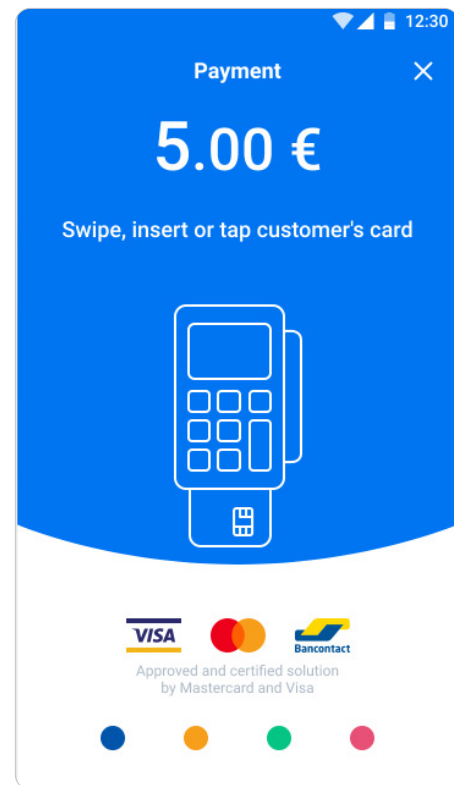
Your myPOS Ultra device supports payments with magnetic stripe, CHIP & PIN and contactless.

### 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 Ultra 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 Ultra 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.

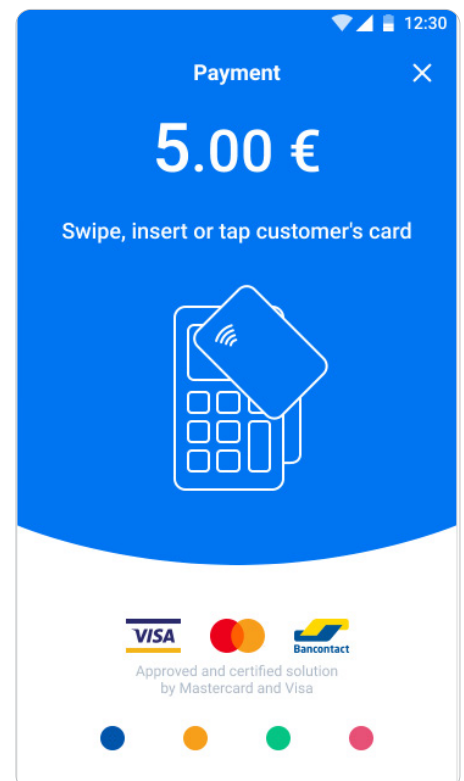
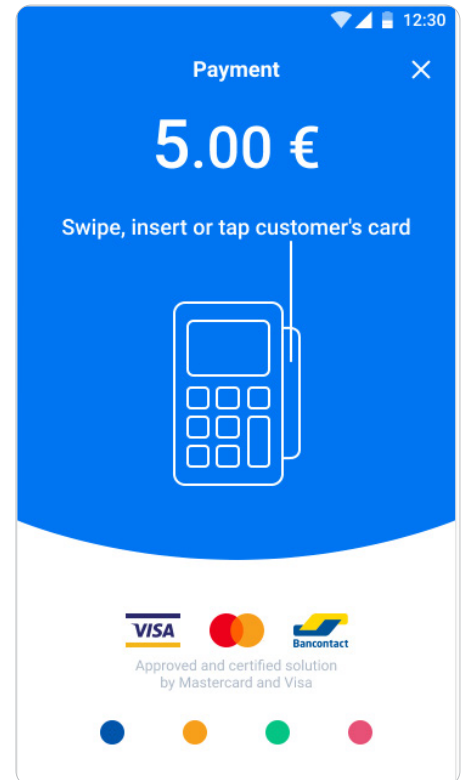
If a chip card is swiped, the app will display a screen with instructions that the card should be inserted into the chip reader.

The myPOS Ultra 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 Ultra 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.



## 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.

## 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



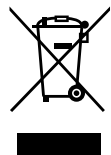
# Warranty and return policy

**Important:** The product, including myPOS Ultra 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 Ultra 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 Ultra devices and the myPOS Business card in the myPOS Package.

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

## For more information

For full list of available documents visit:  
[mypos.com/en/troubleshooting/devices-additional-information](https://mypos.com/en/troubleshooting/devices-additional-information)