# myPOS Ultra GC

User Manual

mypos.com

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# Introduction

myPOS Ultra GC is the newest addition to the myPOS device portfolio - a powerful, next-generation POS terminal designed in a sleek white finish and built to perform.

Powered by Android OS 12, myPOS Ultra GC has a modern hardware, designed specifically for the German market, it fully supports Girocard transactions alongside major international card schemes, ensuring seamless and reliable payment acceptance.

myPOS Ultra GC delivers the perfect balance of style, speed, and security for today's businesses.

This user manual will help you set up your device and start accepting payments in just a few simple steps.

# Device setup

## Before you begin

### Step 1: Power On the Device

1. Press and hold the *Power button* to turn on the device.
2. Wait for the device to complete the boot process.

### Step 2: Connect to a Network

1. Drag down the *Quick Menu* from the top of the screen ***(Figure-1)***.
2. Press and hold the *Wi-Fi icon* to open Android Wi-Fi settings.
3. Select and connect to your preferred network ***(Figure-2, 3)***.
4. Once connected, return to the *Home screen* ***(Figure-4)***.

### Step 3: Check for Software Updates

1. Open the *Software Update* app from the Home screen.
2. If applications are listed, install all available updates.
3. Wait until the update process is completed.

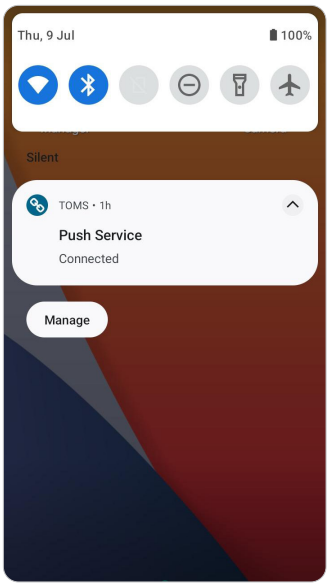



*Figure-1*

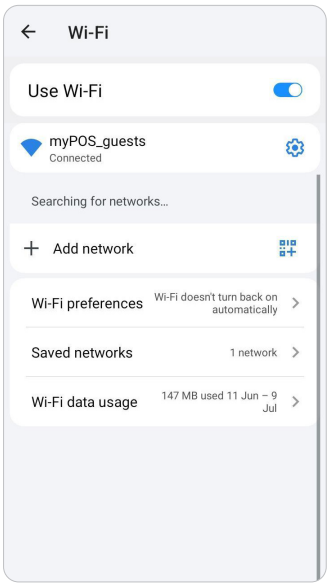
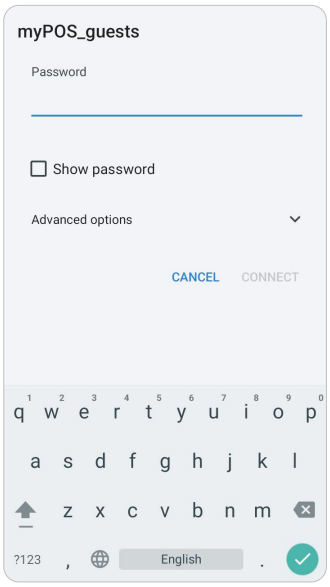



*Figure-2*

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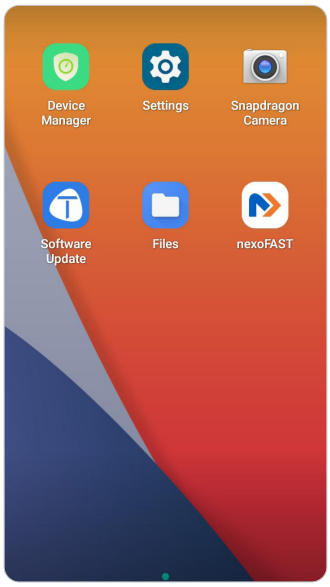



*Figure-4*

# Activation

### Step 1: Activate the Device

1. Open the *nexoFAST* application.
2. A QR code will be displayed on the screen ***(Figure-6)***.
3. Scan the QR code using your smartphone camera.
4. The *myPOS Mobile application* will open automatically.
5. Log in to your myPOS account.

### Step 2: Confirm Activation Details

1. The Device Activation setup screen will appear with the following prefilled information ***(Figure-7)***:

- Settlement account
- Transaction currency
- Billing descriptor
- Device name
- Physical location

You can edit the information if necessary.

2. Tap *Activate*.

**Alternatively, log in to the myPOS web platform, navigate to POS Devices > Device, select Activate Device, then choose POS Device/ Enter code from device and use the code displayed on the device.*

### Step 3: Completion

- Once activation is successful, a confirmation screen will be displayed in the mobile app ***(Figure-8)***.
- The device will automatically download configuration updates.
- The *nexoFAST* application will load.

Your device is now ready to accept payments.

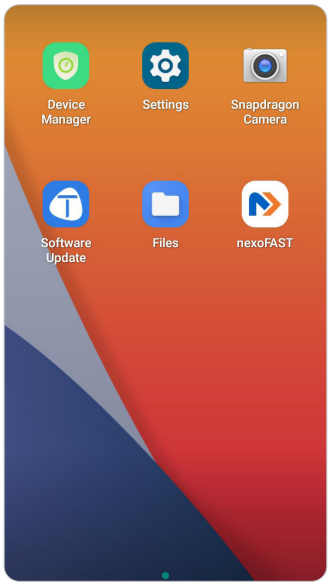
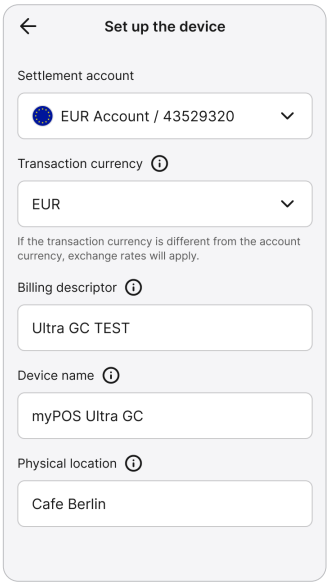



***Figure-5***

***Figure-6***

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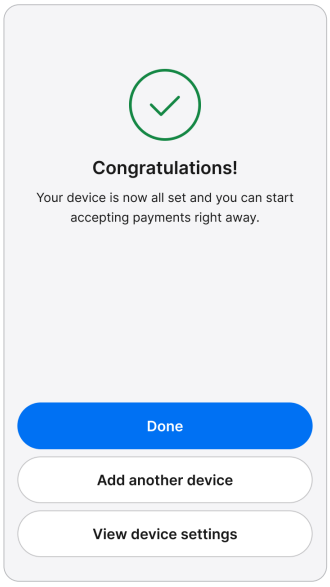



***Figure-8***

# Accept card payments

## Make a Payment

1. Open the *nexoFAST* application.
2. Select *Payment* ***(Figure-9)***.
3. Enter the payment amount ***(Figure-10)***.
4. Confirm the amount.
5. Ask the customer to *Tap, Insert, or Swipe* their card ***(Figure-11)***.

**If the card contains more than one payment application, you can enable the application selection slider to allow the customer to choose their preferred application.*

6. The device will read the card and display the transaction outcome ***(Figure-12)***.
7. If approved, the transaction is completed and a receipt will be printed.

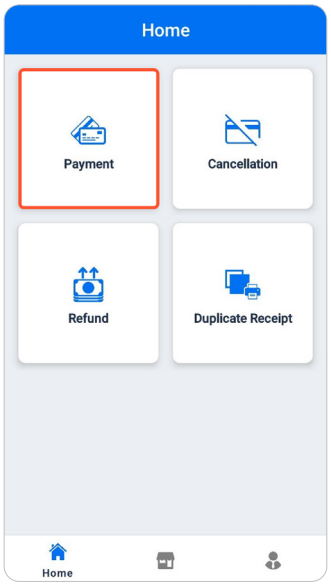
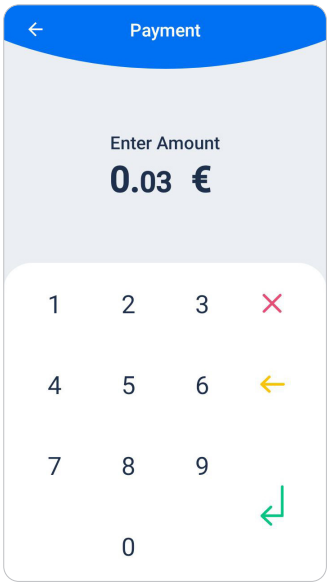



***Figure-9***

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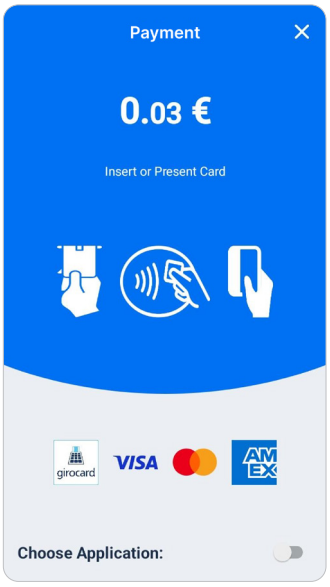


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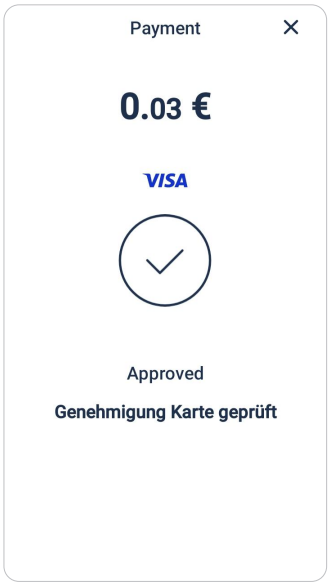



***Figure-12***

# Cancellation of the Last Transaction

To cancel the most recent transaction:

1. Open the *nexoFAST* application.
2. Select *Cancellation* ***(Figure-13)***.
3. Tap *Proceed.*
4. Ask the customer to *Tap, Insert, or Swipe* their card ***(Figure-14)***.
5. The device will read the card and display the transaction outcome ***(Figure-16)***.

Once approved, the cancellation is completed successfully.

***Important!***
*A void can only be performed for transactions that have not yet been settled with the card scheme. This means that if a transaction is completed on a given day, it can only be cancelled on the same day, before settlement takes place.*

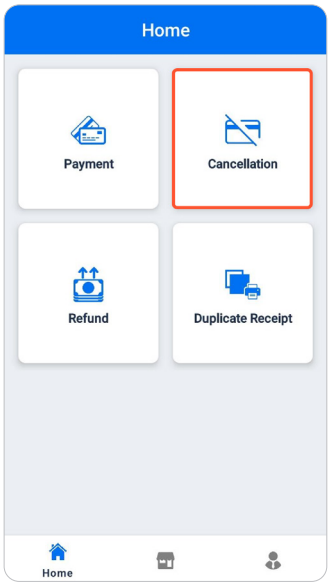
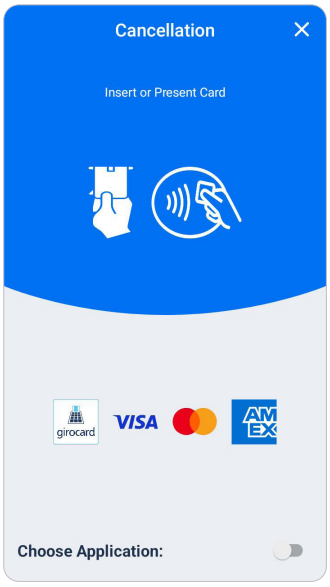



***Figure-13***

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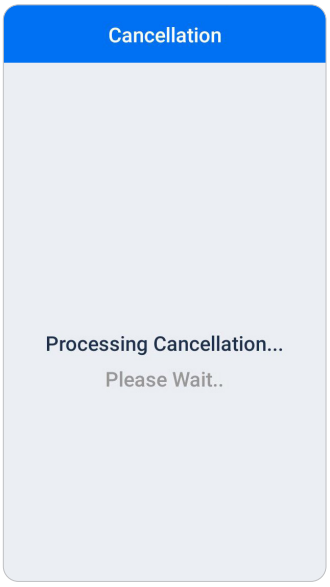



***Figure-15***

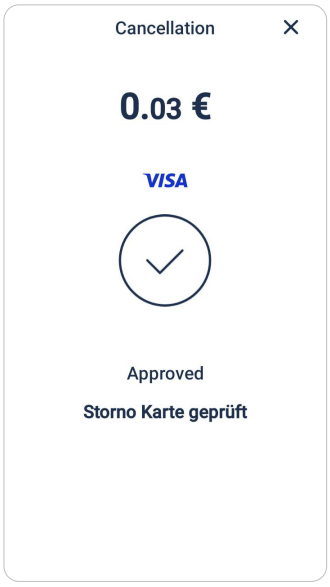



***Figure-16***

# Make a Refund transaction

To make a Refund transaction:

1. Open the *nexoFAST* application.
2. Select *Refund* ***(Figure-17)***.
3. Ask the customer to *Tap, Insert, or Swipe* their card ***(Figure-19)***.
4. The device will read the card and display the refund transaction outcome ***(Figure-20)***.

***Important!***
*By default, Void and Refund transactions are disabled. These operations can be enabled by the merchant via the myPOS web platform under Device Settings. Once enabled, a 'Parameter Download' or a successful transaction must be performed on the device for the configuration update to take effect.*

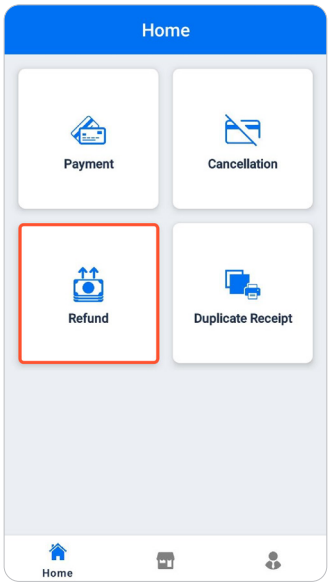



***Figure-17***

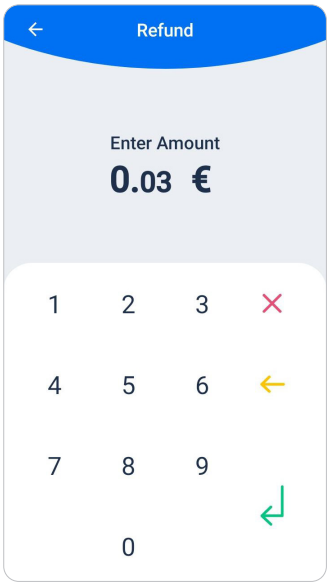



***Figure-18***

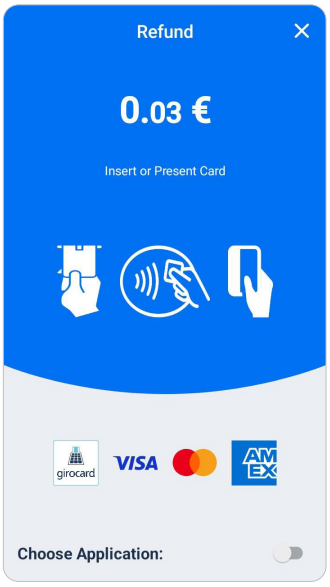



***Figure-19***

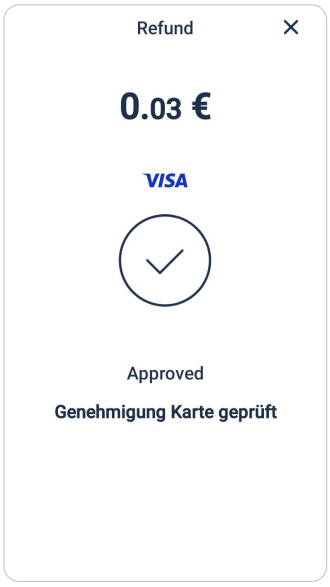



***Figure-20***

# Transaction history and reconciliation reports

The device provides access to transaction history and reconciliation reports through the nexoFAST application.

## Accessing Transaction Information

1. Open the nexoFAST application.
2. Navigate to the Merchant tab.

The following options are available ***(Figure-21)***:

- **Transaction Summary *(Figure-22)*:**
  displays a summary report of transactions for the selected period.
- **Transaction Details *(Figure-23)*:**
  - Shows a list of all processed transactions.
  - Tap on a specific transaction to view detailed information
- **Reconciliation report *(Figure-24)*:**
  - Displays a report of transactions performed within a selected time period
  - Tap "*Print*" to generate and print the report
  - After printing, the report is reset and will start accumulating new transactions from that moment until the next report is generated
  - The report shows a summary of transactions for a selected period, including total count and amount, payment breakdown, and reconciliation status

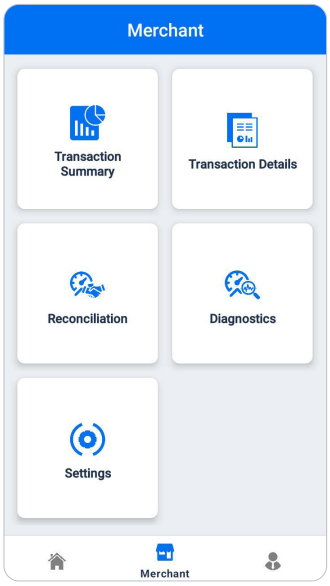



*Figure-21*

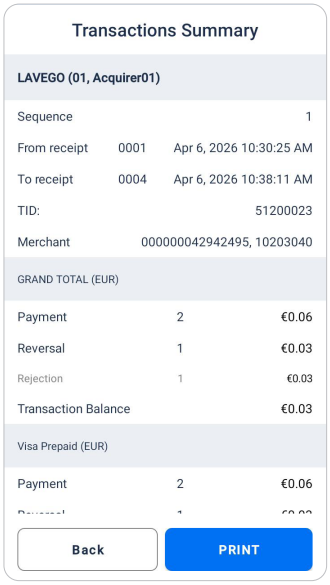



*Figure-22*

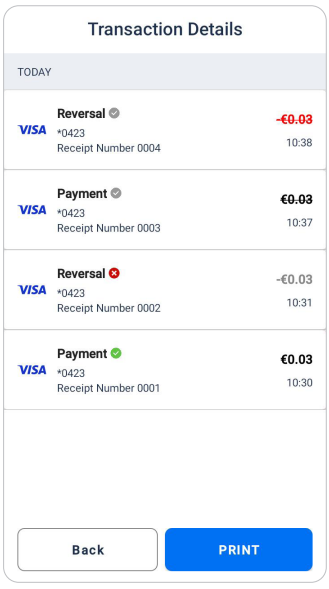



*Figure-23*

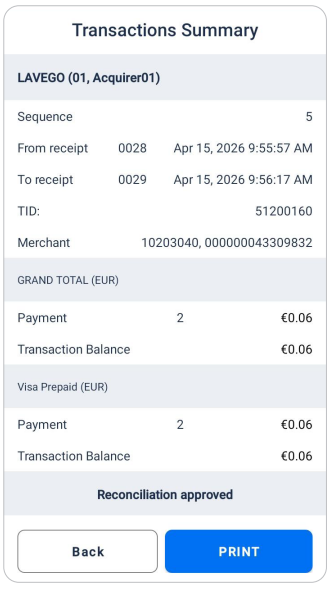



*Figure-24*

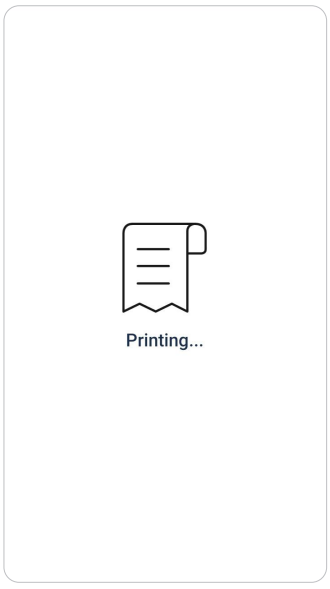



*Figure-25*

# Device diagnostics, settings and configuration

## Device diagnostics

1. Select this option to check the connectivity status of the POS device ***(Figure-26)***.
2. Choose the host (e.g., Acquirer01) to initiate a connection test with the acquirer ***(Figure-27)***.
3. **Diagnostics Result** - the system performs a check and displays the result. If successful, a confirmation message appears indicating that the host is ready to accept transactions ***(Figure-28)***.

## Device settings

Device settings can also be accessed through the *NexoFAST* application.

1. Open *NexoFAST*.
2. Go to the *Merchant tab.*
3. Select *Settings.*

From this menu, you can change the device language ***(Figure-29)***.

## Admin panel

- **Parameter Download** - downloads the latest configuration and parameters to the device
- **Restart RKI** – not accessible for the users
- **Configure Terminal** – terminal details, including TID
- **Configuration** - provides access to system configuration details
- **Configure IP Address** – not accessible for the users
- **Exit Application** - closes the application

# Device reset

Open your myPOS app and go to *Devices*. Swipe to select the device you want to reset, then tap the *Reset* button. Confirm the operation to complete the reset process.

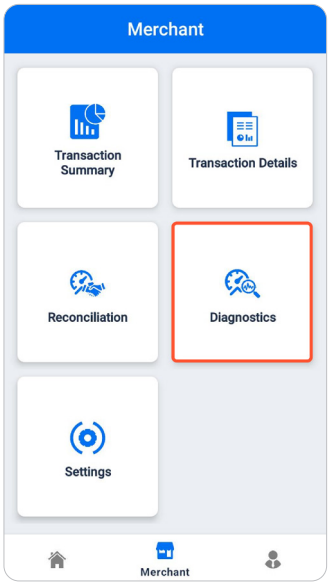
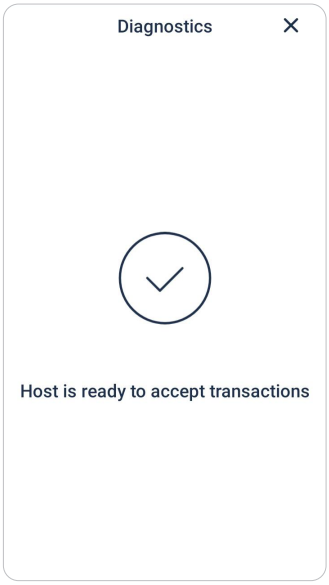



*Figure-26*

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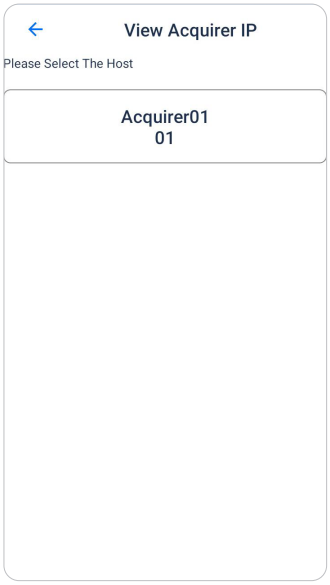
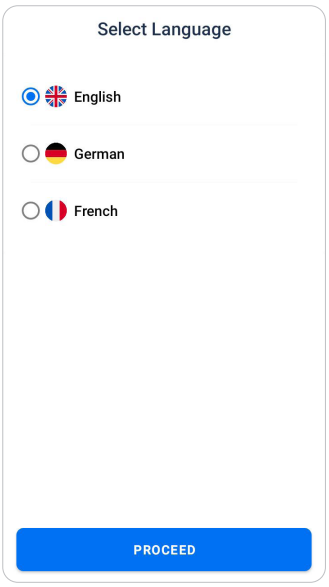



*Figure-27*

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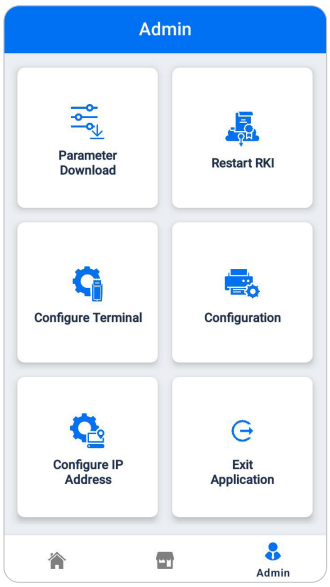


*Figure-30*