ingenico
GROUP

Model：AXIUM DX4000

User Guide

Contents

1. Introduction

We hope that you will be fully satisfied with your new AXIUM DX4000 terminal.
Read thisguide to understand and make the best use of your terminal. It presents you the necessary information about use,installation,maintenance,safety and security recommendations.

WARRANTY/SECURITY

Use only the power supply included with the product to ensure best performance and safety.Maintenance should only be provided by Ingenico authorized technician.
Failure to comply with these instructions will void the manufacturer's responsibility.

This symbol indicates an important Warning.

This symbol indicates a piece of advice.

2. Presentation

2.1 Content of the box

- ➢ AXIUM DX4000 terminal unit equipped with a paper roll
- ➢ Power adapter
- ➢ Abatterypack
- ➢ This userguide

WARNING

The power supply unit provided with your equipment is specially designed for ingenicoAXIUM DX4000 terminal. Do not use any other power supply.The use of a power supply with apparently similar voltage/current characteristics may damage your terminal.

ADVICE

Keep the package. It must be re-used whenever the terminal is shipped.

2.2 Overview of AXIUM DX4000

1. Contactless landing zone
2. LEDs for Contactless Card
3. Power Key
4. Volume Keys
5. Battery cover
6. USB Type-C connector
7. Magnetic card reader
8. Smart card reader
9. LCD and touch screen

10. Flash
11. Rearcamera
12. Battery compartment
13. SIM 2 card slot ,SIM 1 card slot
14. Speaker
15. Micro SD slot
16. SAM card slot
17. Battery socket
18. Easy Loading Printer

Weight	430g (including battery)
Dimension (L x W x H)	177.6 X 80 X 56.8mm
Electrical mains network	100-240VAC/50-60Hz Class II

2.3 Keypad Functions

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

There are three capacitive keys at the bottom of the screen, Menu, Home and Back keys.

Back
Home
Menu

Powerbutton
Volume
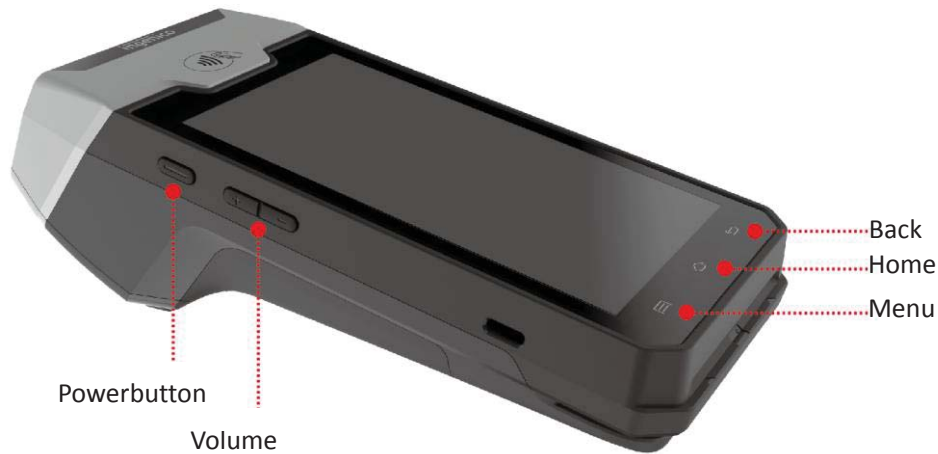
2.4 Touch Panel

The AXIUM DX4000 is equipped with touch panel that allows you capture functions and menus by your finger.
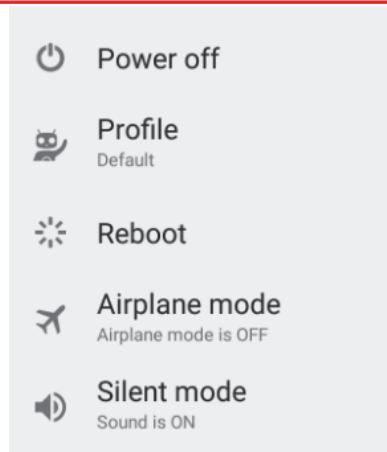
3. Use of the terminal

ADVICE
Before using the terminal, always check if the roll of paper is present

3.1 Power on/Power off the terminal

To power on: Make sure the terminal battery is correctly installed and Press <Power> button for about 1s until the display is turned up.

To power off: Press <Power> button for more than 2s until the display show the following figure, then press <Power off>.

⏻	Power off
🐱	Profile Default
☀	Reboot
✈	Airplane mode Airplane mode is OFF
🔊	Silent mode Sound is ON

If the battery is empty, the terminal automatically shuts off.

Abnormal power off:

When the device works abnormally, for example, it is crashed and no actions menu popped out while pressing the power button, pleaselong-press the power button for 8s, the device will be automatically powered off.
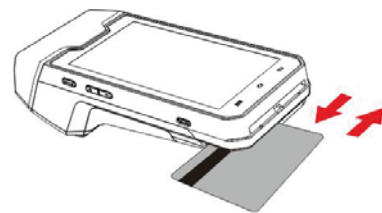
Screen saver mode:

Short-press the power button for about 0.5s, the terminal display will be turned on or off.

3.2 Reading cards

Magnetic stripe card

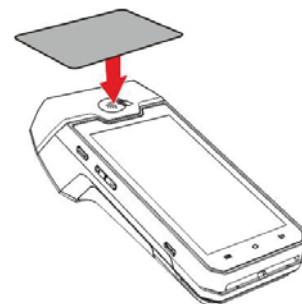The card can be read bi-directionally, with the stripe facing the terminal.

Use a regular movement in order to ensure a reliable card reading.

Contactless card

Bring the card firmly up to the active zone. Keep the card close to
the reader during the transaction.

On the front,LEDs are displayed to indicate transaction processing.
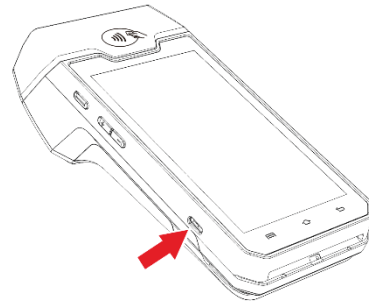

Smart card

Insert the card horizontally with the metal chip facing upward and leave in position throughout the transaction.
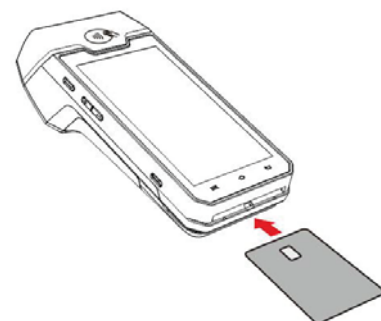
3.3 USBtype-C

There is a USB type-C connector on the left side of the terminal.
The connector manages Host and Slave connections.

4. Installation

4.1 Recommendations

Operating conditions

Ambient temperature*	From -10℃ to+50℃
Max relative humidity	From 10%to 90%, Non-condensing

(*)Excluding battery charging

Battery charging conditions

Ambient temperature	From 0℃ to +40℃

Storage conditions

Ambient temperature	From -20℃to +70℃
Max relative humidity	From 5% to 90%, Non-condensing

4.2 Installing modules
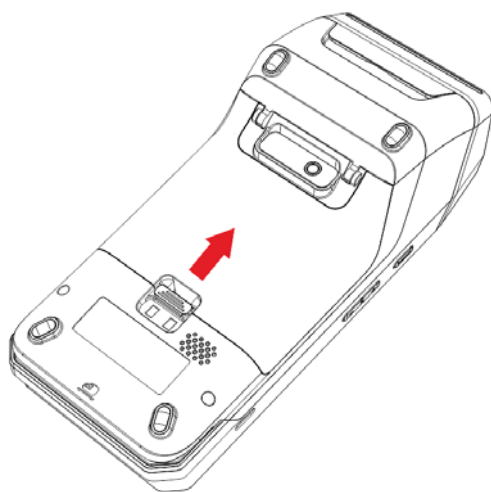
4.2.1 SAM/SIM1/SIM2

WARNING
Switch off the terminal before opening the trapdoor.

The SAM/SIM connectors are located inside the terminal, in a closed compartment.

➤ Turn the terminal and remove the trapdoor.

➤ SAM and SIM1,SIM2 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 picture.
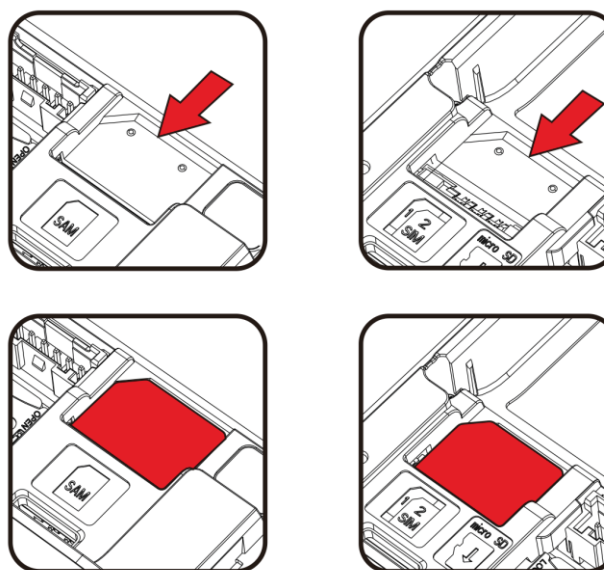
➤ Close the trapdoor.

ADVICE

AXIUM DX4000 is equipped with a dual SIM slot.

When using two SIM cards,it is recommended to insert the bottom one first,then the top one.

When using only one SIM card, it is recommended to insert SIM1 slot (bottom).

4.2.2   MicroSD Memory Card

MicroSD connector is located inside the terminal, in a closed compartment.

➢ Turn the terminal and remove the trapdoor.

➢ MicroSD are identified by the engraved marks on the lower housing.

➢ Slide the cover to the end and pull to open it. Insert MicroSD card,push the cover to close and slide it to the top to lock it.Be sure to put the MicroSD card contacts downside and the cut corner as indicated on the figure.

➢ Close the trapdoor.

The terminal supports MicroSD up to 32GB.
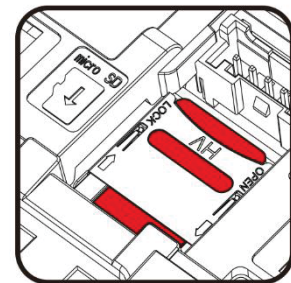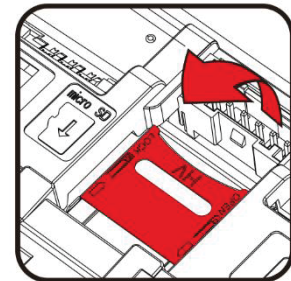
4.3 Paper roll

4.3.1   Main characteristics of INGENICO paper roll

R40 paper roll characteristics	Precisions
Color	White
Width	58mm
Diameter	40mm
Length	About 18meters

The thermal paper can be deteriorated by poor storage conditions,so we recommend you to avoid:

➢ Storage in hot wet places(near air-conditioner,humidityhigher than 85%).

➢ Exposure to sunlight or ultraviolet for long periods.

➢ Contact with organic solvents(solvent type adhesive).

➢ 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 product performance,only use heat sensitized paper approved by Ingenico.

4.3.2 Installing paper roll

➢ Open the paper cover by lifting the catch located at the top of AXIUM DX4000 and pull the cover to the rear of the terminal.

➢ Insert the paper roll in the compartment following the directions shown on the below picture.

➢ Pull the paper up to the top of terminal, maintain the paper and close the cover

➢ Press simultaneously on both upper corners of the paper flap until it clips into position.

➢ Please note that the paper should be cut off upward.
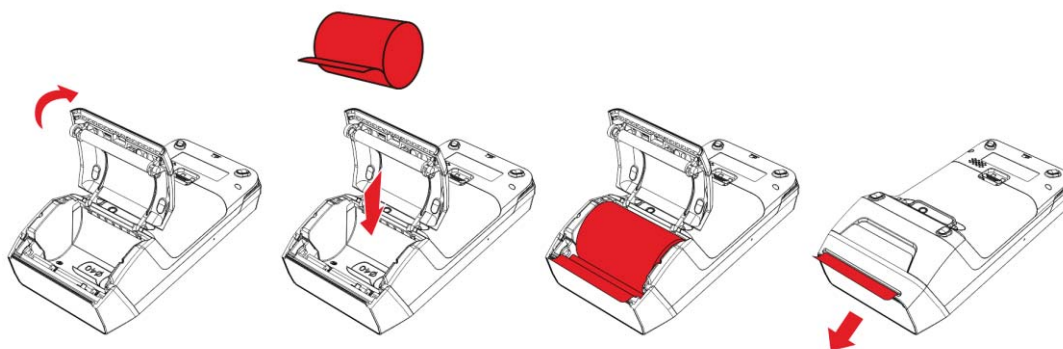
ADVICE
If you insert a new R40 paper roll, tear off the first length (one complete turn to avoid printing on adhesive footprint).

WARNING
Switch off the terminal prior to installing a paper roll. Use only paper approved by Ingenico.
The use of no-approved paper is likely to damage the printer of your terminal.

4.4 Battery

4.4.1 Charging the battery

➢ When does the battery need to be charged?
- When used daily, the terminal charges its battery each time the power adapter is connected. Charging starts automatically.

➢ How can the battery be charged?
Using the power adapter
- Connect the power adapter to the terminal USB type-C connector located on the left side of the terminal.

- Connect the power adapter to the power supply mains network.
- Check the charging status on the top of the screen(it means battery charging).

4.4.2 Installing the battery

WARNING

Check that the terminal is not connected to the main electric network.

➢ Turn your terminal and unclip the battery trapdoor by pushing the clips as shown with the arrow on the picture.
➢ Disengage the trapdoor.
➢ Take the battery pack included in the box
➢ Locate the battery pack connector beside the battery compartment
➢ Plug the battery pack connector according to the connector locating system.
➢ Place the battery pack in its compartment
➢ Close the battery trapdoor.
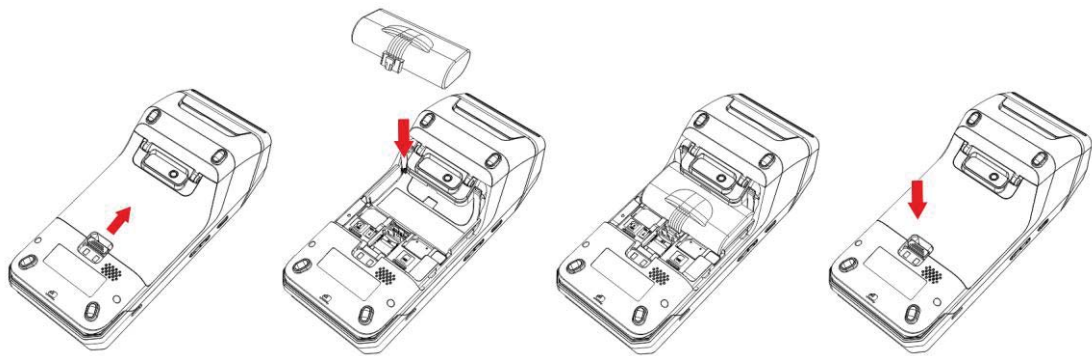
4.5Visual Impaired Accessory

➢ Install the VI accessory on the screen.

➢ Take out the VI accessory.

5. Recommendations

5.1 Safety

Powering down the AXIUM DX4000

Disconnect the AXIUM DX4000 power supply block adapter from the electrical mainsnetwork.

Lithium cell

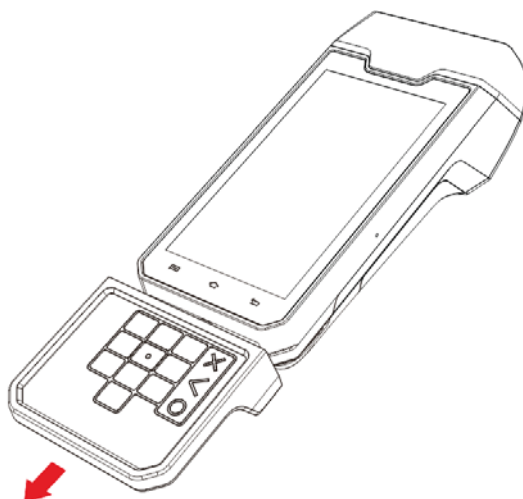The AXIUM DX4000 is fitted with an internal lithium cell which should only be accessed by a qualified technician.

Battery

- ➢ AXIUM DX4000 is fitted with battery specially designed for this terminal.
- ➢ Only use the appropriate chargers and batteries listed in theingenico's catalogue.
- ➢ Do not short-circuit the battery.
- ➢ Do not attempt to open the battery container.
- ➢ Used batteries must be disposed of at the appropriated sites.

The lifespan of battery depends on:

- ➢ Features used.
- ➢ Number of charge and discharge cycles.
- ➢ Use temperature.

CAUTION

RISK OF EXPLOSION BATTERY IS REPLACED BY AN INCORRECT TYPE.

DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

Electrical power supply network

The electrical outlet must meet the following criteria:
- ➢ Must be installed near the equipment and easily accessible
- ➢ Do not short-circuit the battery.
- ➢ Do not attempt to open the battery container.

The power supply label contains seventeen symbols:

CCC (China Comoulsory Certificate) Mark

The RegulatoryCompliance Mark(RCM)

International Efficiency MarkingProtocol (Energy Star Level 6)

In door use only

"Conformite Europe enne" or CE Mark

Double insulation symbol

5 Years China RoHS symbol

	10 Years China RoHS symbol
	BSMI(Taiwan)
	PSE Mark(Japan)
	Recycle in accordance with the waste electronic & electrical equipment directive
	Underwriters Laboratories Inc (US Compliance)
	Made from recyclable material
	Low density version of Polyethylene (LDPE)
	Chlorinated Polyethylene (CPE)
	Risk of explosion if the battery is incorrectly replaced or is placed in a
	Dispose of batteries at a hazardous waste collection site or recycling facility

SAM/SIM1/SIM2Readers compartment

The trapdoor for battery, SAM//SIM1/SIM2, readers located underneath the terminal, must be in place during the normal operation of the terminal.See sections "Installing modules" and "Installing the battery".

On airplanes

Your terminal must be switched off by removing the battery pack. 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

Some 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 shall be protected by a specially fitted and certified cover enabling use in proximity to a fuel pump.

Thunderstormweather

According to some relevant reports, the mobile phone electromagnetic wave is good conductor of lightning. It is much easier to suffer lightning strike when the damp atmosphere form a magnetic conductivity, especially in open areas. Do not use wireless terminals under thunderstorm weather.

Electronic health appliances

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

5.2 Security of your terminal

Your device fulfills current applicable PCI PTS security requirements.
Upon receipt of your terminal you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt. You should check, for example: that the keypad is firmly in place; that there is no evidence of unusual wires that have been connected to any ports on your terminal or associated equipment, the chip card reader, or any other part of your terminal. Such checks would provide warning of any unauthorized modifications to your terminal, and other suspicious behavior of individuals that have access to your terminal. Your terminal detects any "tampered state". In this state the terminal will repeatedly flash the message "Warning Detected" and further use of the terminal will not be possible. If you observe the "Warning Detected" message, you should contact the terminal helpdesk immediately.

You are strongly advised to ensure that privileged access to your 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.

5.3 Fixed installation

If the device is to be used in a situation where it is not possible for the cardholder to pick up and shield their PIN entry themselves, the device may be used, but it must be installed in the following manner：

➢ The device must be angled at 45 or more, so that oversight of the PIN entry from the rear of the device is not possible.

➢ The device must either be fitted in a swivel stand - so that the customer can position the device in the best angle to prevent oversight - or the device must be fixed in the best possible position to prevent oversight if such a generic position exists in the specific environment to which the device is installed.

➢ The device environment must be accompanied with conspicuous notices and educational material which informs the customer to shield their PIN during PIN entry.

➢ The device must be deployed so that oversight from other customers, either in different payment lanes, or in other areas of the shopping environment, is prevented. This may be achieved through the placement of the lanes and device, so that the customer is automatically positioned between the device keypad and other customers. Alternatively, it may be achieved by the environment in which the device is installed, so that the checkout itself shields the PIN entry process.

➢ The terminal is exclusively made for indoor use.

ADVICE

Positioning of the terminal on check stand must be in such a way to make cardholder PIN (Personal Identification Number) spying infeasible.

Installing device on an adjustable stand must be in such away that consumers can swivel the terminal sideways and/or tilt it forwards/backwards to a position that makes visual observation of the PIN-entry process difficult.

Positioningofin-storesecuritycamerassuchthatthePIN- entry keypad is not visible.

NEVER ask the customer to divulge their PIN Code. Customers should be advised to ensure that they are not being overlooked when entering their PIN Code.

5.4 Cleaning the terminal

Unplug all the wires from terminal.
Good rules for proper cleaning of the terminal are:

➢ Use a soft cloth that is very slightly soaked with soapy water to clean the outside of terminal.
➢ Do not clean the electricalconnections.
➢ Do not use in any case, solvents, detergents or abrasive products: Those materials might damage the plastic or electrical contacts.
➢ Avoid exposing the terminal to the direct rays of the sun.
➢ Do not put anything into the slot of the smart card reader.

5.5 Transport and storage

Adopt general transportation mode, and prevent the goods from sunlight, snow, shower and mechanical impact. Transport the devices with care, do not throw it forcibly. Prevent the packaging from extrusion during transportation, to avoid breakage.

The product should be stored in the original packing box. The warehouse is not allowed to have all sorts of harmful gases, inflammable, explosive, corrosive chemical goods, strong mechanical vibration and strong magnetic field. Packing box should be at least 15cm above the ground, and be away from heat, cold, window or air inlet source at least 50cm.

6. Standard

CE MARKING

The CE marking indicates AXIUM DX4000 complies with the requirements of European Directive 2014/53/EUon Radio Equipment for:

● The protection of the health and the safety of the user and any otherperson.
● The protection requirementswithrespect to electromagnetic compatibility.

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

FCC WARNING

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) this device must accept any interference received, including interference that may cause undesired operation.

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

The antennas used for this transmitter must be co-located or operating in conjunction with any other antenna or transmitter.

The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all Wi-Fi product marketed in US must fixed to US operation channels only.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

—Consult the dealer or an experienced radio/TV technician for help.

Specific Absorption Rate(SAR) information

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

For hand hold and body supported operation, this device has been tested and meets the FCC /ISEDC RF exposure guidelines when used with an accessory designated for this product.

Environment (WEEE, Batteries and packaging)

This product is labeled in accordance with European Directives 2012/19/EU concerning Waste Electrical and Electronic Equipment (WEEE) and 2013/56/EC concerning Batteries and Accumulators. Those provisions are requiring producers and manufacturers to become liable for take-back, treatment and recycling upon end of life of equipment and batteries.

BATTERIES

If your product contains batteries,they must be disposed of at appropriate collection points.

THE PRODUCT

The crossed-out waste bin stuckon the product or its accessories means that the product belongs to the family of electrical and electronic equipment, and waste batteries must not be thrown away but collected separately and recycles.

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 assure a proper disposal and recycling.
In this way you can participate in the re-use and upgrading of Electrical and Electronic Equipment Waste, which can have an effect on the environment and human health.

7. Troubleshooting

Q:The terminal cannot be started.
A: The device might be under low energy status or the program may be damaged. Please make sure the power is enough and thenrestart your device.If it still fails, please contact our customer service department for help.

Q: Printer cannotwork.
A: This may be caused by abnormal power supply or incorrect paper installation.
Check the battery status or the terminal power connection. If the remaining battery power is insufficient for a complete printing operation, the printer will not print the paper.
Check the printer roller and if the paper dust cover is correctly installed.
If the problem still exists, please contact our customer service center.

Q: Transaction Processing Failure

A: Following reasons are likely to cause transaction failure: damaged magnetic card or smartcard SAM card, damaged card reader, improper operation of card swiping,damaged or unconnected, unconnected phone line, etc.

➢ Try to use more than one magnetic card to test the transaction, to confirm the failure is not caused by magnetic card.

➢ Make sure card swiping is operated correctly.

➢ Manually process the transaction instead of card reader. If manual transaction works, the failure may be caused by magnetic card reader.

➢ Use more than one smart card to test the transaction,to confirm the failure is not caused bysmart card. Make sure the SAM card is correctly inserted into the card slot.

➢ Check if the SIM card is installed correctly and local wireless communication network functions or not.

If there is still problem, please contact our customer service center.