Manuals+ — User Manuals Simplified.

global payments DX8000 Smart Terminal

global payments DX8000 Smart Terminal User Guide

Contents

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Product Information

Specifications:

- Model: Global Payments Smart Terminal DX8000 / EX8000
- Power Source: Battery-operated
- Connectivity: Wireless
- Support: Contactless payments, chip cards, magnetic stripe cards
- Features: Sale transactions, refund transactions, settlement procedures

Product Usage Instructions

Terminal ON/OFF:

- **Power On:** Ensure the terminal battery is installed and press the power button for about 1 second until the display turns on.
- **Power Off:** Hold down the power button for more than 2 seconds and tap Power off.

Administrator ID and Password:
If your terminal has a default administrator ID name of 1, please contact Global Payments Customer Care at 1-800-599-6491 to set up a personalized admin password.

Performing a Sale Transaction:

1. Tap the Sale transaction icon on the home screen.
2. Select the Merchant option and enter the merchant password (if enabled).

3. Enter the clerk ID (if enabled) and password, then press [Confirm].

Performing a Refund Transaction:

1. Tap the Refund transaction icon on the home screen.
2. Enter the supervisor or manager ID and password, then press [Enter].

Performing a Settlement Transaction:

1. It is highly recommended to perform a settlement at least once daily.
2. Tap the icon on the Apex main menu screen and then select the Settlement transaction icon.

Frequently Asked Questions (FAQ):

- **Q: What should I do if the terminal displays "Out of Balance" during the settlement procedure?**
  A: If the terminal displays Out of Balance at the end of the settlement procedure, please contact Global Payments Customer Care at 1-800-599-6491 for assistance.

Get started

Welcome to the Global Payments Smart Terminal Quick Start Guide! It's your go-to resource for quickly and easily setting up and using your new payments terminal. This guide covers everything from the initial setup to processing payments, ensuring you have all the essential information at your fingertips. We'll also provide you with helpful links to additional resources to maximize the potential of your new payment solution. Let's get started!

Terminal ON/OFF

- **Power On:** Ensure the terminal battery is installed and press the power button [⊗] for about 1 second until the display turns on.
- **Power Off:** Hold down the power button [⊗] for more than 2 seconds and tap "Power off".

Administrator ID and password

If your terminal has a default administrator ID name of "1", please contact Global Payments Customer Care at 1-800-599-6491 to set up a personalized admin password.

Performing a transaction

Performing a sale transaction

1. Tap the Sale transaction icon on the home screen.
2. Select the Merchant option and enter the merchant password (if enabled).
3. Enter the clerk ID (if enabled) and password, then press [Confirm].
4. Enter the invoice number (if enabled), then press [Confirm].
5. Key in the transaction amount and press [Confirm].
6. The terminal will prompt the customer to choose a tip option: [1]-Tip percentage, [2]-Custom

Tip, or [3]-No Tip. Confirm the total amount and press Yes or No. The cardholder can press [1]-Yes to confirm or [2]-No to make changes.

7. The cardholder should proceed to tap, insert, or swipe their card as instructed.
   - **a.** If the card is inserted, the cardholder follows the prompts, including entering their PIN.
   - **b.** If the card is swiped, follow the prompts to enter the last 4 digits of the card number and CVV/CVC (if enabled).
   - **c.** If the credit card is issued outside Canada and the terminal has HomeCurrencyPay (HCP) dynamic currency conversion, follow the HCP prompts to select the payment currency.
8. After the transaction is complete, the merchant copy of the receipt will be printed. Press [Enter] to print the customer copy.

Performing a refund transaction

1. Tap the Refund transaction icon on the home screen
2. Enter the supervisor or manager ID and password, then press [Enter]
3. Enter the total return amount, including tip and cashback, then press [Confirm]
4. The cardholder should tap the card on the reader, insert the chip card, or swipe the card
5. The cardholder follows the prompt to complete the refund
6. The merchant copy of the receipt will be printed. Press [Enter] to print the customer copy of the receipt

Performing a settlement transaction

1. It is highly recommended to perform a settlement at least once daily.
2. Tap the ☰ icon on the Apex main menu screen and then select the Settlement transaction icon.
3. Press "Done" to close the batch and deposit funds.
4. The screen will display "Batch released printing" and the receipt will be printed.

- **CAUTION:** If the terminal displays "Out of Balance" at the end of the settlement procedure, please contact Global Payments Customer Care at 1-800-599-6491.
- **NOTE:** If you wish to activate the Auto Settle function on your terminal, please contact Global Payments Customer Care at 1-800-599-6491

Additional resources
Visit the Global Payments Help Centre at **help.globalpay.com** or scan the QR code on the side for additional support materials for your device(s).

Documents / Resources

global payments DX8000 Smart Terminal [pdf] User Guide
DX8000 Smart Terminal, DX8000, Smart Terminal, Terminal

References

- **User Manual**