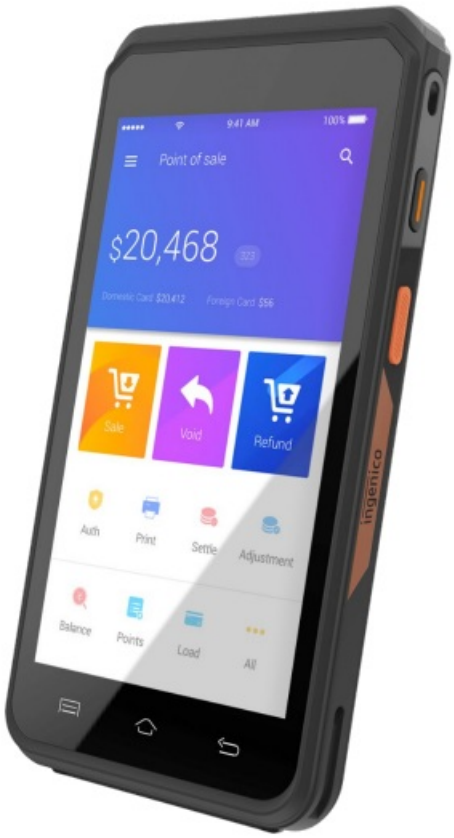
ingenico AXIUM EX6000 Terminal Device User Guide

AXIUM EX6000 Terminal Device
User Guide



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Banks and Acquirers International Holding, SAS / 814 767 216 RCS Nanterre

Contents

Introduction

We hope that you will be fully satisfied with your new AXIUM EX6000 terminal.
Read this guide 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.

Presentation

2.1 Contents of the box

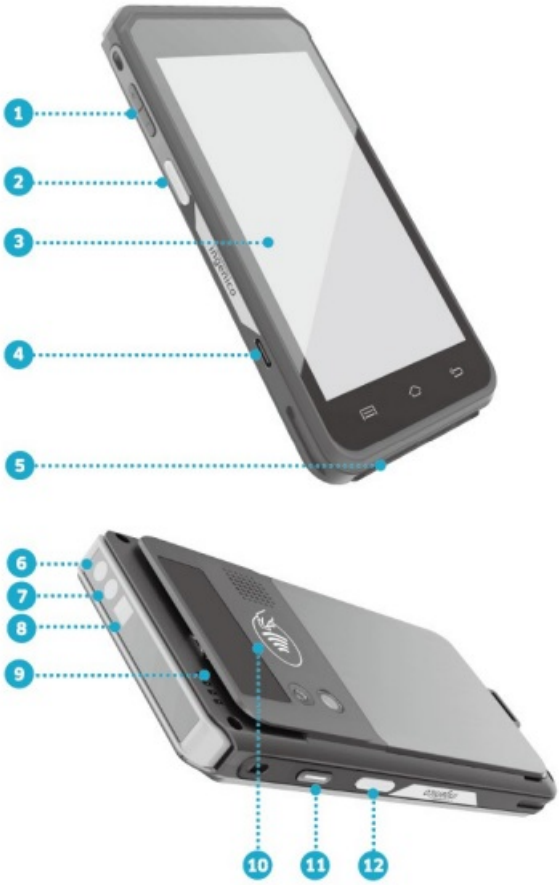
AXIUM EX6000 terminal
Power adapter
A battery pack

This user guide

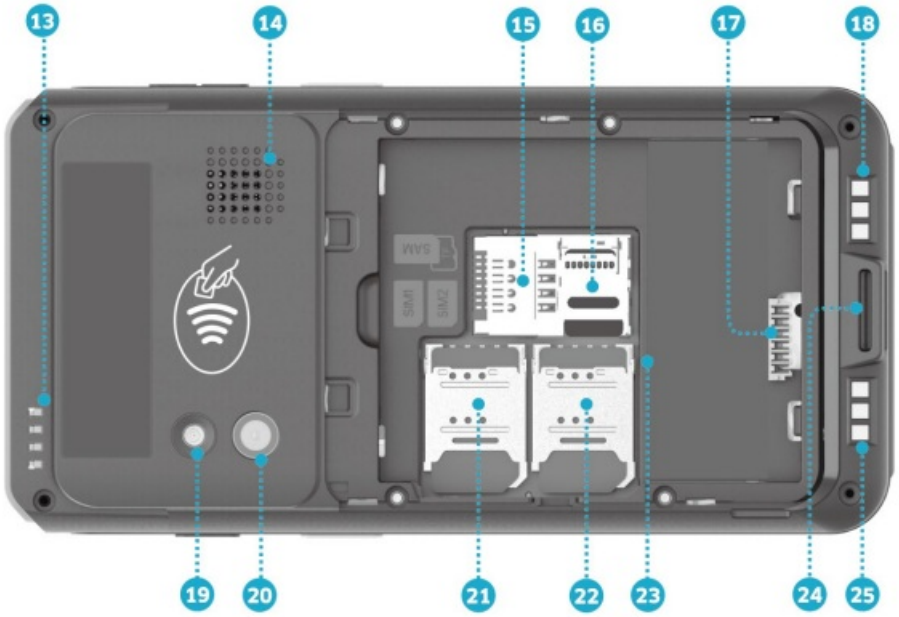
 **WARNING**
The power supply unit provided with your equipment is specially designed for INGENICO AXIUM EX6000 terminal. Do not use any other power supply. The use of a power supply with apparently similar voltage/current characteristics may damage your terminal.

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

2.2 Overview of AXIUM EX6000



1) Volume Keys	2) Scan key
3) LCD and touch screen	4) USB Type-C connector
5) Smart card reader	6) Bar code scanner indicator LED
7) Bar code scanner	8) Bar code scanner illumination light
9) Magnetic card reader	10) Contactless landing zone
11) Power key	12) Scan key

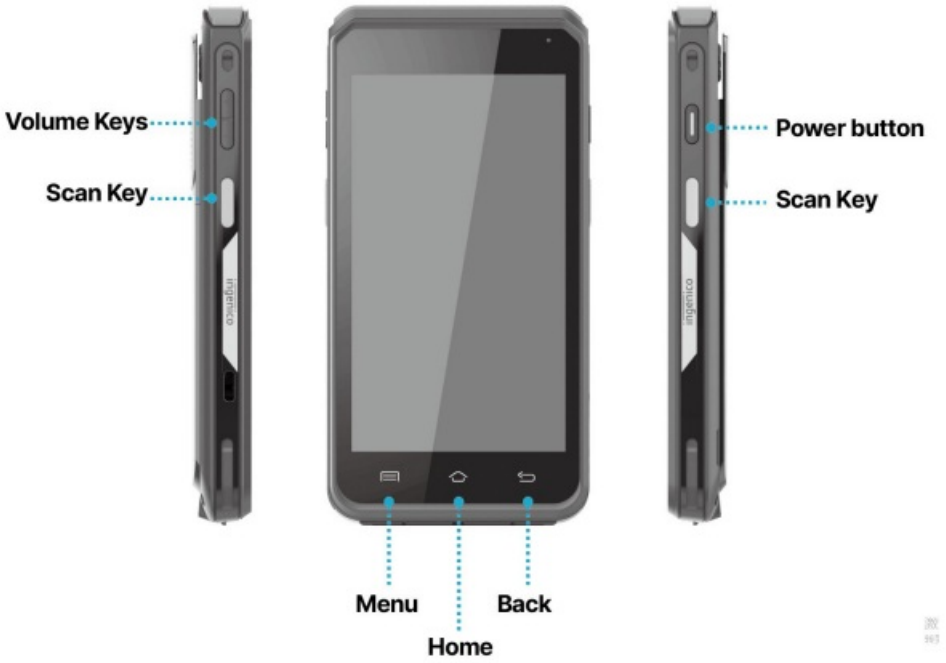


13) LEDs for Contactless Card	14) Speaker
15) SAM card slot	16) Micro SD slot
17) Battery socket	18) Base Charging interface –
19) Flash 21) SIM 1 card slot	20) Rear camera
23) Battery compartment	22) SIM 2 card slot
25) Base Charging interface +	24) Lanyard hole

Weight	261g (including battery)
Dimension (L x W x H)	152.2 X 7 7.1 X 17.5 mm / 5.9 x 3.0 x 0.69 in
Electrical mains network	100-240VAC/50-60Hz Class II

2.3 Key Locations and Functions

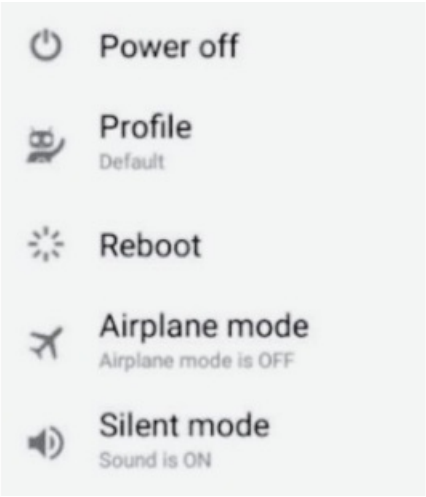
Three physical keys on the left side of the terminal: a scan key and two volume keys.
Two physical keys on the right side of the terminal: a power button and a scan key.
Three virtual keys at the bottom of the 5-inch screen: Menu, Home and Back keys.



2.4 Touch Panel
The AXIUM EX6000 is equipped with touch panel that allows input via finger or with the use of a stylus.

Use of the terminal

3.1 Power on/Power off the terminal
Power On Terminal:
Make sure the terminal battery is correctly installed.
Press <Power> button for about 1s until the display is turned on.
Power Off Terminal:
Press and hold <Power> button for more than 2s until the display shows the following menu.
Press <Power off>.



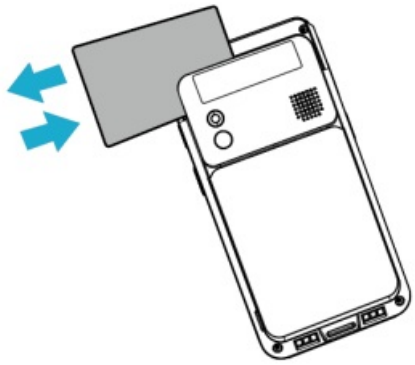
Battery Low:
If the battery is empty, the terminal will automatically shut off.
Terminal restart:
In the event of abnormal behavior of the terminal, press and hold the power button for 8 seconds to force the terminal to power off.
Screen saver mode:
To conserve battery power, the screen may be turned off with a short press of the power button. (approximately 0.5 seconds).

3.2 Reading cards

Magnetic stripe card

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

Use a consistent swipe motion to ensure a reliable card reading.

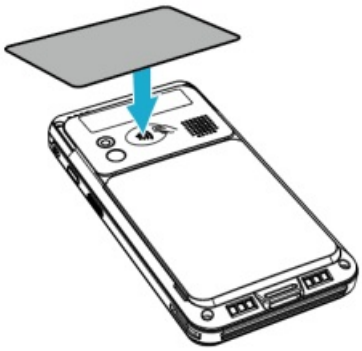


Contactless card

Bring the card firmly up to the active zone.

Keep the card close to the reader during the transaction.

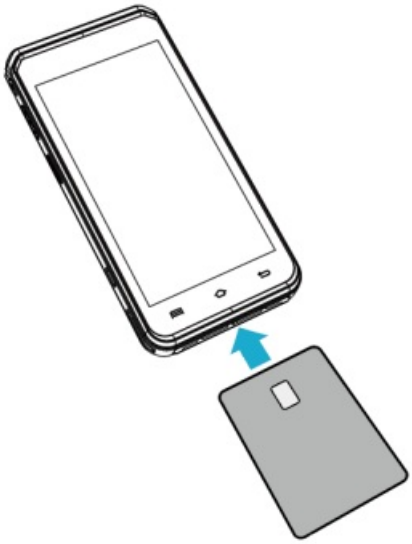
Do not remove the card until prompted by application or the LEDs indicate that the transaction has been completed.



Smart card

Insert the EMV card horizontally with the metal chip facing upward.

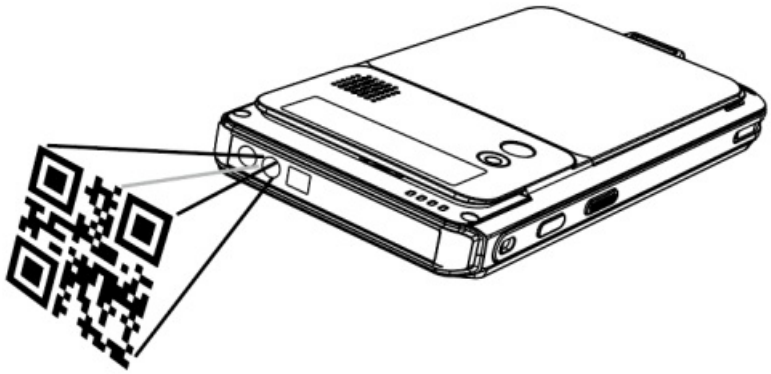
Leave card in this position until the transaction is completed or prompted to remove it.



3.3 Front scanner Usage

- Press either scan button to start scanning.
- A red LED will be emitted from the window in front of the terminal.
- Align the red LED beam with the bar code to be scanned.

- A beep will sound when the barcode is successfully scanned.



3.4 USB Type-C

- USB Type-C connector is located on the left sideof the terminal.
- The connector manages Host and Slave connections.
- Connector is used for the audio Jack solution.

WARNING
To prevent possible hearing damage, do not listen at high volume levels for long periods.

Installation

4.1 Recommendations
Operating conditions

Ambient temperature*	From -10°C to +50°C (14°F to 122°F)
Max relative humidity	From 10% to 90%, Non-condensing

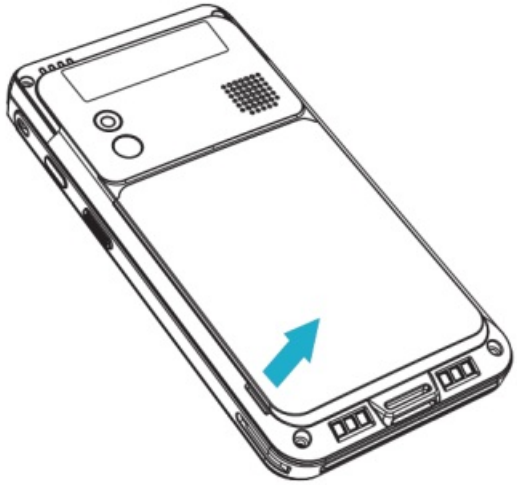
4.2 Screen Protective film
Please remove the protective film from the display before usage.

4.3 Installing modules
4.3.1 SAM /SIM1/SIM2

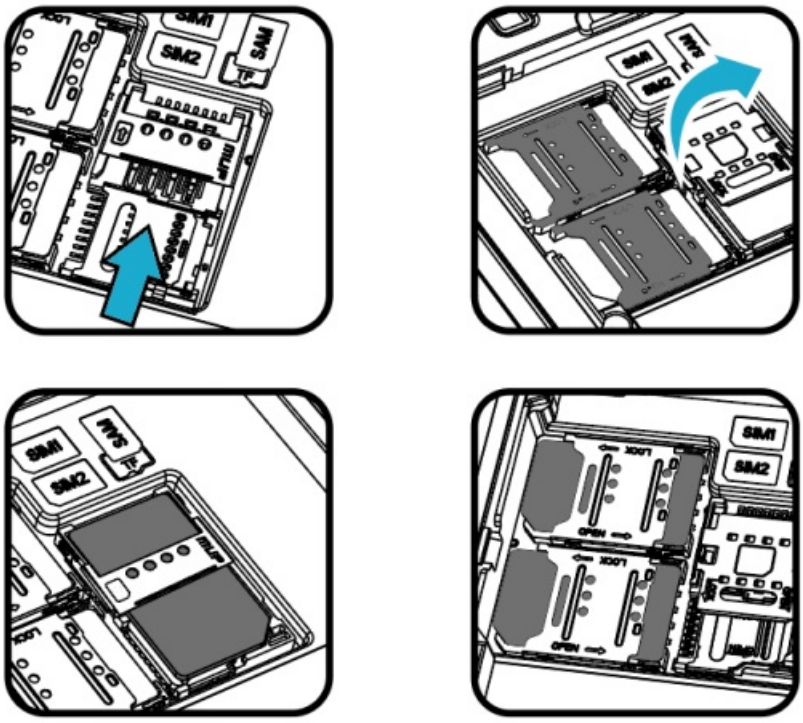
WARNING
Switch off the terminal before opening the battery door.

ADVICE
SIM and SAM cards share the same form factor , please ensure that the cards are inserted into the correct slot for the type of card.

The SAM/SIM connectors are located inside the terminal, in a closed compartment.
Turn the terminal and remove the battery door.



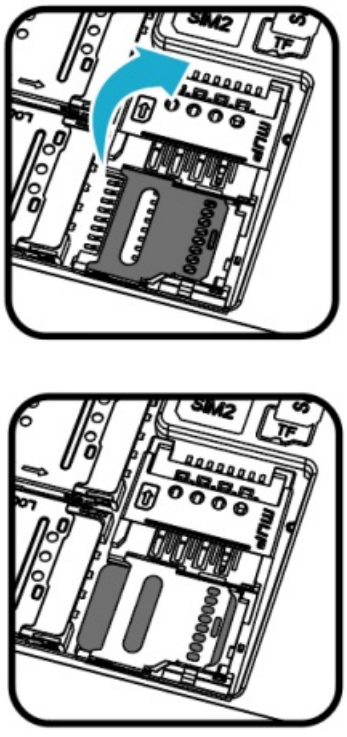
- SAM and SIM1, SIM2 are identified by the engraved marks on the lower housing.
- When introducing a SAM/SIM into slot, be sure to put the cut corner as indicated on the picture.
- Close the battery door



4.3.2 MicroSD Memory Card

WARNING
Switch off the terminal before opening the battery door.
MicroSD connector is located inside the terminal, in a closed compartment.

- Turn the terminal and remove the battery door.
- MicroSD are identified by the engraved marks on the lower housing.
- When introducing a MicroSD in its slot, be sure to put the cut corner as indicated on the picture.
- Close the battery door.



NOTE: The terminal supports SDHC MicroSD cards up to 32GB.

4.4 Battery

4.4.1 Charging the battery

When used daily, the terminal charges its battery each time the power adapter is connected. Charging starts automatically.

In order to charge the battery:

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.

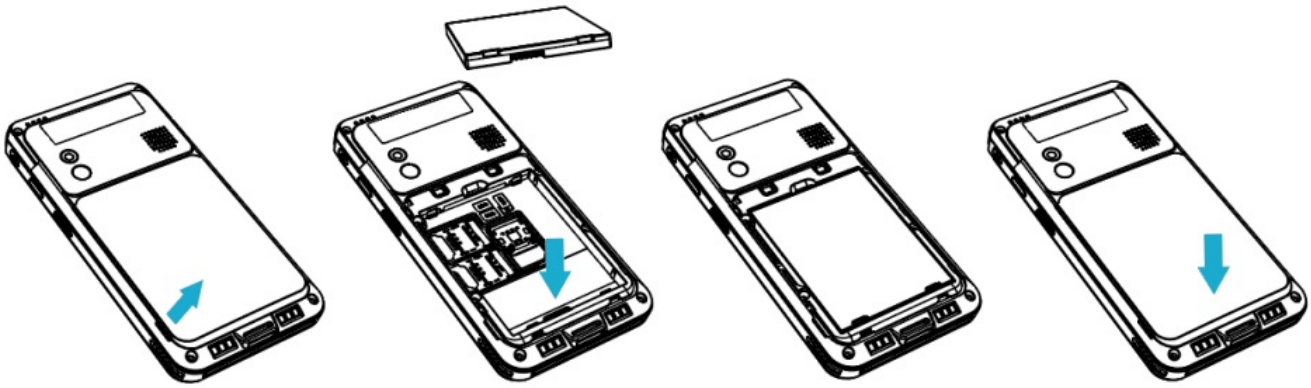
When charging, a red charge light at the top of the screen will display. This light will turn green when the terminal is fully charged" (check that behavior!)

4.4.2 Installing the battery

WARNING

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

- Power off terminal
- Turn the terminal over and remove the battery door
- 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
- Replace the battery door



4.5 Visual Impaired (VI) Accessory

Install slide the accessory onto the terminalfrom the bott om.	**Remove** slide the accessory down and away from the terminal
	

Recommendations

5.1 Safety

Lithium cell

The AXIUM EX6000 is fitted with an internal lithium cell which should only be accessed by a qualified technician.

Battery

AXIUM EX6000 is fitted with battery specially designed for this terminal.
Only use the approved power supplies, cables and batteries listed in the Ingenico's catalogue.
Do not short-circuit the battery.
Do not attempt to open the battery.
Used batteries must be disposed of at the appropriated sites.
Battery lifespan depends on many factors including:
Features used.
Number of charge and discharge cycles.
Use temperature.

Signs that the battery should be replaced:

- The battery fuel gauge / percentage meter drops randomly
- Charging finishes prematurely even though the battery did not accept much power
- Sudden capacity drops without warning
- Self-discharge rate soars and is often uneven
- The battery gets very hot during charging
- The battery starts bulging

CAUTION

RISK OF EXPLOSION BATTERY IS REPLACED BY AN INCORRECT TYPE.
DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

SAM/SIM1/SIM2 Readers compartment

The battery door 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.
Operation near Fuel Pumps the terminal be protected by a specially fitted and certified cover enabling use in proximity to a fuel pump.

Thunderstorm weather
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

- The 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.

5.3 Fixed installation
Angled at 45 or more, so that oversight of the PIN entry from the rear of the device is not possible.
Fitted in a swivel stand or fixed in the best possible position to prevent oversight of pin entry during use.
There should be placement of conspicuous notices and educational material that informs the user to shield their PIN during PIN entry.

- The device must be installed so that oversight from other customers 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 recommended for indoor use only within the aforementioned environmental ranges in Section 4 of this document.

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 a way 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.
Positioning of in-store security cameras such that the PIN- 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

Good rules for proper cleaning of the terminal are:
Unplug all wires from the terminal prior to cleaning.
Apply soapy water or other approved cleaning product to a soft, non-abrasive cloth.
CLEANING PRODUCT SHOULD BE APPLIED TO THE CLEANING CLOTH AND NOT DIRECTLY APPLIED OR SPRAYED TO THE TERMINAL. Failure to follow this step may result in damage to the terminal.
Do not clean the electrical connections.
Do not use solvents, detergents or abrasive products: Those materials might damage the plastic or electrical contacts.
Avoid prolonged exposure of the terminal to the direct rays of the sun.
Do not put anything other than credit cards into the slot of the smart card reader.

5.5 Transport and storage
When transporting the terminal
Protect the terminal from snow, rain, and excessive exposure to the sun.
Transport with care to avoid mechanical impact.
Do not throw the unit forcibly. Prevent the package from intrusion during transportation to avoid breakage. The product should be stored in the original packaging.
Do not store in warehouses that also contain harmful gases, or inflammable, explosive, or corrosive chemicals.
Do not expose to strong mechanical vibrations or strong magnetic fields.
Packaging should be stored at least 15 cm above the ground and be kept away from heat, cold, windows, or air inlet sources by at least 50cm.
Follow the specific stored conditions as noted in Section 4 of this document.

Safety and Standards

CE MARKING
The CE marking indicates AXIUM EX6000 complies with the requirements of European Directive 2014/53/EU on Radio Equipment for:

- The protection of the health and the safety of the user and any other person.
- The protection requirements with respect to electromagnetic compatibility.
- And complies with harmonized standards, as well as RoHS Directive 2011/65/EU and its amendment directives.

Operating Frequency Band (RF)

GSM B2: 1850-1910MHz(TX); 1930-1990MHz(RX)
GSM B3: 1710-1785MHz(TX); 1805-1880MHz(RX)
GSM B5: 824-849MHz(TX); 869-894MHz(RX)
GSM B8: 880-915MHz(TX); 925-960MHz(RX)
WCDMA B1: 1920-1980MHz(TX); 2110-2170MHz(RX)
WCDMA B2: 1850-1910MHz(TX); 1930-1990MHz(RX)
WCDMA B5: 824-849MHz(TX); 869-894MHz(RX)
WCDMA B8: 880-915MHz(TX); 925-960MHz(RX)
LTE-FDD B1: 1920-1980MHz(TX); 2110-2170MHz(RX)
LTE-FDD B3: 1710-1785MHz(TX); 1805-1880MHz(RX)
LTE-FDD B5: 824-849MHz(TX); 869-894MHz(RX)
LTE-FDD B7: 2500-2570MHz(TX); 2620-2690MHz(RX)
LTE-FDD B8: 880-915MHz(TX); 925-960MHz(RX)
LTE-FDD B20: 832-862MHz(TX); 791-821MHz(RX)
LTE-FDD B28: 703-748MHz(TX); 758-803MHz(RX)
LTE-TDD B38: 2570-2620MHz(TX/RX)
LTE-TDD B40: 2300-2400MHz(TX/RX)
LTE-TDD B41: 2496-2690MHz(TX/RX)
WiFi: 2412-2472MHz; 5150-5850MHz(TX/RX)

Bluetooth: 2402-2480MHz(TX/RX)
RF ID: 13.56MHz(TX/RX)
GPS L1: 1559-1610MHz(RX)
GLONASS G1: 1559-1610MHz(RX)
BDS B1I: 1559-1610MHz(RX)

Max Of Transmit Power

According to the CE test results, the RF performance of the terminal as follows:
FIBOCOM Module
GSM850:32.70±2dBm(GMSK); 26.05±2dBm (8PSK)
EGSM900:33.5±2dBm (GMSK); 27.5±2dBm (8PSK)
DCS1800:30.5±2dBm (GMSK); 26.5±2dBm (8PSK)
PCS1900:29.63±2dBm (GMSK);25.13±2dBm (8PSK)
WCDMA :24.5±2dBm (B1/B8),23±2dBm(B2),22.89±2dBm(B5)
LTE:24±2dBm(B1/B3 /B7/B8/B20/B28/B38/B40),23.7±2dBm(B5),23.3±2dBm(B41)
Bluetooth: 9.54±2dBm BLE: 0.04±2dBm
2.4GWiFi:14.24dBm(802.11b),14.64dBm(802.11g),12.99dBm(802.11n ht20)
5.2G/5.3G/5.6G WiFi:
17.42dBm(802.11a),15.85dBm(802.11n ht20),15.78dBm(802.11n ht40)
16.84dBm(802.11ac vht20),15.84dBm(802.11ac vht40),
14.40dBm(802.11ac vht80)
5.8G WiFi:
9.95dBm(802.11a),10.09dBm(802.11n ht20),8.81dBm(802.11n ht40)
9.96 dBm(802.11ac vht20),8.88dBm(802.11ac vht40),
7.88dBm(802.11ac vht80)
QUECTEL Module
GSM850: 33±2dBm(GMSK); 26.16±2dBm (8PSK)
EGSM900: 32.63±2dBm (GMSK); 27.46±2dBm (8PSK)
DCS1800: 29.94±2dBm (GMSK); 26.45±2dBm (8PSK)
PCS1900:30.12±2dBm (GMSK); 26.30±2dBm (8PSK)
WCDMA:22.81±2dBm(B1),23.33±2dBm(B8),23.05±2dBm(B2),23.07±2dBm (B5)
LTE:24.03±2dBm(B1),24.39±2dBm(B3), 24.79±2dBm(B7), 24.08±2dBm(B8),
23.67±2dBm(B20),23.92±2dBm(B28),24.89±2dBm(B38), 24.44±2dBm(B40)
Bluetooth: 10.19±2dBm BLE:0.82±2dBm
2.4G WiFi:16.46dBm(802.11b),15.34 dBm(802.11g),14.51 dBm(802.11n ht20)
5.2G /5.3G/5.6G WiFi:
18.05dBm(802.11a),18.80 dBm(802.11n ht20),18.39 dBm(802.11n ht40),
18.35 dBm 802.11ac vht80
5.8G WiFi:
12.87dBm(802.11a),12.66dBm(802.11n ht20), 12.89dBm 802.11n ht40),
11.84 dBm 802.11ac vht80
RF ID: 8.28±3dBμA/m @3m

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 stuck on 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.

Electrical power supply network
The electrical outlet must meet the following criteria:
Use electrical outlets that are near the equipment and easily accessible.
The power supply label Certification eighteen symbols:

	CCC (China Compulsory Certificate) Mark
	The Regulatory Compliance Mark (RCM)
	International Efficiency Marking Protocol (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 fire
	Dispose of batteries at a hazardous waste collection site or recycling facility
	Direct Current

Troubleshooting

Q: The terminal cannot be started.
A: The device may be in a low energy status or an application running on the device may be in a defective state. Please ensure that the device is powered, and then reset the device. If this still fails, please contact our customer service department for help.

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 by smart 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.

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Documents / Resources

	ingenico AXIUM EX6000 Terminal Device [pdf] User Guide AXIUM EX6000, Terminal Device, AXIUM EX6000 Terminal Device, AXIUM EX6000 Terminal

References

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