Quick Start Guide

TD Axium DX8000

For the TD Axium DX8000 series:
- DX8000 4G/WiFi version shown

MERCHANT INFORMATION

Merchant Name . . . .

Merchant Number . . . .

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About This Guide

This guide introduces the TD Axium DX8000 solution and includes information on hardware functionality, performing financial transactions, and basic configuration/ troubleshooting.

For more detailed information, please refer to the *Merchant Guide*.

Welcome Kit contents

We are pleased to provide Merchants the included Welcome Kit. The enclosed information was prepared with you in mind, and includes the following:

- TD Axium DX8000 Quick Start Guide
- Ingenico Axium DX8000 User Guide
- Paper rolls for the terminal
- Cleaning card and instructions
- Card acceptance decals (Visa®, MasterCard®, Discover®, American Express®, Interac® Direct Payment, UnionPay, etc.)
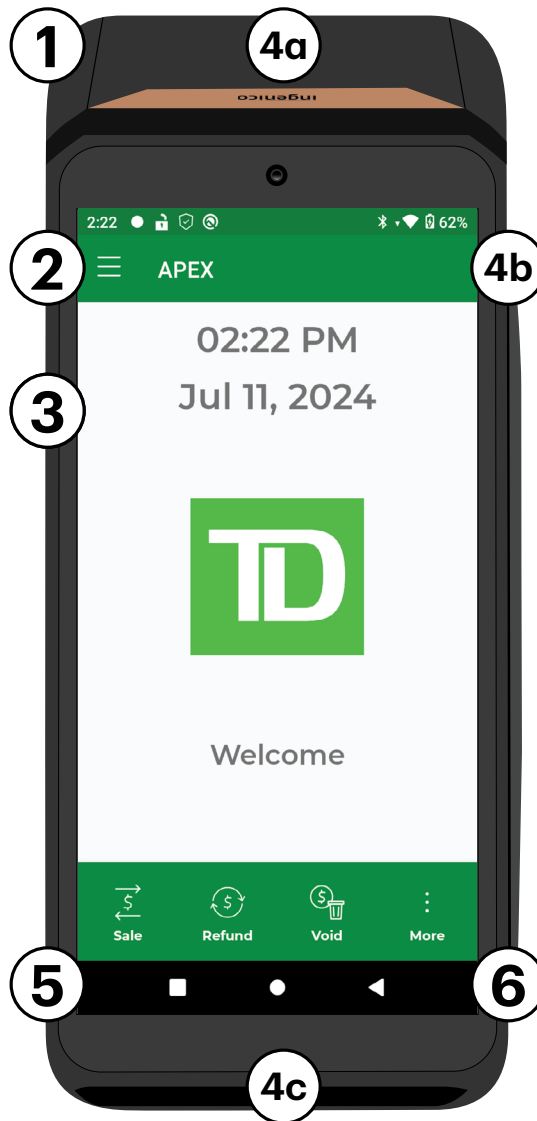
Hardware

Terminal features

1. Paper chamber
2. Power key - Press and hold one second (ON) or hold two seconds and select **Power Off**.
3. Volume keys
4. Card readers
   a) Contactless/Tap
   b) Swipe
   c) Chip & PIN Card
5. Charging port on the left-side of the terminal.
6. Menu, Home, and Back icons.

Accessibility features

Go to the *Settings* menu and select **Accessibility**. From here you can adjust font size, display size, audio balance, colour correction, touchscreen overlay, and more!

To learn more about accessibility settings, please refer to the online *Merchant Guide*.

Idle screen

The idle screen is split into three zones: the information bar (along the top), the display area (middle white area), the transaction bar/navigation bar (along the bottom).

Information bar

The information icons along the top of the screen are very similar to a mobile phone and listed below.

Icon	Description
	Wi-Fi showing connectivity (4) 2.4 GHz or (5) 5 GHz
	4G with a bar showing signal strength
	Bluetooth® icon
	Battery icon
	Admin Menu icon

Transaction bar

This area contains the transactions that you can perform on your terminal. The default will be **Sale**, **Refund**, **Void** unless you have disabled any of these. If you have any other transactions enabled on your terminal such as pre-authorizations, they will be located under the **More** icon ⋮.

The above are described in the *Financial Transactions* section of this guide,

Navigation bar

This area has the square, circle, and arrow icons for navigating the device.

The Idle screen icons and transactions are explained in the online *Merchant Guide*.

Merchant Guide

Admin menu

Tap the **Admin menu** icon ☰. From here you can:

- access reports
- reprint receipts
- close your current batch
- add, edit, and delete users, and more!

To learn more about the *Admin* menu functionality, please refer to the online *Merchant Guide*.
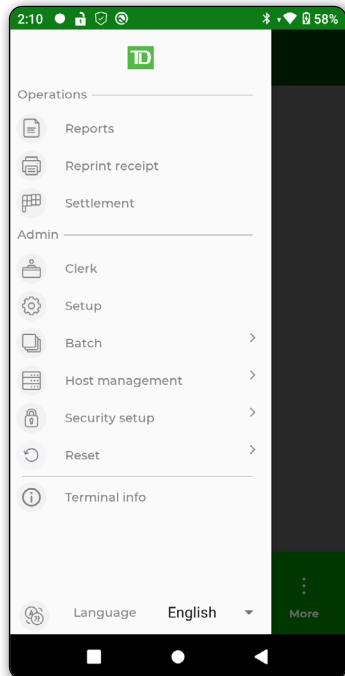
Application screen

Tap the **Home** icon ⬤ at the bottom of the *Idle screen* and scroll to the right (the background is set to white for clarity - yours may be different). This screen is protected by a password that is provided to you at installation.

From here you will see the following icons:

This is the **Apex** icon and is the core financial application of the terminal. It allows you to perform the core transactions.

This is the **Apex Tem** icon. Use this to download any updated parameters for your terminal.

This is the **Settings menu** icon. Use this to access the settings for the terminal. It is very similar to the menu/settings you would find on a mobile phone and are covered in the *Configuration* section.

You will also see any other application icons that you have subscribed to such as gift cards, loyalty, or other payment apps.

Tap the **APEX** icon to return to the *Idle screen* and perform financial transactions.
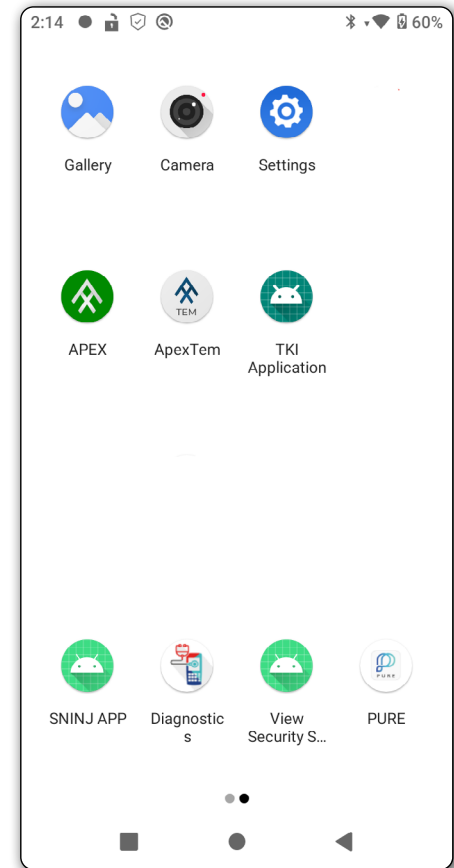
Settings menu

From the *Application screen*, tap the **Settings** icon ⚙. From here you can manage your terminal's settings for network, accessibility, display, sound settings, and more!

To learn more about the *Settings menu* functionality, please refer to the online *Merchant Guide*.
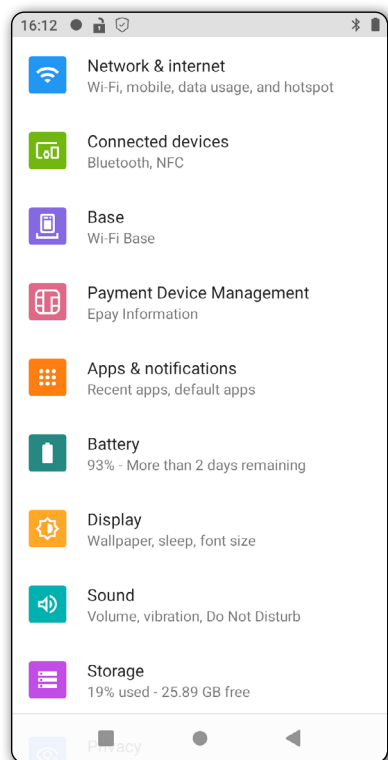
Charging base (optional)

The charging base is an optional piece of equipment used to safely charge the TD Axium DX8000 terminal.

Accessibility overlay (optional)

The accessibility overlay provides tactile feedback for customers with visual disabilities to navigate the touchscreen. It is inserted into the card swipe strip along the right of the device and aligned with the on-screen keyboard.

When the overlay is enabled on the terminal, you will see a gold bar along the right side of the screen with the word *Accessibility* in it. Tap the gold bar to enable/disable the overlay. When the overlay is enabled, the word Accessibility is white; when disabled, it is black.

The overlay is stored in the battery compartment on the back of the terminal.

You must call the TDMS Contact Centre to enable this.

Fraud Prevention

Terminal security

You are responsible for the security of your POS device. We strongly suggest that you have your POS device close to where you work during business hours, and securely store your POS solution out of sight when it is not in use and after business hours.

Protecting terminal functionality

You can secure various terminal functions by enabling the screen lock on the terminal, disabling certain transactions, or protecting them with a Supervisor ID and Override Passcode. Please call the TDMS Contact Centre to discuss protecting terminal functionality.

By utilizing user types, you can help secure your terminal by limiting access to certain terminal functionality. We strongly recommend that you review your security settings to ensure that you are comfortable with the access provided to administrators, managers, supervisors, and clerks.

For more information on Fraud Prevention, please review the *TD Fraud Prevention* page and the online *Fraud Prevention Guide*.

Fraud Prevention Page

Fraud Prevention Guide

Call for authorization

Sometimes, due to a communication or security issue, a transaction cannot or should not be completed. Please review the list of events below that will require you to call for authorization.

Whenever...

- the card number on the screen does not match the embossed number on the card.

  OR

- the cardholder signature on the receipt does not match the signature on the reverse of the card.

  OR

- you have any doubts about the validity of a card or a transaction.

You must...

1. Call the TDMS Contact Centre for a voice authorization immediately.

2. Request a **CODE 10** authorization. In this situation, you may be dealing with a fraudulent card and **CODE 10** will alert the financial institution to this possibility.

   Code 10 authorizations do not eliminate the risk of fraud. By processing this transaction, you may incur chargebacks and other losses that you will be solely responsible for.

3. Enter the **approval code** provided to you and tap **CONFIRM**.

4. **The receipt for a Force Sale transaction will print.**

Financial Transactions

Accepted card types

Your terminal will accept whatever cards you indicated when you signed up with TDMS. If you wish to modify your accepted card list, please call the TD Merchant Solutions Contact Centre at **1-800-363-1163**.

UnionPay has different transaction flows and is covered in the *Merchant Guide*.

Available transactions

Your terminal can perform the following transactions:

- Sale (Credit: CHIP & PIN, Tap, Swipe, Manual Entry)
- Sale (Debit: CHIP & PIN, Tap, Swipe)
- Refund (Credit, Debit)
- Void

The following transaction options can be enabled on your terminal if you call the TD Merchant Solutions Contact Centre at **1-800-363-1163**:

- Tips
- Cashback
- Surcharge (Credit and Debit)

Other transactions

If you wish to enable or modify any of the following, please call the TD Merchant Solutions Contact Centre at **1-800-363-1163**:

- Force Sale (disabled by default)
- Mail or Phone Sale/Mail or Phone Force Sale

- Pre-authorization/Pre-authorization Completion
- Gift card
- Loyalty

In the transaction flows on the following pages, the icon to initiate the transaction will be shown with the standard steps shown in a white box, and the optional steps in a grey box.

To learn more about the available transactions and optional features, please refer to the online *Merchant Guide*.

ICON

Standard step

Optional step
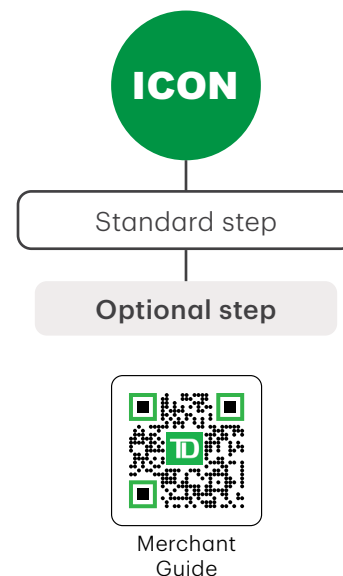
Merchant Guide

Sale (Debit - Chip & PIN, Tap, Swipe)

This transaction is used when performing a debit purchase using Chip & PIN, Tap, or Swipe.

For a UnionPay debit card purchase, refer to *Sale (UnionPay)* in our online *Merchant Guide*.

Clerk ID

Enter **dollar amount**.

Tip

Customer selects Debit Payment Method:
CHIP & PIN, **Swipe**, **Tap/Tap Device**.

Cashback

Debit Surcharge

Customer **confirms**/ **declines** transaction.

Customer selects an **account** and enters a **PIN**. This step does not appear for contactless.
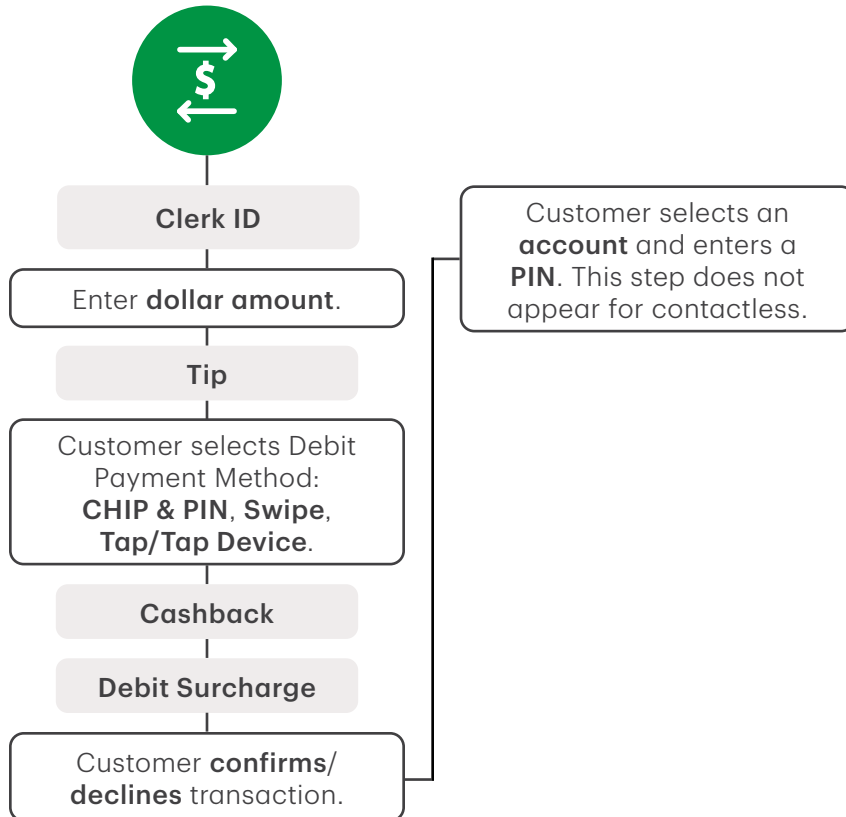
If your business has any of the below enabled, the customer:

Clerk ID - the user must enter their ID to initiate the transaction.

Tip - will see the tip entry prompt.

Cashback - will have the option to request cash. The amount requested will be added onto the total sale.

Debit Surcharge - will see a prompt to accept the surcharge amount.

Signature - must sign the receipt if required. A message will display on the screen indicating this.

Sale (Credit - Chip & PIN, Tap, Swipe)

This transaction is used when performing purchases where the credit card is present, and it is **not** manually entered.

For a sale using a manually entered credit card, refer to the next page.

For a sale using a UnionPay credit card or a mail/telephone sale, refer to *Sale (Mail/Phone)* in our online *Merchant Guide*.

Merchant Guide

Clerk ID

Enter **dollar amount**.

Tip

Customer selects Credit Payment Method: **CHIP & PIN**, **Swipe**, **Tap/Tap Device**.

Credit Surcharge

Customer **confirms**/ **declines** transaction.

Customer completes their payment method.

Partial Authorization
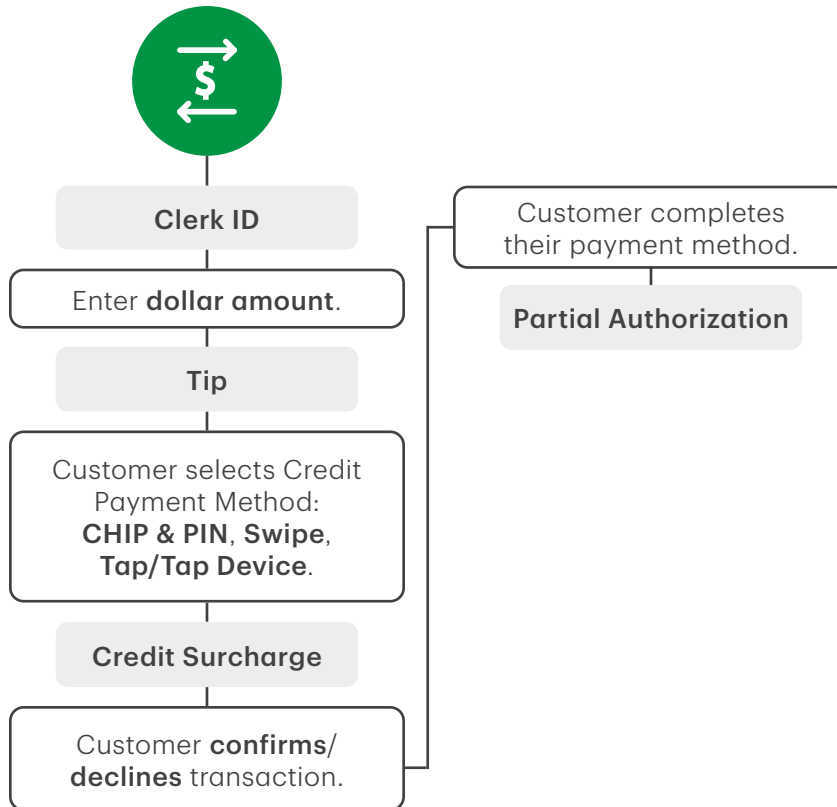
If your business has any of the below enabled:

Clerk ID - the user must enter their ID to initiate the transaction.

Tip - will see the tip entry prompt.

Credit Surcharge - will see a prompt to accept the surcharge amount.

Partial Authorization - must provide an alternate payment method for the balance of the transaction.

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Sale (Credit - Manual Entry)

This transaction is only used when performing a sale where the credit cardholder is present, and the Tap and Chip & PIN payment methods have failed. **We strongly urge you to ask for another form of payment (another credit card, debit, cash, etc.). Scan the QR code to the right for more information on Manual Entry transactions and their risks.**

For a sale using a UnionPay credit card or a mail/telephone sale, refer to *Sale (Mail/Phone)* in our online *Merchant Guide*.

Manual
Entry

DO NOT PROCEED UNTIL YOU READ THIS

If you manually enter a fraudulent credit card transaction you will be held responsible for any chargebacks associated with it.

Manually entered card transactions are considered high risk with an increased chance of fraud and merchant liability.

To reduce the risk of fraud and chargebacks you should request another form of payment (another credit card, debit card, cash, etc.).

As there are risks performing transactions when manually entering the credit card, ensure that you perform all of the available security checks.

- **Only you** may enter the card number on the terminal - not the customer
- Verify the card is signed
- If a signature is required for the receipt, verify that signature matches the back of the card
- Check to ensure the expiry date has not passed

Performing all of these security checks DOES NOT eliminate the risk of fraud.

Clerk ID

Enter **dollar amount**.

Tip

Select **Manual entry**.

Enter **card number**, and **expiry date**.

Credit Surcharge

Customer **confirms**/ **declines** transaction.

Enter security code on back of card.

Partial Authorization
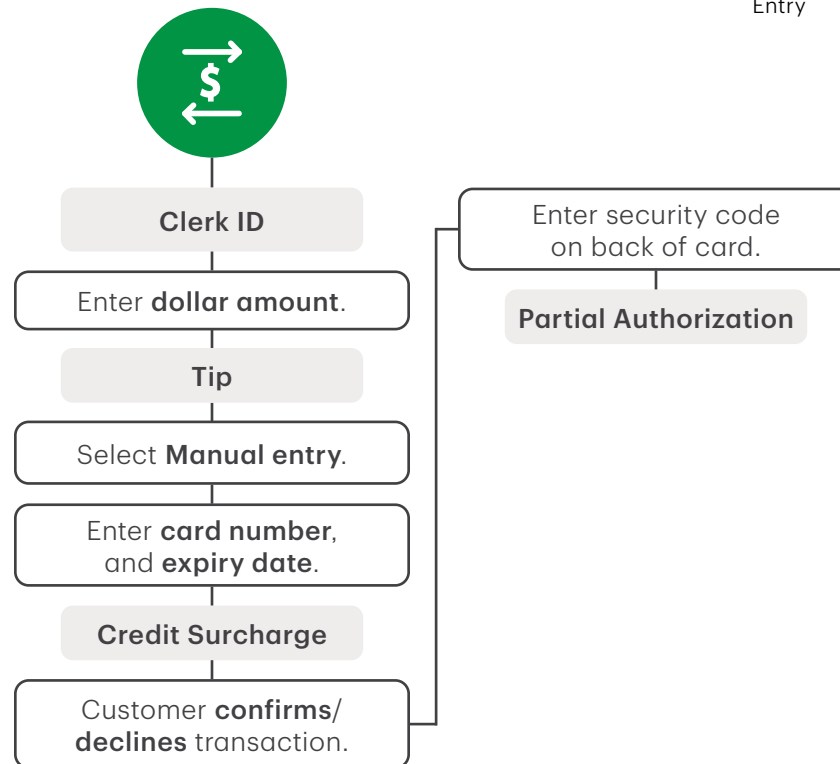
Refund (Credit and Debit)

A refund transaction refunds a sale that has already been settled (a sale in a closed batch). If the sale transaction is still within an open batch, you must perform a Void.

Void

This option recalls a transaction so that you can void it. The following instructions can access any transactions that were performed in the current open batch. If a day close has been completed, you must perform a Refund.

Clerk ID

Enter **dollar amount**.

Insert, tap, or manually enter the credit card.

Insert or tap the debit card.

Debit Card
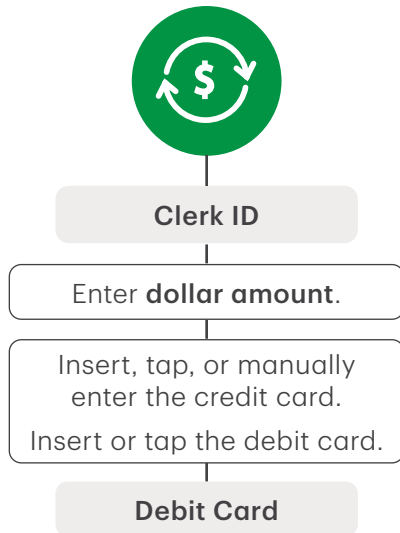
If you are concerned about the risk of inappropriate refunds (whether due to errors, employee fraud, etc.) you should consider adding a supervisor password to these transactions.

To have a supervisor password requirement added to refund transactions, please contact the TD Merchant Solutions Contact Centre at **1-800-363-1163**.

Clerk ID - the user must enter their ID to initiate the transaction.

Debit Card - If the transaction was done on a debit card, the customer must insert their debit card, select an **account**, and enter their **PIN**.

Clerk ID

Enter **search criteria** for the transaction: **Search**, **Last record**, **Invoice**, **Reference number**, or **Approval Code**.

Select the transaction and **CONFIRM** your selection.

Debit Card

Receipts

Each transaction has a different receipt with **important information** you need to be aware of to ensure that your transactions are completed correctly.

Receipt example

To the right is an example of a credit card receipt with important information noted on it.

- Approved - Always ensure that the transaction was approved, not DECLINED.
- Authorization number
- Transaction type
- Trace number
- Invoice number
- Card type
- Signature line - The card issuer determines when a signature is required for a transaction.

For more detailed information on receipts, please refer to the *Merchant Guide*.

Merchant
Guide

Merchant Name
Merchant Address

SALE

Batch#: 001   RRN: 0010010050
07/01/24   19:07:42
Invoice No.: 2   REF#:00000002
APPR CODE: 868675   TCD: 124
MASTERCARD   Proximity
**** **** **** 0471   **/**

MasterCard
AID: A0000000041010
TVR: 8040008001

AMOUNT $5.00
TIP $0.75
TOTAL   **$5.75**

001 APPROVED
AUTH 868675

X_____

I agree to pay the above total amount according to the card issuer agreement.

Retain this copy for your records

MERCHANT COPY

Performing the day close

You have a deadline/balancing window (set on the TD system) to perform the day close/settlement on **each terminal**. If you close before your balancing window ends, you will receive the same or next business day deposit for credit and debit card transactions. Otherwise, they will be forwarded to the next business day.

To perform a manual day close:

1. Tap the **Admin menu** icon ▤.
2. Tap **Settlement**.
3. Tap **CONFIRM** and then **ACCEPT** to proceed.
4. The terminal will process the day close and print a *Settlement Report* when finished.

For more information on Day Close, please review our online *Merchant Guide*.

Reporting

Your terminal has a number of useful reports to choose from such as Terminal, Parameters, and Clerk reports.

For more information on reporting, please review our online *Merchant Guide*.

TERMINAL REPORT	
SUMMARY	DETAIL
Grand Total:	$11.85
Transactions:	3
Card Type:	Mastercard
No. Of transactions:	2 ⌄
Totals:	$7.97
Card Type:	Interac
No. Of transactions:	1 ⌄
Totals:	$3.88

Third-Party Applications

To take further advantage of your terminal's capabilities, you can add a number of third-party applications that provide loyalty programs, payment/gift card acceptance and more!

givex

To access the *Application screen*, tap the **Home** icon ⬤ on the bottom of the screen and scroll to the right. Tap a third-party app that you have subscribed to access its functionality.

For more information on applications, please review our online *Merchant Guide*.

Configuration

Terminal screen brightness

1. Pull down the *Idle screen* twice until the menu is fully expanded.
2. Adjust the **slider** at the top of the screen to the desired brightness.

Terminal volume

1. Use the **volume buttons** on the left-side the terminal to adjust the volume.

Network connection

1. Tap the **Home** icon ⬤ and scroll to the right.

2. Navigate to and tap the **Settings** icon ⚙.

3. Tap **Network & Internet**.

   Connect to Wi-Fi networks

   a) Ensure Wi-Fi is enabled (the slider should be to the right) and tap **Wi-Fi**. The **Wi-Fi screen** appears and the terminal searches for valid signals.

   b) Tap the desired **Wi-Fi signal**.

   c) Enter the **Network Password** and tap **Connect**.

   Connect to mobile networks

   The terminal will automatically connect to the mobile network that the SIM card is paired with. If you have multiple SIM cards you can select which one you use.

   a) Tap **Mobile network**.

   b) Tap the **Card 1** or **Card 2** tab.

   c) Ensure **Mobile data** is on for that network.

Other functionality

For more information regarding your terminal's available functions and features, please review our online **Merchant Guide**.

Troubleshooting

Terminal security alert

If your terminal displays the message **Security Alert**, this means that your terminal has been damaged and must be replaced. Immediately call the TD Merchant Solutions Contact Centre at **1-800-363-1163**.

Error codes

Error codes are explained in the online **Merchant Guide**.

Easily resolved issues

If you're unable to resolve the issue after performing the following steps, please contact the TD Merchant Solutions Contact Centre at **1-800-363-1163**.

Terminal power

Why is my terminal is not powering on?

1. Press any button on the terminal to see if it is in power saving mode.

2. Ensure that the power cord is properly inserted into the outlet.

3. Ensure that the electrical outlet has power.

4. Re-insert the power cable into the power port. Ensure that the power cable plug is aligned with, and fully inserted, into the power port.

5. Power on the terminal.

How do I make the battery level to show as a percentage?

1. From the *Application screen***:** Tap the **Settings** icon and enter terminal password.

2. Select **Battery**.

3. Enable **Battery percentage**.

How do I charge the terminal?

At the end of the day, it's a good idea to do a quick inspection of the terminal to ensure that it will be ready for the next business day.

1. Ensure that the battery has sufficient charge.

2. When recharging the terminal, ensure that:

    • the charging cord is fully inserted into the charging port of the charger base or terminal.

      OR

    • the terminal is seated properly in the charging base/connected to the wall outlet.

3. When the terminal is charging, you will see a charging icon ⚡ in the top-right corner.

Network connectivity

Why does my terminal not connect or have low signal strength?

Your **4G** and **Wi-Fi** connection should always show at least one bar in order to be able to complete transactions, but it should be a minimum two bars to complete transactions reliably. Check the following to troubleshoot the issue:

Has your environment changed? **(4G and Wi-Fi)**

• Changes to your place of business, such as adding a new wall or installing an electronic device near your terminal, or between the router and terminal, could reduce its wireless signal strength.

Is your modem/router working properly? **(WiFi only)**

• Ensure your modem/router is securely plugged into an electrical outlet.

• Restart your modem/router.

Processing transactions

Why are transactions showing a communication error?

There could be a number of reasons for this.

If you are using WiFi, ensure that:

• WiFi is enabled in the **Settings menu**.

• **Airplane mode** is disabled.

If you are using 4G, ensure that

• Mobile data is enabled on your terminal. Pull down from the top of the screen twice and you will see a **Mobile data** icon. Ensure that it is enabled ⇅ .

Why are chip cards not being read?

• Try inserting a different card. If this card can be read, the problem is with the first card.

• If that fails, use a TD cleaning card to clean the card reader.

Why are swiped cards not being read?

• Swipe the card more quickly or more slowly or from the bottom of the reader away from you.

• Request another form of payment. If this card can be read, the problem is with the first card.

• If that fails, use a TD cleaning card to clean the card reader.

I am on a screen with the application icons. How do I process transactions?

Tap the **Apex** icon ⬢ to start the financial application.

Printer and paper

Why doesn't my terminal print?

Is there is paper in the device? If there is, ensure that the paper is loaded correctly.

How do I fix a printer jam?

1. Ensure that the paper feed is clear and that the paper roll is loaded correctly.

2. Ensure the printer lid is closed completely with a small amount of paper sticking out from the lid.

Reference

Storing the terminal

When storing your terminal:

- It must be stored in temperatures between 0° and 50° Celsius.

- Do not leave it outdoors overnight, especially in the winter.

- Don't place it on a magnetized pad — this will cause it to malfunction.

- Don't leave it in direct sunlight.

Maintaining the terminal

When maintaining your terminal:

- Unplug all the cables from your terminal.

- Clean it with a damp cloth so that any spills don't get into the inner workings.

- Do not use any detergents or abrasive cleaning agents as they may damage the device.

- Do not clean the electrical connections.

- Use TD-approved cleaning cards for the chip and magnetic card readers.

Changing the paper

1. Open the paper cover by lifting the catch located at the top of AXIUM DX8000 and gently pull the cover to the rear of the terminal.

2. Remove the old roll from the paper chamber. Insert the new paper roll with the paper feeding from bottom toward you.

3. Pull the paper up to the top of terminal, maintain the paper and gently close the cover.

4. Press on both upper corners of the paper flap until it clips into position.

Contact Information

Please call the TD Merchant Solutions Contact Centre at **1-800-363-1163**. We would be happy to answer any questions you may have.

Authorization:

24 hours a day, seven days a week

Terminal Inquiries:

24 hours a day, seven days a week

General Merchant Inquiries:

Monday – Friday, 8 a.m. – 8 p.m. ET

Printer / Stationery Supplies:

Monday – Friday, 8 a.m. – 5 p.m. ET

Visit www.maxwellmedia.com/td

Resource Centre

This guide covers the most commonly used information in order to get you started. Your terminal has more features and functionality to explore on our documentation portal which you can find at www.tdmerchantsolutions.com/resourcecentre.

Resource
Centre