

ingenico

Mobile
solutions



USER GUIDE

Moby/5500

We recommend that you read this guide before use. It provides important information about usage, safety precautions, installation and maintenance of your Moby/5500seriescard readers.

This guide is applicable to Moby/5500 series card readers shown as follows:

Model	Description
Moby/5500 CL3	With rechargeable battery
Moby/5500M CL3	Without rechargeable battery

WARRANTY / SECURITY

In order to benefit from the product-related guarantee and to ensure security, we ask you to use only accessories delivered in box with the product, entrusting maintenance operations only to an authorized person.



Moby/5500 CL3 is battery powered or can be charged with the USB-C cable connected to a mobile phone charger, use only Ingenico parts for replacement:

Moby/5500M CL3 can be charged with the USB-C cable connected to a mobile phone charger.

Failure to comply with these instructions will void the manufacturer's responsibility.

Unpacking

The following items are included in the Moby/5500seriesbox:



The Moby/5500 Card Reader



USB-C cable



This User guide

Security of your Moby/5500

Upon receipt of your card reader you should check for signs of tampering of the equipment. It is strongly advised that these checks be performed regularly.

You should check, for example: that there is no evidence of unusual wires that have been connected to any ports on your reader or associated equipment, the chip card slot, or any other part of your reader. Such checks will provide warning of any unauthorized modifications to your card reader.

Your reader detects any “tampered state.” If the reader is tampered, the CLES LEDs will repeatedly flash, and further use of the reader will not be possible.

Battery

Moby/5500 is fitted with a lithium battery (only for Moby/5500 CL3) which is not accessible to the user.

- Only use chargers with rating that match the power ratings.
- Moby/5500 can be charged with the USB-C cable connected to a mobile phone charger.
- Do not attempt to open the reader.

Warning



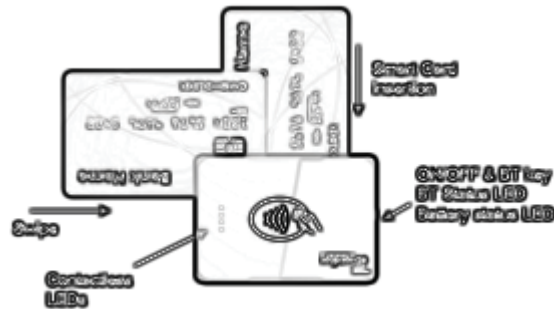
Risk of explosion if battery is replaced by an incorrect type. Do not disassemble. Do not short-circuit. Do not dispose in fire. Do not throw in water.

Charging

- Before using the reader for the first time, it should be charged for approximately 2 hours via a USB port wall charger with power output of 500mA.

Moby/5500 Card Reader

Moby/5500 allows merchants to convert a smart phone or a tablet into a powerful & secure POS solution.



Usage

ON

To power on the reader press the Side Button.

OFF

By default, the Moby/5500 powers off on its own after 3 minutes. It should be noted that your payment application may assign a different value. Alternatively, you can long press the Side button to turn it OFF.

BLUETOOTH PAIRING AND CONNECTION

Bluetooth is enabled and the Moby/5500 is discoverable for as long as the reader is turned on.

Pairing: Pairing of Moby/5500 with your mobile phone/tablet must be initiated from the mobile app that is being used. From the point where the mobile app displays the device name and 6-digit passkey, do the following:

1. Tap OK, and the Moby/5500 will be temporarily paired for 30 seconds
2. The Moby/5500 will beep, and both the mobile app and the Moby/5500 will display the same pattern of LEDs
3. Tap Confirm on the mobile app to validate that the LED pattern is the same on both the Moby/5500 and mobile app
4. Pairing should now be complete

Connectivity: Once the Moby/5500 is paired to your mobile phone/tablet, it will automatically connect to your mobile app during subsequent use.



The pairing of the Moby/5500 with your mobile device must be initiated from the mobile payments application that you are using. You will not be able to pair the Moby/5500 from the Bluetooth Settings on your mobile device.

Card reading



Swiping a card

- Insert the card manually in the swiping slot at the top of the reader, card numbers facing down, as illustrated above.



Swipe the card with constant speed, not too slow not too fast, for optimum reading accuracy.

Inserting a chip card

- Chip Cards should be inserted into the reader as illustrated, with the chip facing up and into the card reader slot.

Tapping a contactless card/mobile device

- The contactless antenna is on the front side of the device. Customers should tap close to the face of the contactless logo to perform transaction.



Tapping works best when the distance between the card/phone and the Moby/5500 is less than 1.5 inches.

Maintenance

Begin by unplugging all cables from the reader.

Good rules for proper cleaning of the reader are:

- Do not clean the electrical connections.
- Do not use in any case solvents, detergents, alcoholic or abrasive products as those materials will damage the plastic and electrical contacts.
- Avoid exposing the reader to direct sunlight.
- Do not insert anything but cards into the smart card reader slot.

Troubleshooting

Moby/5500 does not turn on:

- Battery level is too low.
- Check the USB connection.
- Check that the wall plug PSU is fully inserted in the electrical socket.

If Moby/5500 fails to establish Bluetooth Connection with your mobile app:

- Check if Moby/5500 is paired to your mobile device using the mobile app.
- Check if Bluetooth on your mobile device is ON.
- Unpair the reader from your mobile device's system Bluetooth Settings, and pair the reader again from your mobile app.
- Seek technical support.



Ensure the pairing of Moby/5500 with the device is done from the mobile payment application and not the device's system settings.

Cards are not read

- Check that the magnetic card is swiped correctly
- Swipe the card with a constant movement
- Check that the magnetic stripe is not damaged, grooved or cracked.
- Ensure you have correctly inserted the smart card into the smart card reader and that the card has been removed when instructed.

Operation & Storage

Operating conditions

Operating temperature	-10° C to + 45° C
Connections	USB C link (5v 1A)

Storage conditions

Storage temperature	from -10°C to +70°C
Max relative humidity	5 to 90%, non-condensing at 40°C operational

Frequency bands

Transmitter Frequency:	BT: 2402-2480 MHz; NFC: 13.56MHz
Receiver Frequency:	BT: 2402-2480MHz; NFC: 13.56MHz
RF-Output Power :	BT: 7.29dBm NFC: 62.68dBμA/m@3m

Environment (WEEE, Batteries and Packaging)

This product is labeled in accordance with European Directives 2012/19/EU concerning Waste Electrical and Electronic Equipment (WEEE) and 2013/56/EC concerning Batteries and Accumulators. Those provisions require producers and manufacturers to become liable for take-back, treatment and recycling upon end of life of equipment and batteries.



The associated symbol means that WEEE and waste batteries must not be thrown away but collected separately and recycled.

Ingenico ensures that efficient collection and recycling schemes are set-up for WEEE and batteries according to the local regulation of your country. Please contact your reseller for more detailed information about the compliance solution in place for disposing of your old product and used batteries.

Packaging waste must also be collected separately to ensure a proper disposal and recycling.

Please note that proper recycling of the electrical and electronic equipment and waste batteries will ensure safety of human health and environment.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment .

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Your contact