USER GUIDE

ingenico
Mobile solutions

Moby/8500

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Version Control Information

Revision Date	New Release	Revisions	Revised by	Reviewed by	Remark
2017/5/16	1.0	Create	Stevin	Jim	N/A

We recommend that you read this installation guide before use. It will give you the necessary information about usage, safety precautions, installation and maintenance of your Moby/8500 card reader.

WARRANTY / SECURITY

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

Moby/8500is battery powered, use only ROAMparts for replacement:

Moby/8500 can be charged with the µUSB cable connected to a mobile phone charger.

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

Unpacking

Following items are included in the Moby/8500 box:

The Moby/8500 Card Reader

µUSB cable

This User guide

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Security of your Moby/8500

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

You should check, for example: that the keypad is firmly in place; 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 would provide warning of any unauthorized modifications to your card reader, and other suspicious behavior of individuals that have access to your reader.

Your reader detects any "tampered state". If the reader is tampered, it will repeatedly flash the message "Alert Interruption!" and further use of the reader will not be possible. If you observe the "Alert Interruption!" message, you should contact our helpdesk immediately.

Battery

Moby/8500 is fitted with a lithium battery which is not accessible to the user.

- Only use chargers with rating that match the power ratings.
- Moby/8500 can be charged with the µUSB 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. Dispose used batteries according to the instructions.

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Charging

- Before using the reader for the first time, it requires to be charged for about 3 hours via a USB port wall charger power output of 450 mA.
- A battery indicator is provided on the reader's display, indicating the charge level of the battery. When connected to a charger, the symbol changes to charging.

Moby/8500 Card Reader

Moby/8500 allows merchants to convert a smartphone or a tablet into a powerful & secure POS solution.

Usage

ON
To power on the reader press the Green Button.

OFF
Moby/8500 powers off on its own after a time. Alternatively, you can long press the Red button to turn it OFF.

REBOOT
Ifa reboot is required, unplug all cables, then press reset button present on the bottom of the device. You will need a pin or tip of a pen to engage the Reset button.

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CAUTION

Reboot using the reboot switch may cause loss of application data. Make sure you have finished operation before it.

BLUETOOTH PAIRING AND CONNECTION

Bluetooth is enabled as soon as the reader is turned on. Moby/8500is discoverable all the time.

Pairing: Pairing of Moby/8500with your mobile phone/tablet must be done from the mobile app that comes with it:

1. Open the mobile app
2. Tap on the Menu icon on the top left corner.
3. Tap on Settings
4. Tap on Bluetooth Readers
5. If Bluetooth on your device is OFF, turn it ON.
6. Tap on 'Pair a New Reader' to start the pairing process.

Connectivity: Once the Moby/8500 is paired to you mobile phone/tablet, it will automatically connect to your mobile app during subsequent use.

Icon is shown when the reader is not connected via Bluetooth.

Icon is shown when the reader is connected via Bluetooth.

The pairing of Moby/8500 with your mobile device has to be performed from the mobile application that comes with the reader. You will not be able to pair the app from your device's system Bluetooth Settings.

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Card reading

Swiping a card

- Insert the card manually in the swiping slot at the top of the reader ,magstripe-facing up, as illustrated below.

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

- Contactless Antenna is located around the LCD screen. Customers can tap close to the face of the screen to perform transaction.

Tapping works best whenthe distance between the card/phone and the Moby/8500 is less than 1.5 inches.

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Maintenance

First of all, unplug 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 or electrical contacts.
- Avoid exposing the reader to direct sunlight.
- Do not insert anything but cards into the smart card reader slot.

Troubleshooting

Moby/8500 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/8500 fails to establish Bluetooth Connection with your mobile app:

- Check if Moby/8500 is paired to your mobile device using the mobile app.
- Check if Bluetooth on your mobile device in ON.
- Unpair the reader from your mobile device's system Bluetooth Settings, and pair the reader again from your mobile app (refer to the pairing user guide).
- Seek technical support.

Make sure the pairing of Moby/8500with 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 (with magnetic stripe inserted into the slot & facing towards the keypad).
- Swipe again the card with a constant movement.
- Check that the magnetic stripe is not damaged, grooved or cracked.
- Make sure you have inserted correctly the smart card into the smart card reader and that the card has been removed after the transaction.

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Operation & Storage

Operating conditions

Operating temperature	+0°C to +50°C (charging), +0° Cto + 45°C (standalone)
Connections	Micro USB B link (5v 500mA)

Storage conditions

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

Environment (WEEE, Batteries and Packaging)

This product is labeled in accordance with European Directives 2002/96/EC concerning Waste Electrical and Electronic Equipment (WEEE) and 2006/66/EC concerning Batteries and Accumulators. Those provisions are requiring 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.

ROAM 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.

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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.

SAR tests are conducted standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands,although the SAR is determined at the highest certified power level,the actual SAR level of the product while operating can be well below the maximum value.
Before a new device is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the exposure limit established by the FCC,Tests for eachDevice are performed in positions and locations as required by the FCC.

Non-compliance with the above restrictions may result in violation of RF exposure guidelines.

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.

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