

DATAMESH GROUP

DX8000 TERMINAL USER GUIDE

smarter connections,
infinite possibilities

Your DataMesh Group Terminal will be delivered fully configured and ready to use in 4 simple steps.

DX8000 Box Contents

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

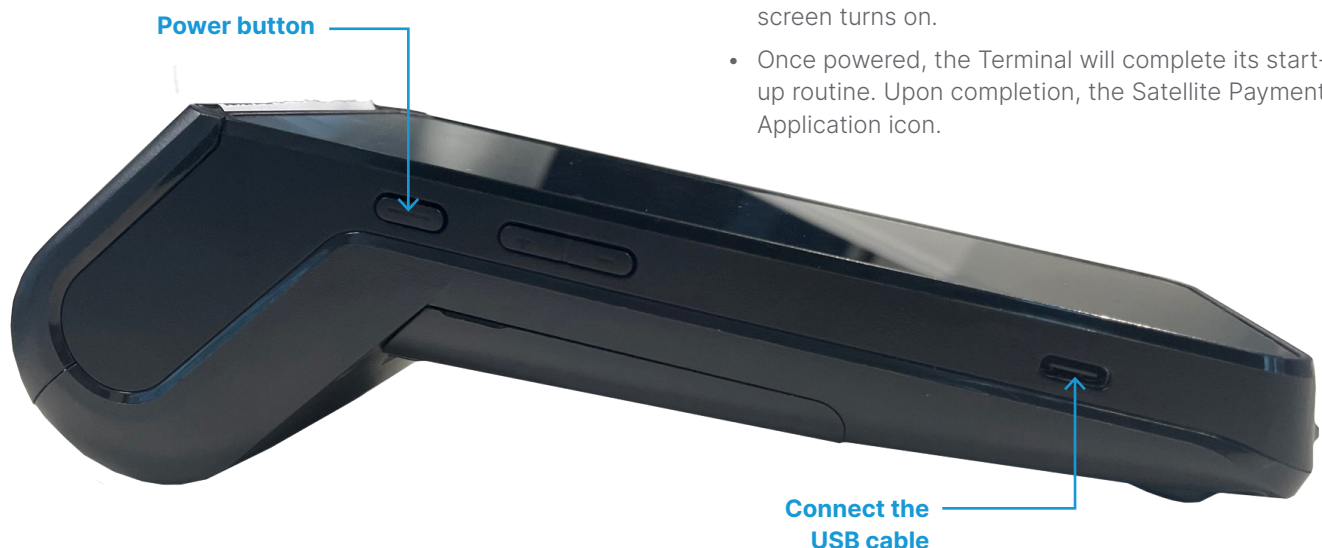
Follow these simple steps to use the device.

Charging the battery

- Connect the power adaptor to the terminal USB type-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

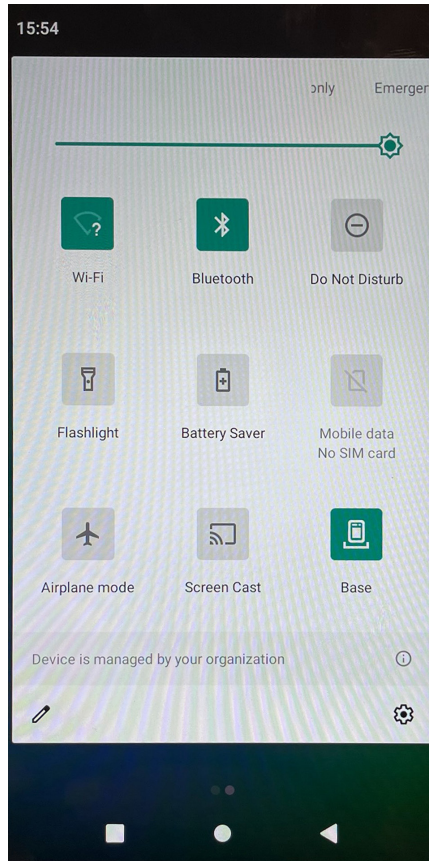
- Hold down the power button located on the lefthand side of the Terminal for three seconds or until the screen turns on.
- Once powered, the Terminal will complete its start-up routine. Upon completion, the Satellite Payment Application icon.



Connecting to WIFI

To see available Wi-Fi connections, place your finger above the screen near the camera and swipe down.

To connect tap on the Base Icon and select desired network, then enter password and select connect.



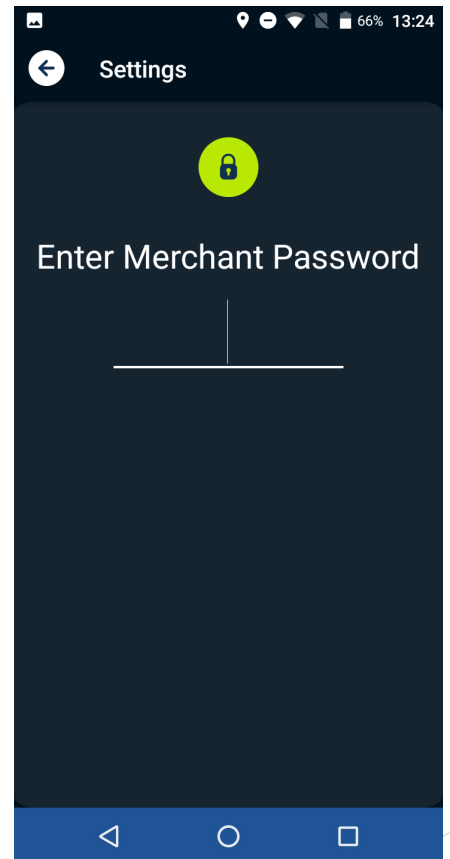
Software Upgrade

Step 1.

Click on the “Gear” Icon to reach the settings screen.

Step 2.

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

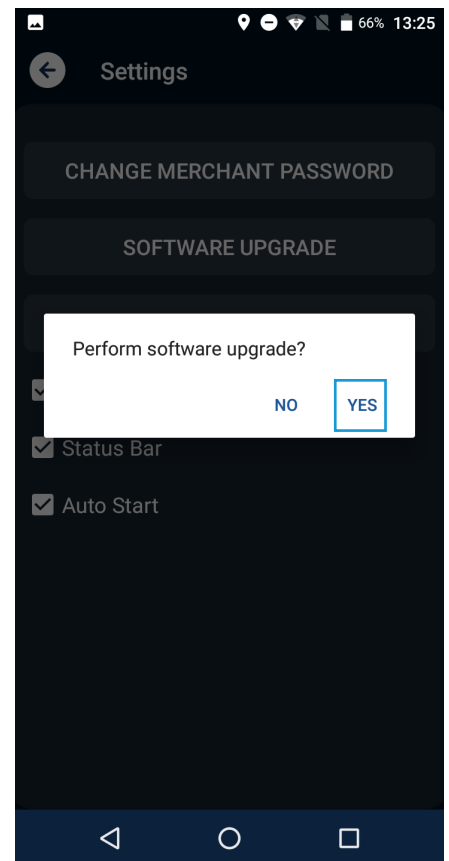
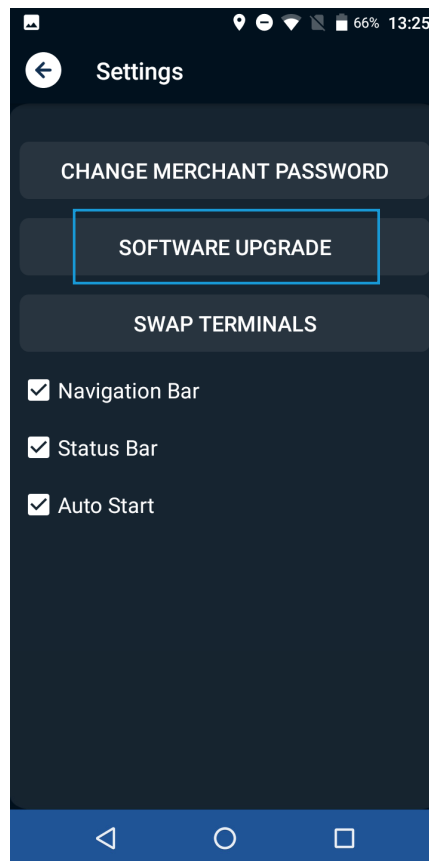


Step 3.

Click "Software Upgrade"

Step 4.

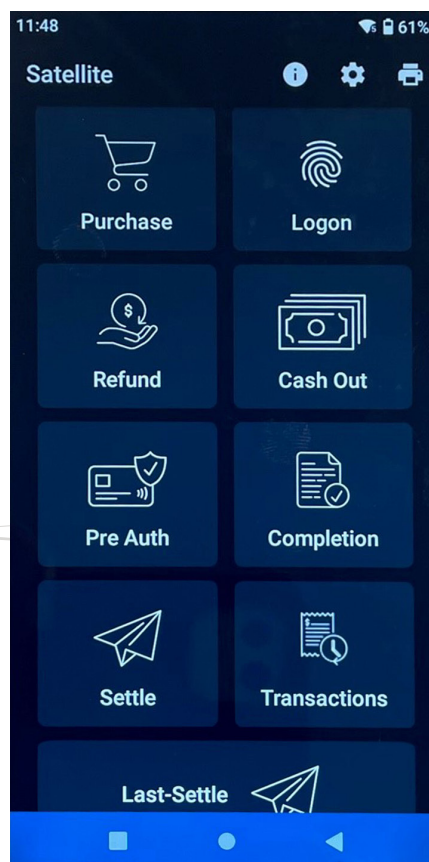
Click "Yes" to perform software upgrade.



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
- The payment option will now be displayed

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



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**.

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**.

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**.



SETTINGS

Merchant Password

Merchant Password is the function used to prevent misuse of the “refund” function. It should be protected by the onsite Manager under existing operational processes. The Site Manager can change the Merchant Password from the “Settings” screen by following the below steps.

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.

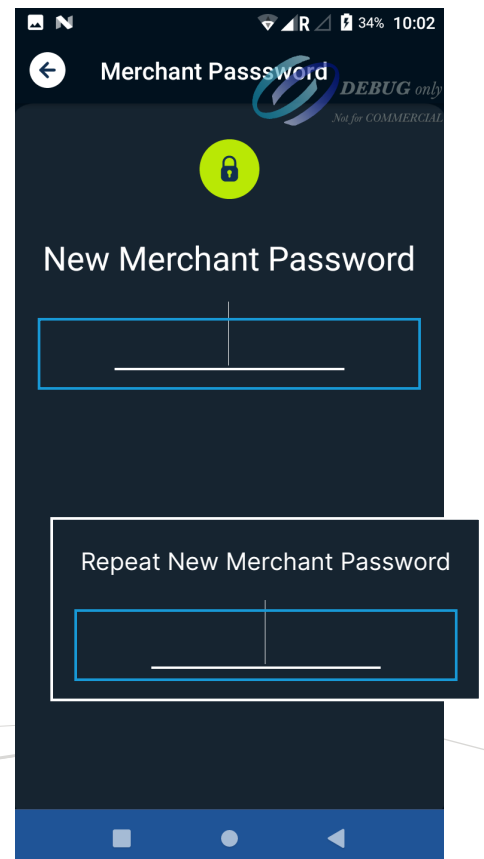
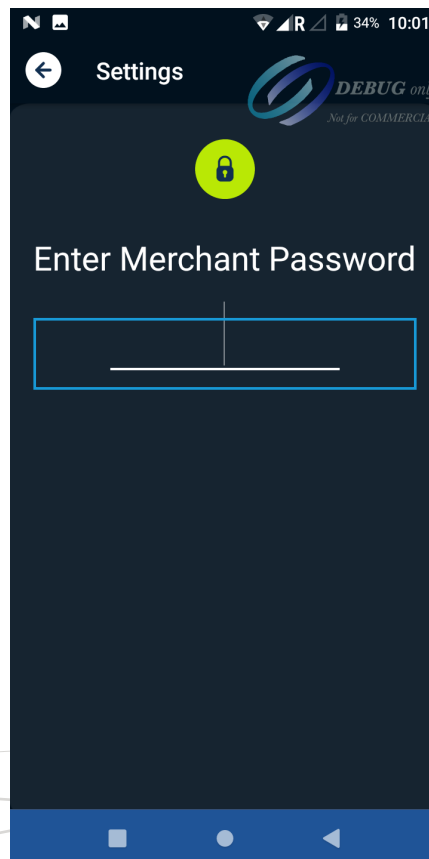
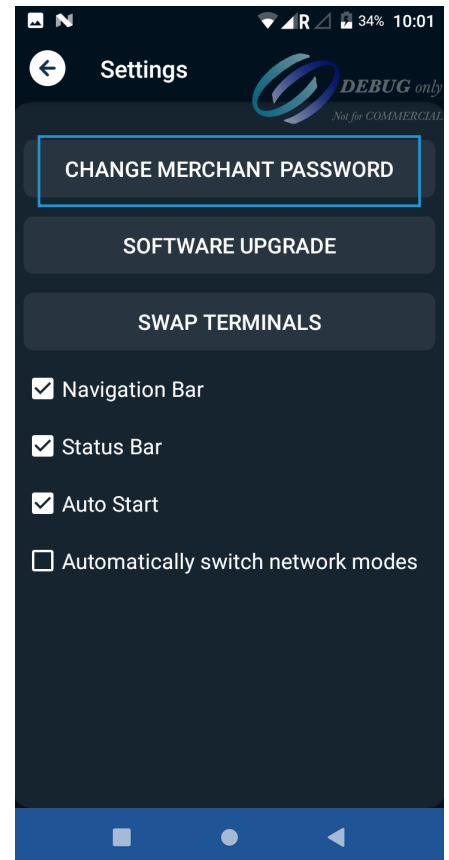
Enter new Merchant password

Step 5.

Repeat New Merchant Password

Step 6.

The Terminal will display “Password changed OK”



Terminal Navigation

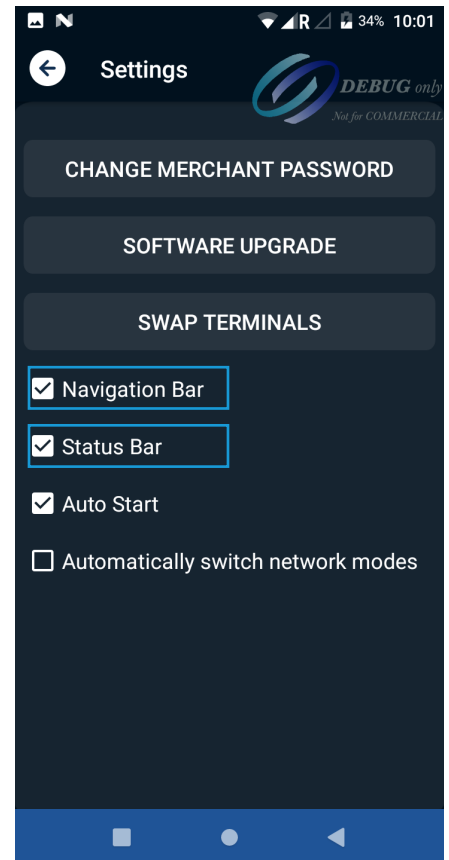
Users can enable or disable navigation functions and remove or enable status screen

Step 1.

Click on the "Gear" icon to the "settings" screen.

Step 2.

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



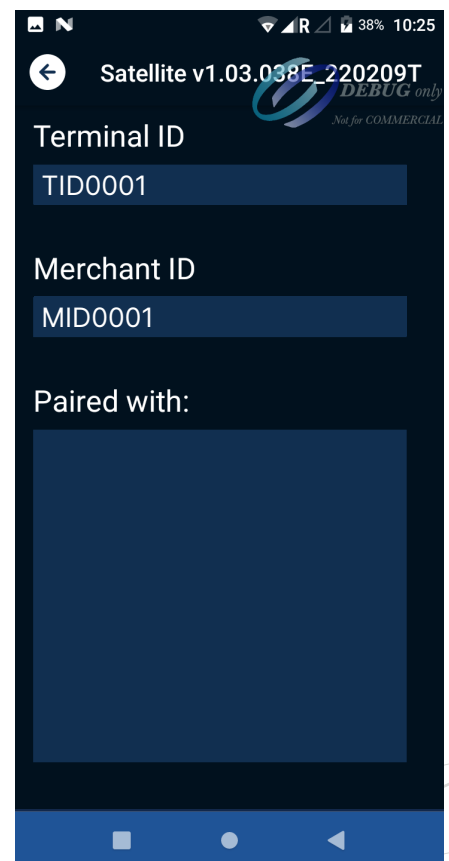
Support

Support is available via contacting the DataMesh Group Help desk.

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

To assist the support agent to help with trouble shooting, you will be required to provide your Merchant ID and Terminal ID.

You can find these details by tapping the i icon located on the home page of the Satellite app.



QUICK REFERENCE GUIDE

Based on Android 10, the Axium DX80000 offers a best-in-class digital experience in-store whilst optimizing performance, productivity, and security.

- 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

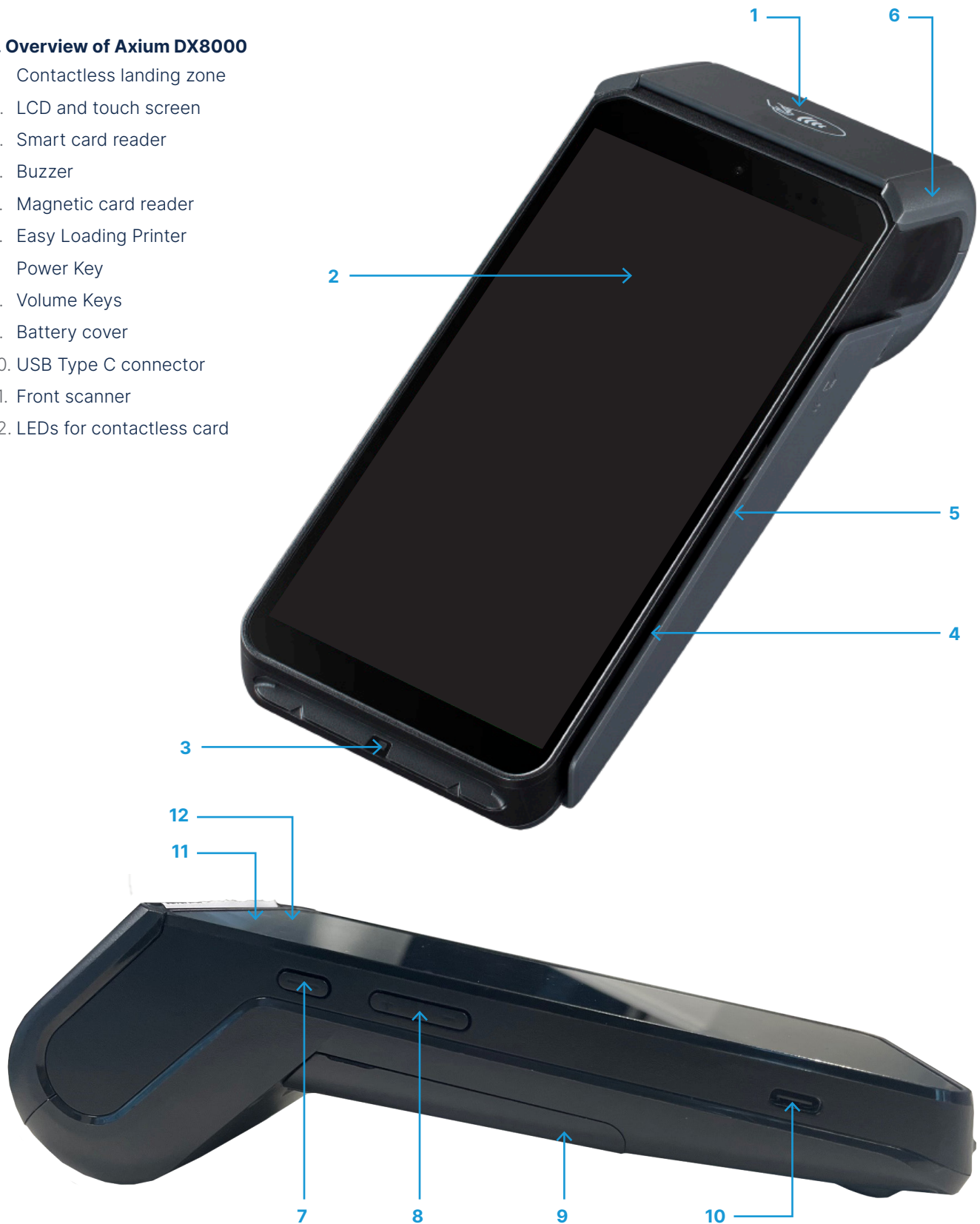
Purpose

This reference guide provides information about:

- Production information
- Product features
- Support

1. Overview of Axiom 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 Type C connector
11. Front scanner
12. LEDs for contactless card



2. 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

3. 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.

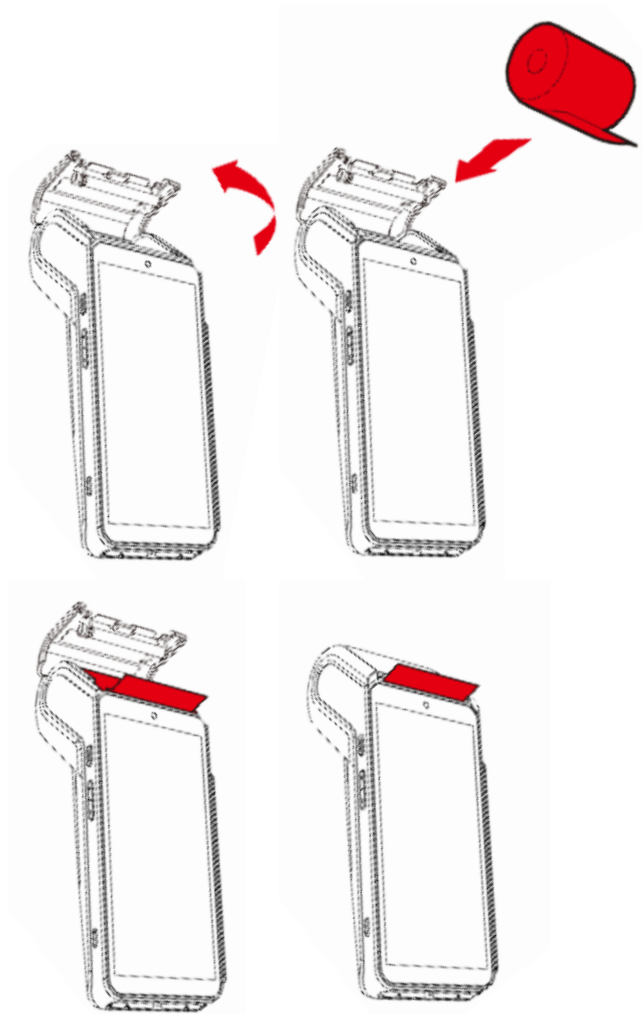
3.3 Contactless Card Reader

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

4. Installing the printer roll

The DX8000 device is compatible with standard 58mm wide and 40mm diameter receipt paper rolls. The receipt rolls can be found in all good stationary stores, such as office works.

- 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.
- Insert the paper roll in the compartment following the directions shown on the picture below
- Pull the paper up to the top of the terminal, maintain the paper and close the cover
- Press simultaneously both upper corners of the paper flap until it clips into position.

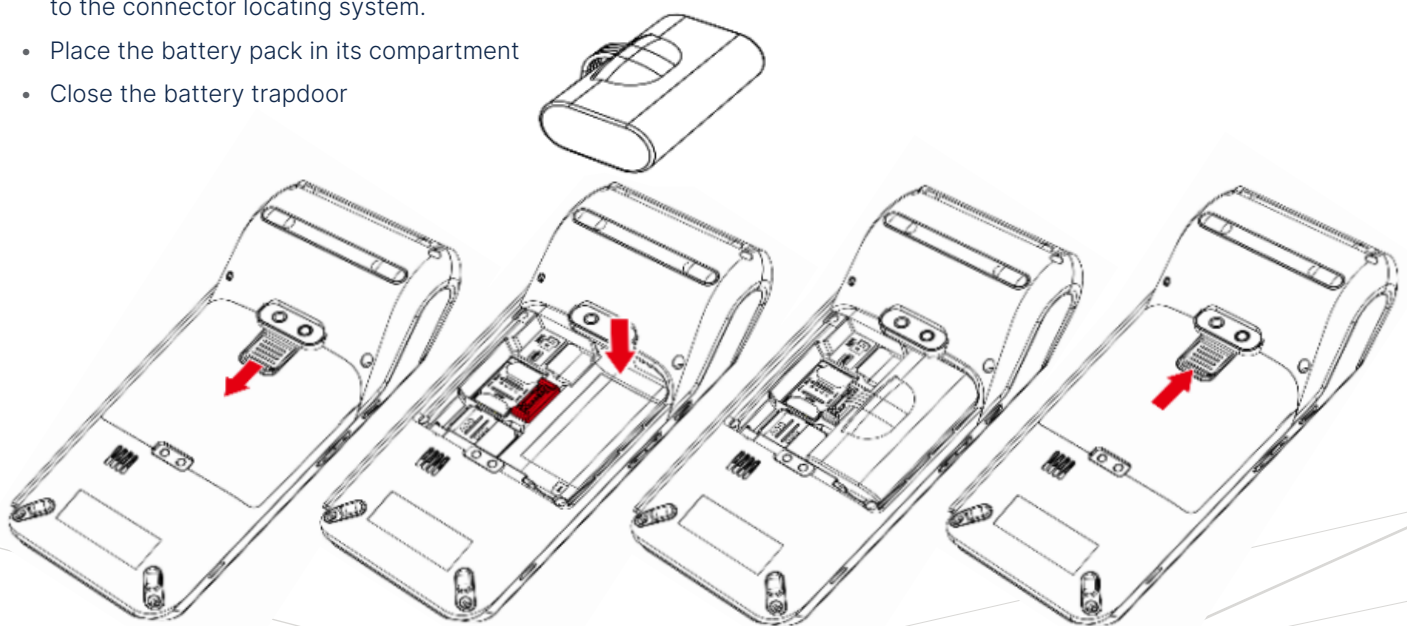


ADVICE

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

5. Installing the battery

- Turn the device over and unclip the battery trapdoor by pushing the clips as shown below
- Disengage the trapdoor
- Take the battery pack included in the box
- Located the battery pack connector according to the connector locating system.
- Place the battery pack in its compartment
- Close the battery trapdoor



6. Cleaning the device

- Unplug all the wires from the terminal
- Use a soft cloth that is very slightly soaked with soapy water to clean the outside of the terminal
- Do not clean the electrical connections
- Do not use in any case, 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

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infinite possibilities**

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

Datamesh Group Help desk

Phoning: 1800 951 380

Emailing support@datameshgroup.com.

Operating hours are 24hrs - 7 Days a week

DataMesh™