



AXIUM D7

User Guide

ingenico
GROUP

Contents

1_Introduction	4
2_Presentation	5
2_1 Content of the box	5
2_2 Overview of the AXIUM D7	7
3_Prepare your terminal	8
3_1 Connect the battery	8
3_2 Install SIM & MicroSD	9
3_3 Install SAM	11
3_4 Switch On/Off the terminal	12
4_Charge your terminal	12
4_1 Battery characteristics	12
4_2 Charge of the battery	13
4_3 Changing the battery	14
5_Use of your terminal	16
5_1 Keyboard on payment side	16
5_2 Touch panel on payment side	16
5_3 Reading card	17
5_4 FCC/IC Compliance	18
6_Installation	20



7_Docking station	21
8_Recommendations	22
8_1 Safety	22
8_2 Security of your terminal	23
9_Standards	25
10_Troubleshooting	26
11_Marking	27



1_Introduction

We hope that you will be fully satisfied with your new terminal AXIUM D7.

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.



2_Presentation

2_1 Content of the box

> AXIUM D7 terminal unit equipment

- Payment side with small display and physical keyboard
- Merchant side (Android™ User Interface) with a 7 inch display and touch panel interface.

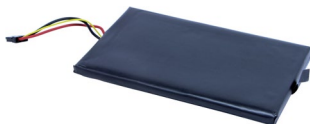
Android is a trademark of Google LLC.



> User guide



> A battery pack disconnected



Power supply and USB-C cable



WARNING



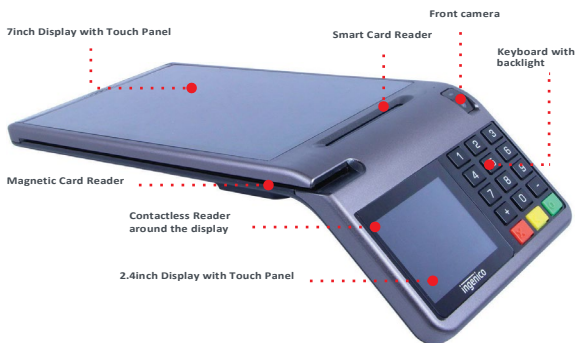
The power supply unit provided with your equipment is specially designed for Ingenico terminals. Do not use any other power supply. The use of a power supply with apparently similar voltage/current characteristics may damage your terminal.



ADVICE

Keep the packaging. It must be re-used whenever the terminal is shipped.

2_2 Overview of the AXIUM D7



Weight	Terminal (+ Battery) : 520gr
Dimensions (L x w x h)	Terminal : 263,2 x 117,4 x 15,7 mm3
Electrical main network	100-240VAC / 50-60 Hz - Class VI equipment
Connections on terminal	USB-C connector + rear contacts for connexion with docking station

3_Prepare your terminal

3_1 Connect the battery

- Turn your terminal and unclip the battery trapdoor by pushing on it as shown on the picture
- Disengage the trapdoor
- Take the battery pack included in the box
- Locate the battery pack connector beside the battery compartment



- Plug the battery pack to the connector as shown on picture.
- Place the battery pack in its compartment.
- Close the battery compartment trapdoor.



3_2 Install SIM & MicroSD

- Turn your terminal and unclip the battery trapdoor by pushing on it as shown on the picture
- Disengage the trapdoor
- Access to the connectors below the battery

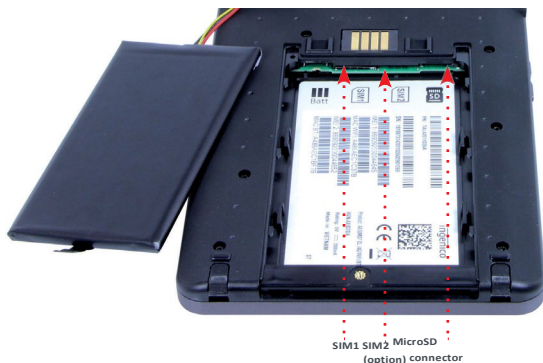


- Insert the MicroSD Memory Card into the connector slot as shown on the figure.
- MicroSD connector is located on terminal bottom.
- Insert the MicroSIM 1 and the MicroSIM 2 (option).



ADVICE

be sure to use only MicroSIM format (3FF) or NanoSIM format (4FF) inserted in a MicroSIM adaptor



To Remove the microSD OR MicroSIMs, please push slightly it and it will come out.

3_3 Install SAM



CAUTION

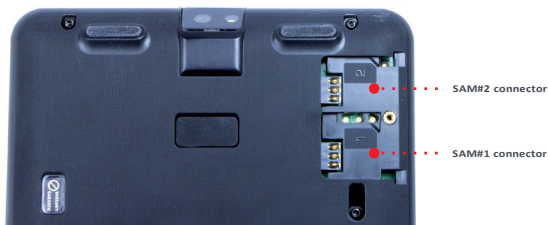
Switch off the terminal before opening the trapdoor.

- Turn the terminal and unclip the trapdoor by pushing on the clip as shown with the arrow on the picture.



The connector modules security SAM are located inside the terminal, in a closed compartment.

- SAMs are identified by the engraved marks on the lower housing
- When introducing a SAM in its slot, be sure to put the cut corner as indicated on the engraved marks



3_4 Switching On/ Off the terminal



If the battery is empty and the terminal in use is removed from its base, the terminal automatically shuts down.

It may also be switched off by pressing the ON/OFF key, few seconds until it appears the message "SWITCH OFF" on merchant side.

In order to restart the terminal, press the ON/OFF key.

4_Charge your terminal

4_1 Battery characteristics

Characteristics	Li-Ion Polymer
Capacity	4000mAh
Charging voltage	4.2V
Charging Current (Max)	1.5A
Battery Life	500 cycles (80 % of capacity)

4_2 Charge of the battery



WARNING

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

When does the battery need to be charged?

- Upon initial start up, charge the battery for 16 hours under the environmental conditions stated above
- When used daily, the terminal recharges its battery each time it is connected to its external power supply unit or each time it is placed on its docking station. Charging is automatic

How does the battery need to be charged?

- When used with a terminal power supply: connect the power supply to AXIUM D7 USB-C connector. (located on the left side of the product)
- Using the docking station, Place the terminal on its docking station
- **Check the battery indicator on Merchant screen**
- The environment in which the charge takes place influences battery lifetime and autonomy (number of transactions)

The optimal conditions are as follows :

- Charging away from any external heat source (radiator, sun, enclosed area...)
- The optimal temperature is between +15°C and +25°C



4_3 Change of the battery



It is imperative to use a battery authorized by Ingenico. There is danger of explosion if battery used is not approved by Ingenico.

- Remove the terminal from its base
- Turn it off by pressing the ON/OFF Key
- Remove the battery trapdoor (see section 3.1 "installing battery")
- Carefully disconnect battery, following the instructions below.
- Connect and install the new battery by following the instructions in section 3.1 "Installing battery"
- Close the battery trapdoor and charge the new battery. See section «Charging the Battery 4.2»
- In order to preserve the environment, dispose used battery in compliance with current country recycling legislation.

Note : The terminal memorizes that there is no battery simply by powering up. It will then correctly perform-full recharge with the next battery.

Main battery

Axiom D7 is fitted with battery specially designed for this terminal.

- Only use the appropriate chargers and batteries listed in the Ingenico's catalogue.
- Do not short-circuit the battery.
- Do not attempt to open the battery container.
- Used batteries must be disposed of at the appropriate sites.

Electrical power supply network

Provide an electrical outlet :

- Located near the equipment and easily accessible;
- Which meets the standards and regulations in the country of use;
- The terminal Axiom can be connected to a power distribution system of the IT type for Norway.





Risk of explosion if battery is replaced by an incorrect type, do not disassemble, use specified charger only, do not short-circuit, do not dispose of in fire, do not throw in water, dispose of used batteries according to the instructions.



5_Use of the terminal

5_1 Keyboard on consumer side



Some keys can have other functions according to the applications that are in the terminal.

Axiom D7 keyboard is composed of 15 physical keys.



5_2 Touch panel on consumer side

The AXIUM D7 device is equipped with touch panel allowing to capture functions and menus using your finger or a stylus.



5_3 Reading card

Magnetic stripe card

The card can be read either from bottom to top or from top to bottom, with the stripe facing down.

Use a regular movement in order to ensure a reliable card reading.



Smart Card reader

Insert the card vertically with the chip facing the customer and leave in position throughout the transaction.



Contactless

- Bring the card firmly up to the active zone. Keep the card close to the reader during the transaction.
- The 4 LEDs are displayed on top of customer display during the transaction.



5_4 FCC/IC Compliance

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception which can be determined by turning the equipment off and on, the user is encouraged to try to correct interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Industry Canada licence-exempt RSS

standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

Conformément à la réglementation d'Industrie Canada, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industrie Canada. Dans le but de réduire les risques de brouillage radioélectrique à l'intention des autres utilisateurs, il faut choisir le type d'antenne et son gain de sorte que la puissance isotrope rayonnée équivalente (p.i.r.e.) ne dépasse pas l'intensité nécessaire à l'établissement d'une communication satisfaisante

Intended use and SAR evaluation

The AXIUM D7 is an Android Point of Sale (POS) terminal. This professional device is composed of two parts. The Android side is the merchant interface that embeds an Electronics Cash Register (ECR).

The convenience of the Android interface allows to manage easily business applications and launch the payment on the customer side. Brought Android environment in a POS must be viewed as an assets for business and in this ecosystem, Android is not associated to entertainment or multimedia like in consumer market.

On the other side, there is the customer interface that embeds the payment readers.

This terminal can be used in different environment. The POS may be docked on the cradle (AXIUM Dock) on a counter top. This POS may be removable and in this case there are three configurations:

- The merchant holds in his hand the POS
- The device is put on a countertop for payment
- The device can be used occasionally for "payment at table" (ie : in a restaurant)



In all those configurations, the antennas are far (several decades of centimetres) from the Human body (Merchant or Customer side)



This POS does not support or cannot support body worn accessories like belt clips etc, its weight (~535gr) and its height (265 x 120 mm) do not allow to wear it easily in a holster or in a shirt. Hand held SAR evaluation for "extremity SAR test ONLY" has been applied.

6_Installation / Recommendations

Location of the AXIUM D7

Place the terminal on flat surface near an electric socket. The terminal should be placed far from any very hot zones, protected from vibrations, dust, damp and electromagnetic radiation (computer screen, anti-theft barrier etc.).

Operating conditions

Ambiant temperature	From 0°C to +40°C
Max Relative humidity	85% at +40°C

Storage conditions

Ambiant temperature	From -20°C to +70°C
Max Relative humidity	85% at +55°C

Power supply

Electrical main network	100-240VAC / 50-60Hz – Class VI
External power Supply	5V – 2A
Docking Station accessory	5V – 2A



Security tag deactivation system could disturb the magnetic card reader



7_Docking station

AXIUM / series offers a base station providing different features to ease your life :

- Charging (please refer to 4.2)
- 3 USB Ports
- Printing capability
- Ethernet and Wifi (option)

AXIUM D7 can be charged with a dedicated Ingenico docking Station. On the back of the product there are some contacts for charging when the device is put on the docking station.



8_Recommendations

8_1 Safety

Powering down the AXIUM D7

Disconnect the AXIUM D7 power supply block adapter from the electrical mains network.

Lithium cell

The AXIUM D7 is fitted with an internal lithium cell which can only be accessed by a qualified technician.

Battery

AXIUM D7 is fitted with battery specially designed for this terminal.

- Only use the appropriate chargers and batteries listed in the Ingenico's catalogue.
- Do not short-circuit the battery.
- Do not attempt to open the battery container.
- Used batteries must be disposed of at the appropriate sites.



WARNING

There is a risk of explosion if the battery is incorrectly replaced or is placed in a fire.

Electrical power outlet

The electrical outlet must meet the following criteria :

- Must be installed **near the equipment and easily accessible**;
- Do not short-circuit the battery.
- Do not attempt to open the battery container.
- Used batteries must be disposed of at the appropriate sites.



On airplanes

Your handset 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

Certain regulations restrict the use of radio equipment in chemical plants, fuel depots and any site where blasting is carried out. You are urged to comply with these regulations. The terminal shall be protected by a specially fitted and certified cover enabling use in proximity to a fuel pump.

Electronic health appliances

Your handset 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.

8_2 Security of your terminal

Your device fulfils PCI PTS security requirements. Upon receipt of your terminal you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt. You should check, for example: that the keypad is firmly in place; that there is no evidence of unusual wires that have been connected to any ports on your terminal or associated equipment, the chip card reader or any other part of your terminal. Such checks would provide warning of any unauthorized modifications to your terminal, and other suspicious behavior of individuals that have access to your terminal. Your terminal detects any "tampered state". In this state the terminal will repeatedly flash the message "Alert Irruption!" and further use of the terminal will not be possible. If you observe the "Alert Irruption!" message, you should contact the terminal helpdesk immediately.

You are strongly advised to ensure that privileged access to your terminal is only granted to staff that have been independently verified as being trustworthy.

The terminal must never be put in or left at a location where it could be stolen or replaced by another device.

CAUTION

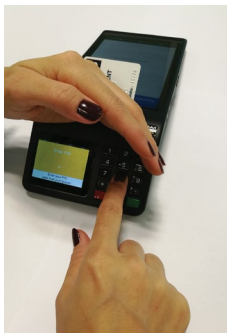
Positioning of the AXIUM D7 on check stand must be in such a way to make cardholder PIN (Personal Identification Number) spying infeasible. Installing device on an adjustable stand must be in such a way that consumers can swivel the terminal sideways and/or tilt it forwards/backwards to a position that 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.

The device is designed to be used in attended environment without a privacy shield.

The position of the terminal must be in such a way to make cardholder PIN spying infeasible.

The customer should be advised when entering his PIN code:

- To use their hands to cover up (See figure below) the pinpad.
- To take care that he is not overlooked.



shielding of PIN Entry

9_Standards

The CE marking indicates AXIUM D7 complies with the relevant Union harmonization legislation: RE Directive 2014/53/ EU 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 harmonised standards.

Environment (WEEE, Batteries and Packaging)

This product is labeled in accordance with European Directives 2012/19/UE concerning Waste Electrical and Electronic Equipment (WEEE) and 2006/66/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.



The associated symbol means that WEEE and waste batteries must not be thrown away but collected separately and recycled.

Ingenico ensures that efficient collection and recycling schemes are set-up for WEEE and batteries according to the local regulation of your country. 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.

Please note that proper recycling of the electrical and electronic equipment and waste batteries will ensure safety of human health and environment.



10_Troubleshooting

The terminal does not turn on

- Check the battery (is it discharged ?, is it connected ?)
A full discharged battery can take long charging time to recover
- Put terminal on powered base
- Get technical support

Cards are not read

- Check that the magnetic card is swiped correctly (with magnetic band on terminal side).
- Swipe again the card with the magnetic stripe movement constant and rapid
- Verify that the magnetic strip is not damaged, grooved or cracked
- Make sure you have inserted correctly the smart card into the smart card reader and removed the card only after the transaction is performed.



11_Marking



The CE marking indicates terminal complies with harmonized standards and requirements of European Directives.



This marking indicates that the product operates with an alternating current (AC) source (mains). It is completed by afferent values (voltage, frequency and max current).



This marking indicates that your terminal is suitable for direct current (DC) only. It is completed by afferent values (voltage, and max current).



This marking indicates power supply meets the energy efficiency level VI requirements.



Double insulated or class 2 electrical appliances are products that have been designed in a way so as not to require a safety connection to electrical earth (These products must NOT have a safety connection to Earth).



Indoor use symbol.



This marking indicates power supply meets limited power source safety requirements.



"This Document is Copyright © 2019 by INGENICO Group. INGENICO retains full copyright ownership, rights and protection in all material contained in this document. The recipient can receive this document on the condition that he will keep the document confidential and will not use its contents in any form or by any means, except as agreed beforehand, without the prior written permission of INGENICO. Moreover, nobody is authorized to place this document at the disposal of any third party without the prior written permission of INGENICO. If such permission is granted, it will be subject to the condition that the recipient ensures that any other recipient of this document, or information contained therein, is held responsible to INGENICO for the confidentiality of that information.

Care has been taken to ensure that the content of this document is as accurate as possible. INGENICO however declines any responsibility for inaccurate, incomplete or outdated information. The contents of this document may change from time to time without prior notice, and do not create, specify, modify or replace any new or prior contractual obligations agreed upon in writing between INGENICO and the user.

INGENICO is not responsible for any use of this device, which would be non-consistent with the present document.

All trademarks used in this document remain the property of their rightful owners."

Your contact



www.ingenico.com

28-32, boulevard de Grenelle, 75015 Paris - France / (T) +33 (0)1 58 01 80 00 / (F) +33 (0)1 58 01 91 35
Ingenico - SA au capital de 47 656 332 / 317 218 758 RCS Nanterre

● SEAMLESS PAYMENT

AXIUM D7



29

Copyright©2019 Ingenico
All rights reserved

900034667 R11 000 04/0119