

DX8000 Box Contents

- DX8000 Device equipped with a paper roll
- Power adaptor
- Battery pack

DATAMESH GROUP

DX8000 USER GUIDE



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24/7 Support
1300 023 282
support@datameshgroup.com

**SMARTER
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Your DataMesh Group Terminal will be delivered fully configured and ready to use in a few simple steps.

Follow these steps to use the device.

Charging the battery

- Connect the power adaptor to the terminal USB-C connector located on the left-hand side of the terminal.
- Connect the power adaptor to the supply mains network.
- Check the charging status on the top of the screen.

Turning on the device

- Hold down the power button located on the lefthand side of the Terminal for three seconds or until the screen turns on.
- Once powered, the terminal will complete it's start-up routine. Upon completion, the **Satellite Payment Application** Icon will appear on home screen.



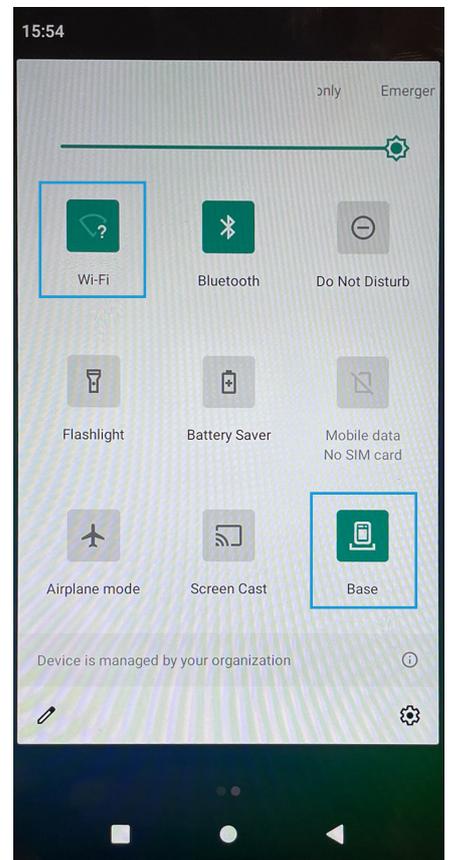
Connecting to Wi-Fi

To view available Wi-Fi connections

Place your finger above the screen near the camera and swipe down.

To connect to Wi-Fi

- Tap on the Base Icon. 
- Select desired network.
- Enter network password.
- Select **Connect**.



SOFTWARE

Upgrading

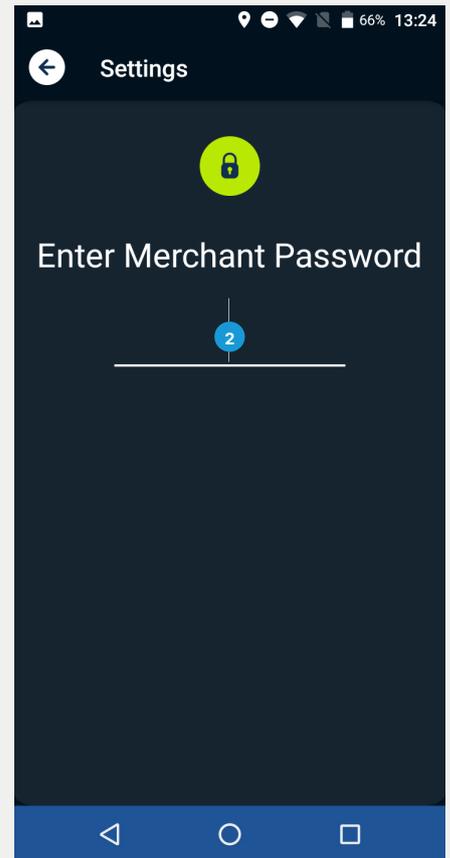
Step 1.

Click on the Gear icon  located at the top right of the Satellite Payment App homescreen to open Setting menu.

Step 2.

Enter Merchant password.
(Default password is set as 0000).

Refer to page 6 on how to update merchant password.

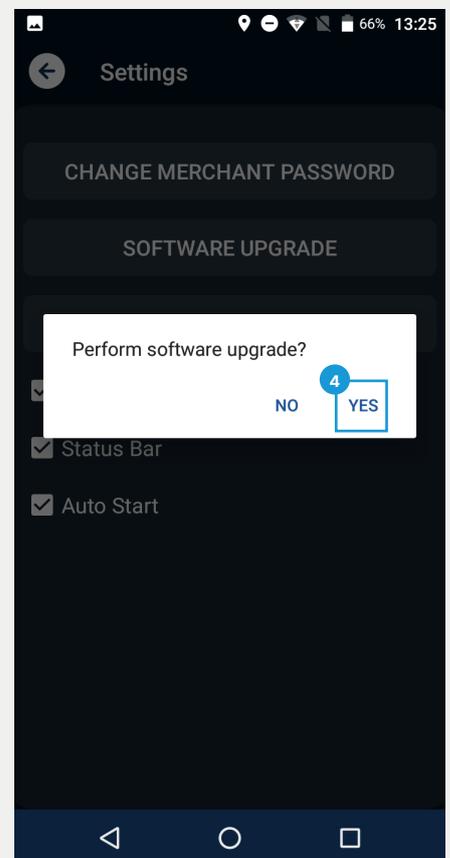
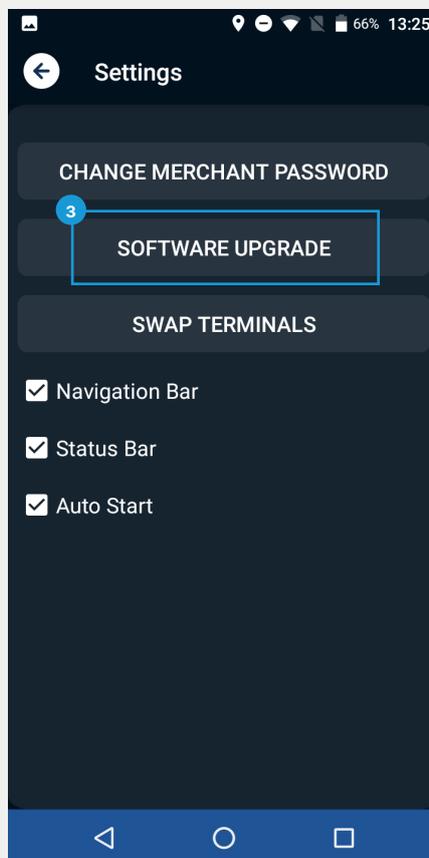


Step 3.

Click [Software Upgrade](#)

Step 4.

Click **Yes** to perform software upgrade.



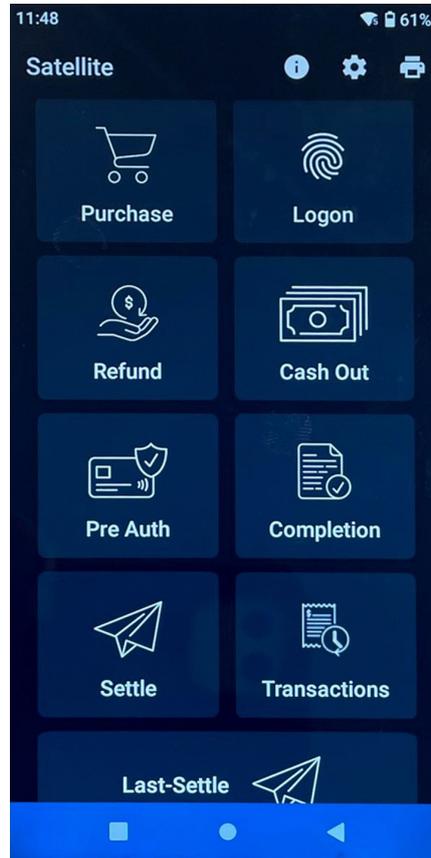


Satellite Payment App

Performing a payment or other function on the Satellite Payment App

- To initiate a payment, touch anywhere on the DataMesh group payment app idle screen
- **Payment** features **enabled** on your terminal will **appear** highlighted in white text.

Note: Features applicable to your terminal will be highlighted in white text.



Purchase

Purchase Transaction

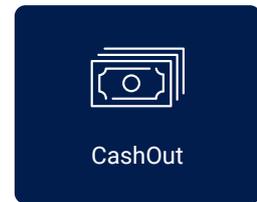
1. Tap the **Purchase Icon**.
2. Using the keypad **enter the amount**, then Tap the **Green Tick** to confirm the amount.
3. The customer will then be instructed to either insert/swipe or Pay-wave the card.
Note: Customer may be prompted to key in their pin number.
4. Terminal screen will display Approved/Declined.
5. Depending on the printer options you have opted for, terminal will display **Print** Merchant receipt **Yes or No**, then display **Print** Customer receipt **Yes or No**.



Refund

Refund Transaction

1. Tap the **Refund Icon**.
2. Using the keypad **enter the amount**, then Tap the **Green Tick** to confirm the amount.
3. **Enter** Merchant password, then **tap the green tick** to confirm Merchant password.
4. The customer will then be instructed to either insert/swipe or Pay-wave the card.
Note: Customer may be prompted to key in their pin number.
5. Terminal screen will display Approved/Declined.
6. Depending on the printer options you have opted for, terminal will display **Print** Merchant receipt **Yes or No**, then display **Print** Customer receipt **Yes or No**.



CashOut

Cash Out Transaction

1. Tap the **Cash Out Icon**.
2. Using the keypad **enter the amount**, then Tap the **Green Tick** to confirm the amount.
3. The customer will then be instructed to either insert/swipe or Pay-wave the card.
Note: Customer may be prompted to key in their pin number.
4. Terminal screen will display Approved/Declined.
5. Depending on the printer options you have opted for, terminal will display **Print** Merchant receipt **Yes or No**, then display **Print** Customer receipt **Yes or No**.

10:35

Satellite

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SETTINGS

Merchant Password

Merchant Password is the function used to prevent misuse of the “refund” function. We recommend that the merchant password be assigned only to onsite manager and/or roles that are permitted to complete refunds as per business processes.

The Site Manager can change the Merchant Password from the **Settings** screen by following the below steps. It is recommended to change the default merchant password as part of your installation activities.

Step 1.

Click the Gear icon  located at the top of the payment app

Step 2.

Click **CHANGE MERCHANT PASSWORD** button, the first button shown on the **Settings** screen.

Step 3.

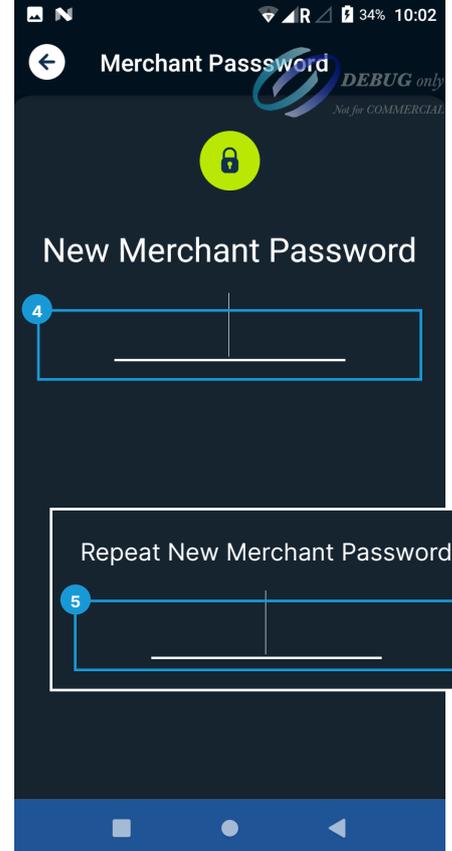
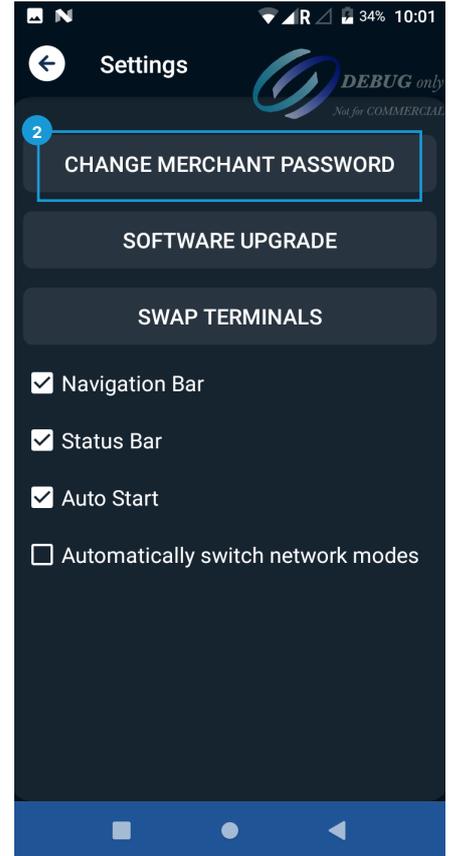
Enter Existing **Merchant Password**.
Note: default password “0000”.

Step 4.

Enter new **Merchant password**.

Step 5.

Repeat New **Merchant Password**.
Note: The terminal will display Password changed OK when the above steps are completed successfully.



To reset manager password contact the Help Desk for assistance.

Terminal Navigation

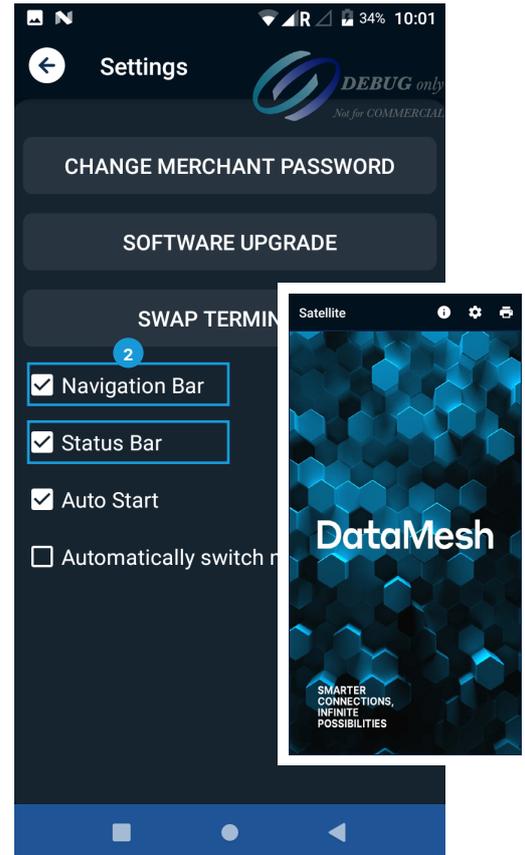
Navigation functions and Status screen can be enabled and disabled on terminal via the **Settings** menu

Step 1.

Click on the Gear icon  located at the top right of the Satellite Payment App home screen to open **Settings** menu.

Step 2.

Click on the tick boxes to enable or disable the **Navigation Bar** and the **Status Bar**.



Support

Support is available via contacting the DataMesh Group Help Desk.

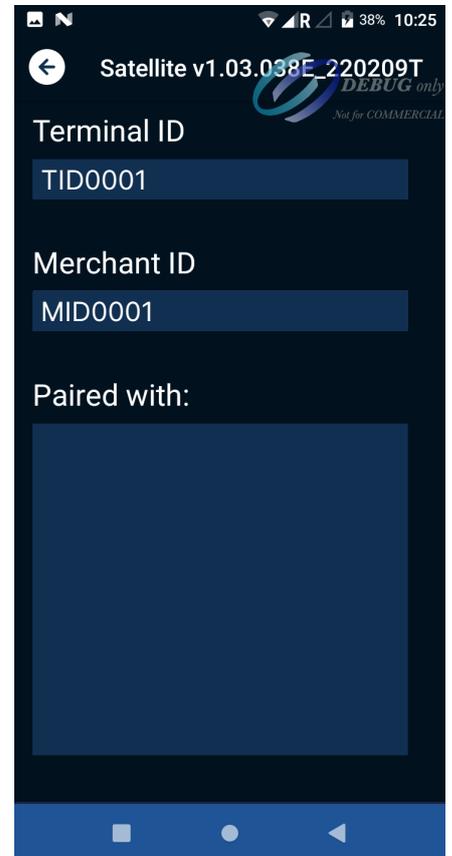
Note: Help Desk contact details can be found on page 12.

You will be asked to provide your Merchant ID (MID) and Terminal ID (TID) when contacting the Help Desk.

Terminal information can be located on the terminal via the information menu.

Step 1.

Click on the  icon located at the top right section of the Satellite Payment App homescreen to open Information menu.



DX8000 TERMINAL QUICK REFERENCE GUIDE

The DX8000 terminal offers a best-in class digital experience in-store whilst optimizing performance, productivity and security.

Terminal specifications and features

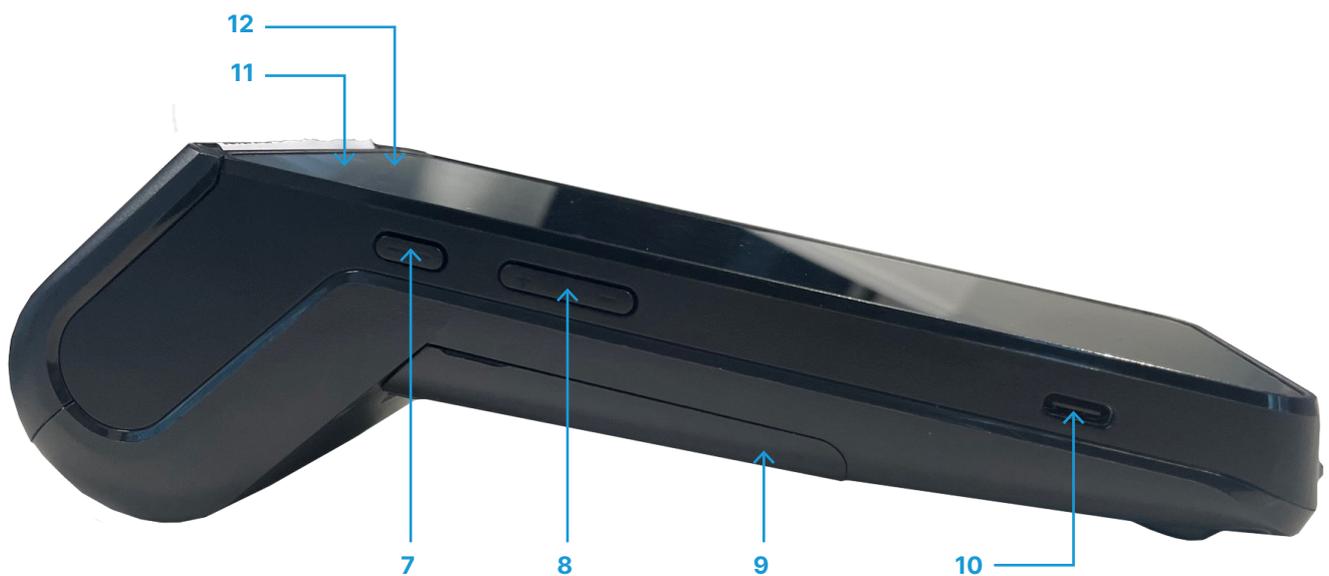
- Built on Android 10
- PCI PTS V6 compliant
- Powerful processing to increase speed and output
 - Boosted memory (Up to 3GB RAM 32GB FLASH)
 - High speed processor (ARM Quad- core cortex A53)
- 6-inch touchscreen and ergonomic interface
- Payment anywhere and anytime (4G, 3G, GPRS, Bluetooth and WIFI)
- All methods of payment accepted (EMV Chip & pin, contactless, magstripe)
- Fast integrated printer
- Powerful cameras
 - Front camera (up to 2MP)
 - Rear camera (up to 8MP)
- Long lasting battery

This reference guide provides information about:

- Terminal specifications and features
- How to operate your terminal
- Customer Support

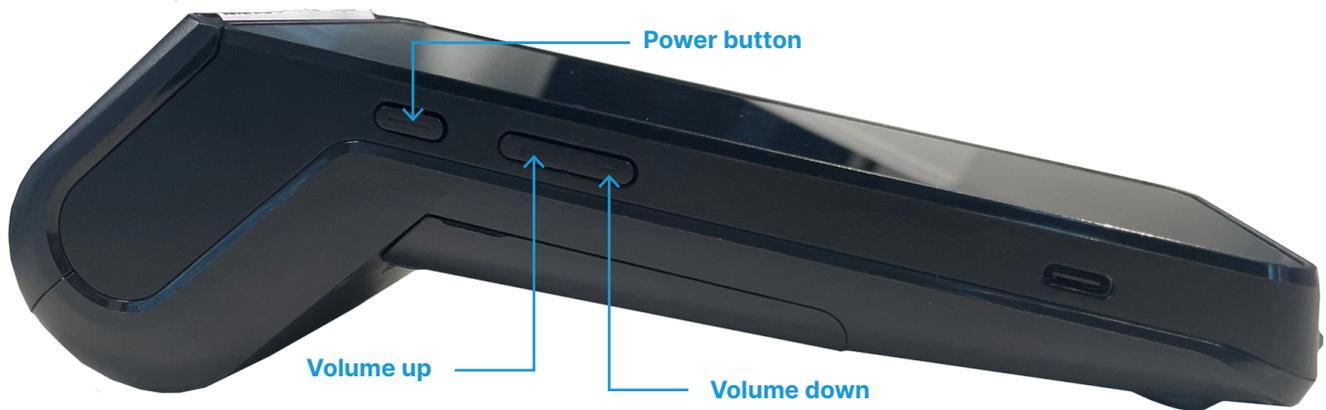
Overview of Ingenico DX8000

- 1. Contactless landing zone
- 2. LCD and touch screen
- 3. Smart card reader
- 4. Buzzer
- 5. Magnetic card reader
- 6. Easy Loading Printer
- 7. Power Key
- 8. Volume Keys
- 9. Battery cover
- 10. USB-C connector
- 11. Front scanner
- 12. LEDs for contactless card



Keypad Functions

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



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



Card Readers

The DX8000 includes a magnetic stripe reader, EMV card reader and contactless card reader.



3.1 Magnetic stripe reader

The Magnetic stripe reader is located on the right-hand side of the device.

3.2 EMV Card Reader

The EMV card reader is located at the bottom of the device.

3.3 Contactless Card Reader

The Contactless card reader is located above the front face of the device.

HOW TO OPERATE YOUR TERMINAL

The DX8000 device is compatible with standard 58mm wide and 40mm diameter receipt paper rolls. Most stationary stores stock these receipt roll types, including Officeworks.

Installing the printer roll

Step 1.

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

Note: When inserting a new receipt roll, tear off the first length (one complete turn) to avoid printing on adhesive area of roll.

Step 2.

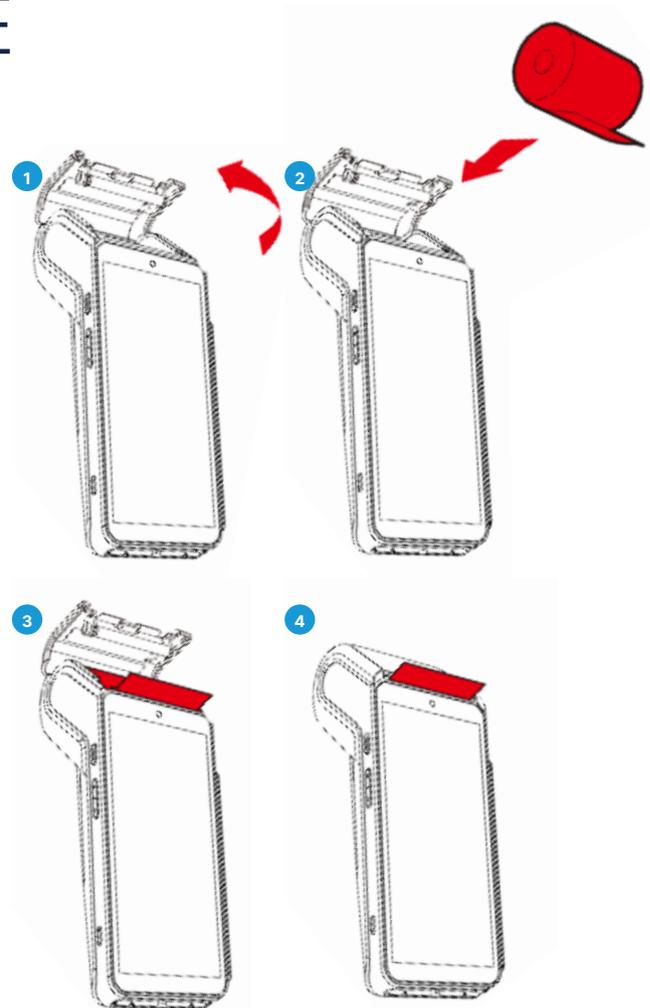
Insert the paper roll in the compartment following the direction shown in the second image.

Step 3.

Ensure paper is pulled out past top of the terminal before closing the cover.

Step 4.

Press on both upper corners of the paper cover until cover clips into position.



Installing the battery

Step 1.

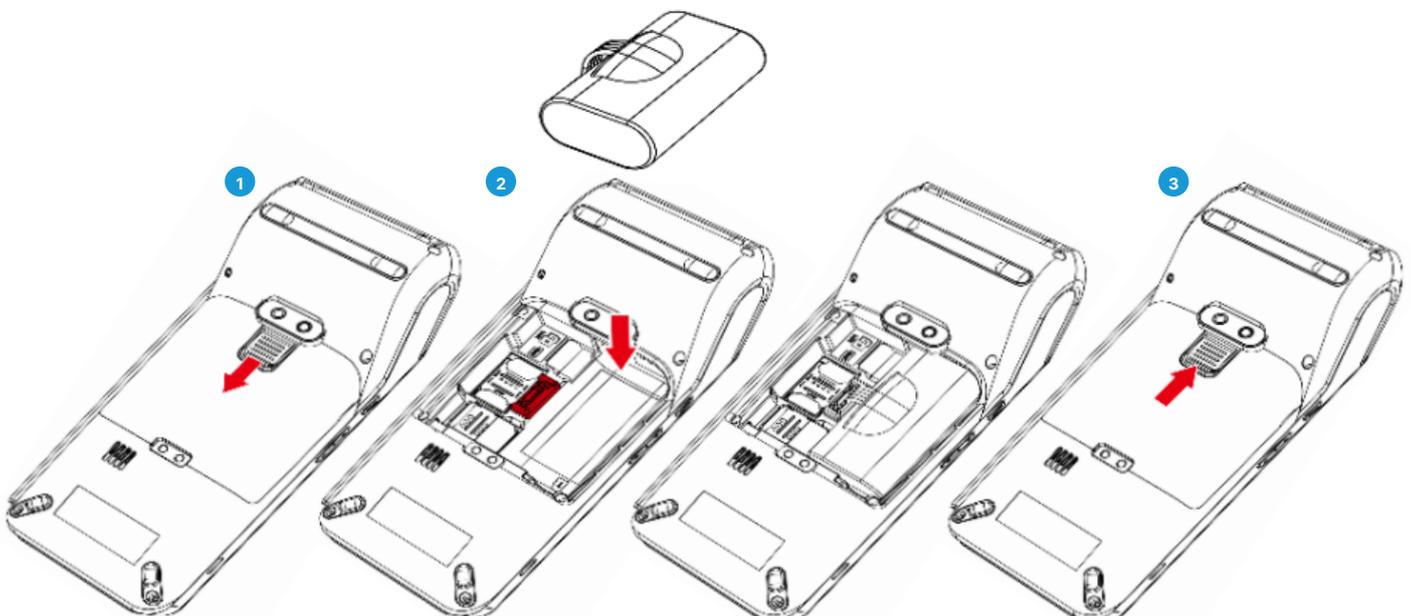
Turn the device over. Unclip the batter cover by pushing on the clips following the direction show in image.

Step 2.

Take battery pack included in box and install into battery compartment as show in images 2-3.

Step 3.

Replace the batttery cover, pushing until cover clips into position.



Cleaning the device

- Unplug all the wires from the terminal.
- Use a soft cloth that is slightly soaked with soapy water to clean the outside of the terminal.
- Do not clean the electrical connections.
- Do not use solvents, detergents, or abrasive products. Those materials might damage the plastic or electrical contact.
- Avoid exposing the terminal to the direct rays of the sun.
- Do not put anything into the slot of the smart card reader.
- Do not immerse the device in water or liquid.

Customer Support

If there is a problem whilst installing or operating this product, please contact our Help Desk team for further assistance.

1300 023 282

support@datameshgroup.com



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