

USER GUIDE

ingenico
Mobile
solutions

MOBY EM5

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 EM5 card reader.

WARRANTY / SECURITY

In order to benefit from the product-related guarantee and 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 EM5 is battery powered, use only INGENICO parts for replacement:

MOBY EM5 can be charged with the USB 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 EM5 box:

- The MOBY EM5 Card Reader
- USB cable
- This User guide

Security of your MOBY EM5

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.

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 EM5 is fitted with a replaceable lithium battery.

- Only use chargers with rating that match the power ratings.
- MOBY EM5 can be charged with the USB cable connected to a mobile phone charger.
- Do not attempt to open the reader.

Warning



Risk of explosion if the battery is replaced with an incorrect type.

Do not disassemble, short-circuit, dispose of in fire, or throw into water. Dispose of used batteries according to the provided instructions.

- Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.
- A battery subjected to extremely low pressure that may result in an explosion or the leakage of flammable liquid or gas.

Charging

- A battery indicator is provided by the 4 green lights, indicating the charge level of the battery.

MOBY EM5 Card Reader

MOBY EM5 allows merchants to convert a smartphone or a tablet into a powerful & secure POS solution.

Usage

ON

To power on the reader press the ON/OFF Button.

OFF

MOBY EM5 powers off on its own after a time. Alternatively, you can long press the ON/OFF button to turn it OFF.

BLUETOOTH PAIRING AND CONNECTION

Bluetooth is only enabled when entering the Bluetooth testing project.



The pairing of MOBY EM5 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.

Card reading

Inserting a chip card

- Chip Cards should be inserted into the reader, 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 when the distance between the card/phone and the MOBY EM5 is less than 1.5 inches.

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 EM5 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 EM5 fails to establish Bluetooth Connection with your mobile app:

- Check if MOBY EM5 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 (refer to the pairing user guide).
- Seek technical support.



Make sure the pairing of MOBY EM5 with the device is done from the mobile payment application and not the device's system settings.

Operation & Storage

Operating conditions

Operating temperature	From 0°C to +40°C (charging) From -10° C to +45°C (standalone)
Connections	USB-C (5v 2A)

Storage conditions

Storage temperature	From -20°C to +70°C
Max relative humidity	From 5 to 93%, non-condensing III

Certification related

CE MARKING

The CE marking indicates MOBY EM5 complies with the requirements of European Directive 2014/53/EU on Radio Equipment for:

- The protection of the health and the safety of the user and any other person.
- The protection requirements with respect to electromagnetic compatibility.

And complies with harmonized standards, as well as RoHS Directive 2011/65/EU and its amendment directives.

FCC compliance statement

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

FCC Radiation Exposure statement

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 0cm between the radiator and your body. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Operating Frequency Band (RF)

Bluetooth LE: 2402-2480MHz(TX/RX)

NFC: 13.56MHz(TX/RX)

Max Of Transmit Power (for EU Compliance)

Bluetooth LE:-1.36dBm

NFC: -9.64dBuA/m@10m

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.

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.

Manufacturer Info

Manufacturer: Ingenico

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