

myPOS Kiosk

user manual



mypos.com

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Introduction

The most sophisticated member of our unattended devices family, the myPOS Kiosk is a smart Android device that allows for flawless integration in your food & beverage, hospitality or entertainment self-service projects.

To start using your device, you need to open a free e-money account at www.myPOS.eu and then activate the myPOS Kiosk 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 Kiosk 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 Kiosk Technical Specifications & Warranty document](#)

Related documentation

The latest version of this Quick User Guide can be found online at:

Activation

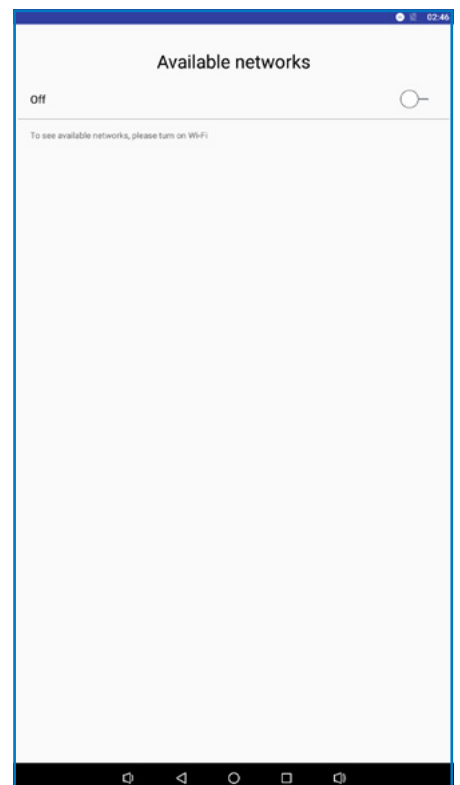
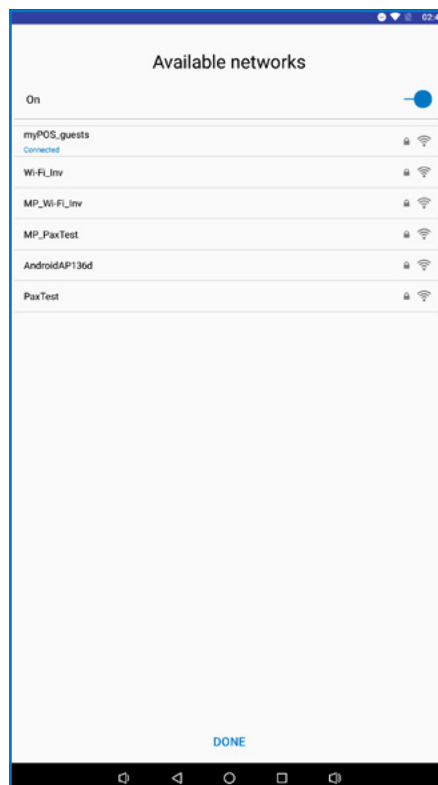
Every myPOS Kiosk device has 4 unique serial numbers. The most important is the one for IM310. During the activation, myPOS links this serial number of your myPOS Kiosk device to your myPOS account. Once your new myPOS Kiosk device is activated, every transaction accepted with it, will be credited to 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 Kiosk 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 Kiosk 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, it will automatically connect to the Internet. As soon as it's successfully connected, the Done button will appear. You can proceed with activation by tapping on Done.
 - To connect to the Internet via the Ethernet cable, turn off the Wi-Fi connection. If the Ethernet cable is already inserted into your device, it will automatically connect to the Internet. As soon as it's successfully connected, the Done button will appear. You can proceed with activation by tapping on Done.



Activation code

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

If you do not have a myPOS account, please register at 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:

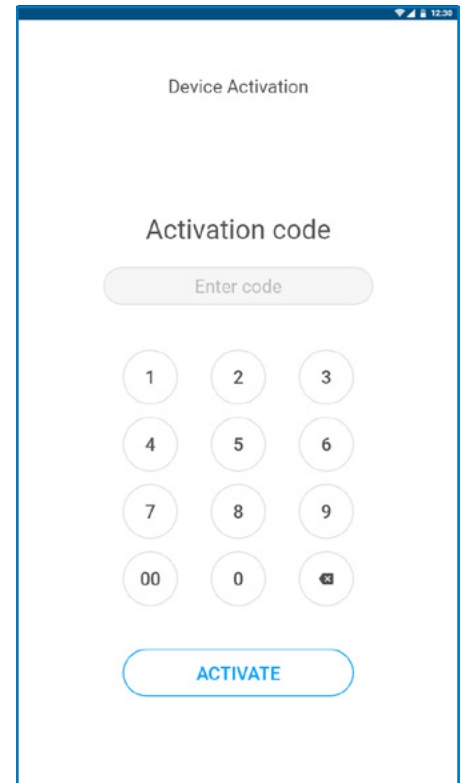
Step 1: Enter the activation code on your myPOS Kiosk device and press „ACTIVATE“. Your device must be connected to the Internet to complete the activation process.

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

Congratulations! Your new myPOS Kiosk 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.*

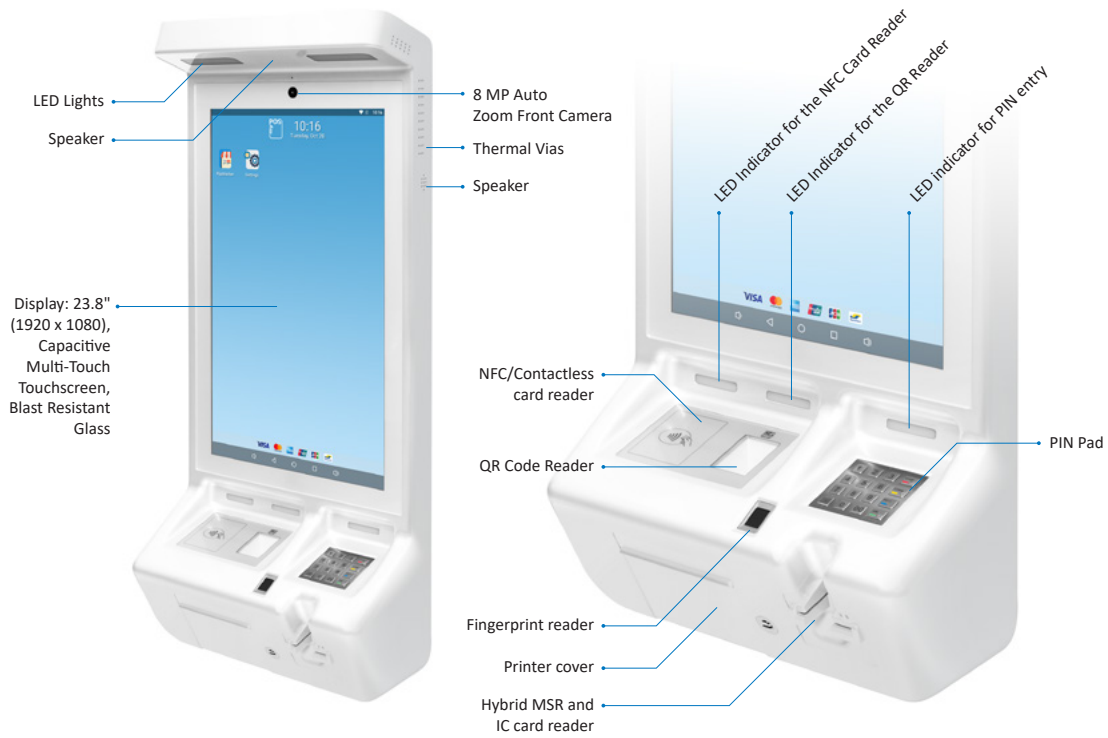
Once your myPOS device is activated, it is permanently linked to your myPOS account. Even if the device is stolen or lost, any processed payment transaction will be credited to your account. In case your device is lost or stolen, please inform our Customer Support Centre immediately.



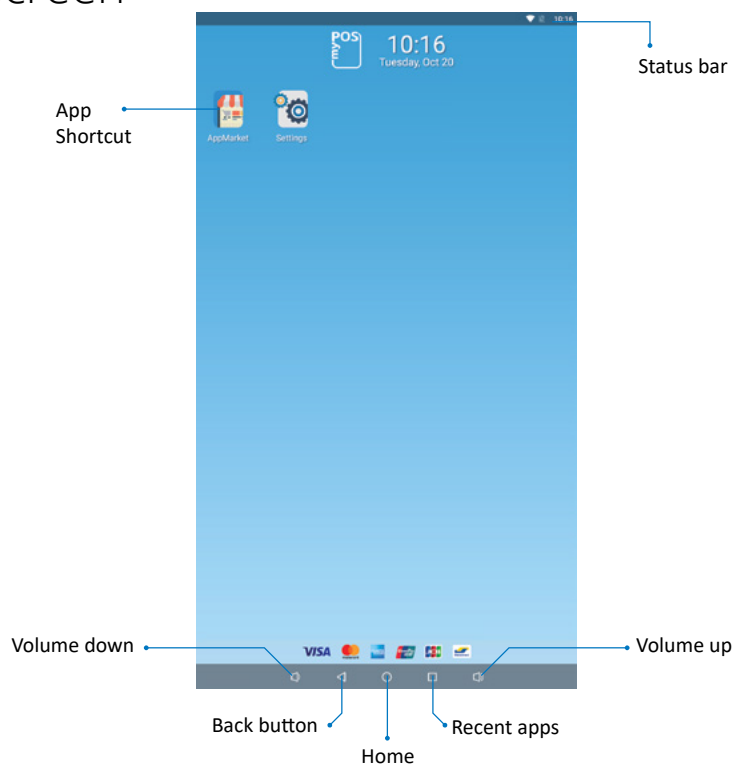
Getting started

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

Learn about your device

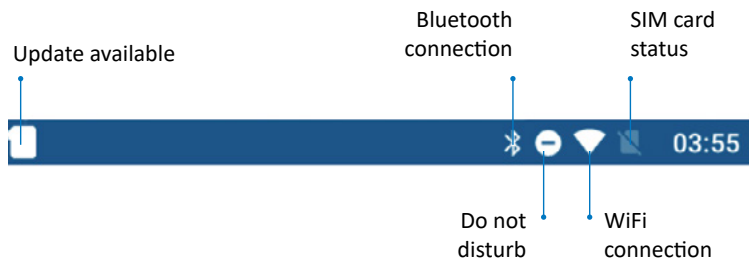


Home screen



Status bar

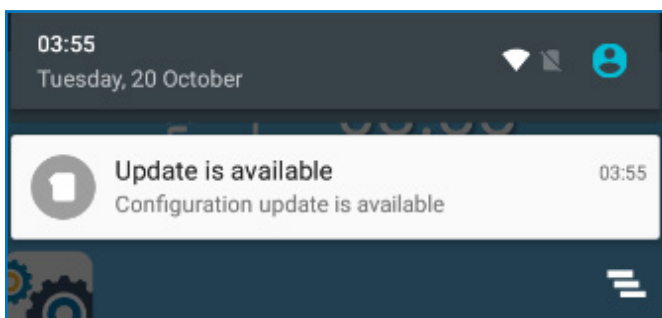
The Status bar at the top of the Home screen provides device information (such as network status, battery charge, and time) on the right side and notification alerts on the left.



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.

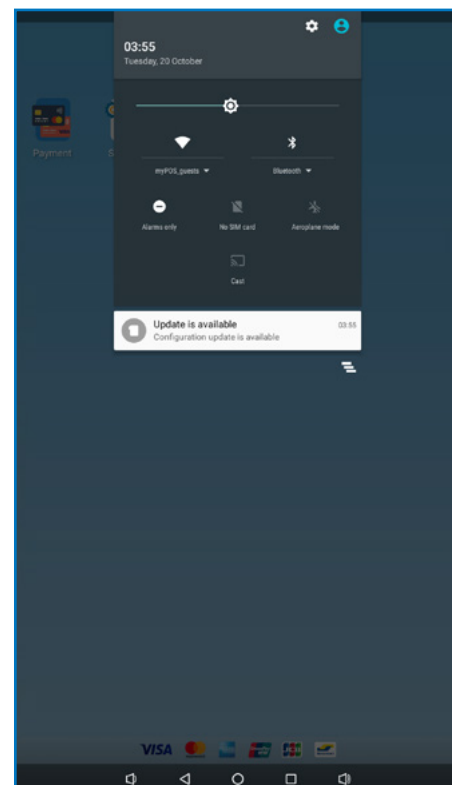


Quick Settings

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.

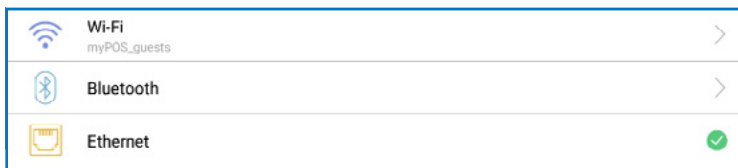


Manage your device

Device settings

You can check or change the following settings of your myPOS Kiosk device using the Settings app:

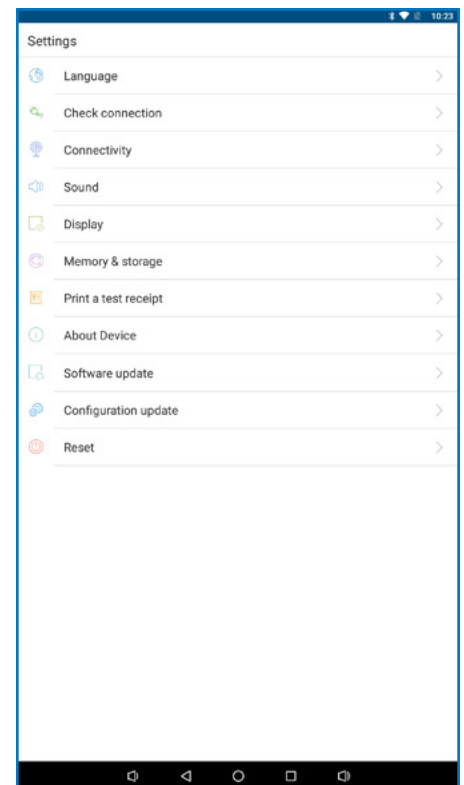
- **Language** – change the language of your device. Please note that this will affect not only the device interface but also the language of your print outs (receipts and reports)
- **Check connection** – check your connection to the myPOS server
- **Connectivity** – change the connection type of your device (WiFi, Bluetooth and Ethernet)



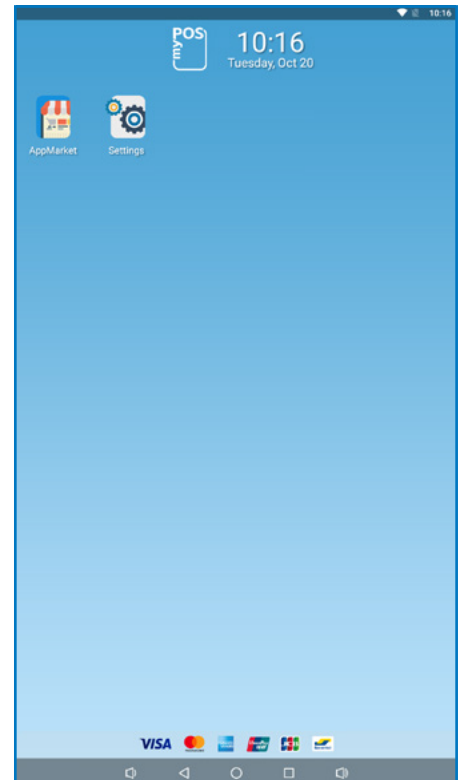
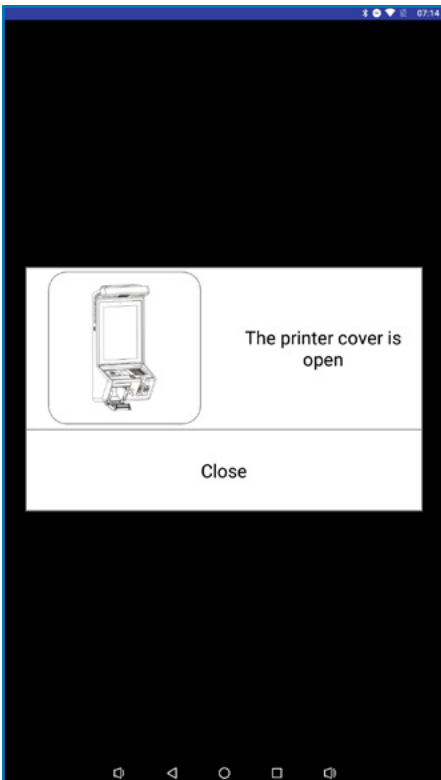
- **Sound** – manage device sound volume or turn device sound ON or OFF
- **Display** – manage your device Home screen (Layout and Wallpaper), change sleep time and display brightness

Due to the fact that the terminal will be unattended, an additional security option has been added to Setting > Display> “Lock Status bar and Navigation bar”. This feature will hide “Home” and “Task” buttons from the Navigation bar and will not allow pulling status bar down and reaching quick menu.

- **Memory & Storage** – get information about memory and storage (System data, User data and Available space)
- **Print a test receipt**
- **About device** - get information about device Name, Billing descriptor, TID, Last STAN, Software version and Last date of update
- **Software update** – in this menu you can check if there are any available updates of the system apps, such as myPOS OS, App market, Settings app, Launcher). Keep your software up to date to get the best from your device. Latest software versions will help your myPOS Kiosk device run more quickly and efficiently, enable new features, fix bugs and prevent security vulnerabilities.
- **Reset** - reset your device and start using it with a different Outlet 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.

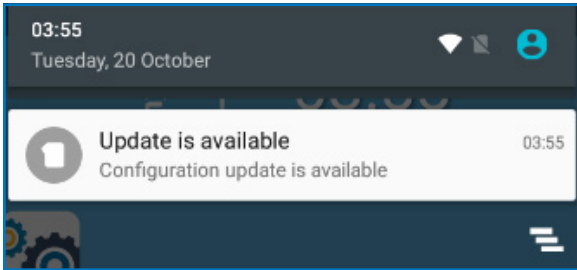


myPOS Kiosk is designed to work with third party applications only. For this reason, exiting these applications will not happen from the back button on the navigation bar. Using the key to open the printer paper cover, a window with text “The printer cover is open” appears, tap “Close”. A password entry window opens. Upon entering the password, the user exits the application and goes to myPOS Launcher. The password is predefined combination of numbers. Once entered, takes the user to the home screen.



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.

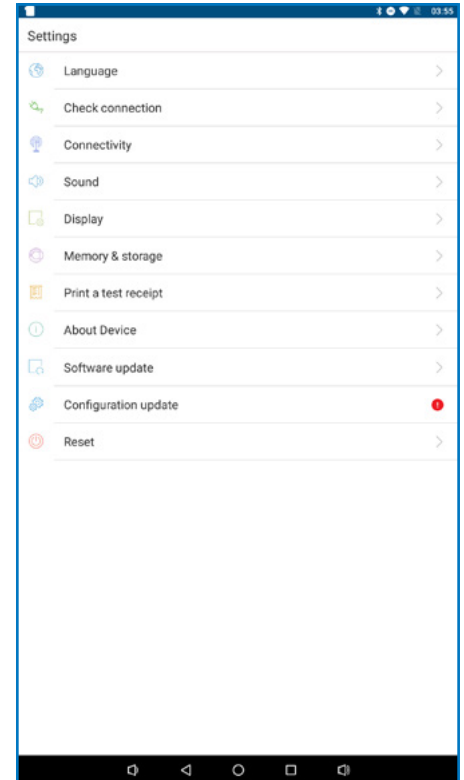


In some cases, configuration updates will be sent from myPOS Europe Ltd. in regard to newly released features and functionalities. *Keeping your software up to date is important to get the best from your device.*

System update

myPOS Kiosk Devices come with 4 system apps:

- myPOS OS app
- AppMarket app
- Settings app
- Launcher app



Accepting payments and even more

Built-in apps

We ship myPOS Kiosk devices with two apps:



Settings app

Change your device settings with just a few taps.



App Market

One-stop shop for business applications, designed exclusively for myPOS Smart.

Accept payments

Your myPOS Kiosk 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.

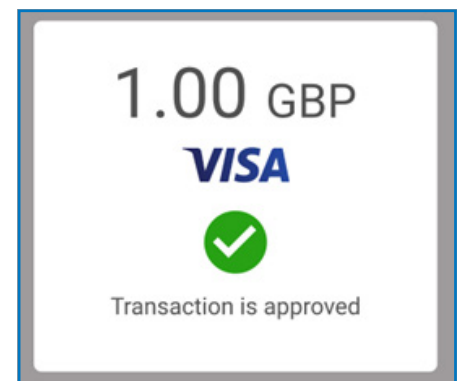
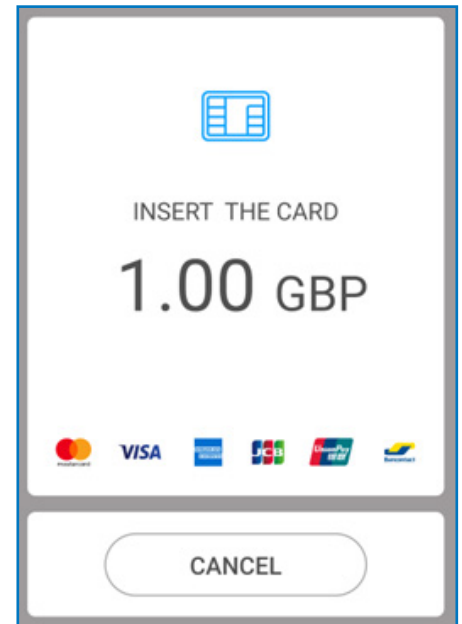
The myPOS Kiosk device will initiate the transaction authorization process by communicating with myPOS. The Processing screen will indicate that the procedure is not completed.

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

Magnetic stripe card

Insert magnetic stripe card into card slot and push to the end with magnetic stripe facing down, then pull out the card at constant speed to swipe card.

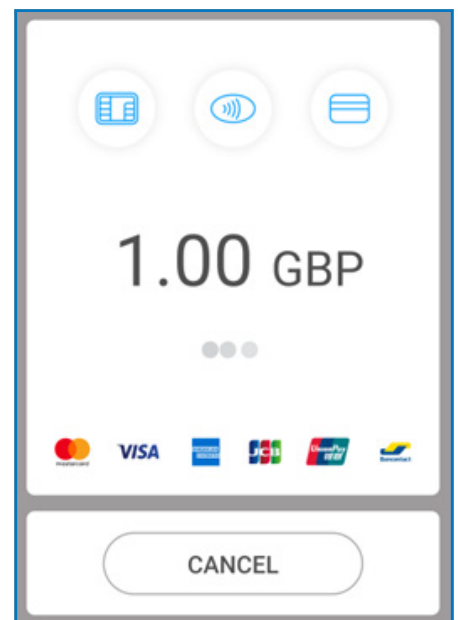
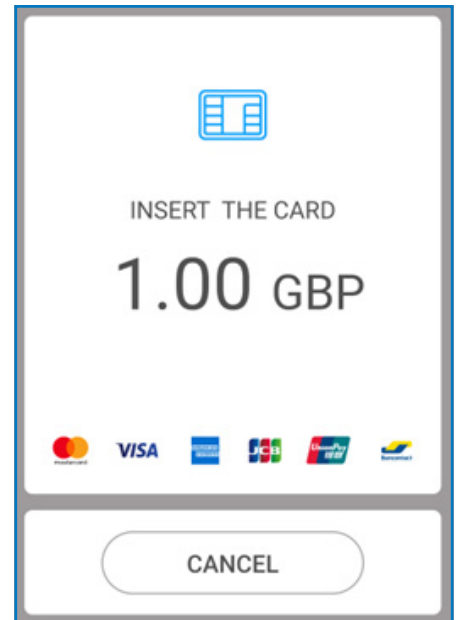
The myPOS Kiosk device will initiate the transaction authorization process by communicating with myPOS. The Processing screen will indicate that the procedure is not completed. If the transaction is approved by the issuer confirmation message: "TRANSACTION IS APPROVED" will be displayed.



Contactless cards

Hold the card (or smartphone) approximately 3cm above the NFC reader of your myPOS Kiosk device. When the contactless reader recognises the card, there will be a sound signal. After you hear a beep, you can remove the card.

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



Warranty and return policy

Important: *The product, including myPOS Kiosk 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 30 days from the date of receipt.
- Some Distributors may provide post-sale customer support and may be able to take back the defected myPOS Kiosk 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 Kiosk devices and the myPOS Business card in the myPOS Package.

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

For more information

For full list of available documents visit:

mypos.eu/en/faq/client/devices/additional-information