

AXIUM RX7000

User Guide



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1_Introduction

Thank you for choosing an Ingenico payment terminal.

We recommend you to read carefully this user guide: it gives you the necessary information about safety precautions, unpacking, installation and maintenance of your terminal.



This symbol indicates an important Warning.



This symbol indicates a piece of advice.

2_Unpacking

According to the model, the following items are included in the packaging box (including optional accessories) :

- The terminal



➤ The user guide

3_ Recommendations

3_1 Safety

Power on/Power down - Emergency stop

To power on or power down the terminal, connect or disconnect the power supply from the electric outlet.



CAUTION

Only use the power supply AC/DC provided with RX7000.

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.

Connection of headset on audio jack



CAUTION

An excessive acoustic pressure of headset can involve deafness!



WARNING

We recommend to the customer to provide guidance to the cardholder as to avoid having his card close to any magnets on the device since the card may be damaged. There is one magnet in the stylus and another in its holder.

3_2 Security of your terminal (tampering attempt detection)

Your device fulfils current applicable 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,

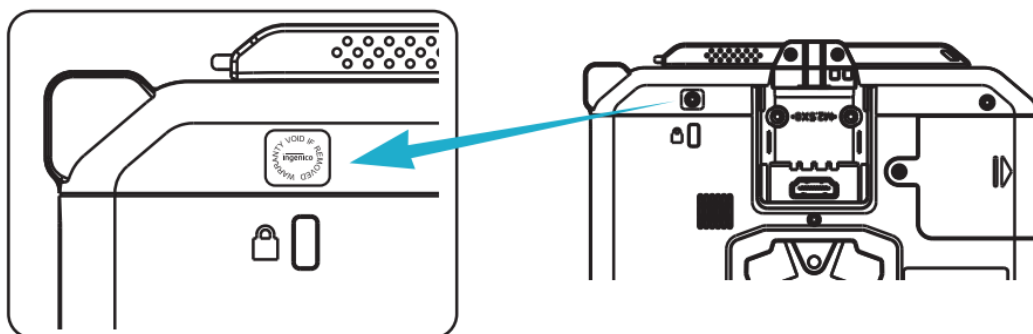
the chip card reader or any other part of your terminal. Such checks would provide warning of any unauthorised modifications to your terminal, and other suspicious behaviour of individuals that have access to your terminal.

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. as being trustworthy.

Warranty label(on the bottom of the terminal)



WARNING

If the warranty label is torn or removed, the warranty will be void.



CAUTION

Positioning of the RX7000 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.

3_3 Main Characteristics

3_3_1Terminal

Weight (Poids, Gewicht)	455g(16.05oz)
Size (dimensions, Maße)	155.2mmX172.0mmX43.0mm
Display	5.5" HD (1280 x 720 pixels)
Touchscreen	Capacitive

Operating conditions

Ambient temperature	from -10°C to +45°C
Max relative humidity	90% RH non-condensing at +40°C
Max altitude	2000 m

Storage conditions

Storage temperature	-20°C, +70°C
Max relative humidity	90% at +55°C

3_3_2 Power characteristics

RX7000 works at voltages between 8VDC and 14VDC.

The following power adapters are recommended

Manufacturer	Model	Technical data
Ingenico	PSC16A-080L6	Input: 100-240Vac,50-60Hz,0.5A; Output: 8Vdc,2A,DC JACK Tmax:40°C
PHIHONG TECHNOLOGY CO., LTD.	AM24W-080B	Input: 100-240Vac,50-60Hz,0.6A; Output: 8Vdc,3A Tmax:40°C
Kuantech(Beihai) Co., Ltd.	KSA-32A-080300M2	Input: 100-240Vac,50-60Hz,

		1.0A; Output: 8Vdc,3A Tmax:45°C
--	--	---

If additional adapters are used, please check that the poweroutput is less than 100W.

3_3_3 Terminal Connectivity

USB host	High speed USB Host in the single connector
USB device	High speed USB Device in the single connector
Ethernet	10/100 Base T Ethernet is available on the RX7000. It is recommanded to use TCP Protocol
RS232	It is a 2 wire interface on the RX7000 (Rx/Tx). It can run up to 115200bps

3_3_4 WLAN (2.4 GHz / 5 GHz)

Standard	802.11 a/b/g/n
Frequency band 2.4 GHz	DTS band 2412 MHz to 2462MHz
Type of modulation	BPSK, QPSK, 16 – QAM, 64 – QAM
Number of channels	11

Frequency band 5 GHz	5180 MHz to 5240 MHz; 5260 MHz to 5320 MHz; 5500 MHz to 5700 MHz; 5745 MHz to 5825 MHz
Type of modulation	802.11b : CCK 802.11 g/n : OFDM /64-QAM、 16-QAM、 QPSK、 BPSK 802.11a : OFDM /64-QAM、 16-QAM、 QPSK、 BPSK
Number of channels	2.4GHz : Ch1 ~ Ch11 5.18~5.32GHz : Ch36 ~ Ch64 5.5~5.7GHz : Ch100 ~ Ch140 5.745~5.825GHz : Ch149 ~ Ch165

WLAN instructions:

- Enter “setting”,and enter the password“350000”
- Select “Network&Internet” and select “Wi-Fi”.
- Choose one Wi-Fi to connect and enter the password of Wi-Fi .

3_3_5 BLUETOOTH

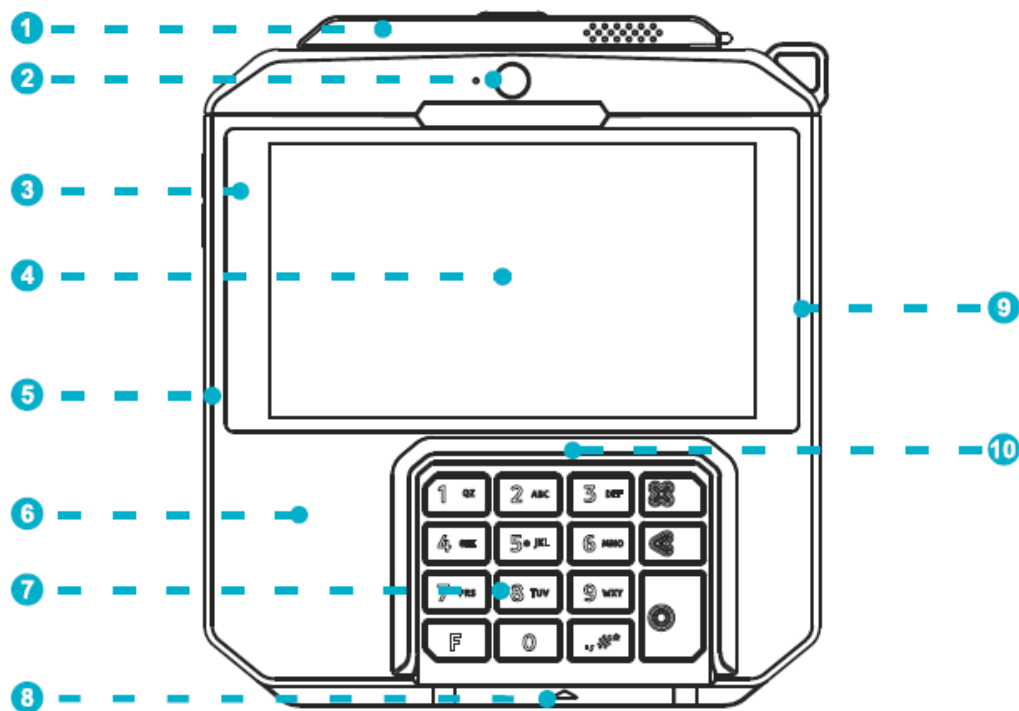
Standard	BDR、 EDR(2、 3Mbps)、 LE(1、 2Mbps)
Frequency band	2402 MHz to 2480 MHz
Type of modulation	GFSK, $\pi/4$ -DQPSK, 8DPSK

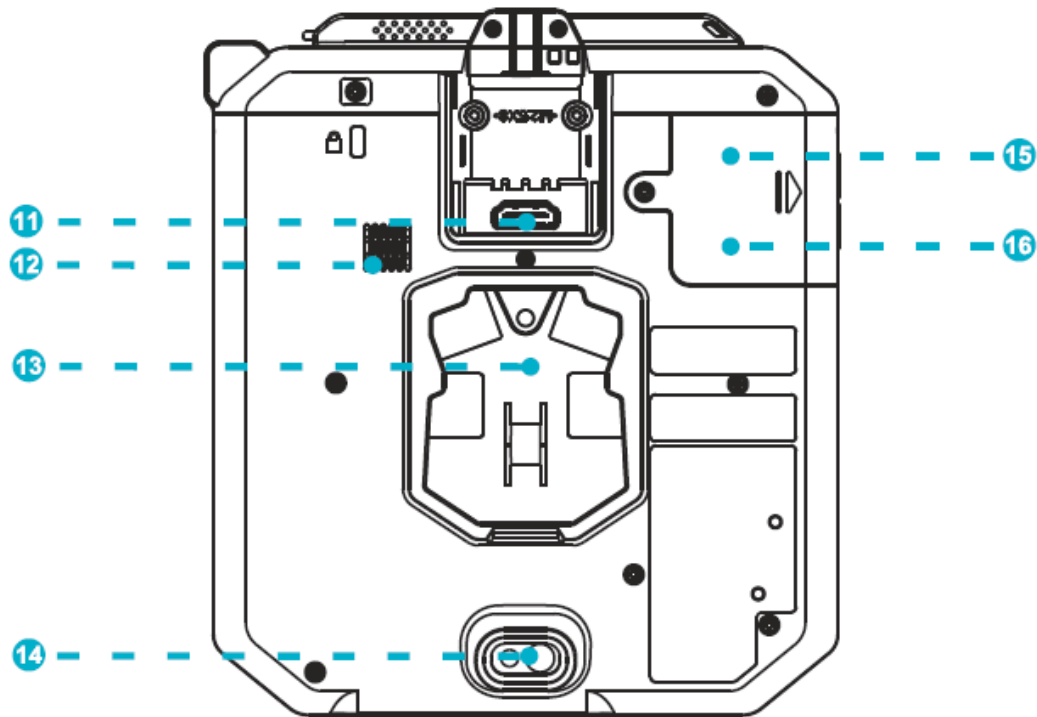
Number of channels	79 channels for classic、40 channels for BLE
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Bluetooth instructions:

- Enter “setting”, and enter the password“350000”
- Select “Connected devices” and select “Pair new device”.
- Choose one of available devices to connect.

3_4 Functional description





1. Stylus (Optional) 2. Front Camera 3. Volume key 4. 5.5 inch touch screen
5. 3.5mm Audio Jack 6. Contactless Reader 7. Keypad 8. Smartcard Reader
9. Magnetic Stripe Reader 10. Shimmer detection (Optional) 11. Multipoint connector
12. Speaker 13. Standpole Adaptor Pattern 14. Rear Camera (optional)
15. Micro SD Card 16. SAM Card 1 & 2

4_Installation & Connections

4_1 Positioning the terminals

Place the terminal with an easy access to an electrical outlet. Place the terminal away from any heat source and protected from dust, vibrations and electromagnetic radiations (away from video terminals, PC, anti-shoplifting barriers ...). The terminal is exclusively

made for indoor use.

The RX7000 device may be mounted on a flat surface, wall, or customer stand.



CAUTION

Do not place the RX7000 device on a PC monitor, adjacent to an electronically active security tag deactivation system, or near other sources of magnetic fields.

- The RX7000 device must be at least 30 centimeters (12 inches) away from an electronically active type of security tag deactivation pad.
- An electronically active system sends out a powerful and potentially disruptive signal to deactivate the security tag. If the RX7000 device is placed too close to the system's pad, or placed above the pad, the product may not work properly.
- A passive system is a permanent magnet type that does not send out a signal. This type should not affect the RX7000 device.

4_2 Inserting SAM (Secure access module) and Micro SD

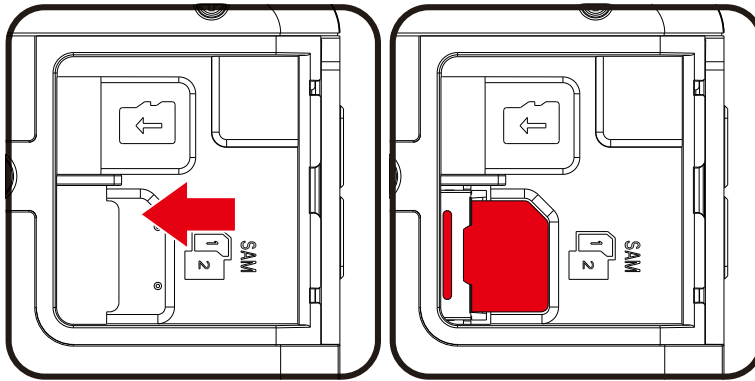


CAUTION

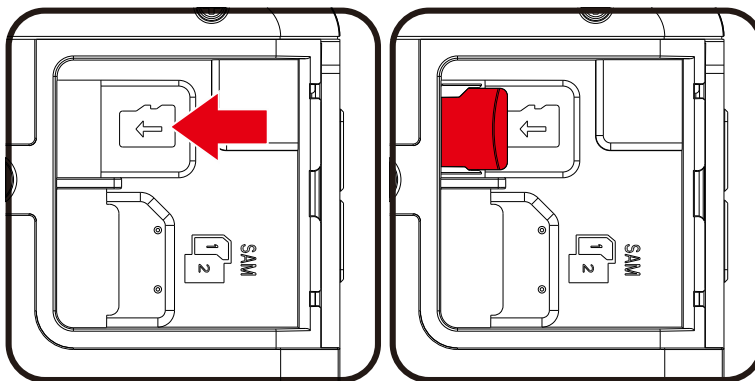
Before starting, switch off the terminal by disconnecting the power supply.

- Perform the following operations :

- Unscrew the cover and remove it
- Access to SAM and Micro SD is now possible.
- Insert the SAM Card into the slot marked (1), (2) . Take care to ensure that the SAM Card is inserted in the correct manner. The cut corner must be positioned as indicated in the slot.
- Slide back the cover and screw it tight.
- SAM Card



- TF Card



CAUTION

Do not use any tools when installing or removing the SAM Card or Micro SD.



WARNING

During this operation, it is necessary to be in an ESD protected environment.

As this is not very easy, it is recommended to make this operation using ESD shoes for example.

4_3 Connecting the terminal to the host



CAUTION

Connecting must be made when power supply unit is not plugged in the cable.

- Flip the terminal. There is one port on the back for power and communications.
- Connect the cable on the terminal.
- Connect the other end to the power supply unit and a Host (PC / cash register...).
- Plug the power supply into the mains.



WARNING

The main port at the back must not be used to connect an HDMI video cable.

Only connect cables provided by Ingenico.

Note : 2 screws can be added (M2.5 x 8) to hold more firmly the cable.

The terminal can be connected to the host by several ways, with optional cables :

- High speed USB device
- High speed USB host
- Ethernet
- RS232

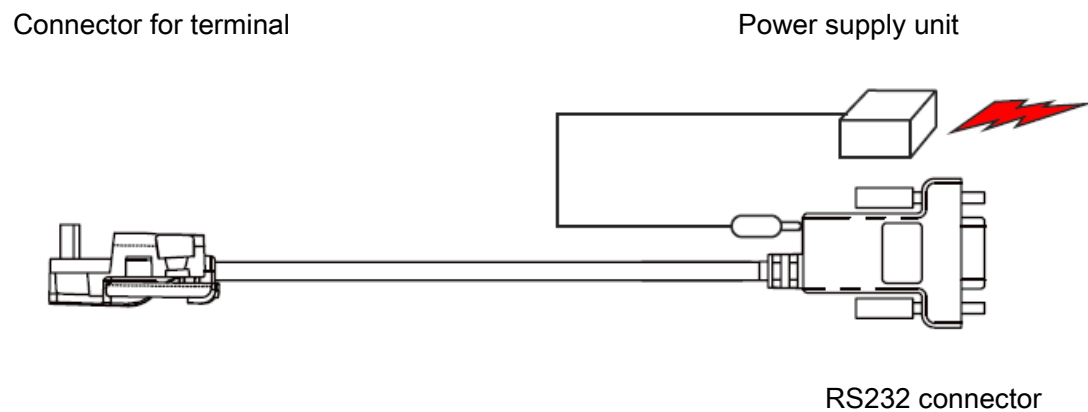
Most of the cables used with iSC and iPP ranges are compatible with the RX7000. We advise to check with your reseller their compatibility if you plan to replace a Lane/7000 by a RX7000.

Following are some examples of accessories that can be used to connect the RX7000.

This list is not exhaustive. Please contact your reseller for more information.

- RS232 cable (optional)

References: 296114928AB (length 5m)

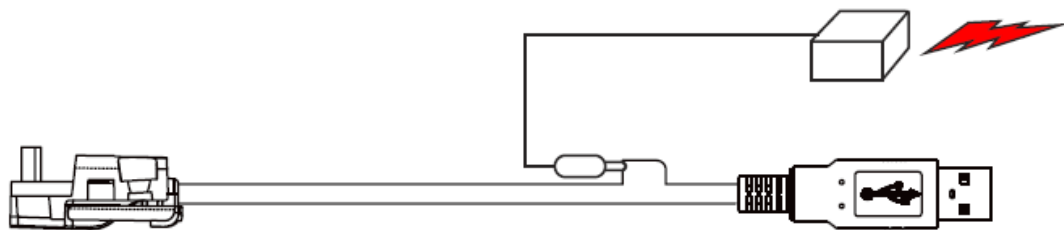


- **USB cable (optional)**

References: 296114303AD (length 4m)

Connector for terminal

Power supply unit



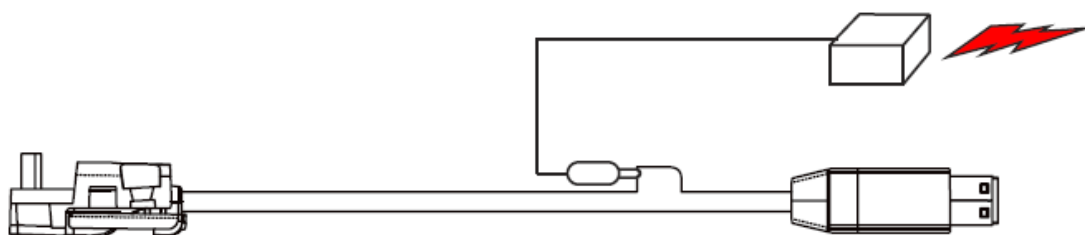
USB connector

- **USB powered 12V cable (optional)**

References: 296116381AE (length 4.9m)

Connector for terminal

12V



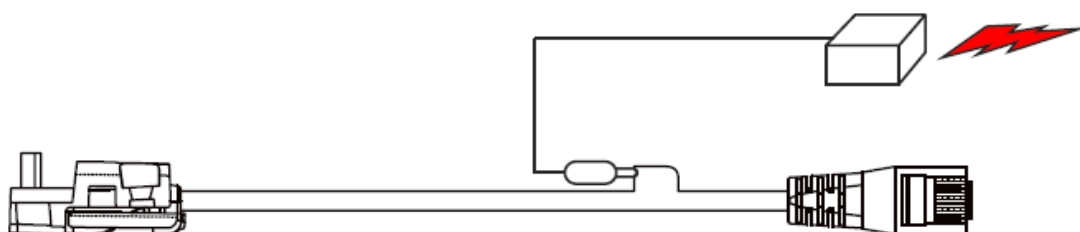
Special USB shielded cable

- **Ethernet cable (optional)**

Reference : 296248646(length 4m)

Connector for terminal

Power supply unit



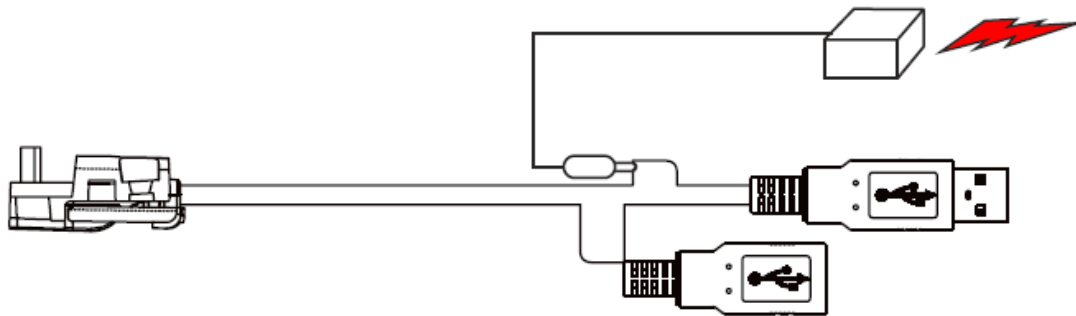
Ethernet connector

- USB cable (optional)

Reference : 296107316AD(length 1.5m)

Connector for terminal

Power supply unit



USB host & device connector

Remarks: Rated output of USB:5Vdc 0.5A (Normal condition)

Rated output of USB:5Vdc 2.5A (Single fault condition)

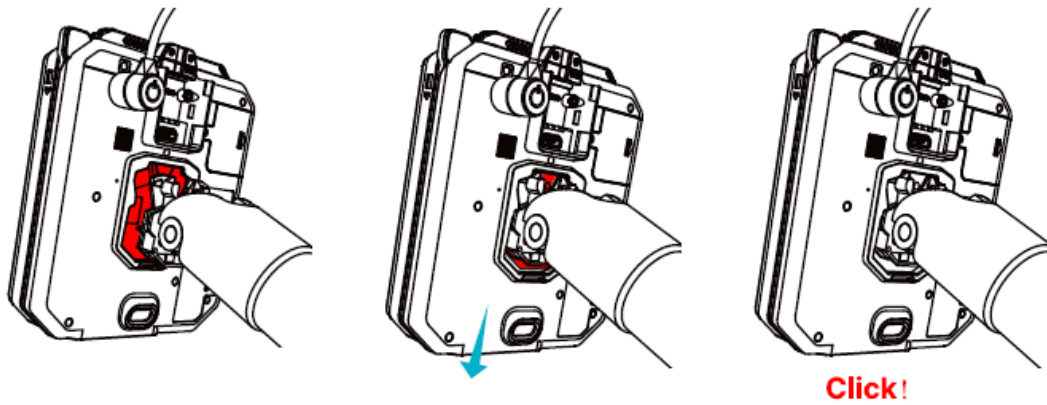
4_4 Setting the RX7000 on the standpole adaptor

Install the terminal on a flat surface is not possible on the RX7000 as is. It is designed to be fitted on a standpole adaptor.

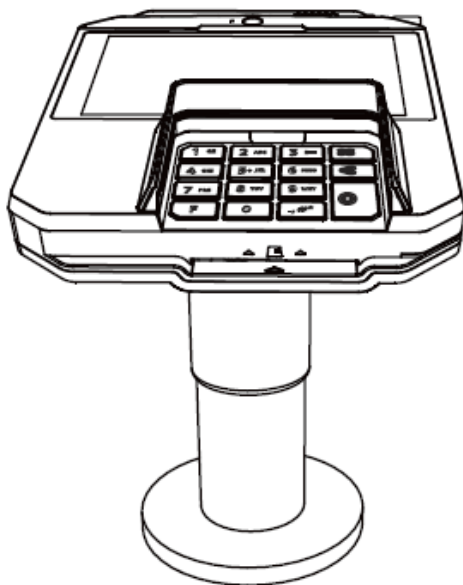
A specific pattern by Ingenico has been developed to fit the RX7000.



To fit the RX7000 to the stand pole adaptor, it only requires to slide down the RX7000 until a click sound:

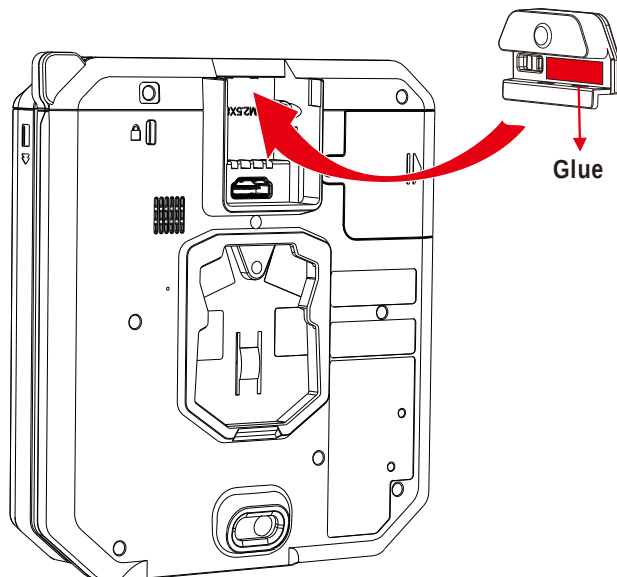


The RX7000 is now ready to use :

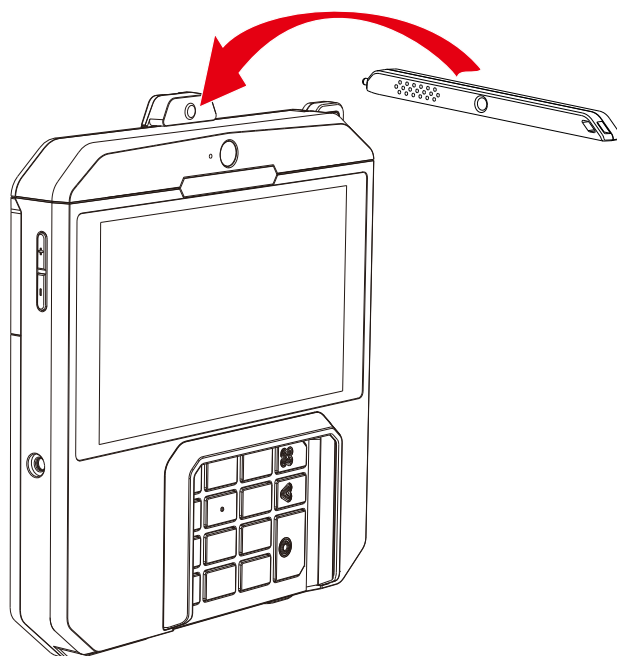


4_5 Fixing the stylus on RX7000 (optional)

Use the glue of holder to fix it on the RX7000.

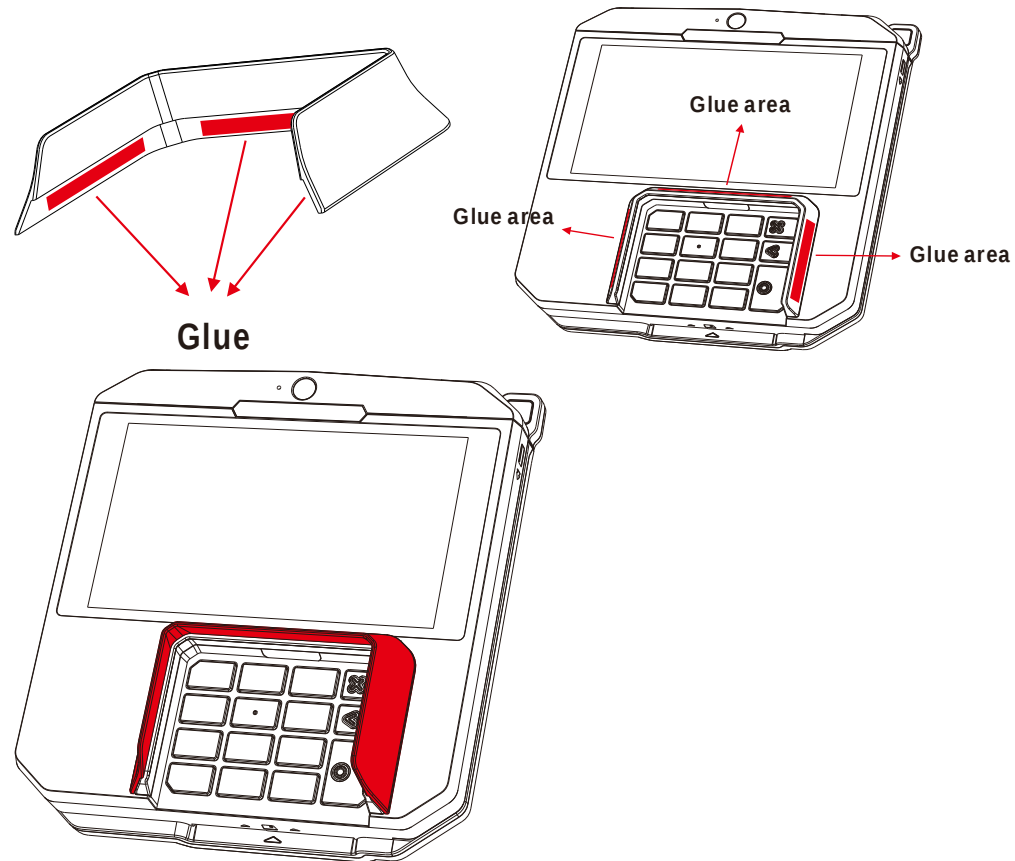


There is a magnet in the stylus , and it can be fixed on the holder.



4_6 Fixing the pinshield on RX7000 (optional)

Use the glue of pinshield to fix it on the RX7000 as follows:

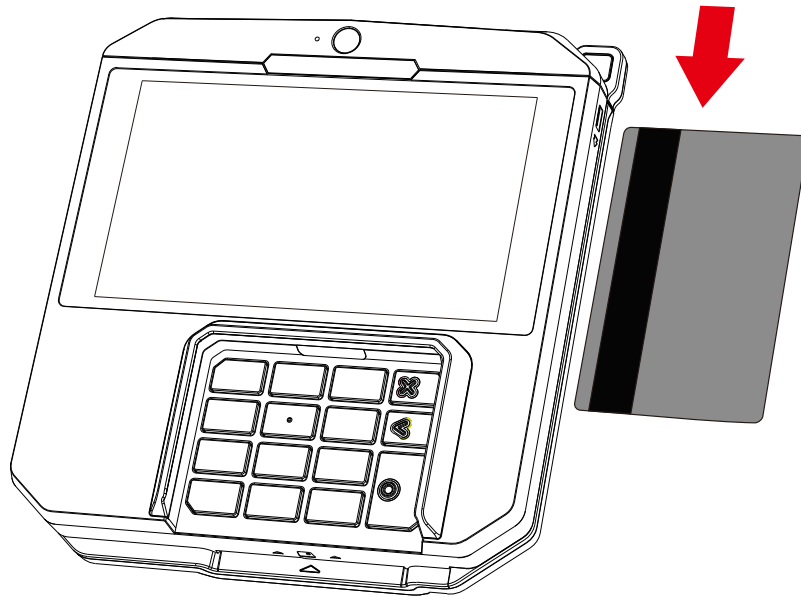


5_Daily use

5_1 Card reading

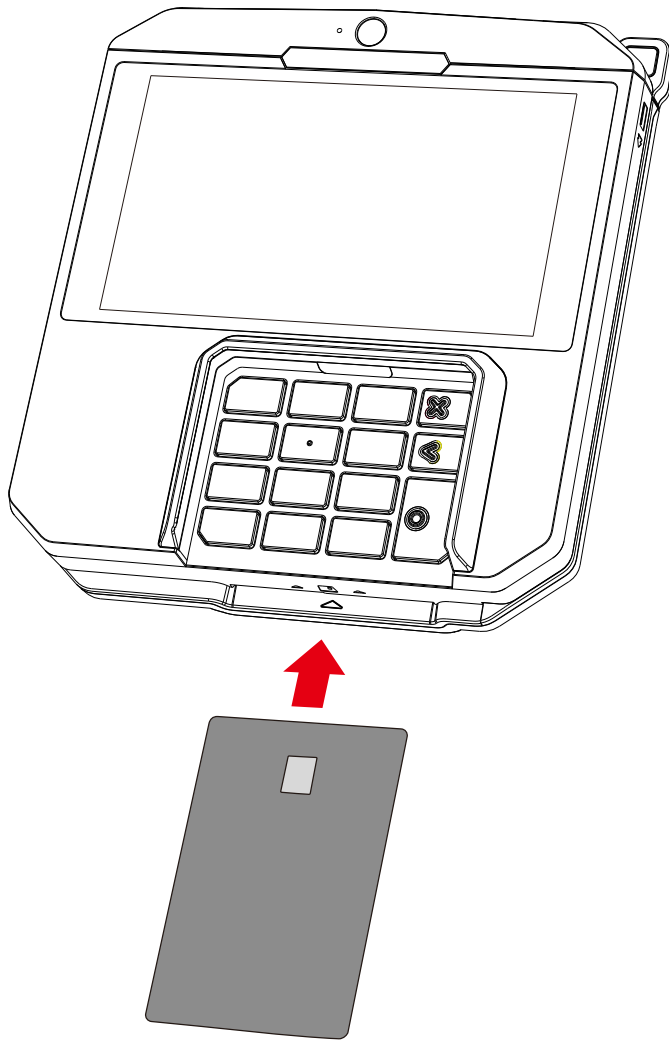
5_1_1 Swiping a card

- Insert the card manually in the reader, magnetic stripe facing the main body of the terminal, and slide the card from the rear to the front in a continuous motion for best results.



5_1_2 Inserting a smart card

- Chip cards should be inserted into your terminal as illustrated with the chip facing up and into the card reader.



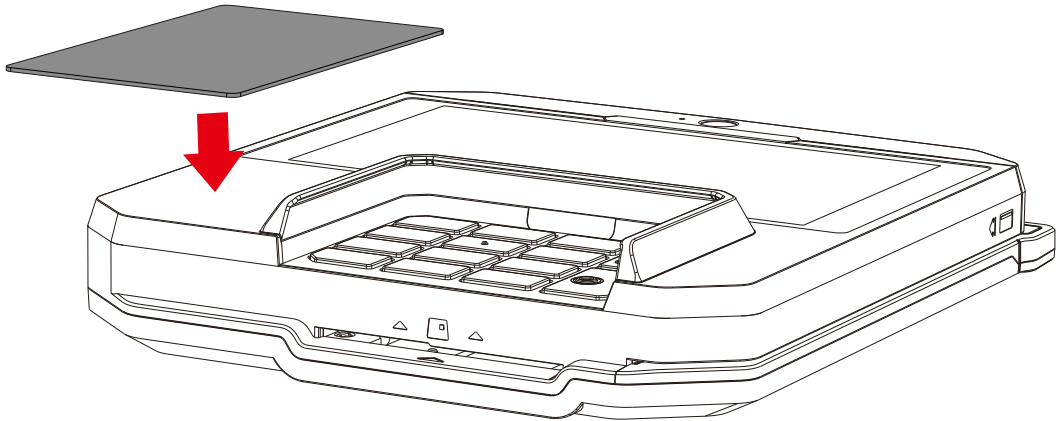
5_1_3 Reading a contactless card

- Bring the card to the active zone above the contactless logo (at about 1cm).
- Keep the card close to the contactless logo during the transaction.

Your contactless terminal provides four contactless status lights located above the contactless logo.

- When a contactless transaction is started the first (left hand) status light will be lit steadily; this indicates that the contactless is in using but a card is not being read.
- When a contactless card is presented to the contactless active zone during a transaction the second, third and fourth status lights will be lit in turn. The card read is

successful when all four status lights are lit and a confirmation tone can be heard.



CAUTION

Do not stick any label onto the contactless active zone. It can decrease seriously contactless efficiency.



CAUTION

Avoid metallic parts around the contactless area.

5_2 Signature capture

The signature capture is done with a stylus and a capacitive touchscreen

5_3 Audio

The speaker is available, there is also an audio jack. When a headset is plugged in, there

is no more sound from the speaker.

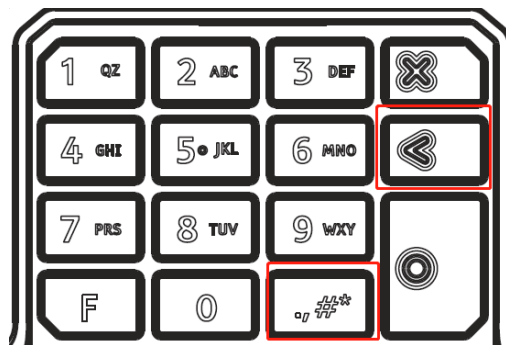
- The audio jack is located on the left of the terminal.
- This option is not designed to play music, but to facilitate the use by blind people.
- The jack is 3.5mm and the volume key is only used to control the volume of headset.

5_4 Reboot RX7000

There is no power key on RX7000 .So we can use Key combination to reboot RX7000

We can press the “#” and “yellow cancel” keys at the same time ,and RX7000 will reboot.

As follows:

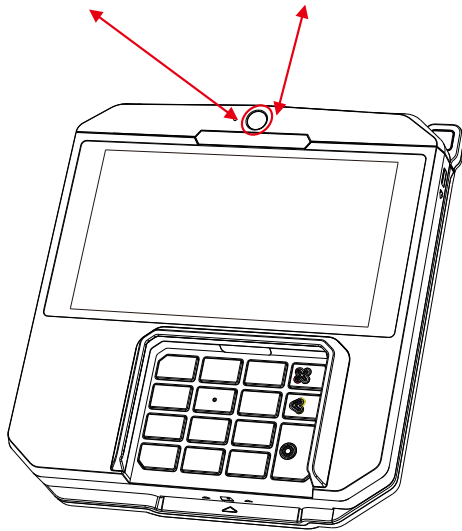


5_5 Camera

5_5_1 Front camera

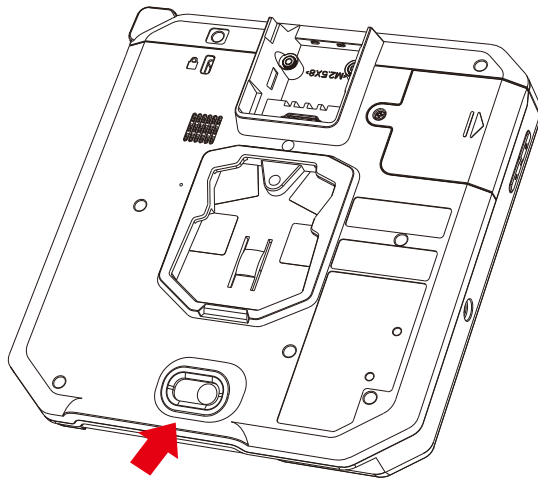
Front camera is used to face photography.

Front camera face photography



5_5_2 Rear camera(optional)

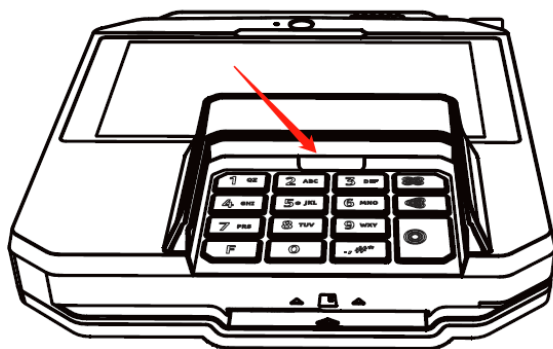
Rear camera is used to scanning.



Rear camera scanning

5_6 ShimmerSkimmer (optional)

The shimmer skimmer is used to detect the items which entries the key area and alert users.



6_Maintenance



CAUTION

Before making any operations of maintenance in the terminal, make sure that the power supply is disconnected.

6_1 Cleaning of the terminal

First of all, unplug all the wires from the terminal.

Good rules for proper cleaning of the terminal are :

- 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 contacts.
- Avoid exposing the terminal to the direct rays of the sun.
- Do not put anything into the slot of the smart card reader

6_2 Transport and storage

- Use the original packaging for storage or returning the unit.
- Disconnect all cables from the terminal during the transport.

7_Standard

FCC Warning

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: 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 instructions, 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 the 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 a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC Radiation Exposure Statement :

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.

ISED WARNING

This device complies with ISED 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'ISED 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'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Under Innovation, Science and Economic Development Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Innovation, Science and Economic Development 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 ISED, le présent émetteur radio peut fonctionner avec une antenne d'un type et d'un gain maximal (ou inférieur) approuvé pour l'émetteur par Industry 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.

ISED RF exposure statement:

This equipment complies with ISED radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body. This transmitter must not be co-located or

operating in conjunction with any other antenna or transmitter.

Le rayonnement de la classe b respecte ISM fixaient un environnement non contrôlés. Installation et mise en œuvre de ce matériel devrait avec écarteur distance minimale entre 20cm tonon corps.Lanceurs ou ne peuvent pas coexister cette antenne ou capteurs avec d'autres.

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/EU 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.

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