

myPOS Mini Ice

user manual



mypos.com

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Introduction

Congratulations!

Your new myPOS Mini Ice device from myPOS Europe Ltd. is a revolutionary mobile terminal for securely accepting payments with credit and debit cards on the go. In order to start using it, you need to register on mypos.com for a free e-money account, where your funds will be settled, and to activate the myPOS Mini Ice 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 step-by-step instructions for using your myPOS Mini Ice device to accept credit and debit card payments on the go. The purpose of this document is to specify the main functions of myPOS Mini Ice. The Quick User Guide provides information about:

- Internet connectivity capabilities of myPOS Mini Ice
- How to use Bluetooth, Wi-Fi or SIM card on myPOS Mini Ice
- Activation
- Accepting Payments
- Main menus and functions

The Quick User Guide does not include information about the technical specifications of the device. It is provided separately in the [myPOS Mini Ice Technical Specifications & Warranty document](#)

Related documentation

The latest version of this Quick User Guide can be found on-line on <https://mypos.com/en/devices/mini-ice>.

Internet connectivity

In order to be able to process payments with credit and debit cards, the myPOS Mini Ice device has to be connected to the Internet. Your myPOS Mini Ice can use the internet connection of your mobile phone (via Bluetooth or personal hotspot), a wireless router and a SIM Card.

Using myPOS Mini Ice with a mobile phone (via Bluetooth or personal hotspot)

Make sure you have an internet connection (data) activated on your smartphone. In order to connect your myPOS Mini Ice device to your mobile phone, please read carefully the information below.

Android

If you are using a mobile phone which runs Android 4.2 or later, you can connect your myPOS Mini Ice via Bluetooth or Wi-Fi (Personal Hotspot).

To connect via Bluetooth, download the free myPOS Bluetooth Service App from Google Play Store and install it on your mobile phone. Starting the myPOS Bluetooth Service application will automatically launch a communication service. You can then close your myPOS Bluetooth Service App, as it is not needed anymore for your myPOS Mini Ice operation.

Please follow the procedure described in the “How to connect your myPOS Mini Ice with Bluetooth” section.

To connect via Wi-Fi (Personal Hotspot) activated on your mobile phone, please follow the procedure described in the “How to connect your myPOS Mini Ice with Wi-Fi” section.



Using myPOS Mini Ice with a wireless router (Wi-Fi)

Make sure your Wi-Fi router is connected to the Internet. In order to connect your myPOS Mini Ice device to your Wi-Fi router, please read carefully the information below. Please be aware that the supported encryption methods for Wi-Fi networks are WPA and WPA2.

For proper operation of the myPOS Mini Ice device, please make sure that:

- your router does not have any network traffic restrictions or filters
- your router does not require setting a special TCP/IP configuration on your network devices (myPOS Mini Ice will use the default settings only)
- Network signal is strong enough. The network signal strength is indicated via a Wi-Fi signal icon located in the upper part of your myPOS Mini Ice screen.

To connect via a Wi-Fi router, please follow the procedure described in the “How to connect your myPOS Mini Ice with Wi-Fi” section.

Using myPOS Mini Ice with myPOS DATA Card

When using myPOS DATA Card make sure that:

- Your myPOS Device is updated with latest software version
- myPOS DATA Card is properly inserted in the SIM slot
- the connection type is changed to myPOS DATA SIM

How to connect your myPOS Mini Ice with Bluetooth

Make sure the Bluetooth on your mobile phone is ON (activated). Switch ON your myPOS Mini Ice and wait for a few seconds until it completes the initialization.

Step1: Select “Bluetooth” from the CONNECTION TYPE menu. The myPOS Mini Ice will scan for all available (discoverable) Bluetooth devices in its range and will display a list of their names on the screen.

Step 2: Choose your mobile phone’s name from the list and select it by pressing its respective number (from 1 to 6). If you cannot find your mobile phone on the list, press (X) and myPOS Mini Ice will rescan (search again) for all available discovered devices. Make sure your mobile phone is in a discovered mode.

Depending on the device, you might have to tap “Pair device” to accept the password. The password is shown on the myPOS device screen.

Step3: Pair the myPOS Mini Ice with your mobile phone. Once it has been paired, myPOS Mini Ice will perform a test of the connection to myPOS system.

If the connection test is unsuccessful, the myPOS Mini Ice screen will display an error message. Please, check and make sure your mobile phone is connected to the Internet.

When you pair myPOS Mini Ice with a Bluetooth device, the information is saved so that the next time you are within the range of the same Bluetooth device, the terminal will connect to it automatically.

How to connect your myPOS Mini Ice with Wi-Fi

Make sure the myPOS Mini Ice is in the range of your Wi-Fi network. Switch ON your myPOS Mini Ice and wait for a few seconds until it completes the initialization.

Step 1: Select “Wi-Fi” from the CONNECTION TYPE menu. The myPOS Mini Ice will scan for available Wi-Fi networks within its range and will display a list of their names on the screen.

Step 2: Find the Wi-Fi network you would like to use and select it. If you cannot find your Wi-Fi network on the list, press (X) and myPOS Mini Ice will rescan (search again) for available Wi-Fi networks. Make sure your myPOS Mini Ice is in the range of your network.

Step 3: If your Wi-Fi network requires a password, myPOS Mini Ice will display the Wi-Fi Password screen, where you can enter the network password.

Once it has connected to your Wi-Fi network, myPOS Mini Ice will perform a test of the connection to myPOS system.

If the connection test is unsuccessful, the myPOS Mini Ice screen will display an error message.

Useful tips:

- When myPOS Mini Ice connects to a Wi-Fi network, the information is saved so that the next time you are within the range of the same network, the terminal will connect to it automatically.
- If the password of your Wi-Fi network has been changed, the Wi-Fi signal icon () on the screen will become grey.
- If you try to make a payment transaction, the terminal will display an error message - “You are not connected to any network”- and will search for available networks.
- If a previously used network is found, the myPOS Mini Ice device will connect to it automatically and will process the transaction.
- In order to change the saved password, choose the “Change connection type” option from the SETTINGS MENU 1 and enter the new password when prompted.
- If you are within a previously used network range and do not want your myPOS Mini Ice device to connect to it automatically, you can delete the saved data by choosing “Forget this network”.

Activation

Once connected to the Internet, your myPOS Mini Ice device needs to be activated before you start accepting payments with credit or debit cards through it. Every myPOS Mini Ice device has a unique serial number which is used by the myPOS to identify on which device a payment transaction is being accepted.

During the activation procedure, the myPOS links the serial number of your new myPOS Mini Ice device with your myPOS account. Once your new myPOS Mini Ice has been activated, every transaction accepted through it will be credited to your myPOS account.

You can link more than one myPOS Mini Ice devices to one e-money account. In this case, payments accepted through all myPOS terminals, will be credited to one myPOS account.

Activation code

The activation procedure is a one-time process and requires an activation code generated by the myPOS to be entered manually by you on your myPOS Mini Ice device.

Step 1: Go to mypos.com and log-in to your myPOS account and go to the menu Devices > Activate your device and follow the steps.

Step 2: Please enter the activation code on the myPOS Mini Ice device. Your myPOS Mini Ice device must be connected to the Internet in order to complete the activation process.

Step 3: Once your myPOS Mini Ice has been successfully activated, it will display the confirmation screen and will automatically check for any updates of the terminal software. If a new update is found, the myPOS Mini Ice terminal will automatically download and install it.

Congratulations!

Your new myPOS Mini Ice is now activated and ready to be used. You can find it listed in your myPOS account.

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

Accepting payments

Once your new myPOS Mini Ice device is connected to the Internet and activated, it is ready to accept payments with credit and debit cards.

Your myPOS Mini Ice supports three different methods for accepting payments with credit and debit cards - Magnetic Stripe (in the back side of the device, on the top), CHIP & PIN (on the bottom part of the device) and Contactless (NFC, build-in antenna under the display).

Payment transactions

Every time you switch on your myPOS Mini Ice terminal, it will automatically connect to the Internet and will display the home screen.

From home screen, select PAYMENT app for performing a Payments transaction. Making a PAYMENT transaction with your myPOS Mini Ice is easy and convenient. Please follow the 3 basic steps written below.

Step 1: Enter the amount of the transaction in the PAYMENT Screen. The amount must be entered without the decimal point. For example: for an amount of 5.00, enter 500 on the keyboard. When the PAYMENT screen display the correct amount, confirm by pressing (O). If you need to correct the amount, please use (<) to delete the last entry or (X) to start the process from the beginning.

Step 2: Ask your customer for his or her credit or debit card. If the card has a CHIP, insert the card in the bottom reader with the CHIP facing towards the keyboard.

When myPOS Mini Ice is reading the card, the screen will flash Green. If the card is not recognized, the screen will flash Red.

Please check if the card is inserted properly in the reader, remove it and try again. If the problem persists, please ask your customer for another card.

CHIP cards usually require a PIN code in order to confirm a transaction. If a PIN code is required for a card, your myPOS Mini Ice terminal will display the ENTER PIN screen. Please, hand the terminal to the customer and ask him or her to enter his or her PIN code securely and to press (O) when ready.

If the card supports PIN (personal identification number) check, the terminal will process the PIN code and will display PIN OK if the correct PIN code has been entered by your customer.

The myPOS Mini Ice will initiate the transaction authorization process by communicating with myPOS. The PROCESSING screen will indicate that the procedure is not completed.

If the transaction request with a card has been approved by the issuer, the myPOS Mini Ice terminal will display a confirmation message: "TRANSACTION IS APPROVED". At this point, you can remove the card from the reader and return it to the customer.

Step 3: Send an e-receipt to the customer for the approved PAYMENT transaction via SMS or e-mail by choosing the preferred option from the Receipt menu.

On the Receipt screen you can choose to print or send a receipt via email or by SMS. If you do not want to print or send a receipt, tap X in the upper right corner of the screen to finalize the transaction.

IMPORTANT: *It is always a good practice to send an SMS e-receipt in order to resolve any possible issues with the customer.*

Processing magnetic stripe cards

If your customer's card has only a mag stripe on it, please follow the procedure below after you enter and confirm the amount of the transaction. Magnetic stripe cards are swiped with the magnetic stripe side facing up using the reader located at the top-behind side of the myPOS Mini Ice. Make sure the card is inserted properly and the bottom of the card runs firmly along the bottom of the card swipe and that the card is swiped at an even speed. The speed of swiping the card must not be too slow, as this can sometimes cause problems when the terminal is reading cards.

If a CHIP card is swiped as a magnetic one, the terminal will display the following screen.

Please, insert the card with the CHIP facing up into the reader located at the bottom of the myPOS Mini Ice and follow the steps for accepting CHIP cards laid out in the previous section.

Complete the transaction as described in Step 3 of the previous section.

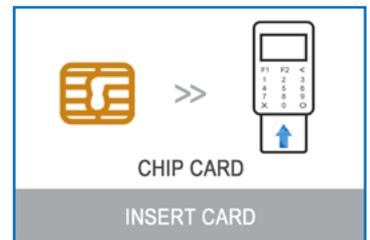
Processing contactless cards (PayPass or payWave)

If your customer has a PayPass or payWave logo on it, please follow the procedure below after you enter and confirm the amount of the transaction.

Hold the card (or smartphone) approx. 3cm above the display of your myPOS Mini Ice. When the secure contactless reader recognizes the card, the four-color indicators will flash indicating that the card is being processed. If the card is successfully read, all four indicators will be on. The process takes one second and after you hear a beep, you can remove the card.

If the card requires a PIN code to be entered, please hand the terminal to the customer and ask him or her to enter his or her PIN code.

Complete the transaction as described in Step 3 of the previous section.



Mobile Top-up

Step 1: From the home screen select MOBILE TOP-UP. The myPOS Mini Ice terminal will display the MOBILE TOP-UP screen.

Step 2: Enter the mobile number with the country code and confirm with (O).

Step 3: Select your customer's carrier – service provided by 779+ operators

Step 4: Enter an amount to top-up. Depending on the carrier you should select from a predefined list or enter an amount of your client's choice within a suggested range

Step 5: Review all entered details and confirm (O).

Step 6: The myPOS Mini Ice device will request an email to send the merchant's copy of the receipt for the approved PAYMENT transaction.

Send payment request

If you want to send a payment link to your customer due to his absence in front of you during the payment, you have the following option – to send a payment request through the website, the mobile app or via the terminal. To send a payment request via the device, you should follow these few basic steps:

Step 1: From the home screen, select PAYMENT REQUEST. The myPOS Mini Ice terminal will display the PAYMENT REQUEST screen.

Step 2: Enter the amount of the request and confirm with (O) or press "NEXT".

Step 3: Enter the mobile number with the country code and confirm with (O) or press "NEXT".

Step 4: Enter client's name and confirm with (O) or press "NEXT".

Step 5: Enter reason for payment and confirm with (O) or press "NEXT".

Step 6: Enter period in days, after which the Payment request will expire. The period should be between 1 - 120 days. Confirm with (O) or press "NEXT". The payment request is successfully sent.

Refund transactions

A refund transaction is used in order to issue a refund (credit) to the customer. When you refund a card transaction, the amount of the refund is returned to the customer's card account and your myPOS account is debited with the corresponding amount. You must always make a refund to the card used for the original purchase.

Before making a refund

- Never make a refund unless there has been an original purchase with the card. If you do, the service provider may block your myPOS Mini Ice terminal and withdraw your card processing facility.
- Check that your customer has handed you the card used for the original transaction – the last four digits have to match those on the e-receipt. If they do not, ask for the original card.
- Never give a cash or check refund for a card transaction – fraudsters often try

to obtain cash this way.

- Never refund more than the original transaction amount.

Step 1: From the home screen, enter PAYMENTS MENU and tap the 3-line button on top left corner in order to enter the Transaction type menu. Select REFUND. The myPOS Mini Ice terminal will display the REFUND screen.

Step 2: Type in the amount of the refund transaction and press (O) or “NEXT” to confirm. Present the customer card to the terminal either via the Magnetic Stripe, Chip or contactless reader.

Step 3: Ask your customer to Enter PIN code where required.

Last transaction void

Step 1: From the home screen, enter PAYMENTS MENU and tap the 3-line button on top left corner in order to enter the Transaction type menu. Select Last Transaction Void. The myPOS Mini Ice terminal will display the Last Transaction void screen showing the amount of your last transaction.

Step 2: Confirm by pressing (O) if you want to proceed.

Step 3: Ask your customer to Enter PIN code where required.

If there is no previous successfully processed transaction or it has been voided, the myPOS Mini Ice terminal will display an error message “No transaction found”.

If the transaction is declined with a “Transaction is not permitted” message, then take into account that this type of transaction is forbidden for the particular myPOS Mini Ice device.

myPOS Mini Ice functions

For better user experience and convenience the functions of your myPOS Mini Ice are presented on the Home screen as follows:

Desktop:

- Payments
- Payment request
- MO-TO payments
- Top-up
- Reports
- Settings

Transaction type menu

To enter the Transaction type menu, from Home screen select Payments, then tap the 3-line button on top left corner.

TRANSACTION MENU 1 shows the list of supported types of payment transactions on your myPOS Mini Ice device:

1. Payment
2. Refund
3. Last transaction void
4. Pre-authorization
5. Pre- auth completion
6. Pre-auth cancellation

Settings menu

SETTINGS menu is located on the Home screen, organized in three screens with the following options:

SETTINGS MENU 1 shows the list of supported settings for your myPOS Mini Ice device:

Change Language

You can change the language of the menus and messages on your myPOS Mini Ice terminal. The myPOS Mini Ice will display a list of all available languages.

Keyboard sound ON/OFF

You can turn Off or On the sound when any key is clicked on the myPOS Mini Ice.

Display brightness

Adjust display brightness.

Wallpapers

Change device wallpaper on Home Screen.

Change Connection type

From this option, you can change the chosen network connection. The myPOS Mini Ice will scan for available devices and will display a list with their names on the screen.

Connection check

Use this option to check if your myPOS Mini Ice device is properly connected to internet and test the communication with myPOS system.

Check for update

From time to time the software running on your myPOS Mini Ice has new versions released. You can check for software updates at any time by selecting this option. If there is a new software version, the device will display the new version, how many files will be downloaded and their size. You can confirm and start the update procedure or cancel it and update the device later.

SETTINGS MENU 2 shows the second list of supported settings for your myPOS Mini Ice device:

Transactions config

From this menu, you can switch on/off tipping mode and multi-operator mode. Tipping mode lets your clients add a tip to their card purchase. Multi-operator makes possible to allocate tips to individual staff. If enabled, each employee is assigned with a personal code that should be typed prior to each transaction. Anytime you can check the total amounts processed by operator, and tips per operator.

About

By selecting About you can find more information about your Terminal such as terminal ID (TID), name, software and firmware version and last transaction STAN.

Reset device

Use this option with caution and only if you want to reset your myPOS Mini Ice. The myPOS Mini Ice will display a screen where you need to enter a deactivation code. The code can be generated when you log in to www.myPOS.com menu Devices > All Devices, choose a specific device > Settings > Reset.

Please, take into account that this will restore your device settings to the default ones and your myPOS Mini Ice will no longer be attached to your myPOS e-money account. If you want to continue accepting payments, you will need to activate the device again.

Sleep configuration

This option is available only if your myPOS device is using SIM card connection. Use this option to change the default settings of the Sleep mode of your device. The Sleep mode is switched off by default.

SETTINGS MENU 3

Send Log

Send device log to myPOS Server. This may be requested by our Customer support when troubleshooting and if needed.

Warranty and return policy

Important: The product, including myPOS Mini Ice 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 defect myPOS Mini Ice 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 does not cover any cables, accessories, plugs, or power supply units or other items, different from the myPOS Mini Ice 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 Mini Ice device, including its battery, cables or other components with the general household waste. If your myPOS Mini Ice 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://mypos.com/en/devices/mini-ice>