



Technical Specification & Warranty
myPOS Europe Ltd.

myPOS Combo | En

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Supported connections

Your new myPOS Combo device (myPOS Combo in short) requires an internet connection in order to work properly. The internet connection can be established via Bluetooth, Wi-Fi and SIM card. Simply connect your myPOS to the internet using your mobile phone (via Bluetooth or personal hotspot), a wireless router or SIM card connection. For further information on how to establish a connection, please refer to our Quick User Guide, available at <https://mypos.eu/en/devices/combo>.

Please find the supported connection types below:



- **Bluetooth** - In order to use this connection type, you will need to download and install the free **myPOS Bluetooth Service App** on your mobile phone which runs Android 4.2 or later. All you have to do is to run the app, turn on the Bluetooth on your mobile device and choose Bluetooth connectivity option from your myPOS Combo Settings



You can scan the QR code on the left with your smart phone and you will be redirected to the download page of myPOS Bluetooth Service App for your mobile operating system.

- **Wi-Fi** – You can connect your device using Personal Hotspot or Wi-Fi router. The supported encryption methods for Wi-Fi networks are WPA and WPA2.
- **SIM Card** - Make sure your SIM card has the data connection service activated

Certifications & EMV



EC Declaration of conformity: The manufacturer PAX Technology Limited, 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 Combo specification

Processor

32-bit ARM 11

Memory

192MB (128MB Flash, 64MB DDR);
Micro SD (TF card) up to 32GB

Keypad

10 numeric keys & 8 function keys

Magnetic card reader

Track 1 / 2 / 3, Bi-directional

Smart Card Reader

EMV L1 & L2 certified

Contactless Card Reader

Mastercard Contactless & Visa payWave,
ISO14443 Type A/B, Mifare®, Felica, NFC

Card slots

2 SAMs & 1IM
Or 1 SAN, Dual SIM

Display

2.8 inch TFT colour LCD, 320 x 240 pixels

Printer

High-speed thermal printer, speed: 30 lps
Paper roll width / diameter: 58mm / 40mm

Security

PCI PTS 4.x certified

Peripheral Ports

1 x Mini USB (OTG);
1 x Mini USB (RS232);
1 x Power port

Weight and Dimensions

Length: 162.5 mm
Width: 80 mm
Height: 56 mm

Communication

Bluetooth 4.0 / Wi-Fi / SIM Card

Weight

360g with battery

Battery

Li-ion battery 2300mAh, 7.4V
Input: 100 - 240V AC, 50 / 60 Hz, 0.3A
Output: 9VDC, 1A

Environmental

0°C to 50°C (32°F to 122°F) operating
temperature
-20°C to 70°C (-4°F to 158°F) storage
temperature
10% to 93% relative humidity, non-
condensing

Certifications

PCI PTS 4.x, SRED
EMV Contact L1 & L2
EMV Contactless L1
Visa payWave
Mastercard Contactless
Mastercard TQM

Manufacturer: PAX Technology Limited

Address: Room 2416, 24/F; Sun Hung Kai Centre, 30 Harbour Road, Wanchai, Hong Kong

Safety instructions

General safety information

- Use only the provided AC adapter. There is a risk of explosion and 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 such circumstances, there is a risk of fire and electric shock. Has the device repaired by qualified personnel service?
- Do not allow foreign matter to fall into the equipment. Penetration of foreign objects may lead to fire or shock.
- Only operate your myPOS Combo terminal with the accessories supplied. 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 card reader.
- Please put the myPOS Combo 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 fine mechanics.
- The myPOS Combo 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 battery pack

- Only use the battery model included with the delivery.
- Do not subject the battery to extreme heat.
- Never short-circuit any contacts due to risk of explosion.
- Charging temperature is 0-40° 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 surface.
- Make sure that you keep the charging contacts clean.

Let`s get started


Overview



1. Turn ON / Turn OFF button
2. Magnetic strip card reader
3. DC power input
4. Chip-card reader
5. Display
6. Keypad
7. Printer
8. NFC reader

Keypad

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

Menu button  Opens the Menu screen for choosing Transaction type

Up arrow button or **FUNC** button Opens the Settings screen

X CANCEL Cancels the operation and goes back to the previous screen

O ENTER Approves the entry and goes to the next screen

< CLEAR Deletes entry

Alpha-numeric keyboard

If you need to input letters or any special characters on your myPOS Combo device, you will need to press the relevant number key and then switch to letters by pressing ALPHA button from the keyboard as many times as needed to select the required character.

Please find below a specification of all additional characters and how you can select them:

Key button	Additional characters for each key button							
1	1	Q	Z	.	1	q	z	.
2	2	A	B	C	2	a	b	c
3	3	D	E	F	3	d	e	f
4	4	G	H	I	4	g	h	i
5	5	J	K	L	5	j	k	l
6	6	M	N	O	6	m	n	o
7	7	P	R	S	7	p	r	s
8	8	T	U	V	8	t	u	v
9	9	W	X	Y	9	w	x	y
0	0	\	*	,	[space]	#	:	;
	+	-	=	?	\$	&	%	!
	~	@	^	()		/	_
	[]	{	}	<	>	`	'
	"							

Charging

The terminal displays the Battery Power status as a number of bars. There are a number of 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' (no bars) or 'no power' you should recharge the battery.

When you turn ON your myPOS Combo device for the first time, you need to charge it. Input the cable for recharge in the charging slot (point 03).



Caution: 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 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.

Warranty and return policy

Important: The product, including myPOS Combo 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.
- Client may return the full package of myPOS Package, including myPOS Combo device and myPOS Business Card, within a deadline of 1 (one) year as of the date of receipt of myPOS Package by Client upon completion of the conditions precedents stated in the Return Policy, available at www.myPOS.eu/legal.
- Some Distributors may provide post sale customer support and may be able to take back the defect myPOS Combo device. Please contact first your Distributor or Agent and check for post-sale customer support and if there is not such, 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 Combo devices and myPOS Business Card in myPOS Package.

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

Important: disposal



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

For more information

For full list of available documentation, please visit:

<https://mypos.eu/en/devices/combo>