Quick Start Guide

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a Worldline brand

AXIUM DX8000

GETTING STARTED

Set up your DX8000 in a convenient location close to a power source. Connect the power cable to the power supply and the USB connector socket of the terminal.

Contactless Card Read Area
Contactless Card Indicator
Front Camera
Magnetic Card Reader
Screen
Smart Card Reader Slot

Rear Camera
Flash Light
Battery Compartment
Base Charging Connectors
Speaker

Paper Roll Compartment
Power Key
Volume Keys
USB Connector Port

CHANGING THE PAPER ROLL

Hold the terminal in one hand. Open the paper roll compartment by lifting the catch located at the top of the DX8000. Fully open the printer cover and remove the old paper roll.

Unstick the end of the new roll and insert the paper roll in the compartment as shown below:
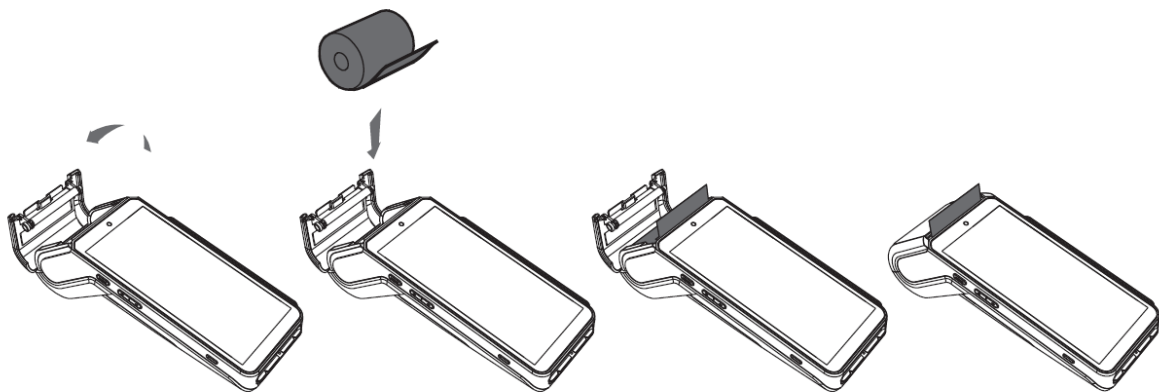
Pull the paper to the top of the terminal. Holding the free end of the paper, close the cover. Press simultaneously on both upper corners of the cover until it clips into position.
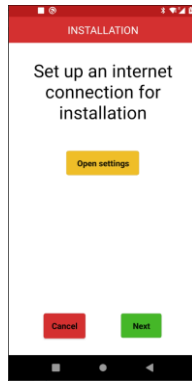
ONLY OPEN THE PRINTER COVER AS SHOWN - DO NOT FORCE THE PRINTER COVER
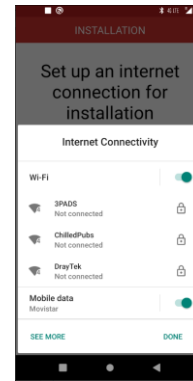
INSTALLING THE TERMINAL

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.
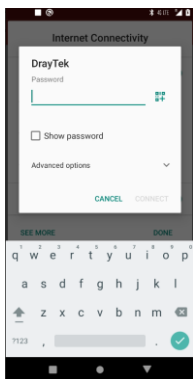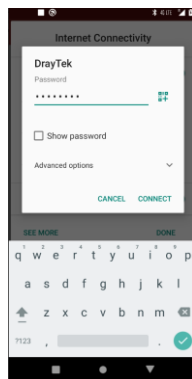

Select Open settings.

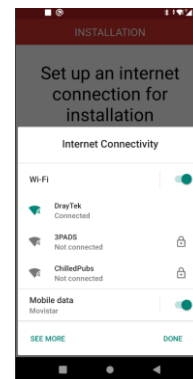The terminal will scan for local available networks and provide a list to select from.

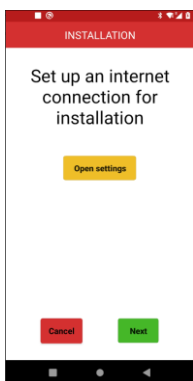Tap the Wi-Fi network option that the terminal is to be connected to.

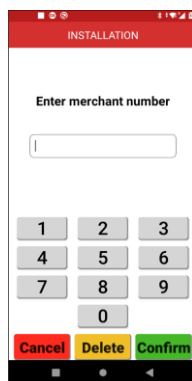Enter the relevant password of the network, then select CONNECT

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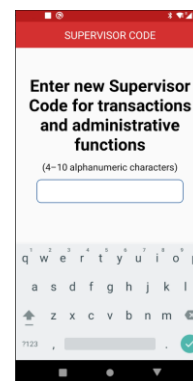

Select NEXT. The terminal will connect to the configuration system. Please wait will be displayed during this phase.
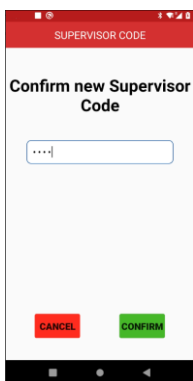

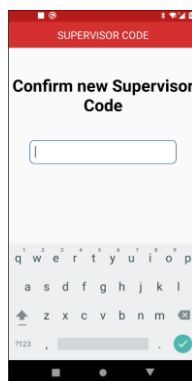Enter the merchant number you have been provided with then select CONFIRM

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

Select ✓ then select CONFIRM

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

The application is now configured and will close. To start using the terminal for transactions tap the NER PAY icon to re-open the application.
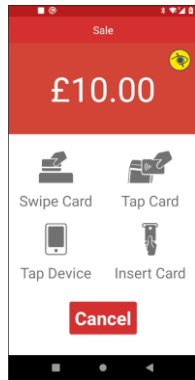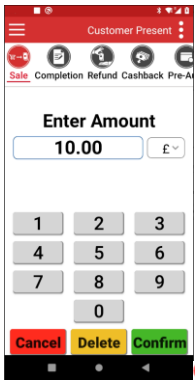
THE CHIP CARD READER

Customer cards must be inserted as shown, with the chip upwards. Push the card fully into the slot below the screen and follow the instructions on screen.

If you see a "Please Insert Again" message, check the card orientation and try again.

DO NOT remove the card until instructed to do so by the terminal.

Chip & PIN Transactions – SALE

Select SALE from the menu options.
Enter the sale amount for the transaction and tap **CONFIRM**

For example, enter £12.34 as 1234

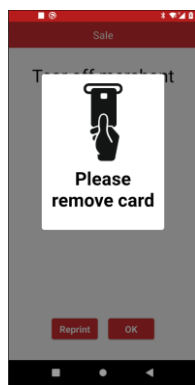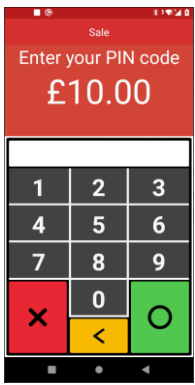The customer's card should be inserted into the card reader.

The customer must enter their PIN code.

**NEVER ASK THE CUSTOMER TO DIVULGE THEIR PIN CODE.**

After the customer has entered their PIN and pressed ⭕, the terminal will connect to the acquirer for authorisation.

If the transaction is authorised the terminal will display 'Transaction Approved'

The terminal will print two receipts. The merchant copy will be printed first. After confirming a successful print by selecting OK, the terminal will prompt for the card to be removed. The customer receipt will be printed after the card's removal
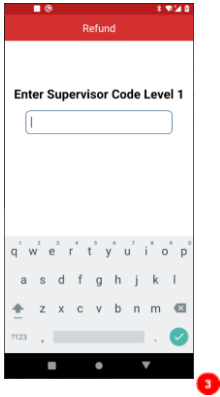
Chip & PIN Transactions – REFUND
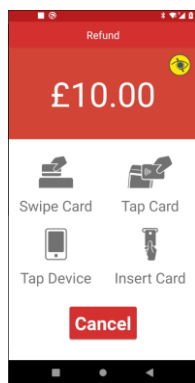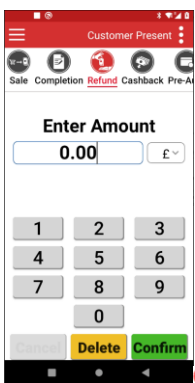
Select REFUND from the menu options.
Enter the refund amount for the transaction and tap **CONFIRM**

The customer's card should be inserted into the card reader.

Once the customer's card is presented you will be prompted for the Supervisor Code.

The terminal will now connect to the acquirer for authorisation, if the refund is authorised then "REFUND ACCEPTED" will be shown.

The terminal will print the merchant receipt which the customer must sign. Remove the card.

Check the signature on the merchant copy with that on the card. If the signature is valid then choose "YES", otherwise choose "NO".

The terminal will then print the customer copy.

Contactless – SALE
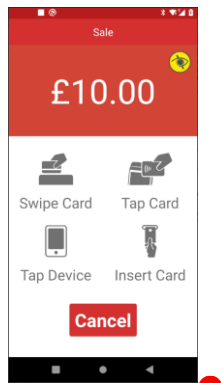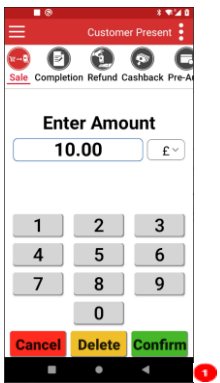
Select SALE from the menu options.

Enter the sale amount for the transaction and tap CONFIRM.

The cardholder should present their card/payment device to the top of the terminal where the contactless symbol is displayed.

The terminal will contact the acquirer for authorisation.

A merchant receipt will then be printed. The terminal will then present the option for a customer receipt to be printed, select No or Yes as appropriate.

Transaction Receipt – (Merchant Copy – CHIP & PIN card)

MERCHANT NAME

Merchant Address 1

Merchant Address 2

Merchant ID ----- MID: 12345678

TID: 63600000 ----- *Terminal ID*

AID   A0000000031010

Card AID & Label ----- VISA PREFERRED

VISA ----------------------------- *Card Issuer*

4444 3333 2222 1111 ----------------- *Card Number*

START 07/95   EXP 12/22

Entry Method ----- ICC   PAN SEQ 1
ICC for Inserted Cards
SWIPED for Swiped Cards
KEYED for Keyed Cards ----- SALE ----------------- *Transaction Type*
CONTACTLESS for Contactless
Cards

MERCHANT COPY

AMOUNT   £10.00

VERIFIED BY PIN ------------------ *Successful PIN Entry*

PLEASE DEBIT MY ACCOUNT

WITH THE ABOVE AMOUNT

Date & Time ----- 10:10:10 01/10/20

AUTH CODE: 123ABC -------------- *Auth Code*

*Transaction Number* ----- RECEIPT: 0001

Mail Order – SALE
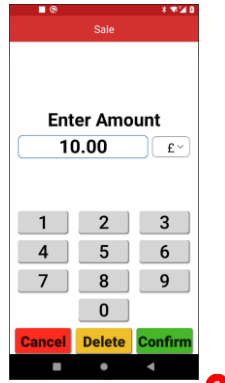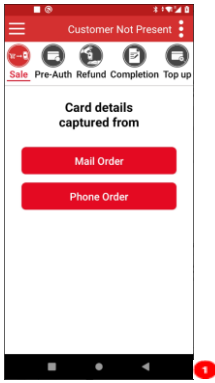
Change the selected service to Customer Not Present.

This is achieved by tapping the ⠿ icon in the top right of the display. Tapping the Select Service option popup and selecting the Customer Not Present option presented.

Select the appropriate card capture detail option for the transaction.

Key in the amount for the transaction and select **CONFIRM**.
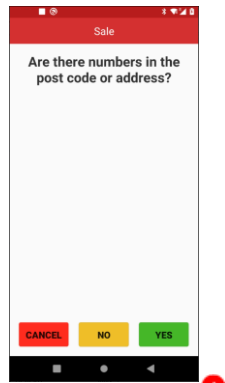
Type in the customer's card number expiry date and security code then select **CONFIRM**.
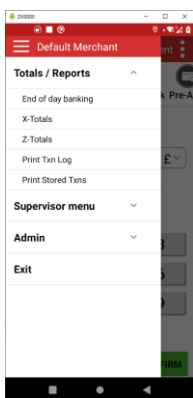
If there are numbers in the customer post code select **YES**.

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**.

The terminal will connect to gain authorisation. The result of the CSC/AVS check is then shown and will prompt you to choose "Decline" or "Accept".

End of Day Reports

To access the reports menu, press the ☰ option at the top left of the screen, then tap "TOTALS/REPORTS". Enter the Supervisor password and tap **CONFIRM**.

END of day banking: It is advised that this be done at the end of each day that you trade.

X-Totals: can be printed at any time throughout the day and give a sub-total of all transactions performed. X totals do not reset the totals within the terminal.

Z-Totals: show the total transactions taken since the last Z balance was completed. Once completed the totals within the terminal are reset to zero.

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