User Guide
DX8000

Unlocking the full potential of Android for the new world of payments and commerce

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Introduction

Thank you for choosing an Ingenico payment terminal.

We recommend that you carefully read this user guide: It gives you the necessary information about safety precautions, unpacking, installation, and maintenance of your terminal.

This symbol indicates an important warning

This symbol indicates a piece of advice

Contents of box

- AXIUM DX8000 equipped with a paper roll
- Charging base
- Power adapter
- Battery pack
- Visually Impaired Accessory
- An extra paper roll

The power supply unit provided for use with the AXIUM DX8000 terminals is specific to the terminal. Do not use any other power supply.

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Overview of AXIUM DX8000

The AXIUM DX8000 is a ‘Multi Comms’ capable device. This means that it is possible to enable multiple modes of communication during the self-install process or at a time more suitable after the self-install process. Only one comms method is required to install the terminal.

Please refer to the section ‘Terminal Installation’ for the relevant screens.

Mobile: 2G, 3G and 4G

WiFi: Wireless local area networking

Weight (w/o paper roll or battery)	425 g (including battery)
Dimensions (L x w x h)	198 x 83 x 62.5 mm
Electrical mains network	100-240VAC / 50-60 Hz - Class II equipment
Terminal Connections	USB C serial link, Power connector, Contacts for Cradle

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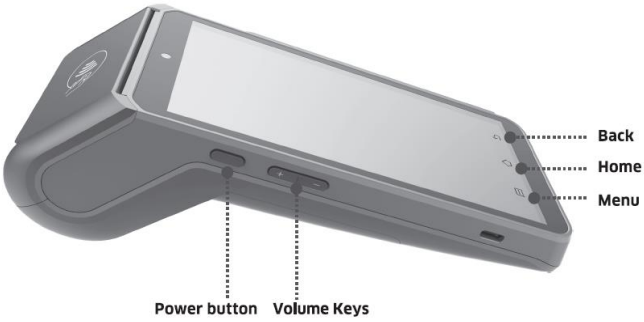
Keyboard details and functionality

The terminal has three physical buttons on the left side of the terminal, a power button and two volume buttons.

There are three virtual buttons at the bottom of the screen, Menu, Home and Back buttons.

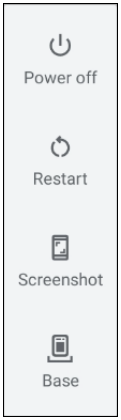


The AXIUM DX8000 is equipped with a touch panel that allows you to select options and menus with a finger or use of a stylus.

Switching ON / OFF terminal

- To switch ON ensure the terminal battery is correctly installed and press the power button for 2 to 3 seconds, until the display is turned on.

- To switch OFF the terminal press the power button for more than 2 seconds until the display shows the following menu, then select Power off.



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Screensaver Mode

A short press of the power button for approximately 0.5s will switch on and off the display.

Before using the terminal, always check the paper roll is present.

Terminal Setup

Location of the AXIUM DX8000

Place the base on flat surface near an electric socket.

Place the terminal far from any very hot zones; protect it from vibrations, dust, damp and electromagnetic radiation (computer screen, anti-theft barrier etc.).

Operating Condition

Ambient temperature	-10°C to +50°C (14°F to 122°F)
Max relative humidity	From 5% to 90%, non-condensing
Max altitude	2000m

Battery Charging Conditions

Ambient temperature	0°C to +40°C

Storage Conditions

Ambient temperature	-20°C to +70°C (-4°F to 158°F)

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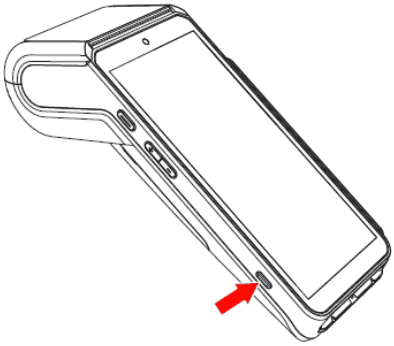
Max relative humidity	From 5% to 90%, non-condensing

Terminal Connections

USB Type-C

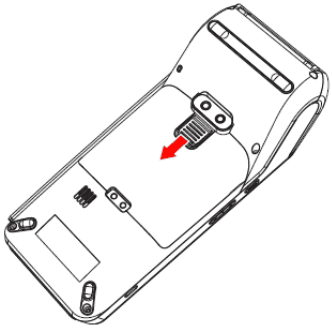
- There is a USB type-C connector on the left side of the AXIUM DX8000 terminal. (see picture). This connector manages Host and Slave connections.
- The AXIUM DX8000 is charged by connecting the power supply to this connector.



Opening the back cover

Switch off the terminal before opening the back cover

Turn the terminal over and unclip the back cover by pushing on the clip in the direction of the arrows in the picture



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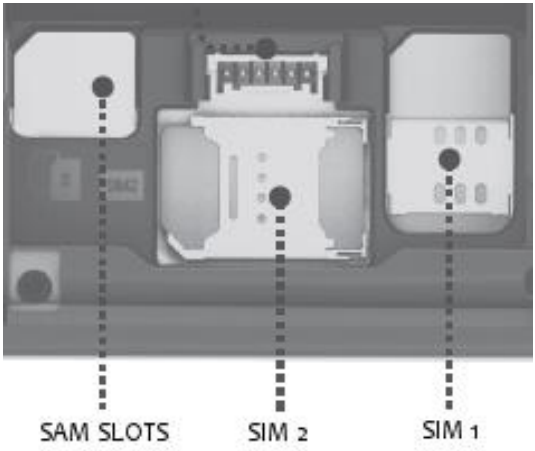
SAMs & SIMs

- The connector modules security SAM / SIM are located inside the terminal in a closed compartment
- SAMs / SIMs are identified by the engraved marks on the lower housing
- When introducing a SAM / SIM in its slot, be sure to put the cut corner as indicated on the engraved markings.
- The SAM / SIM should be inserted with the chip face down.



SIM and SAM cards share the same form factor. Please be careful to select the correct slot during SIM insertion.

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Battery

Main Characteristics

Operating Conditions

Characteristics	Li-ion 3350 mAh
Charge (power supply – 5V 1.5A)	50% capacity in 1,5 h; full capacity in 4 hours

The battery capacity depends on terminal usage

Installing the battery

Check that the terminal is not connected to the mains electricity network

- Turn the terminal over and unclip the back cover by pushing on the clip
- Disengage the back cover
- Take the battery pack included in the box
- Locate the battery pack connector beside the battery compartment
- Plug the battery pack into the battery pack connector
- Place the battery pack in its compartment.
- Close the back cover

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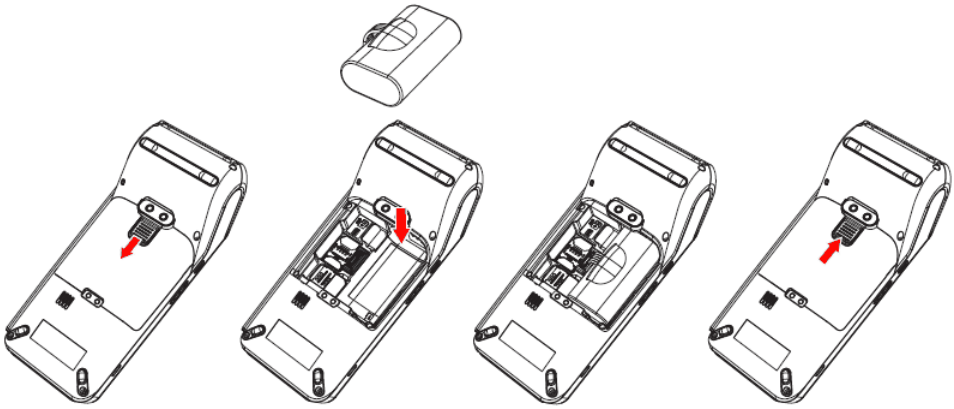

Charging the battery

When does the battery need to be charged?

- On initial startup the battery should be charged for 4 hours under the environmental conditions stated earlier in this guide.
- When used daily on battery power only.

How can the battery be charged?

Using the base

- Place the terminal on its base, charging will automatically begin.

Using the terminal power supply

- Connect the power cable to the terminal USB Type-C port on the left of the terminal.
- The environment in which the charge takes place influences battery lifetime and autonomy (number of transactions)
- The optimal conditions are as follows:
  - Charge away from any external heat source (radiator, sun, enclosed area etc.)

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Replacing the battery

It is imperative to use a battery authorised by Ingenico. There is danger of explosion if the battery used is not approved by Ingenico.

- Disconnect the terminal from external power sources
- Power off the terminal following instructions in the powering on/off the terminal section of this guide
- Remove the back cover (see section 'Installing the battery')
- Carefully disconnect battery.
- Connect and install the new battery by following the instructions in 'Installing the battery'
- Close the back cover and charge the new battery. See 'Charging the Battery'
- In order to preserve the environment, dispose of the used battery at an appropriate site in compliance with recycling legislation

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R40 Paper Roll

Main characteristics of Ingenico paper roll:

Colour	White
Width	58 mm
Diameter	40 mm
Length	Approximately 18 meters

The quality of the thermal paper can be deteriorated by poor storage conditions; it is therefore recommended that the following are avoided:

- Storage in hot wet places (near air-conditioners, humidity above 85%)
- Exposure to sunlight or ultraviolet for long periods
- Contact with organic solvents (solvent type adhesives)
- Direct contact with materials containing plasticizers (PVC transparent folders or envelopes)
- Direct contact with “diazo” papers
- Direct contact with water
- Rubbing or pressing the paper too strongly

For best performance, use only heat sensitised paper roll approved by Ingenico.

The use of non-approved paper is likely to damage the printer

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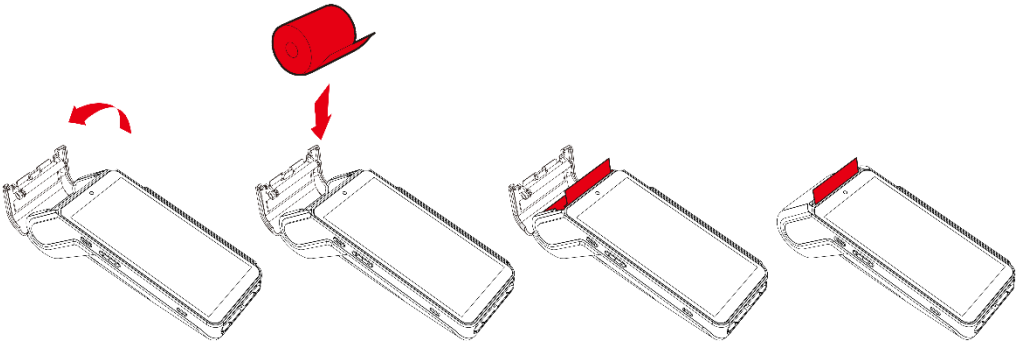
Installing a Paper Roll

- Open the paper compartment by lifting the catch located at the top of the terminal and pull the cover to the rear of the terminal.



- Insert the paper roll in the compartment following the directions shown in the picture
- Pull the paper up to the top of the terminal
- Hold the paper and close the lid
- Press simultaneously on both upper corners of the paper flap, as shown by arrows on picture, until it clips into position

When a new paper roll is inserted, tear off the first length (one complete turn) to avoid printing on the residue of the adhesive tape

Terminal Base Overview

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Your terminal may have been provided with a base to allow charging of the handset. The handset is placed on the base as shown below.

Note: There are **NO** ports on the base unit. You should set up your base unit in a convenient location close to a power source.

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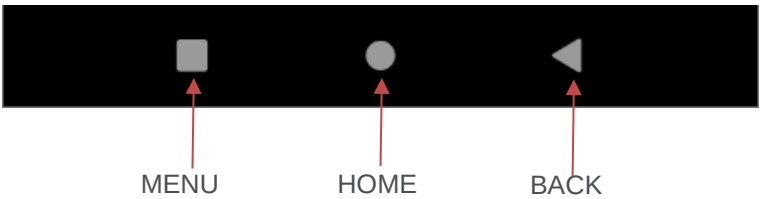
Display/Icons

Icons displayed on your terminals display will depend on your terminal type

Terminal Header

Date and time formats can be changed to suit your preference.

Terminal Footer



Terminal Operation Icons

The following images may be displayed along the bottom of your terminal display.

Confirm This is the ‘Confirm’ button and is used primarily to confirm or submit data for verification during a ‘Transaction Processing’.

Cancel This is the ‘Cancel’ button which; is used to delete all of the data typed in during a transaction, to cancel a transaction at specific times and in some admin operations.

Delete This is the ‘Delete’ button which; is used as a backspace button to delete one character at a time.

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Supervisor Functions

Supervisor Code

There are two levels of Supervisor Code

Level 1 – This code is used for transactions only.

Level 2 – This code is used for transactions and access to administrative functions.

During the ‘Self-Install’ process you will be prompted to enter a Level 2 supervisor code.

If you forget your supervisor code, please contact the Helpdesk who will be able to provide you with a temporary code to allow you to reset it to a new value.

The following codes are not advisable choices for your Supervisor code:

Any sequential numeric code of four digits i.e. 1234, 4567 etc or four digits the same i.e.1111, 3333, 9999 etc.

If you know your supervisor code but wish to change it, you may do this by selecting Supervisor Code from the Supervisor Menu, please refer to the section on ‘Supervisor Menu’ later in this user guide.

If your terminal is lost or stolen, you should contact the terminal Helpdesk immediately.

You are strongly advised to ensure that privileged access to your terminal (including access to the ‘Supervisor Code’) is only granted to staff that have been independently verified as being trustworthy.

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Terminal Installation

Connect the equipment as described above. The following screens **may** be displayed during the installation of your terminal. This is dependent on your hardware and the software loaded onto your terminal:

Please ensure that you leave your terminal always powered on in order that it may receive any automatic updates scheduled for it.

When not being used for transaction processing, place your terminal on its base unit to ensure the terminal battery remains fully charged.

The following screens will help you setup your 'WiFi' connection.

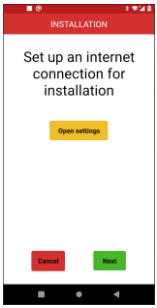
Mobile communications will be automatically enabled on terminal power up without need for user action.

Wi-Fi (Automatic Scan)

1

Power the terminal on by pressing the power key for 3 to 4 seconds. From the initial power on screen swipe up, then tap the NER PAY icon.

2



If Wi-Fi comms are to be used select Open settings.

If mobile comms are to be used select NEXT and continue from point 8

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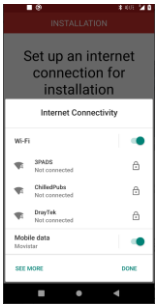
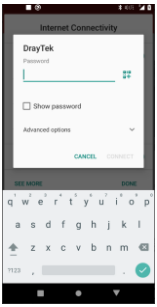


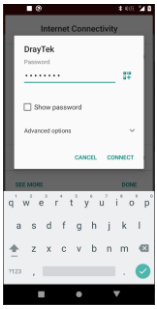
3

The terminal will scan for local available networks and provide a list to select from.



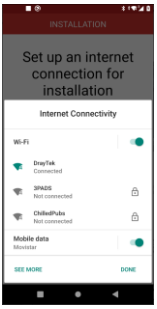
4

Tap the Wi-Fi network option that the terminal is to be connected to.



5

Enter the relevant password of the network, then select CONNECT

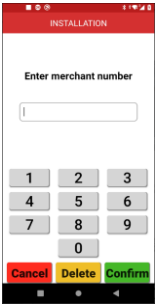


6

A successful connection is indicated with the icon turning green. Select DONE, the terminal will return to the initial installation screen.

7

Select NEXT. The terminal will connect to the configuration system. Please wait will be displayed during this phase.



5

Enter the merchant number you have been provided with then select **Confirm**

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9 You will be prompted to enter a supervisor code. Enter a supervisor code of your choice.

10 Select then select CONFIRM

11 Confirm the supervisor code by re-entering it, then select followed by CONFIRM

12 The application is now configured.

Further communication settings, both Wi-Fi and Mobile, can be configured by selecting ‘See More’ at step 3. The additional settings are described within the Communication settings section of this user manual.

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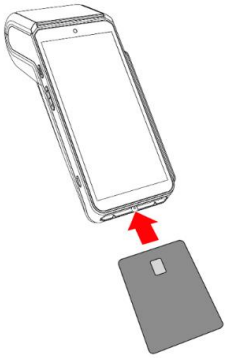
Card Reading

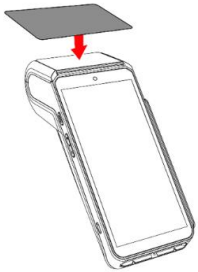
Chip Card



Insert the card horizontally into the terminal with the chip facing upwards.

Leave the card in position throughout the transaction.

Contactless Card



Bring the card firmly up to the active zone above the contactless logo located on the paper roll trapdoor.

Keep the card close to the contactless logo during the transaction.

The 4 virtual LEDs will light sequentially during the transaction and the terminal will beep when the card is successfully read.

Magnetic Stripe Card

The card can be read either from bottom to top or from top to bottom, with the stripe facing the terminal.

Use a regular movement to ensure a reliable card reading.

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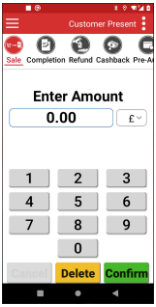
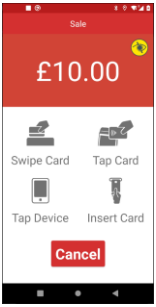
Transaction Selection

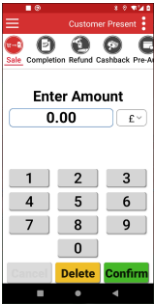


This is the default ‘NER Payment’ application screen which, will be displayed once the terminal has been installed successfully.

1. Start typing in a transaction amount to initiate a ‘Sale’ transaction.
   Once the amount has been entered tap **Confirm**.



2. You will be given the option to Present/Insert/Swipe the cardholder’s card or payment device. Card data entry options will vary based on the transaction type selected.



3. Swiping left and right on the transaction bar at the top of the screen, will show all available transactions that the terminal is configured with.

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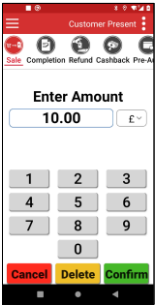
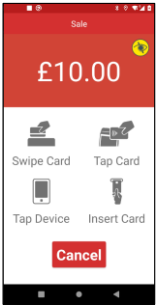
Customer Present Transaction Processing

Sale – Contactless



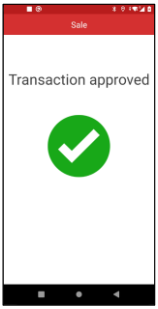
1 Key the transaction value into the Enter Amount box, then select Confirm to confirm the amount.

Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.

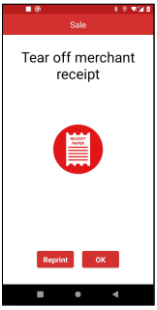


2 Present the card or payment device to the contactless reader as described previously.

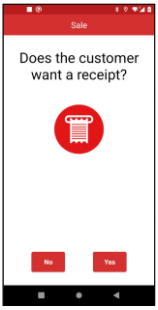
3 The terminal will contact the 'Auth Host' for authorisation.



4 Terminal will display the result of the request i.e. 'Approved' or 'Not Authorised'.



5 The terminal will print a merchant receipt. Tear off the merchant receipt and press OK if it is readable or press Reprint to reprint the receipt.



6 The terminal will ask if a customer receipt is required.

Select No if no receipt is required.

Select Yes if a receipt is required.

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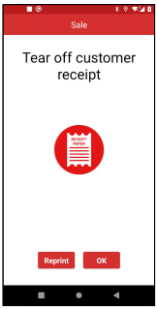

7 The terminal will print a cardholder receipt. Tear off the cardholder receipt and press OK if it is readable or press Reprint to reprint the receipt.

Contactless High Value Payment (HVP) – Wallet Payments

High Value Payments are contactless payments that are above the limit for contactless cards (e.g. £45.00) but are protected by the cardholder; verifying themselves to the mobile phone either by the use of a scanned thumb/fingerprint in the case of Apple Pay, or by the entry of a pass code for other mobile phone manufacturers. This process is known as a Consumer Device Cardholder Verification Method or CDCVM for short.

This means that once HVP is enabled, the contactless logo will be displayed on your terminal for all transactions rather than just those under the contactless card limit (e.g. £45.00).

Acceptance of normal contactless cards for transactions below the £45 limit will continue as normal and, if a cardholder taps a contactless card for a transaction above the £45 limit, the terminal will instruct them to complete the transaction using chip and PIN.

In some cases, a cardholder may need to tap their mobile phone against the contactless reader twice. This is because they have not pre entered their CDCVM on their device prior to starting the transaction and their device has prompted them to complete their CDCVM and tap the phone again. The cardholder should follow the instructions on their device to complete the transaction.

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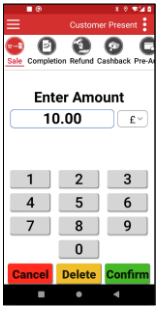
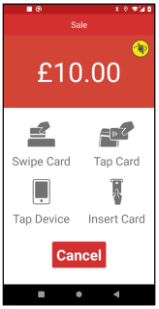
Sale – Inserted Card

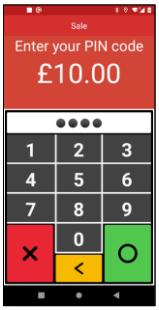


1 Key the transaction value into the Enter Amount box, then select Confirm to confirm the amount.

Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.

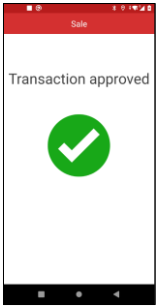


2 Insert the cardholder's card as described previously.

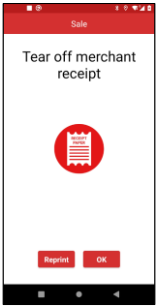


3 Cardholder to enter their PIN code and press ○ to confirm the PIN.

4 The terminal will contact the 'Auth Host' for authorisation.



5 Terminal will display the result of the request i.e. 'Approved' or 'Not Authorised'.



6 The terminal will print a merchant receipt. Tear off the merchant receipt and press OK if it is readable or press Reprint to reprint the receipt.

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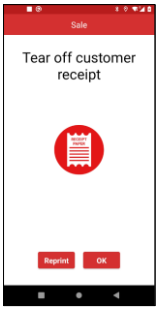
7 If the card is present the terminal will prompt for removal.

Remove the cardholder's card from the terminal.

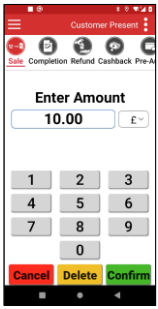


8 The terminal will print a cardholder receipt. Tear off the cardholder receipt and press OK if it is readable or press Reprint to reprint the receipt.

Sale – Inserted Card Visually Impaired Mode

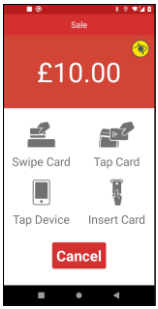
To enable or disable Visually Impaired Mode please see section titled 'Payment Settings – Visually Impaired mode' located later in this guide.

When visually impaired mode is active the terminal will display the icon at the card presentation screen.

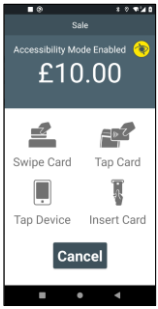


1 Key the transaction value into the Enter Amount box, then select Confirm to confirm the amount.

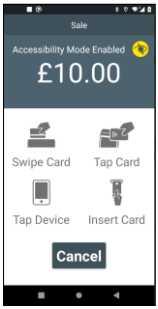
Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.



2 Tap the icon to initiate the visually impaired mode.



3 The terminal will begin to describe to the cardholder the transaction amount and how to enter their PIN. A transcript of this description is provided at the end of this flow.



4 Insert the cardholder's card as described previously.

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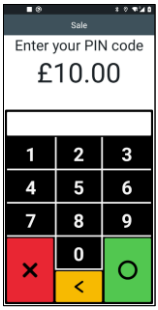
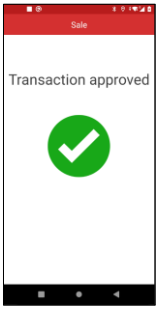
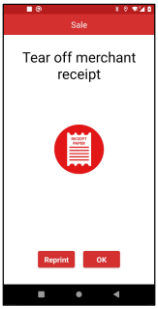


5 The cardholder should follow the instructions provided to enter their PIN.

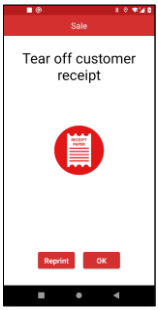
6 The terminal will contact the 'Auth Host' for authorisation.



7 Terminal will display the result of the request i.e. 'Approved' or 'Not Authorised'.



8 The terminal will print a merchant receipt. Tear off the merchant receipt and press OK if it is readable or press Reprint to reprint the receipt.



9 Tear off the cardholder receipt and press OK if it is readable or press Reprint to reprint the receipt.

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Transcript for Visually Impaired Transaction

Below is the full text for a visual impaired mode transaction. This can be interrupted by inserting a card.

“The total amount is £xx and yy pence.
Please listen to the following instructions or to interrupt and make a payment please swipe, tap or insert your card
The card slot is at the front of the terminal. The card is entered with the chip facing upwards.

The PIN Pad is located on the bottom of the screen. The layout is standard telephone layout with 1, 2, 3 at the top and Cancel, Clear and Enter across the bottom. The numbers are not spoken but the cancel and enter buttons speak the words cancel and enter.

Slide your finger across the screen. If you start above the PIN Pad you will hear PIN Pad below. As you pass each digit you will hear a beep. When you reach the desired key then lift your finger and double tap anywhere on the screen to select the digit.
You will hear one digit entered followed by two digits entered for the next key.
Once you have entered all digits find the Enter button at the bottom right of screen, then double tap anywhere on the screen to confirm your PIN input.
There is a cancel key at the bottom left, a press of the cancel key will cancel the transaction. There is a clear key to clear a single digit entry. Please swipe, tap or insert your card to enter your PIN"

Below is the shortened text for a visual impaired mode transaction. This occurs if the flow has been interrupted by a card being inserted. This can be interrupted by touching the screen.

“Please enter PIN. The layout is standard telephone layout with 1, 2, 3 at the top and Cancel, Clear and Enter across the bottom.
Slide your finger across the screen. Find the desired key using the beeps, then double tap anywhere on the screen to select the digit
When finished find the Enter button at the bottom right, then double tap to confirm”

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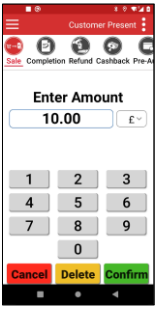
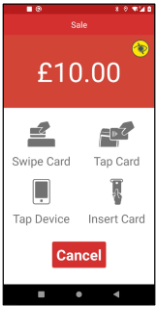
Sale – Swiped Card



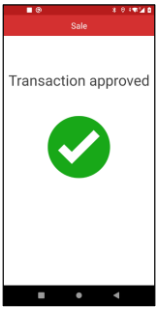
1 Key the transaction value into the Enter Amount box, then select Confirm to confirm the amount.

Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.

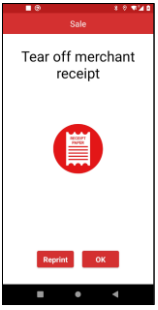


2 Swipe the cardholder's card as described previously.

3 The terminal will contact the 'Auth Host' for authorisation.



4 Terminal will display the result of the request i.e. 'Approved' or 'Not Authorised'



5 The terminal will print a merchant receipt. Tear off the merchant receipt and press OK if it is readable or press Reprint to reprint the receipt.

Ask the cardholder to sign the receipt.

6 If the cardholder's signature matches the card press YES to continue the transaction.

Select NO to void the transaction.

Select Cancel to cancel the transaction.

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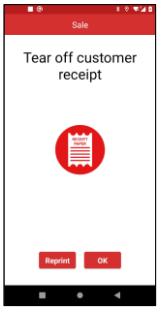

7

The terminal will print a cardholder receipt. Tear off the cardholder receipt and press OK if it is readable or press Reprint to reprint the receipt.

Sale with Gratuity

Gratuity can be enabled and disabled via the Payment Settings option in the Supervisor menu. Please see the Payment Settings section later in this user guide for instructions.

If your terminal is configured for 'Gratuity' as a single mode, the following additional screens will be displayed after the 'Confirm Amount' prompt during a 'SALE' transaction:

Gratuity Amount

1

Select Yes if gratuity is to be added.

Select No if gratuity is not required.

Gratuity Percentage

1

Select Yes if gratuity is to be added.

Select No if gratuity is not required.

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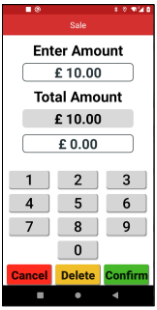
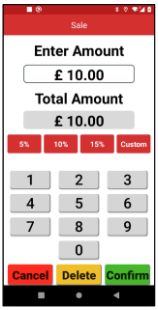


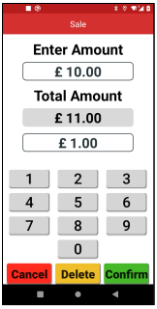
2

Enter the gratuity amount. The gratuity value entered will be displayed in the bottom box with the overall amount being adjusted and displayed in the total amount field.



2

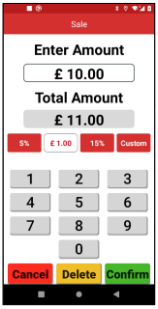
Select the gratuity percentage you wish to add. The total amount field will be adjusted based on selection



3

Select Confirm to confirm the amount.

Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.



3

Select Confirm to confirm the amount.

Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.

The transaction flow will continue as per a normal ‘Sale Transaction’.

If your terminal is configured for ‘Gratuity’ with both modes enabled, the following additional screen will be displayed after gratuity is confirmed during a ‘SALE’ transaction:

Select % to continue with gratuity as percentage.

Select GBP to continue with gratuity as amount entry.

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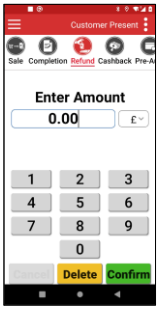
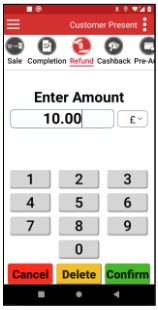
Refund – Card inserted

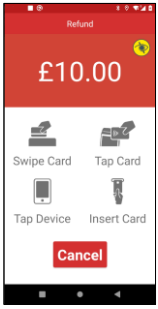


1 Select refund from the transaction menu.



2 Key the transaction value into the Enter Amount box, then select Confirm to confirm the amount.

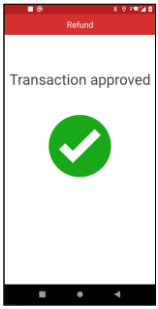
Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.



3 Insert the cardholder's card as described previously.

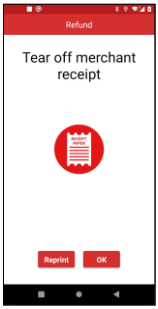
4 Merchant will enter their supervisor code and then press ✓.

Terminal will connect to the acquirer host for approval.



5 Terminal will connect to the acquirer host for approval.

Terminal will display the result of the request i.e. 'Approved' or 'Not Authorised'



6 The terminal will print a merchant receipt. Tear off the merchant receipt and press OK if it is readable or press Reprint to reprint the receipt.

The cardholder should sign the receipt.

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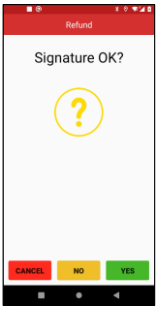
7 If the card is present the terminal will prompt for removal.

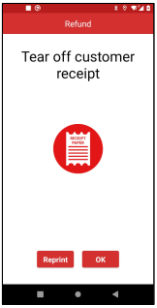
Remove the cardholder's card from the terminal.



8 If the cardholder's signature matches the card press YES to continue the transaction.

Select NO to void the transaction.

Select CANCEL to cancel the transaction.



9 The terminal will print a cardholder receipt. Tear off the cardholder receipt and press OK if it is readable or press Reprint to reprint the receipt.

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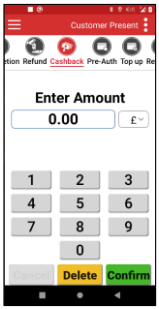
Purchase with Cashback (PWCB)

This menu option is used to provide ‘Cashback’

Only certain types of debit cards allow ‘Purchase with Cashback’

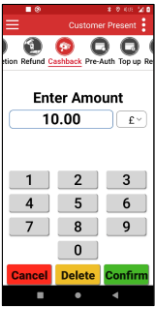
PWCB Inserted Card

1



Select Cashback from the transaction menu.

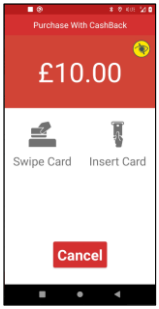
2



Key the transaction value into the Enter Amount box, then select Confirm to confirm the amount.

Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.

3



Insert the cardholder’s card as described previously.

4

Key the cashback value into the Cashback Amount box, then select Confirm to confirm the amount.

Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.

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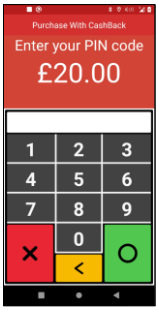
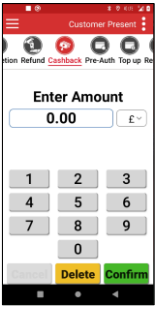


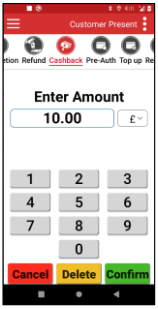
Cardholder to enter their PIN code and press ○ to confirm the PIN.

The transaction will now continue as a normal ‘Sale’ transaction.

PWCB Swiped Card

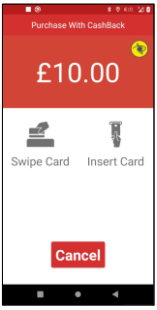


Select Cashback from the transaction menu.



Key the transaction value into the Enter Amount box, then select Confirm to confirm the amount.

Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.



Swipe the cardholder’s card as described previously.

Key the cashback value into the Cashback Amount box, then select Confirm to confirm the amount.

Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.

The transaction will now continue as a normal ‘Sale’ transaction.

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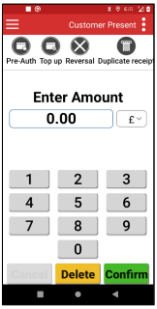
Reversal

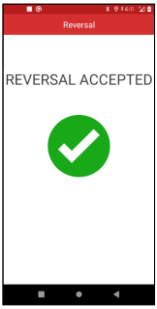
Please Note: Reversals can only be performed, within 30 seconds of the original transaction completing and before any other function starting.

1



Select Reversal from the transaction menu.

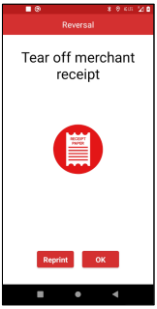
2



The terminal will contact the acquirer to reverse the transaction.

Terminal will display the result of the request i.e. ACCEPTED

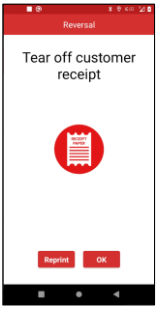
3



The terminal will print a merchant receipt.

Tear off the merchant receipt and press OK if it is readable or press Reprint to reprint the receipt.

4



The terminal will print a cardholder receipt.

Tear off the merchant receipt and press OK if it is readable or press Reprint to reprint the receipt.

5

If a reversal is attempted after the 30 second window this screen will be displayed.

A reversal is used to correct an error if spotted quickly e.g. amount entered was £1000 but was supposed to be £100. After 30 seconds a refund would be required.

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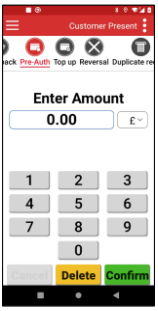
Pre-Authorisation (Pre-Auth)

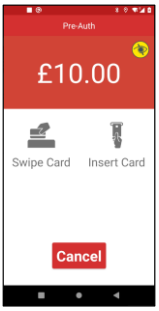
Please note that this option is only available for certain types of business. Please contact ‘Customer Services’ for further information.

Where there is a likelihood of a large value transaction, such as a hotel or car hire bill, a ‘Pre-Authorisation’ transaction for the expected value may be made. If, following a ‘Pre-Authorisation’ transaction, the value of the transaction increases (e.g. as a result of an extended stay at a hotel) an additional ‘Top-up’ transaction may be required.

1. Select Pre-Auth from the transaction menu.



2. Insert/Swipe card.



The transaction will now continue as a normal ‘Sale’ transaction, except the header will be ‘Pre-Auth’.

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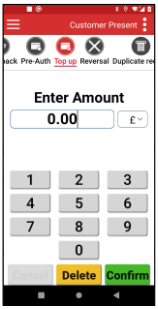
Top-Up

Top-Up – Insert Card

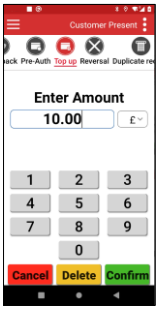
Please note that this option is only available for certain types of business. Please contact ‘Customer Services’ for further information.

If, following a ‘Pre-Authorisation’ transaction, the value of the transaction increases (e.g. as a result of an extended stay at a hotel) an additional ‘Pre-Authorisation’ transaction will be required.

If your terminal is not configured to automatically perform the additional ‘Pre-Authorisation’, you may have to perform a ‘Top-Up’ as follows.

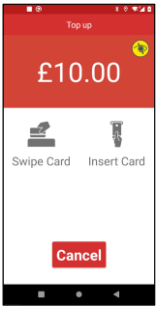


1 Select Top-up from the transaction menu.



2 Key the transaction value into the Enter Amount box, then select Confirm to confirm the amount.

Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.



3 Insert the cardholder’s card into the terminal.

4 Type in the ‘Txn ID’ from original Pre-Auth and then press ✓.

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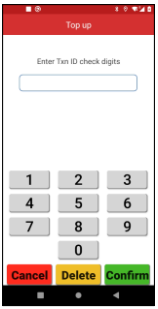
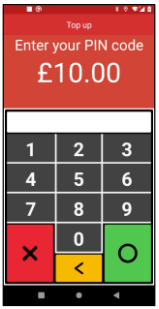


5 If requested key enter the Txn ID check digits from the original pre-auth transaction



6 Cardholder to enter their PIN code and press ○ to confirm the PIN.

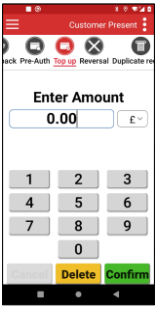
The transaction will now continue as a normal ‘Sale’ transaction, except the header will be ‘Top-Up’.

Top-Up – Swipe Card

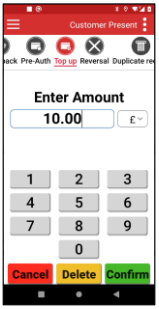
Please note that this option is only available for certain types of business. Please contact ‘Customer Services’ for further information.

If, following a ‘Pre-Authorisation’ transaction, the value of the transaction increases (e.g. as a result of an extended stay at a hotel) an additional ‘Pre-Authorisation’ transaction will be required.

If your terminal is not configured to automatically perform the additional ‘Pre-Authorisation’, you may have to perform a ‘Top-Up’ as follows.



1 Select Top-up from the transaction menu.



2 Key the transaction value into the Enter Amount box, then select Confirm to confirm the amount.

Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.

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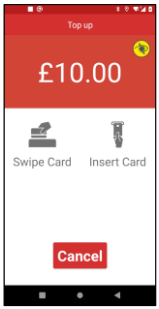
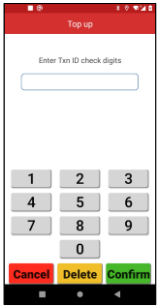


3 Swipe the customer's card as previously described.

4 Type in the 'Txn ID' from original Pre-Auth and then press ✓.



5 If requested key enter the Txn ID check digits from the original pre-auth transaction

The transaction will now continue as a normal 'Sale' transaction, except the header will be 'Top-Up'.

Completion

If the final bill is more than 15% higher than the total 'Pre-Authorised' amount, an additional 'Top-up' transaction will be required for the difference which must be obtained prior to the carrying out of the 'Completion' transaction.

The following procedure will complete a 'Pre-Authorised' transaction when the final amount is confirmed with the customer.

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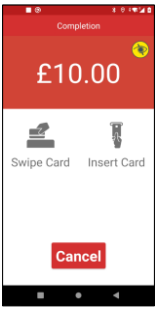
Completion - Insert Card

1. Select Completion from the transaction menu.

2. Enter the final amount in Enter Amount box, then select Confirm to confirm the amount.

   Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.



3. Insert the cardholder's card into the terminal.

4. Enter first pre-auth code and then press ✓

5. Confirm the data entered by tapping ✓ then select Confirm

6. You may be asked to enter first Txn ID. Enter the Txn ID from the Pre-Auth receipt then press ✓

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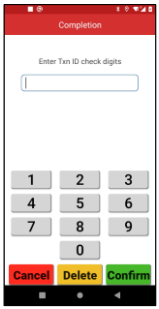
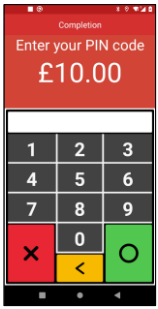
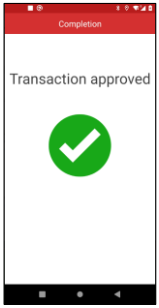


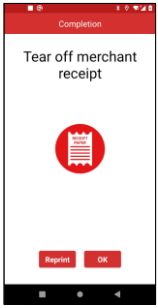
7 If requested key enter the Txn ID check digits from the original pre-auth transaction.



8 Cardholder to enter their PIN code and press ○ to confirm the PIN.



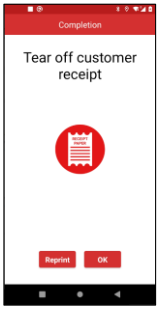
9 Terminal will display the result of the request i.e. 'Approved'



10 The terminal will print a merchant receipt.

Tear off the merchant receipt and press OK if it is readable or press Reprint to reprint the receipt.

11 Remove the cardholder's card from the terminal.



12 The terminal will print a customer receipt.

Tear off the customer receipt and press OK if it is readable or press Reprint to reprint the receipt.

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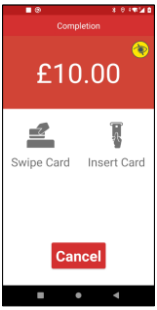
Completion - Swipe Card

1. Select Completion from the transaction menu.

2. Enter the final amount in Enter Amount box, then select Confirm to confirm the amount.

   Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.



3. Swipe the customer's card as previously described.

4. Enter first pre-auth code and then press ✓

5. Confirm the data entered by tapping ✓ then select Confirm

6. You may be asked to enter first Txn ID. Enter the Txn ID from the Pre-Auth receipt then press ✓

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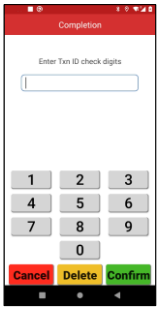
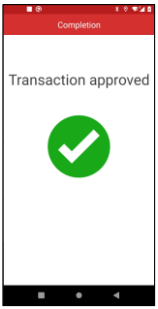
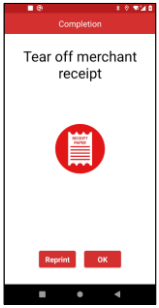


7 If requested key enter the Txn ID check digits from the original pre-auth transaction.

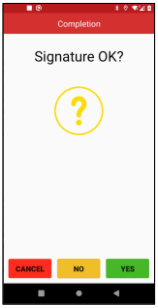


8 Terminal will display the result of the request i.e. 'Approved'



9 The terminal will print a merchant receipt.

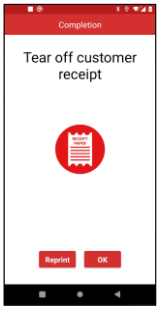
Tear off the merchant receipt and press OK if it is readable or press Reprint to reprint the receipt.



10 If the cardholder's signature matches the card press YES to continue the transaction.

Select NO to void the transaction.

Select CANCEL to cancel the transaction.



11 The terminal will print a customer receipt.

Tear off the customer receipt and press OK if it is readable or press Reprint to reprint the receipt.

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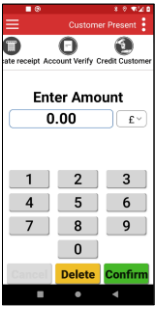
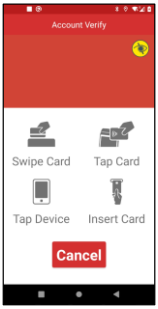
Account Verify – Inserted Card

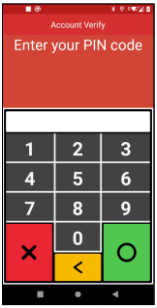
Account verification is a zero-value transaction. This transaction type can be used to check an account is valid without affecting the cardholder's balance or holding funds.



1. Select Account Verify from the transaction menu options.

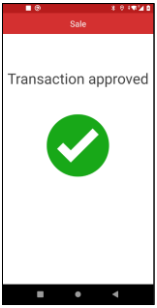


2. Insert the cardholder's card as described previously.

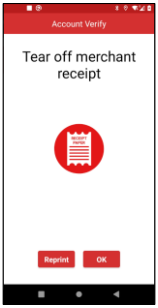


3. Cardholder to enter their PIN code and press ○ to confirm the PIN.

4. The terminal will contact the 'Auth Host' for authorisation.



5. Terminal will display the result of the request i.e. 'Approved' or 'Not Authorised'.



6. The terminal will print a merchant receipt. Tear off the merchant receipt and press OK if it is readable or press Reprint to reprint the receipt.

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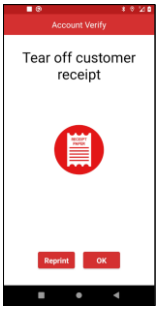
7 If the card is present the terminal will prompt for removal.

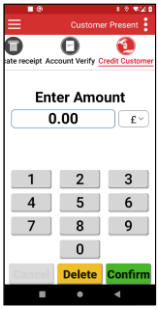
Remove the cardholder's card from the terminal.



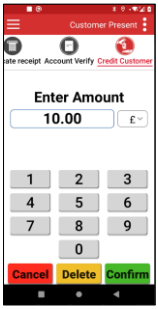
8 The terminal will print a cardholder receipt. Tear off the cardholder receipt and press OK if it is readable or press Reprint to reprint the receipt.

Credit Customer – Inserted Card

This transaction type is only available to certain business types. Please contact your helpdesk if you believe this transaction type should be available to you.

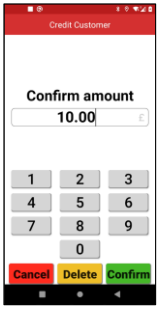


1 Select Credit Customer from the transaction menu options.



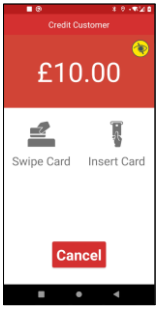
2 Key the transaction value into the Enter Amount box, then select Confirm to confirm the amount.

Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.



3 If requested re-enter the transaction amount then select Confirm to confirm the amount.

Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.



4 Insert the cardholder's card as described previously.

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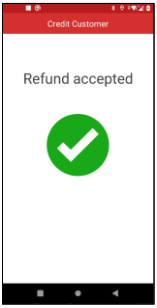
5

Merchant will enter their supervisor code and then press ✓, followed by Confirm

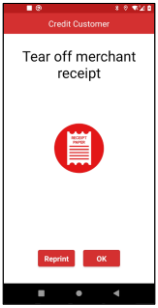
6

The terminal will contact the 'Auth Host' for authorisation.



7

Terminal will display the result of the request i.e. 'Accepted'.



8

The terminal will print a merchant receipt. Tear off the merchant receipt and press OK if it is readable or press Reprint to reprint the receipt.

9

If the card is present the terminal will prompt for removal.

Remove the cardholder's card from the terminal.

10

Confirmation of signature is not required for this transaction type.

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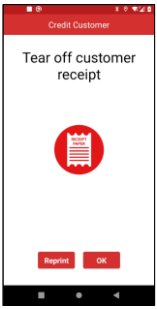


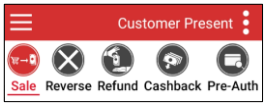
11

The terminal will print a cardholder receipt. Tear off the cardholder receipt and press OK if it is readable or press Reprint to reprint the receipt.

CNP Transactions

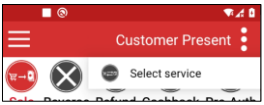
This transaction type allows you to 'Key Enter' the customer's card details, for all the supported transaction types, for 'Customer Not Present' transactions.

To complete a CNP transaction the terminal must be set with the correct service active.

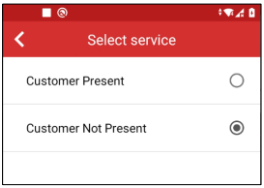


The service which the terminal is currently in, is shown on the top right of the display above the transaction options.

To change the selected service, tap the icon in the top right of the display.



A Select Service option popup will appear tap 'Select service'.



Services available to the terminal will be displayed. Tap the required service i.e. Customer Not Present.

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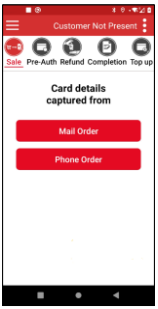
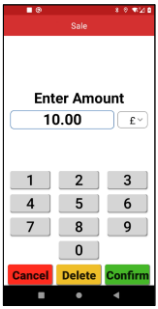
The following example is for a ‘Sale’ transaction.

CNP Sale



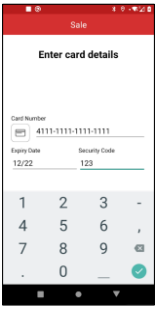
1. Select the option relevant for the transaction, based on how the card details have been captured.



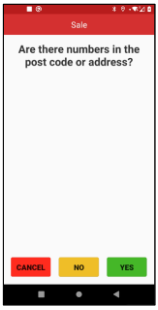
2. Key in the transaction amount and select Confirm.

3. Key the long card number into the Card Number box.

4. Tap the Expiry Date box, then enter the card expiry date.



5. Tap on the Security Code box and enter the code from the back of the cardholder’s card, then select Confirm.



6. If there are numbers in the cardholder’s address details select YES.

   If NO is selected the transaction will continue from point 8

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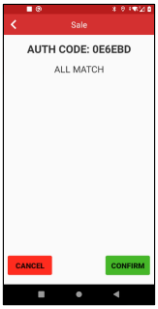
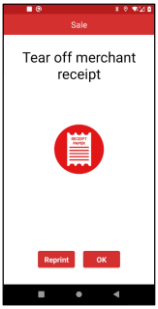
7 Enter the numbers from the cardholder's postcode (e.g. NW1 6XG is 16), and the numbers from the cardholder's address (e.g. Flat 221b is 221) select **Confirm**.

8 The terminal will contact the 'Auth Host' for authorisation.



9 The terminal will display the acquirer result.

The merchant should press **Confirm** to accept the transaction or **CANCEL** to decline it.



10 The terminal will print a merchant receipt. Tear off the merchant receipt and press **OK** if it is readable or press **Reprint** to reprint the receipt.

The same process is repeated for all other transaction types performed as 'CNP' from the key in transaction amount.

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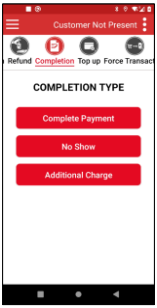
CNP Completion

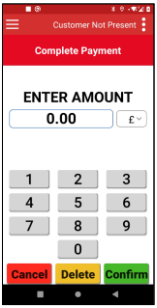
If the final bill is more than 15% higher than the total ‘Pre-Authorised’ amount, an additional ‘Top-up’ transaction will be required for the difference which must be obtained prior to the carrying out of the ‘Completion’ transaction.

The following procedure will complete a ‘Pre-Authorised’ transaction when the final amount is confirmed with the customer.

Completion – Complete Payment

1 

Select Completion from the CNP transaction menu, then select ‘Complete Payment’

2 

Key the transaction value into the Enter Amount box, then select Confirm to confirm the amount.

Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.

3

Key the long card number into the Card Number box.

4

Tap the Expiry Date box, then enter the card expiry date.

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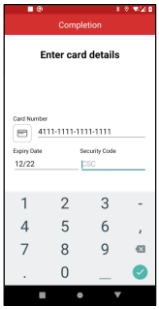
5



Tap the Security Code box, then enter the code from the back of the card. Select Confirm to confirm the entered card details.

6

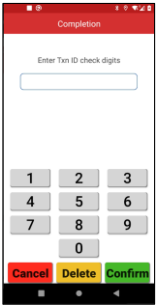
Enter the Pre Auth code from the initial transaction.

7

You may be required to enter the TXN ID from the original request.

Type in the 'Txn ID' from original Pre-Auth and then press ✓.

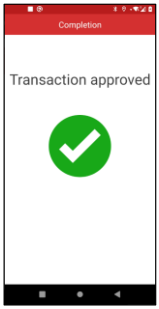
8



You may be required to enter the TXN ID check digits from the original request.

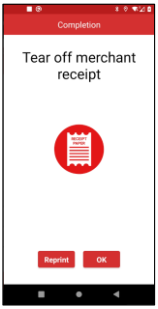
Type in the 'Txn ID check digits' from original Pre-Auth and then press ✓.

9



Terminal will display the result of the request i.e. 'Approved' or 'Not Authorised'.

10



The terminal will print a merchant receipt.

Tear off the merchant receipt and press OK if it is readable or press Reprint to reprint the receipt.

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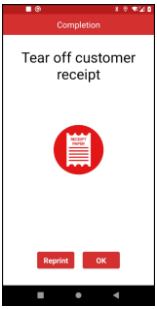
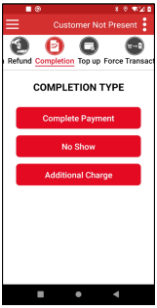


11

The terminal will print a customer receipt.

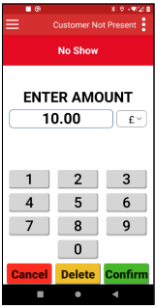
Tear off the customer receipt and press OK if it is readable or press Reprint to reprint the receipt.

Completion – No Show



1

Select Completion from the CNP transaction menu, then select 'No Show'



2

Key the transaction value into the Enter Amount box, then select Confirm to confirm the amount.

Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.

3

Key the long card number into the Card Number box.

4

Tap the Expiry Date box, then enter the card expiry date.

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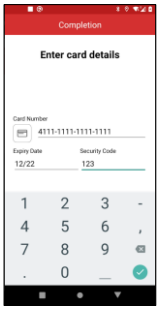
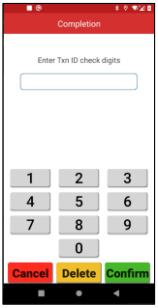


5 Select Confirm to confirm the entered card details.

6 Enter the Pre Auth code from the initial transaction.

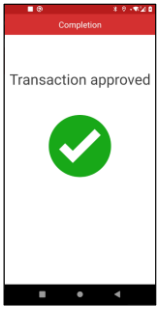
7 You may be required to enter the TXN ID from the original request.

Type in the 'Txn ID' from original Pre-Auth and then press ✓.

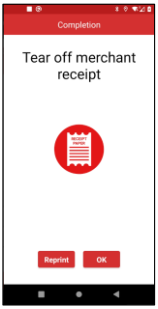


8 You may be required to enter the TXN ID check digits from the original request.

Type in the 'Txn ID check digits' from original Pre-Auth and then press ✓.



9 Terminal will display the result of the request i.e. 'Approved' or 'Not Authorised'.



10 The terminal will print a merchant receipt.

Tear off the merchant receipt and press OK if it is readable or press Reprint to reprint the receipt.

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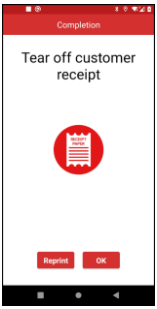
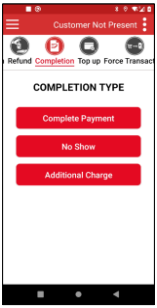


11

The terminal will print a customer receipt.

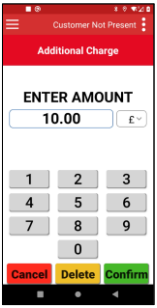
Tear off the customer receipt and press OK if it is readable or press Reprint to reprint the receipt.

Completion – Additional Charges



1

Select Completion from the CNP transaction menu, then select 'Additional Charges'



2

Key the transaction value into the Enter Amount box, then select Confirm to confirm the amount.

Press Cancel to clear all digits or press Delete to clear one digit at a time and type in new value.

3

Key the long card number into the Card Number box.

4

Tap the Expiry Date box, then enter the card expiry date.

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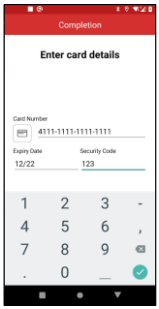
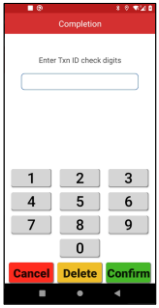


5 Select **Confirm** to confirm the entered card details.

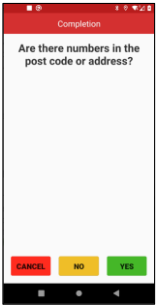
6 You may be required to enter the TXN ID from the original request.

Type in the 'Txn ID' from original Pre-Auth and then press ✓.



7 You may be required to enter the TXN ID check digits from the original request.

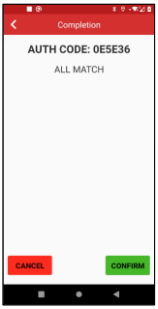
Type in the 'Txn ID check digits' from original Pre-Auth and then press ✓.



8 If there are numbers in the cardholder's address details select **YES**.

If **NO** is selected the transaction will continue from point 11

9 Enter the numbers from the cardholder's postcode (e.g. NW1 6XG is 16), and the numbers from the cardholder's address (e.g. Flat 221b is 221) select **CONFIRM**.



10 The terminal will display the result of the transaction. Select **Confirm** to accept the transaction. Select **Cancel** to reject the transaction.

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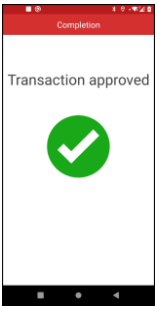
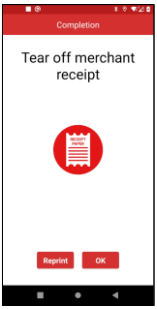


11

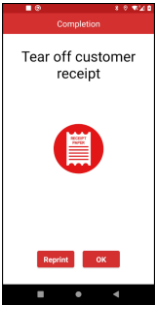
Terminal will display the result of the request i.e. ‘Approved’ or ‘Not Authorised’.



12

The terminal will print a merchant receipt.

Tear off the merchant receipt and press OK if it is readable or press Reprint to reprint the receipt.



The terminal will print a customer receipt.

Tear off the customer receipt and press OK if it is readable or press Reprint to reprint the receipt.

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Sample Receipts

Not Authorised Receipts

ANDROID DEMO
Merchant Address Line 1
Merchant Address Line 2
MID: 21000002
TID: 16004031
MAESTRO INTERNATIONAL
6759 8888 8888 8888
EXP 02/24
KEYED
SALE
*** RE-PRINT ***
MERCHANT COPY
AMOUNT £15.99
CUSTOMER NOT PRESENT
14:01:02 21/09/21
****
NOT AUTHORISED
****
VERIFICATION RESPONSE
ALL MATCH
RECEIPT: 0099

ANDROID DEMO
Merchant Address Line 1
Merchant Address Line 2
Receipt Advertisement 1
Receipt Advertisement 2
MID: XXXX0002
TID: XXXXXX31
MAESTRO INTERNATIONAL
**** **** **** 8888
KEYED
SALE
CARDHOLDER COPY
PLEASE RETAIN FOR YOUR RECORDS
AMOUNT £15.99
CUSTOMER NOT PRESENT
Thank You
Pay Contactless
14:01:02 21/09/21
****
NOT AUTHORISED
****

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Cancelled Receipts

ANDROID DEMO
Merchant Address Line 1
Merchant Address Line 2
MID: 21000002
TID: 16004031
AID A0000000031010
Visa Debit
VISA
4659 0226 5380 4021
EXP 11/22
ICC PAN. SEQ 0
SALE
MERCHANT COPY
AMOUNT £15.00
13:42:48 21/09/21
****
CANCELLED
****
RECEIPT: 0088

ANDROID DEMO
Merchant Address Line 1
Merchant Address Line 2
Receipt Advertisement 1
Receipt Advertisement 2
MID: XXXX0002
TID: XXXXXX31
AID A0000000031010
Visa Debit
VISA
**** **** **** 4021
ICC PAN. SEQ 0
SALE
CARDHOLDER COPY
PLEASE RETAIN FOR YOUR RECORDS
AMOUNT £15.00
Thank You
Pay Contactless
13:42:48 21/09/21
****
CANCELLED
****

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Gratuity (Verified by PIN) Receipts

ANDROID DEMO
Merchant Address Line 1
Merchant Address Line 2
MID: 21000002
TID: 16004031
AID A0000000031010
Visa Debit
VISA
4659 0226 5380 4021
START 11/19 EXP 11/22
ICC PAN. SEQ 0
SALE
MERCHANT COPY
AMOUNT £10.00
GRATUITY £1.50
TOTAL £11.50
VERIFIED BY PIN
PLEASE DEBIT MY ACCOUNT WITH THE ABOVE AMOUNT
13:43:35 21/09/21
AUTH CODE:0E203D
RECEIPT: 0089

ANDROID DEMO
Merchant Address Line 1
Merchant Address Line 2
Receipt Advertisement 1
Receipt Advertisement 2
MID: XXXX0002
TID: XXXXXX31
AID A0000000031010
Visa Debit
VISA
**** **** **** 4021
ICC PAN. SEQ 0
SALE
CARDHOLDER COPY
PLEASE RETAIN FOR YOUR RECORDS
AMOUNT £10.00
GRATUITY £1.50
TOTAL £11.50
VERIFIED BY PIN
Thank You
Pay Contactless
13:43:35 21/09/21
AUTH CODE:0E203D

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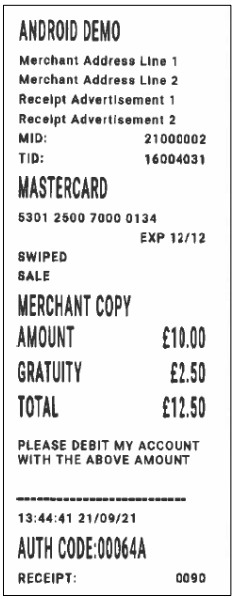
Gratuity (Verified by Signature) Receipts



ANDROID DEMO
Merchant Address Line 1
Merchant Address Line 2
Receipt Advertisement 1
Receipt Advertisement 2
MID: 21000002
TID: 16004031
MASTERCARD
5301 2500 7000 0134
EXP 12/12
SWIPED
SALE
MERCHANT COPY
AMOUNT £10.00
GRATUITY £2.50
TOTAL £12.50
PLEASE DEBIT MY ACCOUNT WITH THE ABOVE AMOUNT

13:44:41 21/09/21
AUTH CODE:00064A
RECEIPT: 0090

ANDROID DEMO
Merchant Address Line 1
Merchant Address Line 2
Receipt Advertisement 1
Receipt Advertisement 2
MID: XXXX0002
TID: XXXXXX31
MASTERCARD
**** **** **** 0134
SWIPED
SALE
CARDHOLDER COPY
PLEASE RETAIN FOR YOUR RECORDS
AMOUNT £10.00
GRATUITY £2.50
TOTAL £12.50
VERIFIED BY SIGNATURE
Thank You
Pay Contactless
13:44:41 21/09/21
AUTH CODE:00064A

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Sale (Verified by Signature) Receipts

ANDROID DEMO
Merchant Address Line 1
Merchant Address Line 2
Receipt Advertisement 1
Receipt Advertisement 2
MID: 21000002
TID: 16004031
MASTERCARD
5301 2500 7000 0134
EXP 12/12
SWIPED
SALE
MERCHANT COPY
AMOUNT £10.00
PLEASE DEBIT MY ACCOUNT WITH THE ABOVE AMOUNT

13:46:05 21/09/21
AUTH CODE:00064C
RECEIPT: 0091

ANDROID DEMO
Merchant Address Line 1
Merchant Address Line 2
Receipt Advertisement 1
Receipt Advertisement 2
MID: XXXX0002
TID: XXXXXX31
MASTERCARD
**** **** **** 0134
SWIPED
SALE
CARDHOLDER COPY
PLEASE RETAIN FOR YOUR RECORDS
AMOUNT £10.00
VERIFIED BY SIGNATURE
Thank You
Pay Contactless
13:46:05 21/09/21
AUTH CODE:00064C

Sale (Verified by PIN) Receipts

ANDROID DEMO
Merchant Address Line 1
Merchant Address Line 2
MID: 21000002
TID: 16004031
AID A0000000031010
Visa Debit
VISA
4659 0226 5380 4021
START 11/19 EXP 11/22
ICC PAN. SEQ 0
SALE
MERCHANT COPY
AMOUNT £10.00
VERIFIED BY PIN
PLEASE DEBIT MY ACCOUNT WITH THE ABOVE AMOUNT
13:46:55 21/09/21
AUTH CODE:0DB866
RECEIPT: 0092

ANDROID DEMO
Merchant Address Line 1
Merchant Address Line 2
Receipt Advertisement 1
Receipt Advertisement 2
MID: XXXX0002
TID: XXXXXX31
AID A0000000031010
Visa Debit
VISA
**** **** **** 4021
ICC PAN. SEQ 0
SALE
CARDHOLDER COPY
PLEASE RETAIN FOR YOUR RECORDS
AMOUNT £10.00
VERIFIED BY PIN
Thank You
Pay Contactless
13:46:55 21/09/21
AUTH CODE:0DB866

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Refund (Verified by Signature) Receipts

ANDROID DEMO
Merchant Address Line 1
Merchant Address Line 2
Receipt Advertisement 1
Receipt Advertisement 2
MID: 21000002
TID: 16004031
AID A0000000031010
Visa Debit
VISA
4659 0226 5380 4021
START 11/19 EXP 11/22
ICC PAN. SEQ 0
REFUND
MERCHANT COPY
AMOUNT £10.00
PLEASE CREDIT MY ACCOUNT WITH THE ABOVE AMOUNT

13:47:46 21/09/21
REFUND ACCEPTED
RECEIPT: 0093

ANDROID DEMO
Merchant Address Line 1
Merchant Address Line 2
Receipt Advertisement 1
Receipt Advertisement 2
MID: XXXX0002
TID: XXXXXX31
AID A0000000031010
Visa Debit
VISA
**** **** **** 4021
ICC PAN. SEQ 0
REFUND
CARDHOLDER COPY
PLEASE RETAIN FOR YOUR RECORDS
AMOUNT £10.00
VERIFIED BY SIGNATURE
Thank You
Pay Contactless
13:47:46 21/09/21
REFUND ACCEPTED

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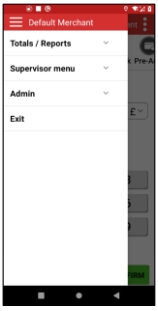
Totals/Reports

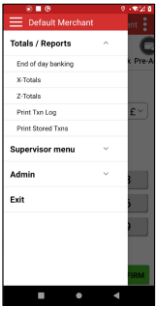
The terminal can produce a number of reports to aid banking

End of Day Banking	Reconciliation report with the acquirers
X Balance	Transaction total print without a reset
Z Balance	Transaction total print with a reset

- There are several common features across all the totals and sub-totals on all of the reports that are available.
- DR indicates that the value of transactions shown is in your favour – the value shown will be debited from the customer.
- CR indicates that the value of transactions shown is NOT in your favour – the value shown will be credited to the customer.
- The number of transactions that add up to the total shown will always be shown on the left of the value.
- Any gratuity and cashback amounts are included in the TOTAL and SUB-TOTAL, as well as in the breakdown by transaction type (i.e. Sales or Refunds).



1. Press ☰ to display the Application Menu.
2. Select ‘Totals/Reports’.
3. Enter the ‘Supervisor Code’ when prompted



Tap the option on the screen to select the required report.

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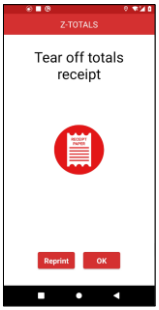
3

Select NO to return to the transaction screen.

Select YES to generate the selected report.

The terminal will print the report.



4

If the report has printed successfully, and no duplicates are required, select OK to return to the transaction screen.

Select REPRINT to obtain a further copy of the report.

Repeat the above steps to select any of the other options from the ‘Totals Menu’.

X-Totals / Z-Totals

X-Totals are sometimes referred to as an End of Shift Balance report. This is because it allows you to print a total of all transactions performed since the last **Z-Totals** report. **X-Totals** do not reset the totals within the terminal.

Z-Totals show the total of all transactions processed through the terminal for each card company since the last **Z-Totals** were performed. Once **Z-Totals** have been completed the totals within the terminal are reset to zero once terminal returns to the ‘Ready Screen’. **Z-Totals** are not connected to your Banking totals.

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Sample X / Z Reports

X –Z Totals Report

Merchant ID

Terminal ID

Report for receipt numbers 0001 - 0026

Number and value of debit transactions (sales)

Number and value of credit transactions (Refunds)

Card Scheme Name

Card Scheme Name

Number and value of debit transactions (sales)

Number and value of credit transactions (Refunds)

Indication if totals were reset or not

Date and Time of Report

```
X - TOTALS
<Merchant Name>
<Merchant Address1>
<Merchant Address2>
Merchant No.      6815414
Terminal ID.     32870069

------------------------
<Acquirer Name>
FOR RECEIPTS     0001-
0026
       10         359.90DR
        1          10.00CR
                 TOTAL  11
                  349.90DR

MASTERCARD
        2         109.88DR
                    0.00CR
                 TOTAL   1
                  109.88DR

VISA
        8         250.02DR
        1          10.00CR
                 TOTAL   9
                  240.02DR
------------------------
-
GRAND TOTAL
       10         359.90DR
        1          10.00CR
                 TOTAL  11
                  349.90DR
```

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End-of-Day-Banking

Banking should be carried out at the end of each business day once the last customer has left the premises. This is to make checking credits and reconciliation with your bank statements easier.

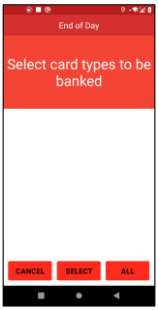
Please Note: To ensure that your statement totals balance, it is important that you carry out your 'End-of-Day Banking' before the cut-off time set by your acquirer. For information regarding these times please contact Customer Services.

Select End-of-Day-Banking as described above in 'Reports', the following screens will be displayed:

1

Press YES to perform your 'End-of-Day Banking' or press NO to return to the 'Idle Screen'.

2



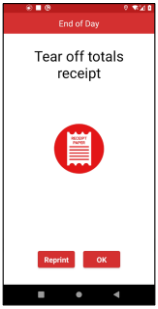
Press ALL to bank ALL card schemes.

Press SELECT to select card scheme to be banked.

3

The terminal will contact each acquirer selected and print a short report.

4



PLEASE NOTE: The acquirer selection screen will only be displayed if your terminal is set up with more than one acquirer.

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Banking Totals Agree Printout

Banking Totals Agreed	BANKING TOTALS
	<Merchant Name>
	<Merchant Address1>
	<Merchant Address2>
Merchant ID	Merchant No. 6815414
Terminal ID	Terminal ID. 32870069
Banking performed for specific acquirer	<ACQUIRER NAME>
Notifications that terminal totals **agree** with totals recorded by the acquirer	TOTALS AGREED

Previous totals	PREVIOUS TOTALS
	FOR RECEIPTS 0027-0032
	5 301.63DR
	0.00CR
	TOTAL 5 301.63DR
Card scheme name	MASTERCARD
	1 56.55DR
	0.00CR
	TOTAL 1 56.55DR
Card scheme name	VISA
	4 245.08DR
	0.00CR
	TOTAL 4 245.08DR

Current session on the acquirer host	CURRENT TOTALS
Receipts range covered by the report	FOR RECEIPTS 0033-0036
	2 13.00DR
	0.00CR
Totals recorded on the acquirer host (for comparison)	TOTAL 2 13.00DR
	MASTERCARD
	1 10.00DR
	0.00CR
Totals recorded on the terminal (for comparison)	TOTAL 1 10.00DR
	VISA
	1 3.00DR
	0.00CR
	TOTAL 1 3.00DR
Time & date of banking / Session indication / diagnostic code	08:32 03/04/2017 40IF :76
Receipt number	RECEIPT 0036

(if host session changes a session number will be populated i.e. 40IF1:76 – if field is blank the session has not changed)

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Banking Totals Not Agreed Printout

Banking Totals Not Agreed	BANKING TOTALS
	<Merchant Name>
	<Merchant Address1>
	<Merchant Address2>
Merchant ID	Merchant No. 6815414
Terminal ID	Terminal ID. 32870069
Banking performed for specific acquirer	<ACQUIRER NAME>
Notifications that terminal totals **do not agree** with totals recorded by the acquirer	TOTALS NOT AGREED

Previous totals	PREVIOUS TOTALS
	FOR RECEIPTS 0027-0032
	5 301.63DR
	0.00CR
	TOTAL 5 301.63DR
Card scheme name	MASTERCARD
	1 56.55DR
	0.00CR
	TOTAL 1 56.55DR
Card scheme name	VISA
	4 245.08DR
	0.00CR
	TOTAL 4 245.08DR

Current session on the acquirer host	CURRENT TOTALS
Receipts range covered by the report	FOR RECEIPTS 0033-0036
	2 13.00DR
	0.00CR
Totals recorded on the acquirer host (for comparison)	TOTAL 2 13.00DR
	MASTERCARD
	1 10.00DR
	0.00CR
Totals recorded on the terminal (for comparison)	TOTAL 1 10.00DR
	VISA
	1 3.00DR
	0.00CR
	TOTAL 1 3.00DR
Time & date of banking / Session indication / diagnostic code	08:32 03/04/2017 40IF :76
Receipt number	RECEIPT 0036

(if host session changes a session number will be populated i.e. 40IF1:76 – if field is blank the session has not changed)

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Functions

There may be occasions when you have further requirements of your terminal. These can be met within the SUPERVISOR and ADMIN menus.

Functions other than the following should only be used on the advice of the Helpdesk.

Entering Supervisor Code

You will be asked on occasions to enter your ‘Supervisor Code’, the following screens will be displayed:

1

This screen is displayed during transactions.

Type in your Supervisor Code and then press ✓, followed by CONFIRM.

2

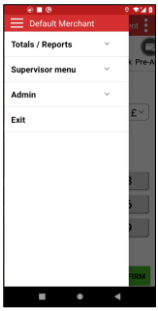
This screen is displayed when accessing administrative functions.

Type in your Supervisor Code and then press ✓, followed by CONFIRM.

Supervisor Menu

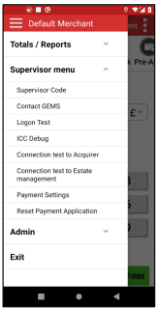
The supervisor menu is accessed by pressing ☰ and selecting supervisor menu from the presented options.

1



Select Supervisor menu. You will be requested to enter your supervisor code. Type in your Supervisor Code and then press ✓, followed by CONFIRM.

2



Supervisor menu options will be displayed. Select the option applicable for your requirements.

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Supervisor Code

If you know your ‘Supervisor Code’ and wish to change it; select Supervisor code from the supervisor menu accessed as described above.

There are two levels of Supervisor Code

Level 1 – This code is used for transactions only

1

From the Supervisor menu select Supervisor Code.

2

Select LEVEL 1 from the options

3

Select CONFIRM to change the code.

Select CANCEL to return to the transaction selection screen

4

Key in the new code press ✓

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5

Select CONFIRM to accept the change.

Select CANCEL to return to the transaction selection screen

6

Key in the new code to confirm the new it, press ✓

7

Select CONFIRM to accept the change.

Select CANCEL to return to the transaction selection screen.

8

The password has now been changed.

Select Confirm to return to the transaction selection screen

Level 2 – This code is used for transactions and access to administrative functions

1

From the Supervisor menu select Supervisor Code.

2

Select LEVEL 2 from the options

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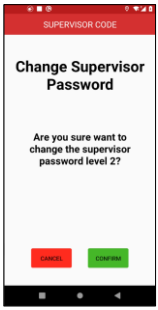
3

Select CONFIRM to change the code.

Select CANCEL to return to the transaction selection screen



4

Select CONFIRM to change the code.

Select CANCEL to return to the transaction selection screen

5

Key in the new code press

6

Select CONFIRM to accept the change.

Select CANCEL to return to the transaction selection screen

7

Key in the new code to confirm the new it, press

8

Select CONFIRM to accept the change.

Select CANCEL to return to the transaction selection screen

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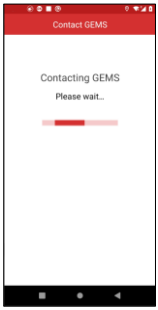
9

The code has now been changed.

Select Confirm to return to the transaction selection screen

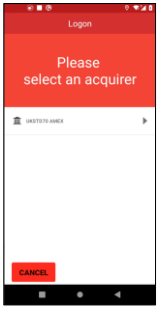
Contact GEMS



On selecting 'Contact GEMS' from the supervisor menu, the terminal will make a call to the configuration system.

Logon Test

This function completes a logon transaction for configured acquirers who support logon transactions.



1

Select the relevant acquirer from the list provided.

Press CANCEL to return to the transaction selection screen

2

To initiate a logon, select YES

To return to the acquirer list select NO

To return to the transaction selection screen select CANCEL

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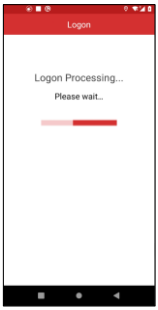
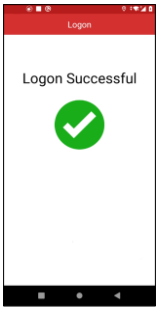


3

The terminal will connect to the acquirer and perform the logon transaction

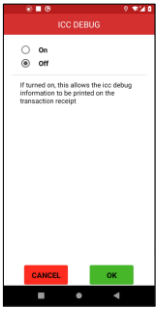


4

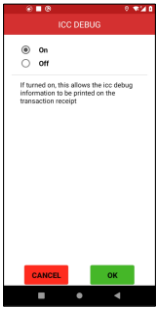
The outcome of the logon transaction will be displayed

ICC debug

This function would only be enabled on request of the helpdesk. It enables extra information to be printed on the receipt for inserted card transactions.

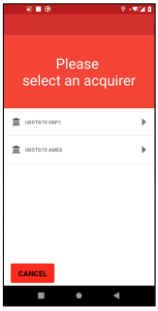


1



2

Connection Test to Acquirer



1

The terminal will present a list of configured acquirers. Select the acquirer the connection test is required for, or press CANCEL.

2

To test the connection, select YES.

To return to the acquirer list select NO.

To return to the transaction selection screen select CANCEL.

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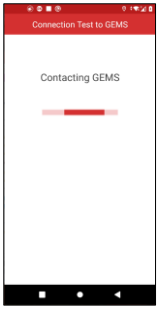
3

The outcome of the connection test will be displayed. Select Confirm to return to the acquirer list.

Connection Test to Estate management



1

On selecting 'Connection Test to GEMS' from the supervisor menu, the terminal will test communication to the configuration system.

2

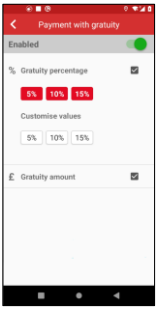
The outcome of the connection test will then be displayed

Payment Settings - Gratuity Options

If enabled on the configuration management system the gratuity options can be changed to match your requirements.

1

Select Payment with Gratuity, to enable gratuity and configure the functional options



2

Enablement is indicated with the slider button green indicates on.

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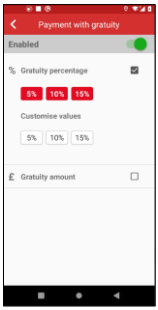
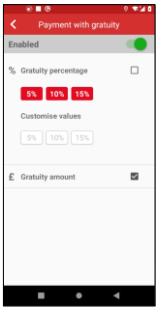


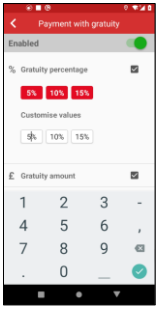
3

To enable gratuity as percentage, tap the box next to the menu entry. A tick indicates the function is enabled.



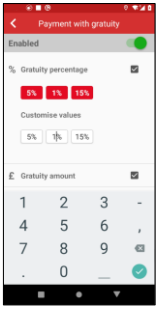
4

To enable gratuity as amount entry, tap the box next to the menu entry. A tick indicates the function is enabled.



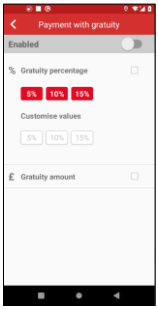
5

The terminal will support both percentage and amount entry. Cardholders are presented with a choice during the transaction for % or amount.



6

The presented percentage amounts are configurable by tapping the value box and entered the preferred percentage. Press to confirm the selection once amended.



7

Enablement is indicated with the slider button grey indicates off.

Tap to return to the transaction selection screen.

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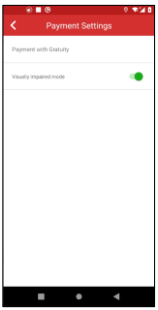
Payment Settings – Visually Impaired mode

1

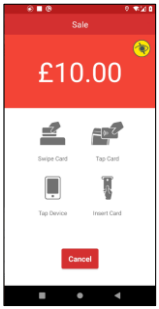
If Visually Impaired mode is disabled the slider switch will be displayed as grey. Tap to enable Visually Impaired mode.

2



If Visually Impaired mode is enabled the slider switch will be displayed as green. Tap to disable Visually Impaired mode.

3



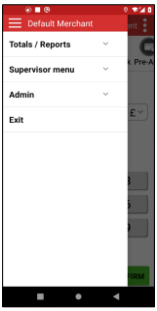
When Visually Impaired mode is enabled. The terminal displays

When tapped this icon will start the Visually Impaired transaction process

Admin Menu

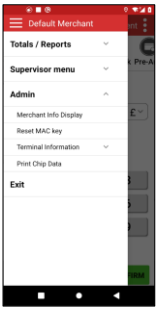
The Admin menu is accessed by pressing and selecting Admin from the presented options.

1



Tap and select Admin.

2



Admin menu options will be displayed. Select the option applicable for your requirements.

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Merchant Info Display

1

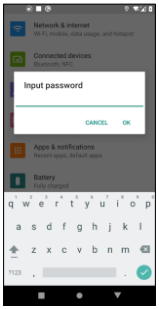
The terminal will display the Terminal ID and GEMS MID when merchant info display is selected

Communication Settings

1

To access Wi-fi and Mobile communication settings, tap the Settings icon on the application selection screen

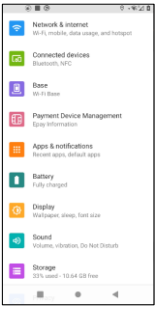
2



Enter the Supervisor Level 2 and select OK.

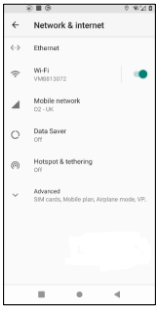
If the NER PAY app has not been installed the password will be 350000.

3



Select ‘Network & internet’ from the menu options.

4



Network settings, especially any you postponed during the installation process, can now be configured.

WiFi

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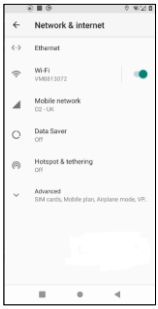
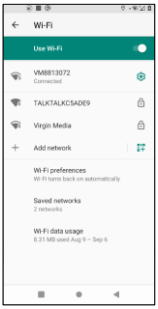


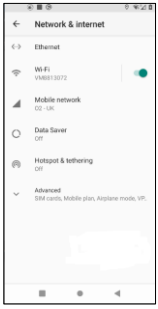
WiFi can be enabled and disabled from this screen by tapping the slider next to the Wi-Fi menu option.

Tap the Wi-Fi menu option to access further settings.



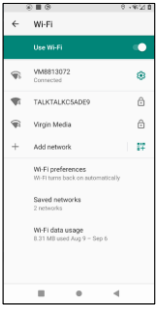
The terminal will perform a scan and present a list of identified, in range, visible networks.

Add Wi-Fi network (visible)

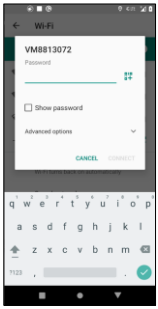


Access the Network & Internet settings as described above.

Tap the Wi-Fi menu option to access further settings.

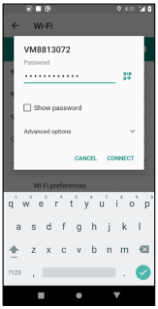


The terminal will perform a scan and present a list of identified, in range, visible networks.



Select the network to be added.

The terminal will identify the required EAP for the network security and present a relevant data screen



This is an example of the required detail of a personal network.

Key in the Wi-Fi password and select CONNECT

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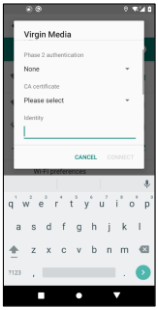
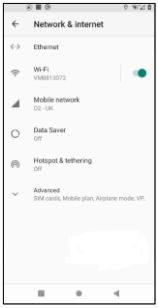


5

This is an example of the required detail for a network with PEAP authentication.

Further fields are accessed by swiping up.

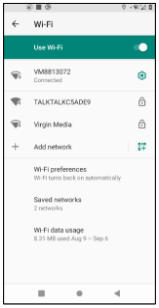
Amend Wi-Fi network



1

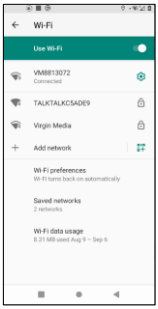
Access the Network & Internet settings as described above.

Tap the Wi-Fi menu option to access further settings.



2

The terminal will perform a scan and present a list of identified, in range, visible networks.



3

Select saved networks

4

A list of networks will be displayed. Select the network to be amended.

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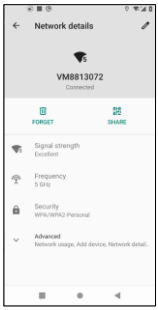
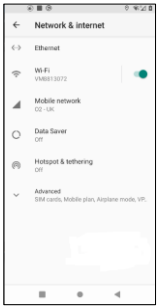


5

Select the terminal will present the relevant configurable options. Select save once the required changes have been made

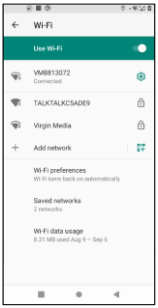
Forget Network



1

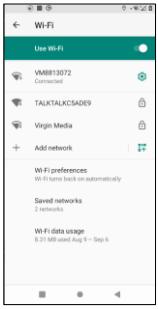
Access the Network & Internet settings as described above.

Tap the Wi-Fi menu option to access further settings.



2

The terminal will perform a scan and present a list of identified, in range, visible networks.



3

Select saved networks

4

A list of networks will be displayed. Select the network to be deleted.

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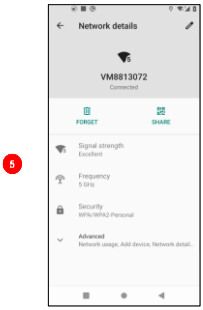


5

Select FORGET and the network will be removed from the saved network list. The network can be re-added by following the add network process.

Mobile (GPRS Setup)

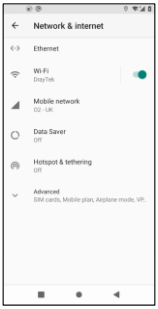
Mobile

Your terminal will automatically pick-up the best available network, however if required you may manually select a preferred network. This will ensure that the terminal will always connect to your preferred provider.

Manual Mode

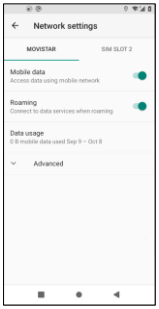
Select settings from the terminal home screen. Enter the default code 350000

Select Network and internet



1

Select Mobile network from the presented options



2

Select Advanced, this will open to show further options. Swipe up.

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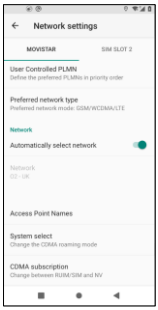
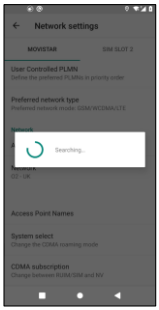
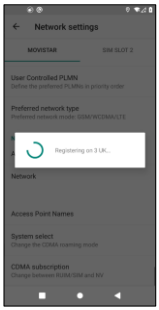


3 Tap Automatically select network

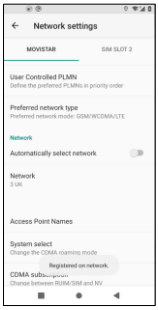


4 The terminal will perform a scan to identify available networks in the location.

5 When the scan has finished, a list of available networks will be presented. Select the preferred network.



6 The terminal will register on the network, then return to the Mobile networks screen.



7 After manual registration Automatically select network is disabled.

The terminal will now remain in ‘Manual Mode’ until you re-enable ‘Automatic Mode’.

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Recommendations

Safety

Powering down the AXIUM DX8000

- Disconnect the AXIUM DX8000 power supply
- To switch OFF the terminal press the power button for more than 2 seconds, then select Power off from the menu.

Lithium cell

- The AXIUM DX8000 is fitted with an internal lithium cell which can only be accessed by a qualified technician

Battery

- The AXIUM DX8000 is fitted with a battery specifically designed for this terminal
- Only use appropriate chargers and batteries listed in the Ingenico catalogue
- Do not short-circuit the battery
- Do not attempt to open the battery container
- Used batteries must be disposed of at appropriate sites

There is a risk of explosion if the battery is incorrectly inserted or placed in a fire

Electrical power outlet

The electrical power outlet must meet the following criteria:

- Must be installed near the equipment and easily accessible
- Must meet the standards and regulation in the country where used
- The fuse rating for this terminal must be 5A.

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SAM1/SAM2/SIM1/ readers compartment

- The back cover for battery and SAM / SIM readers located underneath the terminal, must be in place during the normal operation of the terminal. See as well as 'Installing the battery'.

On airplanes

- Remove the battery from the terminal when on an airplane.
- Non-compliance with these safety rules may result in legal action and/or a ban on later access to cellular network services.

Explosion areas

- Certain regulations restrict the use of radio equipment in chemical plants, fuel depots and any site where blasting is carried out. You are urged to comply with these regulations. The terminal is protected by a specially fitted and certified cover enabling use in proximity to a fuel pump.

Electronic health appliances

- The handset is a radio transmitter which may interfere with health appliances, such as hearing aids, pacemakers, hospital equipment, etc.
- Your doctor or the equipment manufacturer will be able to provide you with appropriate advice.

External connection

- All external circuits connected to the AXIUM DX8000 must be SELV (Safety Extra Low Voltage) and LPS (limited power source) within the meaning of section 2.2 and 2.5 of the standard IEC60950 - 1:2005+/A1:2010 and EN60950 -1:2006+/A11:2009+/A1:2010+/ A12:2011

Cleaning

- To clean the terminal, use a soft cloth slightly moistened with water. Do not clean the electrical connections.

  Do not use solvents, detergents, or abrasive products.

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The power supply contains the following symbols:

Double insulation symbol

Marking for Class II product. Such product does not require a safety connection to electrical earth

DC current output

This marking indicates that your terminal is suitable for direct current (DC) only. It is completed by afferent values (voltage, and max current)

AC current input

This marking indicates that the product operates with an alternating current (AC) source (mains). It is completed by afferent values (voltage, frequency, max current)

Indoor use only

Energy star level 6

International efficiency marking protocol

Environment (WEEE, batteries and packaging)

This product is labelled in accordance with European Directives 2002/96/EC concerning Waste Electrical and Electronic Equipment (WEEE) and 2006/66/EC concerning Batteries and Accumulators. These 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 retailers 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 proper disposal and recycling.

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

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Security of the Terminal

This device fulfils current applicable PCI PTS security requirements.

Upon receipt of the terminal, you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt.

Check, for example: that the keypad is firmly in place and that there is no evidence of unusual wires that have been connected to any ports on the terminal or associated equipment. Also ensure that the chip card reader or any other part of the terminal has not been modified.

These checks should provide warning of any unauthorised modifications to the terminal, and any suspicious behaviour of individuals that have access to your terminal.

The terminal detects any ‘tampered state’ and will display ‘Device is Locked’ and further use of the terminal will not be possible.

If the “Device is Locked” message is observed, contact the terminal helpdesk immediately.

It is strongly advised that privileged access to the terminal is only granted to staff that have been independently verified as being trustworthy.

The terminal must never be put in or left at a location where it could be stolen or replaced by another device.

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Standards

CE Mark

The CE marking indicates AXIUM DX8000 complies with the requirements of European Directive 2014/53/EC on Radio and Telecommunications Terminal 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.

EU Directives	According to harmonised EU standards			
	Product	Product Type	Standards	Issue date
1999/5/EC (R&TTE Directive)	AXIUM DX8000	All product type	EN 60950-1	2006 2009 (A11) 2010 (A1) 2011 (A12)
		Contactless	EN 302 291-1/2 EN301 489-1 EN 301 489-3 EN 50357 EN 50364	2005 2008 2002 2001 2001
		GSM/GPRS/ UMTS	EN 301 489-1 EN 301 489-7 EN 301 489-24 EN 301 511 EN 301 908-1 EN 62 311	2008 2005 2007 2003 2010 2008
2011/65/EU (RoHS Directive)		All product type	EN 50581	2012

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Troubleshooting

The terminal does not turn on

- Connect terminal to terminal power supply or put it on powered base.
- Check the battery (is it discharged? is it connected?)
- A full discharged battery can take a long charging time to recover

Cards are not read

- Check that the magnetic card is swiped correctly (with magnetic strip facing the side of the terminal).
- Swipe the card again with a continuous and fluid movement
- Verify that the magnetic strip is not damaged, grooved or cracked
- Make sure you have correctly inserted the smart card into the smart card reader and only removed it when prompted to do so.

The receipt is not printed

- Check the presence and proper positioning of the paper roll.
- Adjust the paper roll following the instructions in this manual (See ‘Installing a paper roll’).
- Check that Ingenico approved thermal paper has been used.

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Notes:

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This User Guide relates to terminal software ANDROID NER PAYMENT APACS 40.

Whilst every effort has been made to ensure that the content of this document is accurate, Ingenico will not accept responsibility for any loss, damage or injury that may be incurred as a result of any errors or inaccuracies. The product is varied to suit requirements and as such some features may vary or be disabled. This document should be accepted as a guide only to the use of the product.

In the effort for continued improvements in design and quality, product features and information regarding setting up, installation and use of all Ingenico products is subject to change without prior notice.

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