



**DX8000**

## **DX8000 merchant guide**



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## What's in the box?

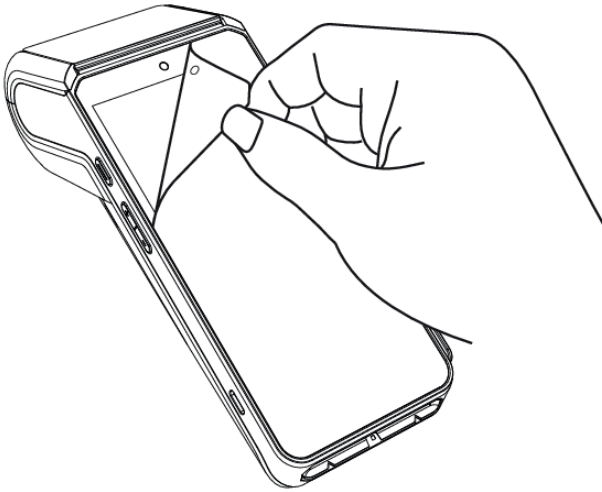
1 X Axium DX8000 with paper roll (57 X40mm).

1 X Base unit.

1 X USB Type C charging cable.

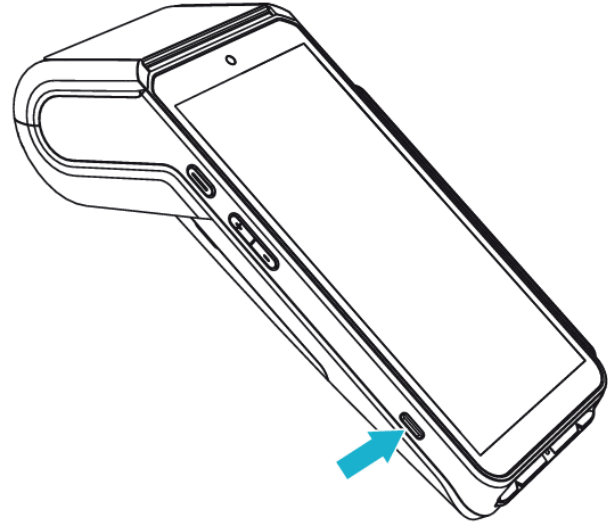
1 X Power adapter.

# Installation



**1**

Unbox your handset, take off the screen protector, and put it on charge for at least 30 minutes before attempting to install it.



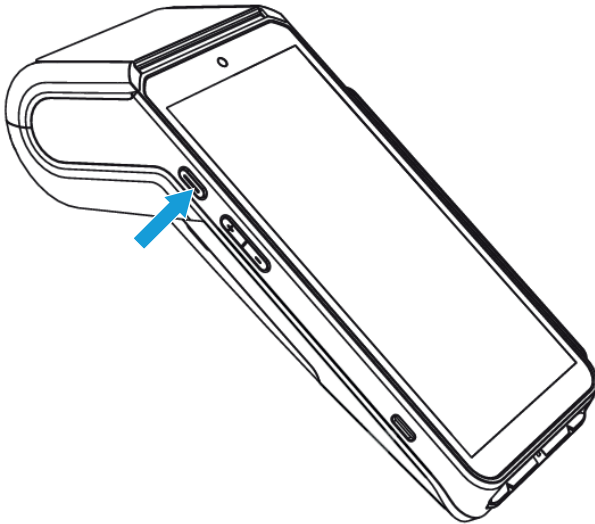
## Charging Methods

Unbox your handset, take off the screen protector, and put it on charge for at least 30 minutes before attempting to install it.

Charging Methods There are two ways to charge your terminal:

- 1 Insert USB cable directly into the terminal
- 2 Or, insert the USB cable into the base unit and place the terminal on top.

Once charged, hold the power button down until the terminal lights up, and wait for the device to start up.



2

If you are connecting using mobile network, tap **Next**.

If you are using WiFi, please select **Open Settings**.

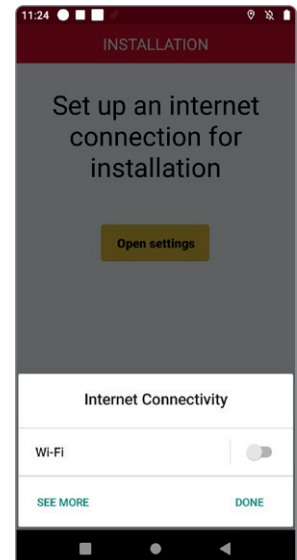
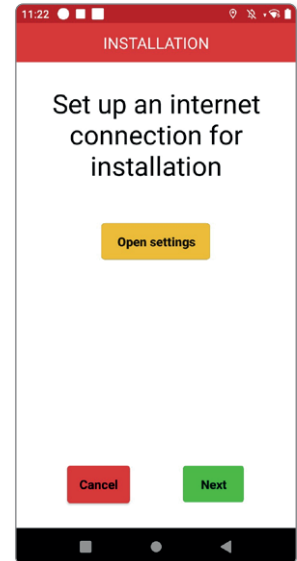
## Enable WiFi

Find and select your WiFi name.

Enter your WiFi password and select **Connect** then tap **Done**.

Once complete it should show as Connected.

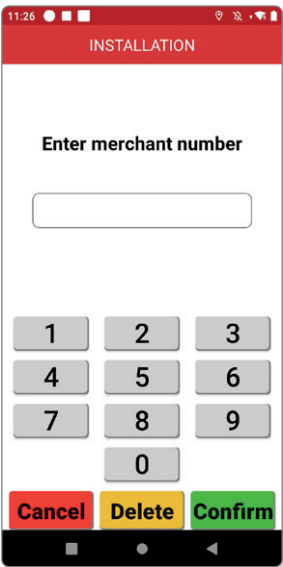
Once connected, tap **Next**.



3

Enter the merchant number provided in your welcome email.

Tap **Confirm** to continue.

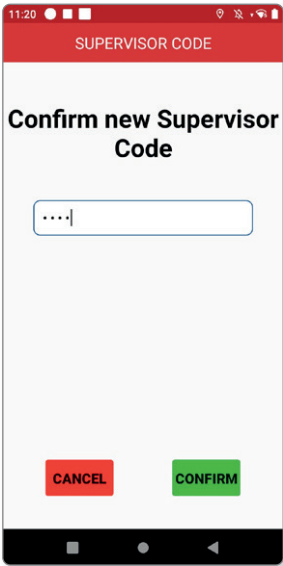
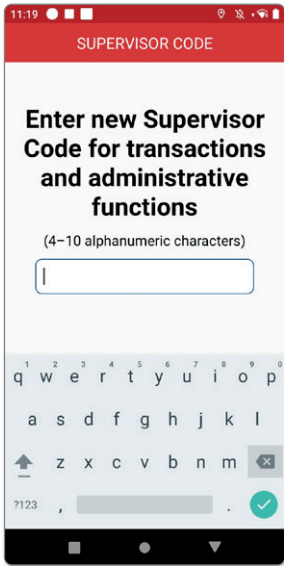


4

Create a new Supervisor Code.

Tap the green tick and press **Confirm**.

You'll now need to confirm the Supervisor Code you've created by re-entering the code and tapping **Confirm**.



5

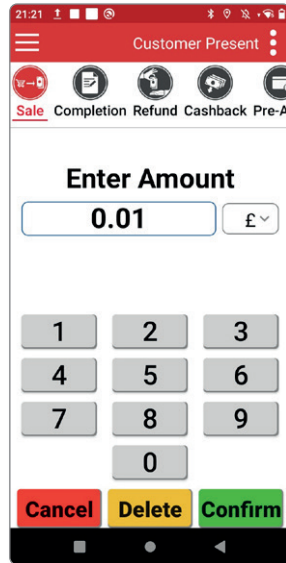
Once you have completed the installation, you'll be taken to the home screen.

# Customer Present Sale

1

By default, the Customer Present screen will open.

Simply enter the amount tendered and press **Confirm**.

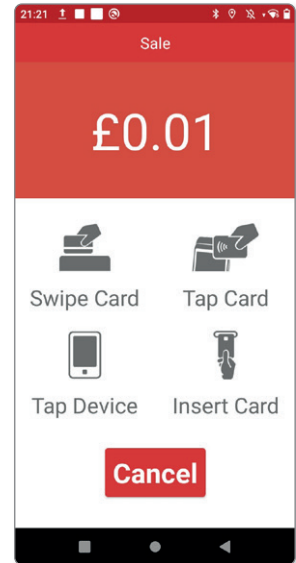


2

The sale screen will display a list of payment options.

The customer can choose from the following:

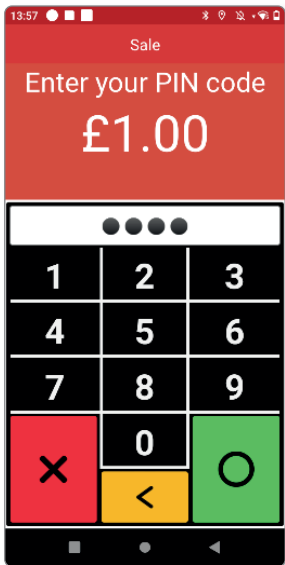
- Insert for Chip & Pin
- Tap for Contactless
- Tap for Device
- Swipe.



For a chip & PIN payment:

3a

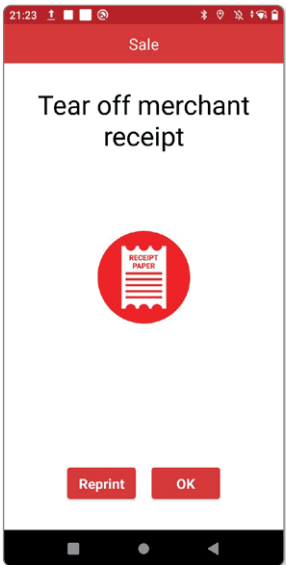
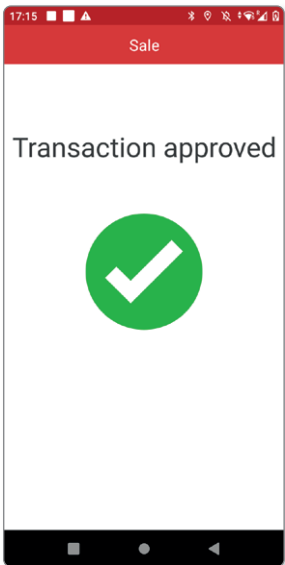
Insert the card and ask customer to enter their PIN code. If making a contactless payment, ask the customer to tap their card or payment device above the contactless symbol on the terminal.



For a contactless payment:

3b

After a successful payment is complete, the screen will show Transaction approved. You can then proceed with receipt printing options.

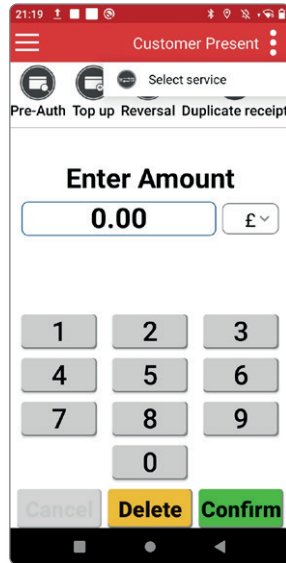




# Customer Not Present (CNP) sales mode

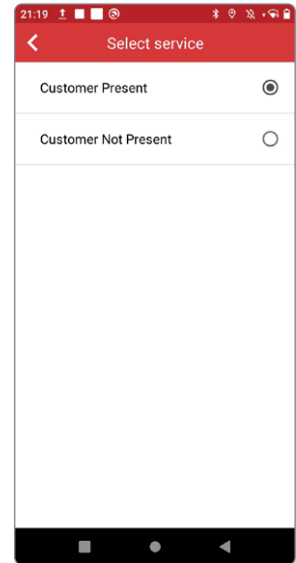
1

To change to CNP mode, tap the 3 dots on the top right and Select **Service**.



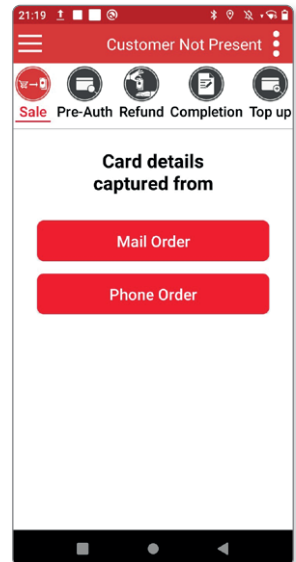
2

Select **Customer Not Present**.



3

This will take you to the following screen:

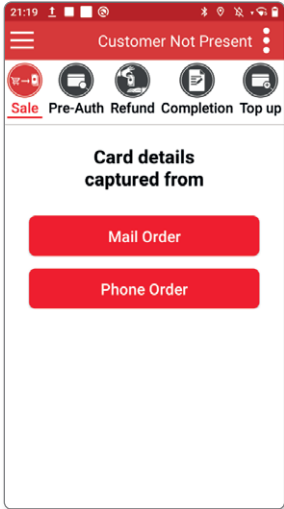


## Processing a CNP Sale

1

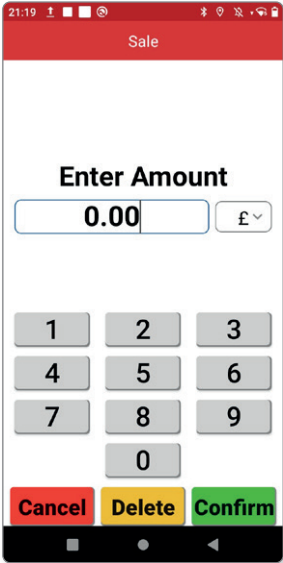
Select one of the following options:

- Mail Order for card details received by mail
- Phone Order if taking over the phone.



2

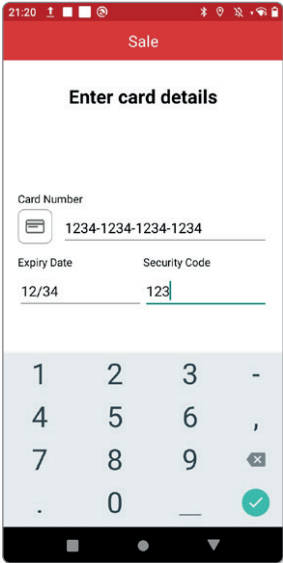
Enter the amount tendered and press **Confirm**.



3

Enter card details:

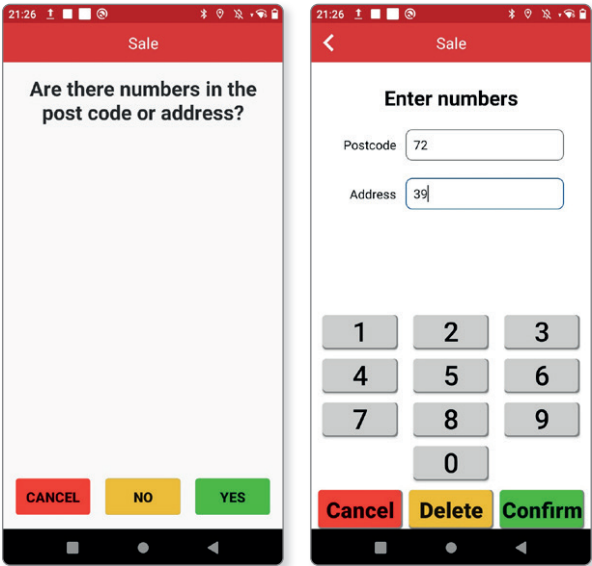
- Card number
- Expiry date
- Security Code (last 3 digits from back of card).



Processing a CNP Sale (continued)

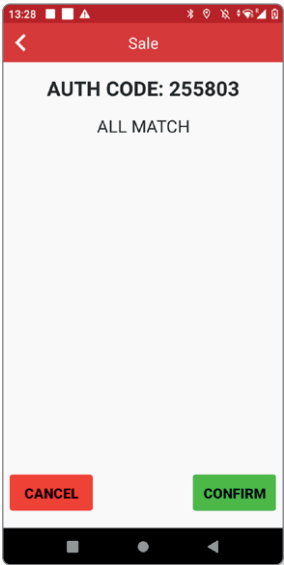
4

You'll then be prompted to enter the following:  
Add numbers from customer's address and postcode.  
For example, if the address is 39 Smith Street,  
AB7 2BA, you'd enter 39 for 39 Smith Street,  
and 72 for AB7 2BA.



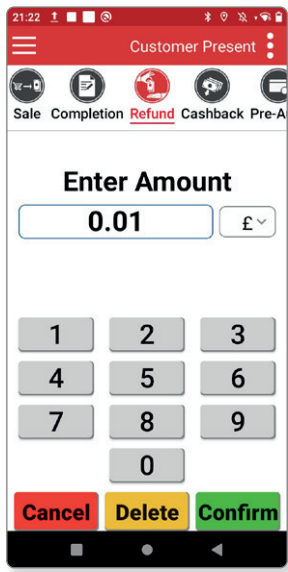
5

Once complete, tap **Confirm** and continue to receipt printing.

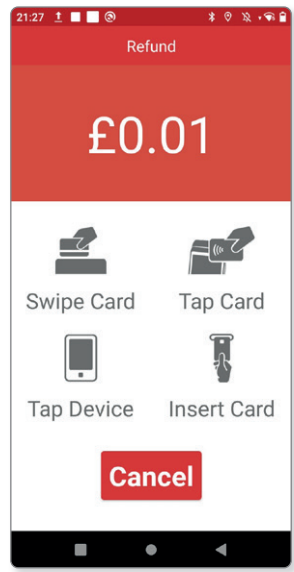


# Refund

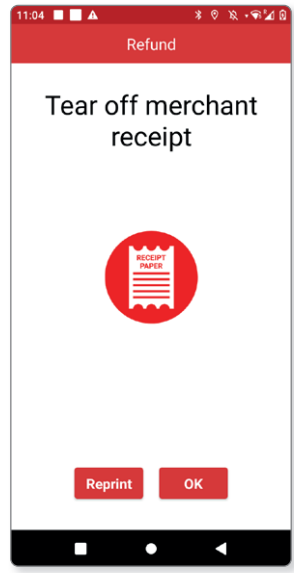
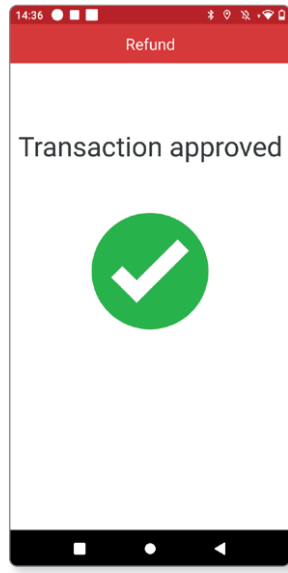
**1**  
To issue a refund, tap **Refund** from the top menu and enter the amount required.



**2**  
Ask the customer to insert, swipe, or tap card.



**3**  
If the customer is not present, make sure you are in **Customer Not Present** mode.  
Choose from **Mail Order** or **Phone Order**, then enter the amount required.  
You will then be asked to enter the **Supervisor Code** to continue with the refund.  
Once complete, customers using Chip & PIN will need to provide their signature and a receipt will be printed.



# Reversals

1

A reversal allows you to void a transaction made without needing a refund.

Please note, you can only perform a reversal on the last transaction made, and this must be done within 1 minute of it being made.

When you process a reversal, the money returns to the customer's bank account and will not show in their statement.

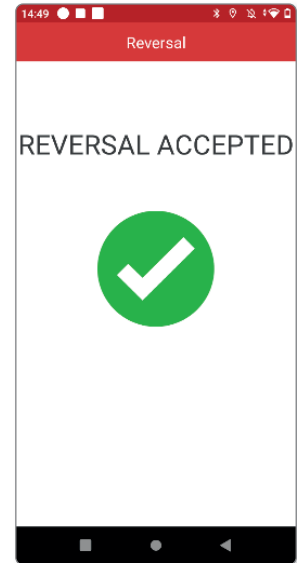
Simply swipe to the left from the Sale screen and select **Reversal** when it appears onscreen.

If more than 1 minute has passed or the transaction has already been processed, CANNOT REVERSE will display as shown below.



2

Otherwise, REVERSAL ACCEPTED will display.



## Pre-Auth

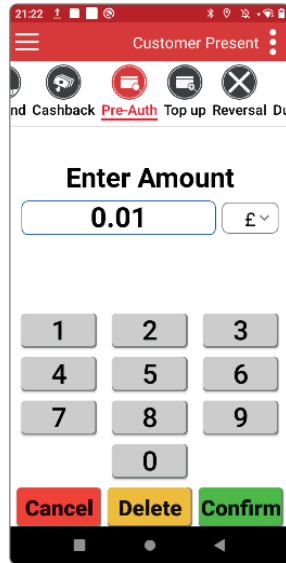
1

Pre-Auth allows you to temporarily hold funds against a customer account and will not take the payment.

This can be used as a form of insurance, for example, for vehicle rentals and hotels.

Simply select **Pre-Auth** from the top menu as shown below and enter the amount required.

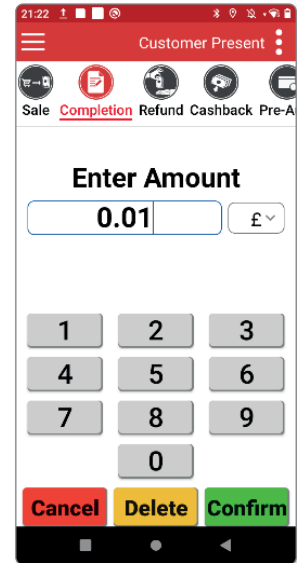
Please keep your merchant copy as this contains the authorisation codes you'll need to complete the payment.



2

### Completion

To collect a Pre-Auth payment, select **Completion** from the top menu as show below.

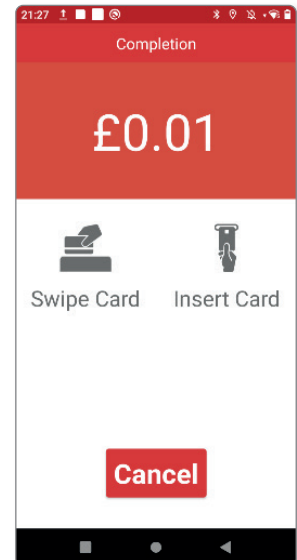


3

Enter the amount tendered.

This cannot be more than the preauthorised value.

To complete the payment, swipe or insert card.



Completion (continued)

1

If in Customer Not Present mode, you will be prompted to enter the customer's card details.

Please enter the Pre-Auth code to continue, this can be found on the Pre-Auth receipt.



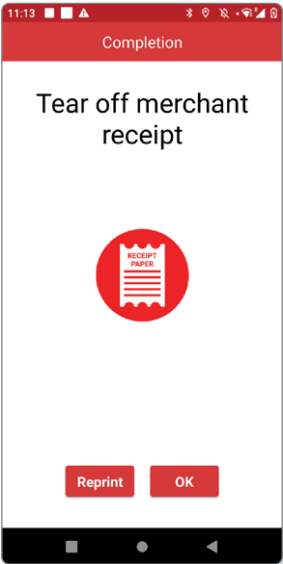
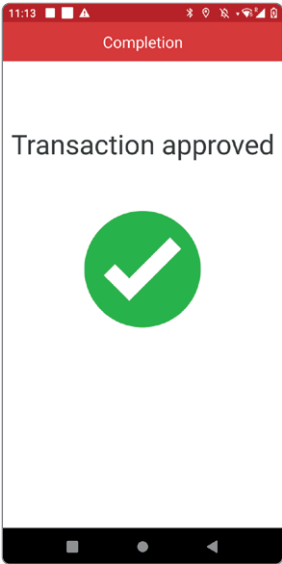
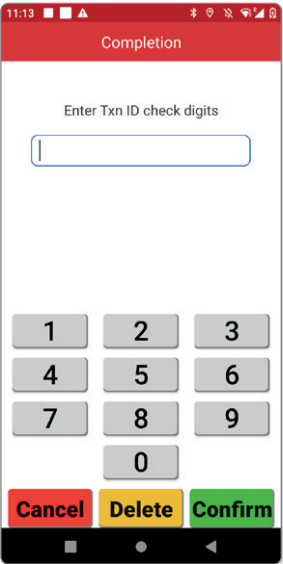
2

Enter the Transaction ID, this can also be found on the receipt.



3

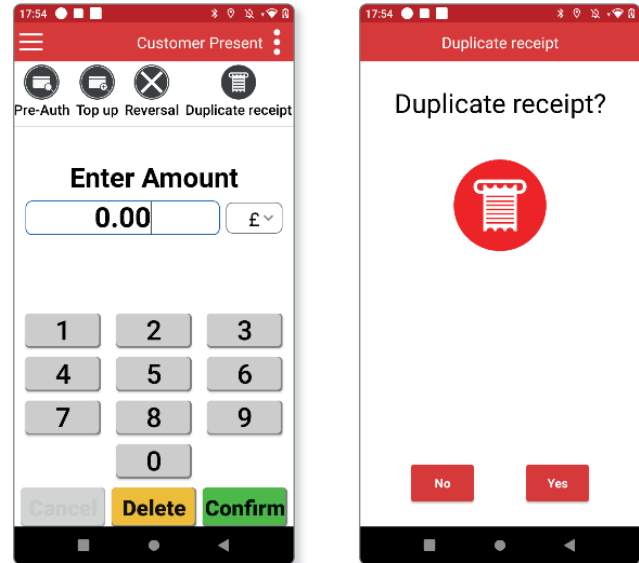
Enter Transaction Check digits found on the receipt.



# Reprinting

If you run out of paper during a payment, or when completing End of Day Banking, replace the till roll and tap **Reprint receipt** to reprint immediately.

If you'd like to reprint the receipt after 5 minutes, tap **Duplicate receipt** on the top menu and you will be presented with the second screen below.



Tap **Yes** and the terminal will print the last receipt created.

The duplicate receipt can be used for both merchant and customer copy.

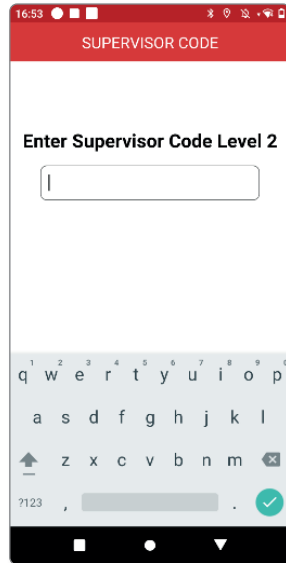


## How to enable and customise gratuity

1

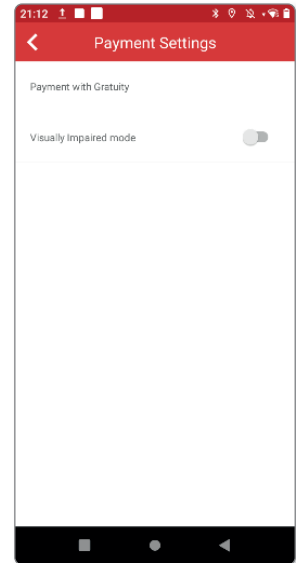
Tap on the burger menu found on the top left of your screen.

Select **Supervisor Menu** and enter your **Supervisor Code**.



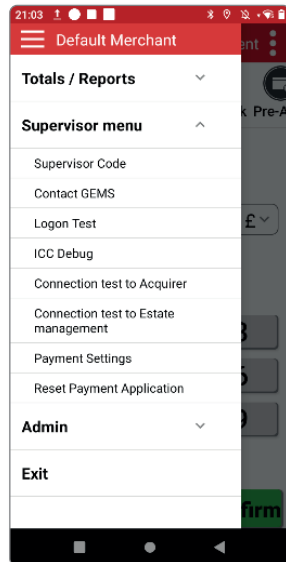
2

Select **Payment with Gratuity**.



3

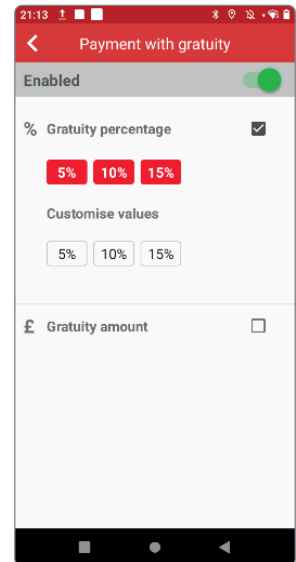
Tap **Payment Settings**.



4

Here, you will be presented with a list of options:

- Tap on the toggle to enable or disable gratuity.
- Choose **Gratuity percentage** and enter 3 percentage values.
- You can also choose **Gratuity amount** and this will be requested onscreen at time of payment.



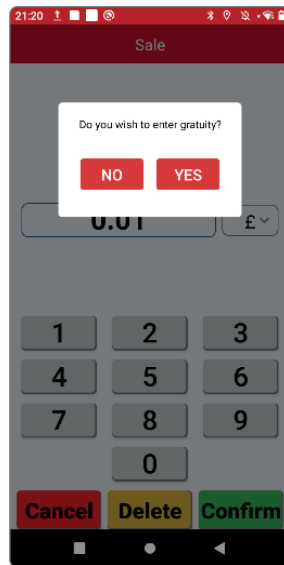
# How to add gratuity to a transaction

1

Ensure gratuity is enabled from the **Payment settings**.

When a transaction is processed, you will be prompted to enter gratuity.

Tap **Yes**.



2

If both Gratuity percentage and Gratuity amount are enabled in Payment Settings, you will be presented with both options.

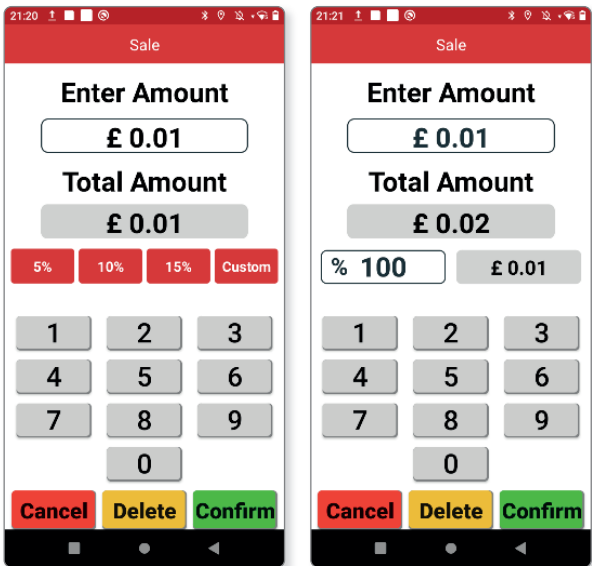
Select a gratuity type and enter.



3

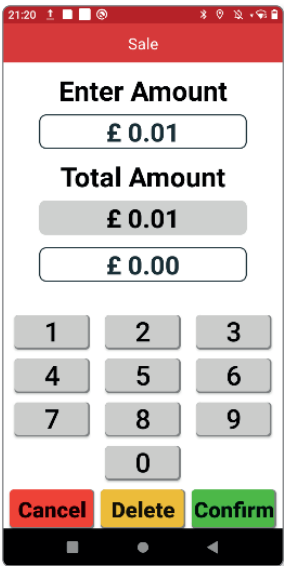
If using percentage, select a prerendered amount or a custom value.

The gratuity will show as a separate value on the receipt.



4

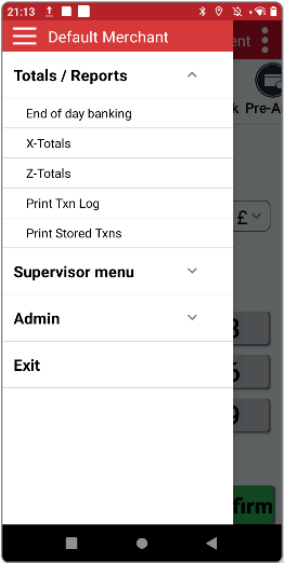
If using amount, ask the customer to enter the amount desired.



# How to change your Supervisor Code

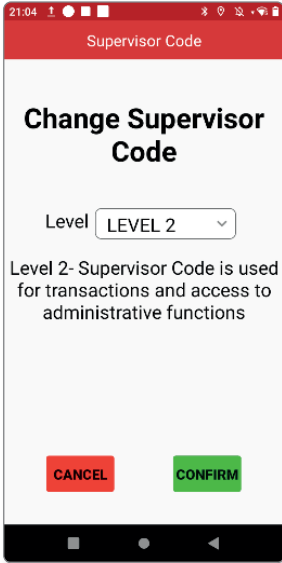
1

Tap the burger menu on the top left, select **Supervisor menu**, then **Supervisor Code**.



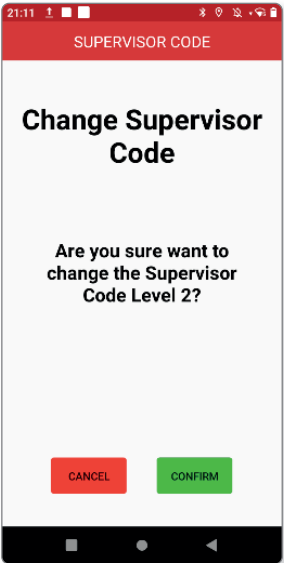
2

You can choose between Level 1 and Level 2 from the drop-down box, as shown below.



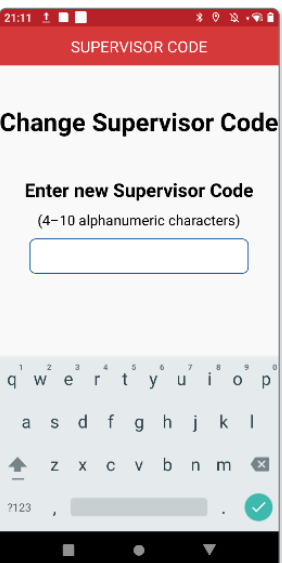
3

Tap **Confirm** to continue.



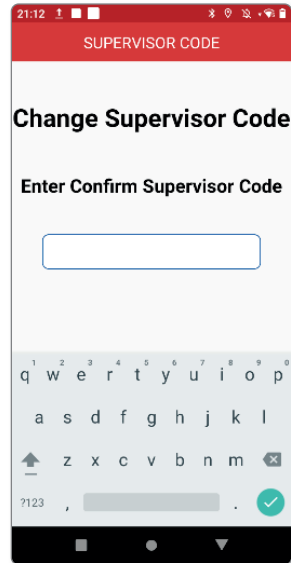
4

Enter the new code.



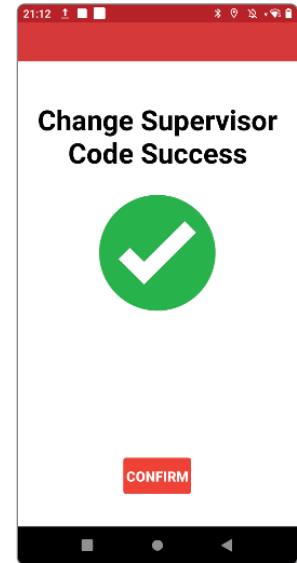
5

Re-enter the code to confirm.



6

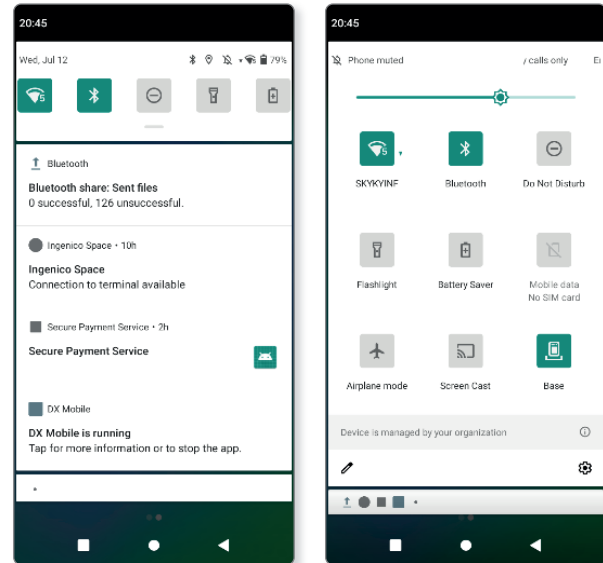
Tap the green tick and then **Confirm**.



# How to adjust brightness

Swipe down from the top of the screen and drag this to the bottom to expand your options.

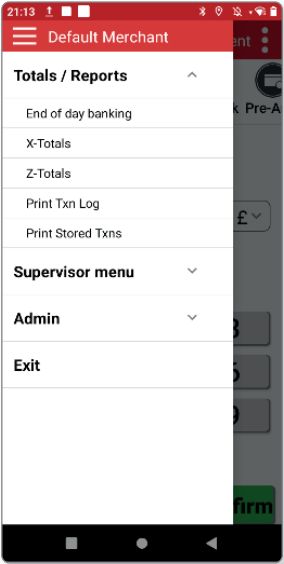
Use the scroll to adjust to the desired level.



# End of Day Banking

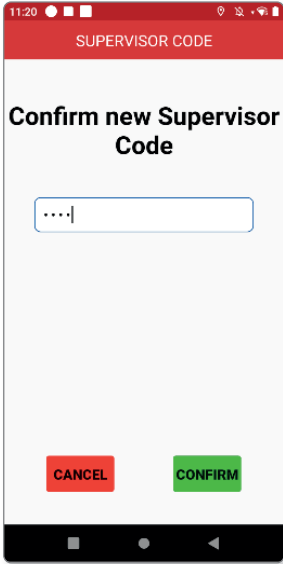
1

Tap the burger menu on the top left of the screen.  
Select **Totals/ Reports**, then **End of day banking**.



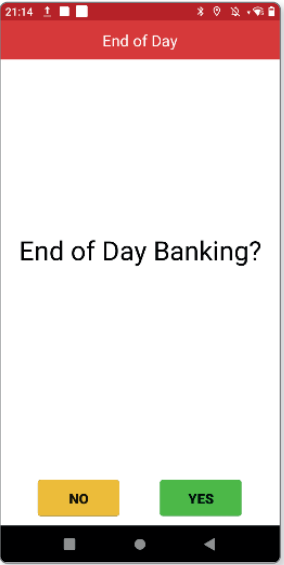
2

Enter your Supervisor Code when prompted, then tap **Confirm**.



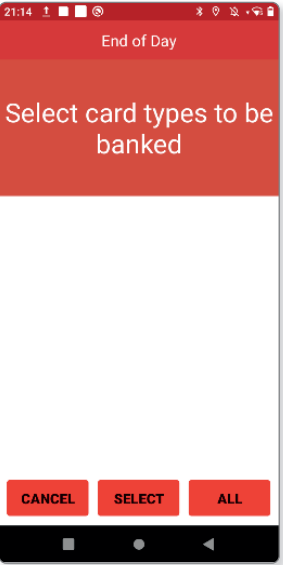
3

Tap **Yes** to continue.



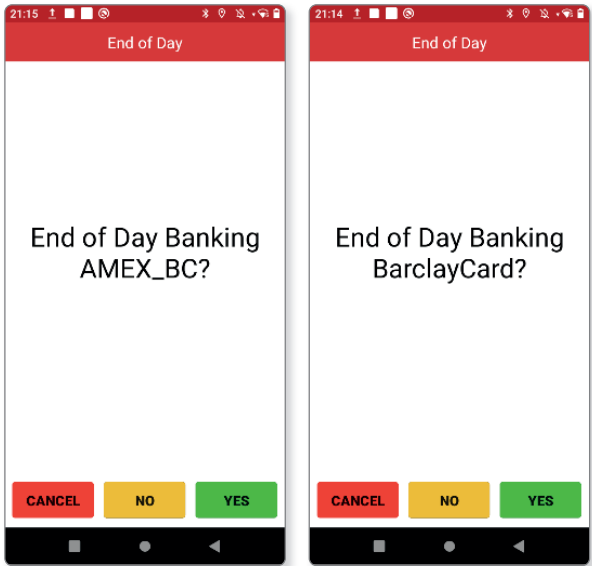
4

You will be asked to confirm which card types to bank.  
Tap **Select** to choose acquirer or tap **All**.



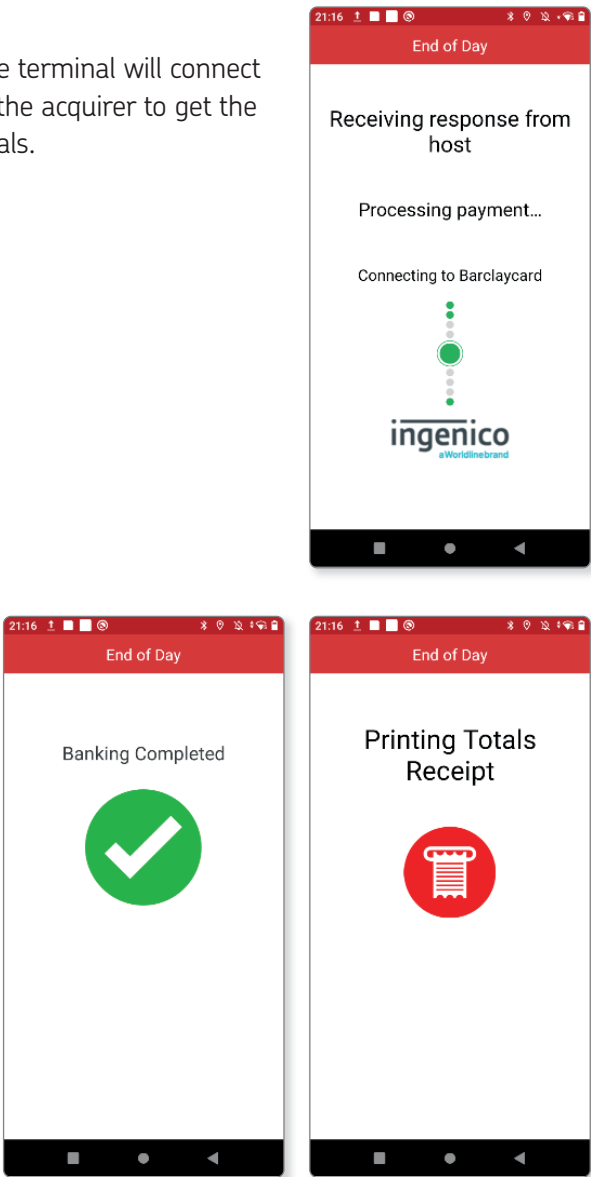
5

Tap **Yes** or **No** to choose acquirer.



6

The terminal will connect to the acquirer to get the totals.

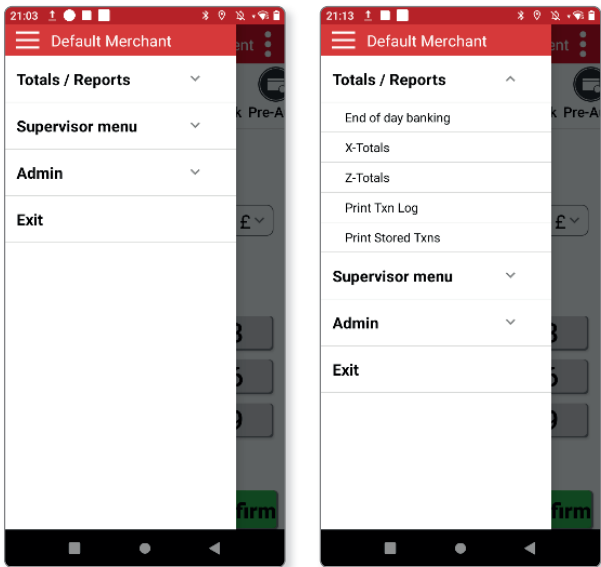




# Print X report

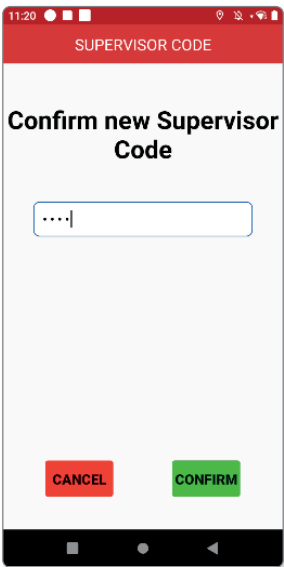
1

Tap the burger menu from the top left, select **Totals/ Reports** then choose **X-Totals**.



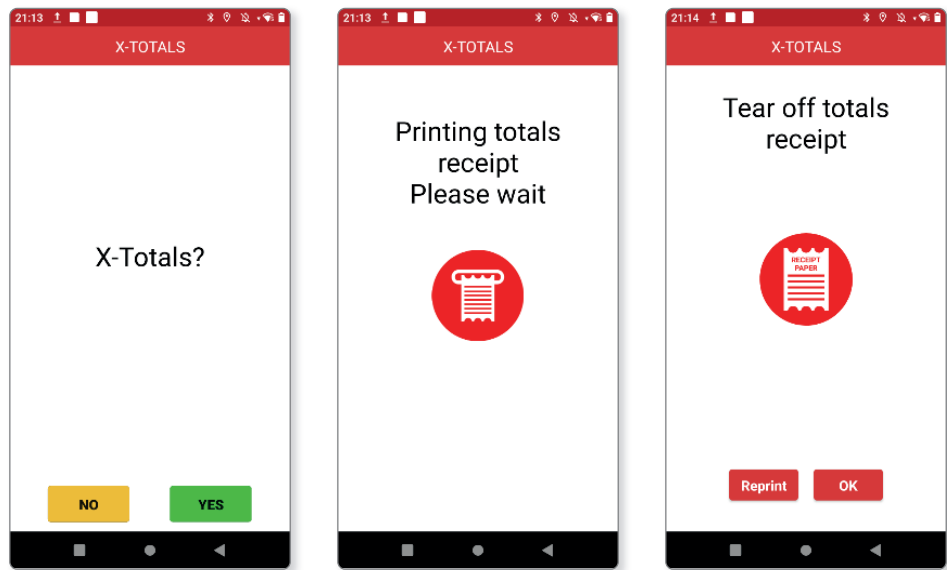
2

Enter Supervisor Code and tap **Confirm**.



3

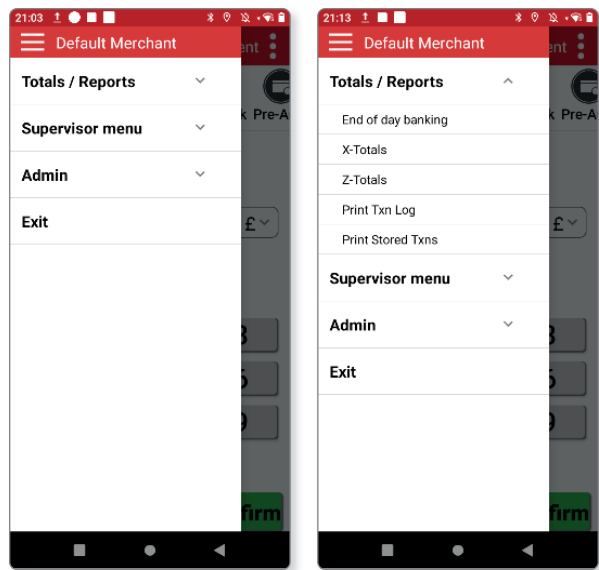
Tap **Yes** and this will begin to print.



# Print Z-report

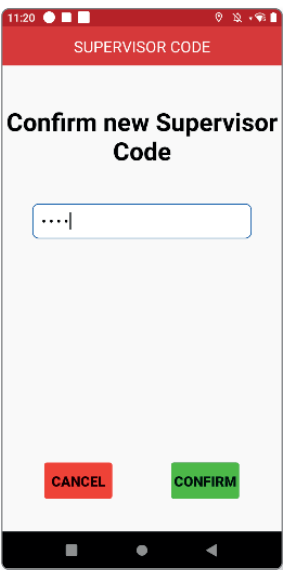
1

Tap the burger menu from the top left select **Totals/ Reports** then choose **Z-Totals**.



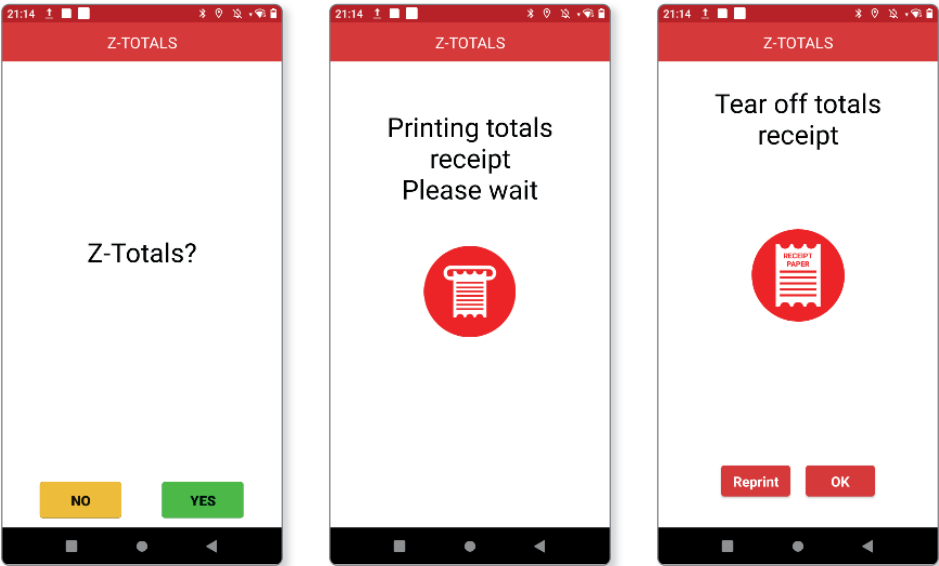
2

Enter Supervisor Code and tap **Confirm**.



3

Tap **Yes** and this will begin to print.





# DX8000



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