

Quick Start Guide

Global Payments Mobile Pay

— Moby/8500 reader

Get started – Download our app

Welcome to the **Global Payments Mobile Pay Quick Start Guide!** To get started, go to the App Store (iOS®) or Google Play Store (Android™) on your phone or tablet, search for "Mobile Pay Canada," or scan the applicable QR code, and download the Mobile Pay application. Once installed, launch the app and follow the instructions in your welcome email to log in to your account.



Unpacking

Ensure that the **Moby/8500 reader** and a **micro USB cable** are included in the box.

Charging the device

Before using the Moby/8500 for the first time, charge it for **3 hours** using the micro USB cable and a wall charger with a 450 mA output. The battery status is displayed on the screen, allowing you to monitor the charge level.

Powering ON/OFF

- **ON:** Press the **green** button
- **OFF:** The device powers off automatically after inactivity. To turn it off manually, press and hold the **red** button



Pairing the Moby/8500 with the Mobile Pay app

Turn on Moby/8500, launch the Mobile Pay app, and follow the instructions below based on your mobile device:

iOS devices	Android devices
<ul style="list-style-type: none"> • Hold down the "F" key on the Moby/8500 to enable pairing mode. • In the Mobile Pay app, navigate to Settings → Card Reader and select the Moby device. 	<ul style="list-style-type: none"> • Hold down the "F" key on the Moby/8500 to enable pairing mode. • Pair in Android Bluetooth settings, then select the Moby device in the Mobile Pay app under Settings → Card Reader.

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



Card transactions

The Moby/8500 reader supports swipe, chip/insert, and contactless card payments.



Troubleshooting

Device won't turn on	Bluetooth issues	Card not read
Ensure it's charged. Verify USB connection and wall plug.	Ensure Bluetooth is on and the device is paired via the MobilePay app, not system settings. Try unpair and pair the reader again.	Ensure proper card insertion. Retry the transaction or check for card damage.

Additional resources

Visit the **Global Payments Help Centre** at <https://help.globalpay.com/en-ca/products/mobile-pos> or scan the QR code on the side for additional support materials for your device(s) and Mobile Pay solution..

