

User Guide

Global Payments

Rigger – DX8000

A solution for the automotive and petroleum industries.



globalpayments

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Introduction

Global Payments is a leading technology and software company, providing a global commerce ecosystem to businesses of all sizes. With over 50 years of Canadian experience, we deliver expert solutions to help you make the most of our offerings.

This guide provides the essential information for installing, setting up, and operating the Global Payments Rigger – DX8000.

General tips

- Perform daily settlements: This ensures your funds are deposited regularly.
- Change passwords often: Regular password updates help prevent fraud.
- Troubleshooting: If issues arise, check cables and reboot the terminal.
- Check network connectivity: Ensure there are no service provider outages.
- Support available 24/7: Call Global Payments Canada Customer Care at [1.800.263.2970](tel:18002632970).

Hardware — DX8000

Unboxing

Carefully inspect the shipping carton and its contents for shipping damage. If the contents are damaged, file a claim immediately with the shipping company and notify Global Payments Customer Care at [1.800.263.2970](tel:18002632970). Do not try to use damaged equipment.

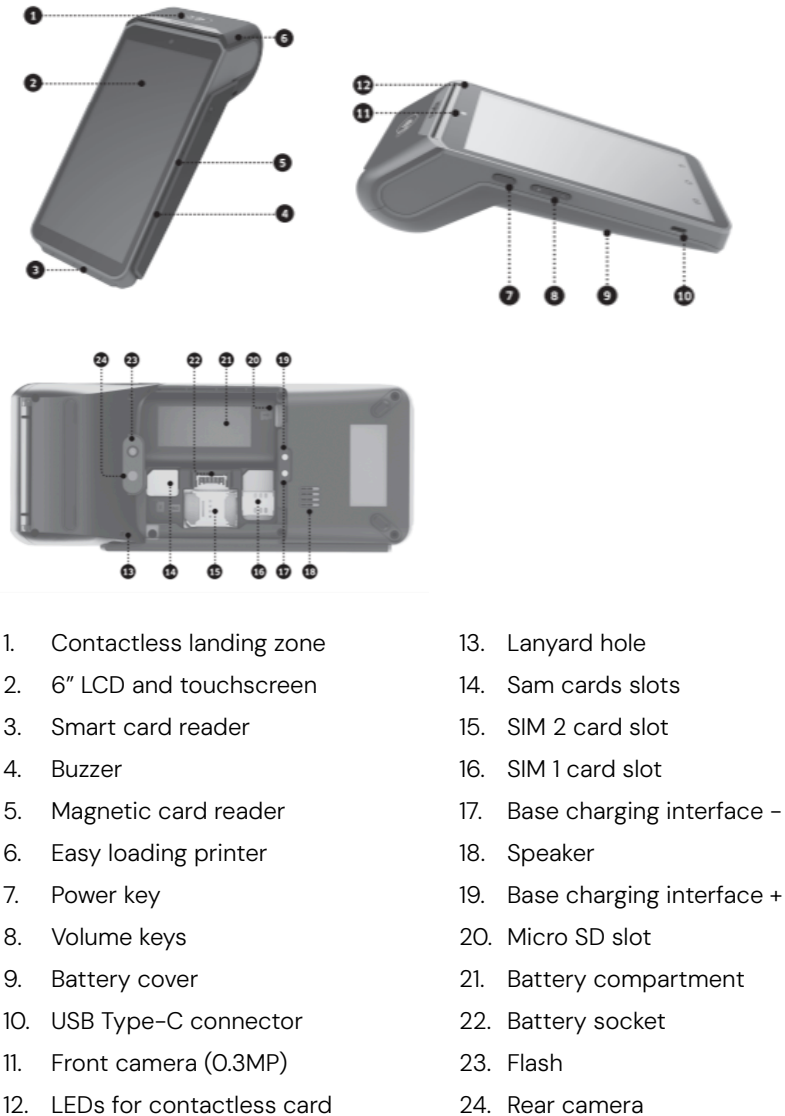
Check the contents for damage. The box should include:

- Global Payments Rigger – DX8000 (with paper roll installed)
- External power supply
- USB to USB-C cable
- Roll of thermal printer paper
- Optional: Communication (Comm) base (for Ethernet connection) or charging base
- Quick start guide

Next, remove the clear protective film from the LCD screen. You may want to save the shipping carton and packing material for future usage.



Terminal overview



Installing the terminal

To ensure a proper installation and usage of the terminal, please follow these guidelines:

- Choose location: Place the terminal on a flat surface, away from heat, dust, and interference.
- Use provided power supply: Plug it into a surge protector. Using a power supply with the wrong voltage or amperage can damage the device and void the warranty
- Secure cables: Prevent damage by securing all cables.
- Environment conditions: Use the terminal in temperatures between 10°C and 50°C (14°F to 122°F) with 10%–90% humidity.
- Terminal storage: When storing the terminal, make sure the temperature is between -20°C and 70°C (-4°F and 158°F).

CAUTION:

Due to risk of shock or terminal damage, do not use the terminal near water, in a wet basement, bathtub, washbowl, kitchen sink, laundry tub, or near a swimming pool. Do not use it in flammable environments.

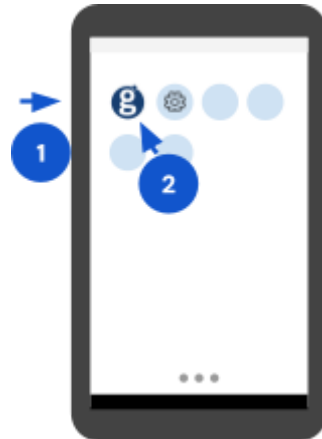
Please note that merchants are responsible for damages caused by improper use of the device

Terminal ON/OFF

Turning on the terminal

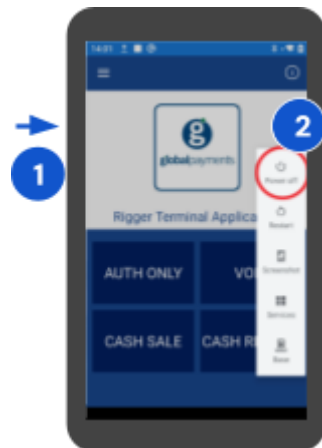
Power on the terminal by pressing and holding the small rectangular **button (7)** on the side of the device for 2-4 seconds until the screen lights up. Once the terminal is powered on, it is ready for use.

Following the power-up, if the application is not automatically opened, manually open the Rigger application by first swiping right to left on the screen and then tapping the icon.



Turning off the terminal

To power off the device, press and hold the power key until a menu with four options appears on the right. Select "Power off" and confirm by tapping "Power off" again. The device will then shut down.

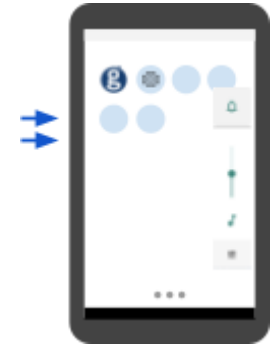


Adjusting volume and brightness

Volume adjustment

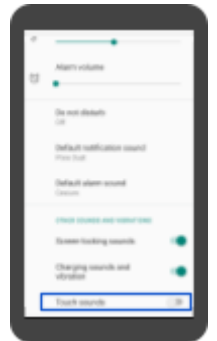
Locate and adjust with the **Volume keys (8)** on your device.

For additional sound adjustments, such as alarm, DND, device locking sound, and etc, tap the **Settings** icon ⚙️, and select "**Sound**" to access the menu.



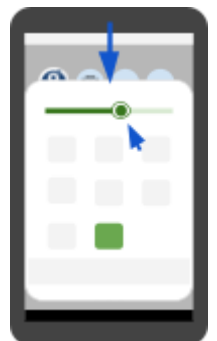
Touch sounds

1. At the Android Home screen, tap the **Settings** icon ⚙️
2. Enter the Android password (default is 3500000)
3. Tap **OK**
4. Tap **Sound**
5. Scroll down to **Touch sounds**
6. Toggle the button ☒ to enable/disable key beep sound



Brightness setting

Slide down from the top navigation panel. And adjust the brightness with the brightness slider.



Battery management

The portable DX8000 is designed for versatile use, both indoors and outdoors. It offers extended battery life and enhanced battery management features.

When the battery level reaches 100%, the charging process automatically stops to prevent overcharging.

Charging instructions

- USB cable charging: Connect the USB-C cable to the terminal and power supply
- Charging/Comm base (optional): Dock the terminal on the base ensuring proper connection

Viewing battery status

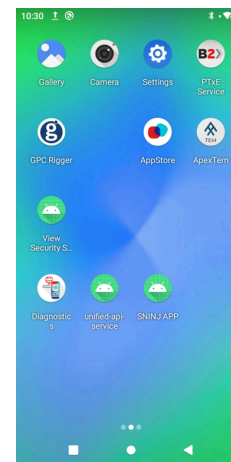
Enable show battery percentage in settings to display the battery level on the status bar.

This battery status is shown on the Android Desktop when the Rigger application is minimized.

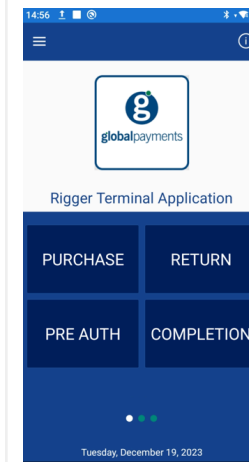
Menu screens and virtual keypad

The Rigger Terminal features a user-friendly 6-inch color capacitive touchscreen, providing an intuitive interface for data entry. The following menu screens will be referenced in this guide, allowing you to navigate and access various features with ease:

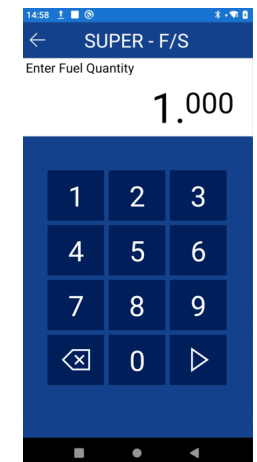
Android home screen




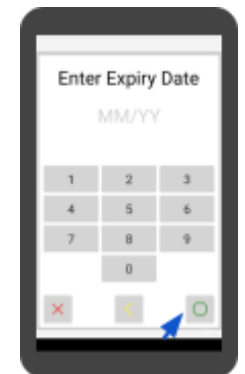
Rigger application main menu screen



Purchase / transaction screen



When asked to confirm a prompt or have completed data entry, tap the  icon to accept.



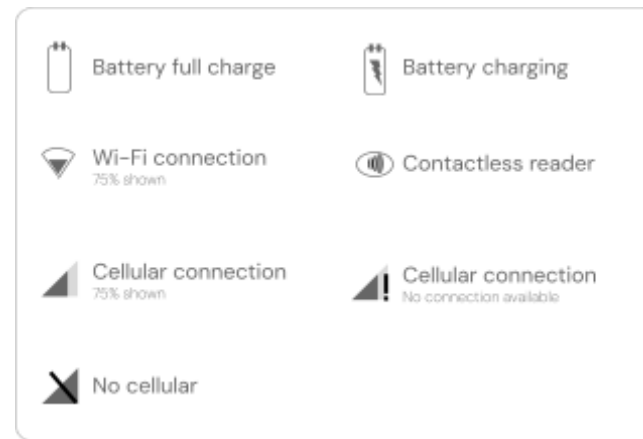
After completing data entry or confirming a list of products, press the ► key to go proceed.



Header and condition icons

The header of your terminal displays graphical icons that indicate various conditions and states. It is important to pay close attention to these icons as they provide valuable information about the terminal's operation.

These icons are only visible when the Rigger application is minimized.



The sample screens on the right showcase the default Android icons and their respective functions on your DX8000 terminal. Familiarize yourself with these icons to understand their meanings and ensure smooth operation of the terminal.



Optional bases

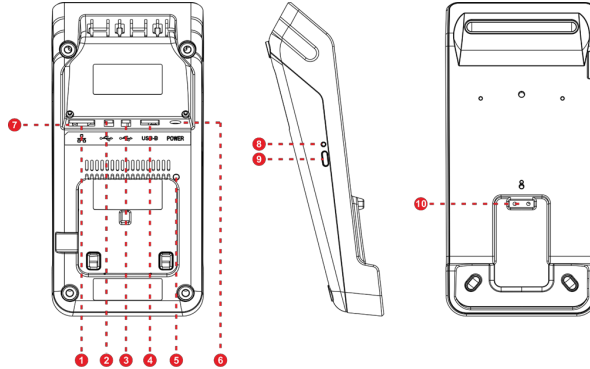
The DX8000 terminal is compatible with the dedicated charging base and communication (comm) base.

- Charging base: Used for countertop charging only
- Comm base: Used for countertop charging and ethernet connectivity



Comm base overview

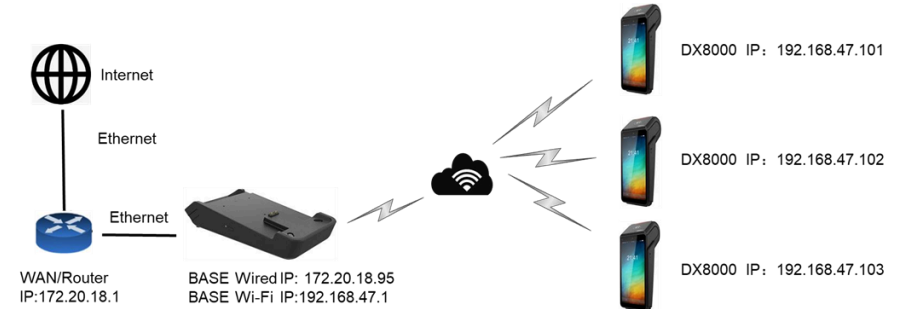
1. RJ45 Ethernet connector
2. USB – Type A
3. USB – Type A
4. USB – Type B
5. Factory Reset Button
6. Power connector – 12 V DC
7. Network Status LED
8. Pairing Status indicator
9. USB Pairing Button
10. DX8000 battery contacts



Comm base connectivity modes

1 – Gateway / Router Mode (Default)

In this mode, the communication base functions as a Wi-Fi router for your business. It is particularly useful when your business location only has local Ethernet connectivity.



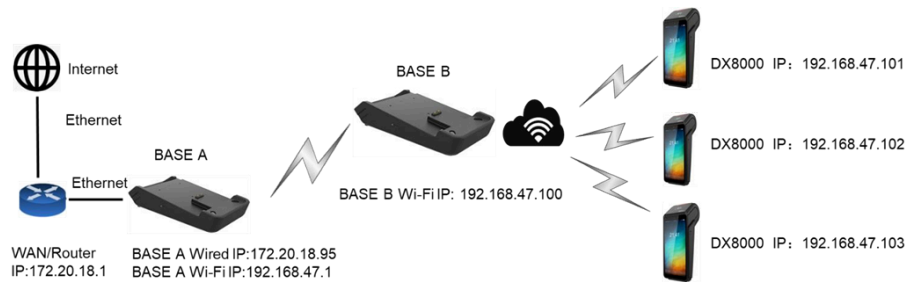
Please note the following:

- The local router distributes a corporate IP address to the Base Station Ethernet port
- The Base Station distributes IP addresses to DX8000 devices using an internal DHCP server
- The DX8000 Base and devices are on a private network segment
 - For example: 192.168.47.X
- Only the Base Station IP address is visible and addressable by the network. The private IP addresses of all devices are masked from the network using NAT

2 – Wi-Fi Repeater Mode

This mode is designed to expand wireless coverage by connecting two bases together using Wi-Fi.

Use case: If your DX8000 is too far away to connect directly to Base A, you can place Base B between Base A and DX8000 and set Base B to repeat the Wi-Fi signal from Base A.



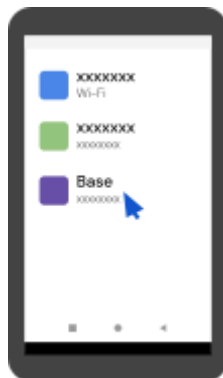
Please note the following:

- DX8000 can connect to the internet through Base B.
- This mode does NOT operate with a Mesh network.

Setting up the comm base

To set up the communication base for your DX8000, follow these steps:

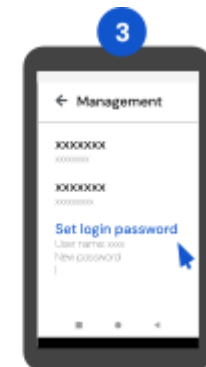
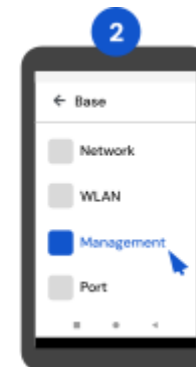
1. Power on the base
2. On the DX8000 device, click on the "Settings ⚙️" menu and then select "Base"
3. Scan the data matrix barcode on the base using the device's camera (indicated below)



4. Select **Only use base Wi-Fi** and wait for the connection confirmation

Changing comm base password

1. Click on the "Settings ⚙️" icon and then select "Base"
2. Locate and tap the connected Wi-Fi network name
3. Enter the default Wi-Fi password (refer to the label on the [comm base](#))
4. Select the "Management" from the menu
5. Look for the "Set Login password" option and click on it
6. Enter your own new password
7. Tap **Save** to save the changes



Advanced comm base settings

To access advanced settings, open a web browser on a device connected to the same network and enter <http://192.168.47.1>. From the web application, you can modify:

- SSID pre-shared keys (passwords)
- WLAN configurations
- Admin password for the web page

If you require detailed instructions or further assistance with setting up the advanced settings, contact Global Payments Customer Care at [1.800.263.2970](tel:18002632970).

Network communication

The Rigger – DX8000 offers flexible communication options with support for Wi-Fi and 4G. You can choose either of these modes as your primary method of connecting. Follow the instructions below to set up your device.

Setting up Wi-Fi

1. On the Android Home screen, tap **Settings** ⚙️
2. Enter Android password (default 350000)
3. Go to **Network & Internet**
4. Enable Wi-Fi and select your network

The Wi-Fi signal range extends approximately 100 feet in diameter in open areas.



Setting up 4G mobile data connectivity

If you ordered a 4G device, a 4G SIM card is pre-installed, no additional setup is required. Your terminal will automatically connect to the cellular network using the pre-installed SIM card.

Setting up static IP address

Follow these steps to configure the terminal with a static IP address:

1. Go to **Settings** ⚙️, enter Android password and select **Network & internet**
2. Select Wi-Fi and tap the connected Wi-Fi network
3. Tap the **pencil icon** in the top right corner of the screen
4. Under **Advanced** options, locate **IP settings**
 - Do not enter password in the password screen
5. Change the setting from **DHCP** to **Static**, scroll down until the IP address line under Static
6. Enter the following details:
 - IP address
 - Gateway
 - Network prefix length (usually 24 for subnet 255.255.255.0)
 - DNS 1 and DNS 2 servers
7. Tap **Save** to apply the static IP configuration

Terminal maintenance

Proper maintenance of your DX8000 terminal ensures smooth operation and longevity. Below are key tasks for keeping your terminal in top condition.

Cleaning

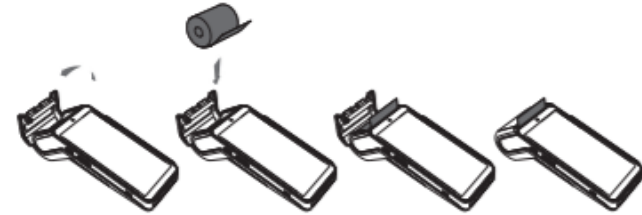
To keep the terminal clean and functioning properly:

1. Turn off the terminal and unplug the power supply before cleaning
2. Wipe the terminal gently with a damp cloth to remove dust
3. For more thorough cleaning, use a mild soap and water solution on a soft cloth and wipe the terminal's exterior
4. Avoid spraying liquids directly onto the terminal to prevent damage
5. Do not use abrasive cleaners that could scratch the terminal's plastic surface
6. Avoid cleaning electrical connectors to prevent damage or malfunctions
7. Ensure the cleaning solution dries within one minute. If not, wipe dry with a soft cloth

Replacing the receipt paper roll

When colored stripes appear on receipts, it indicates the paper roll needs to be replaced. Follow these steps to replace the receipt paper roll:

1. Open the paper cover by lifting the catch at the top of the DX8000 and pulling it toward the rear.
2. Insert the approved paper roll into the compartment following the provided diagram.
3. Align the paper, pulling it to the top of the terminal, then close the cover.
4. Press both upper corners of the paper flap until it snaps into place.



Approved paper roll specifications:

- Width: 58 mm (2 ¼")
- Diameter: 40 mm (1.57")
- Length: 18 m

Storage tips: Store thermal paper in a dry place, away from direct light and high humidity. Avoid proximity to vinyl, adhesives, or carbon paper to prevent damage.


If using a new R40 paper roll, tear off the first length to avoid printing on the adhesive tape mark.

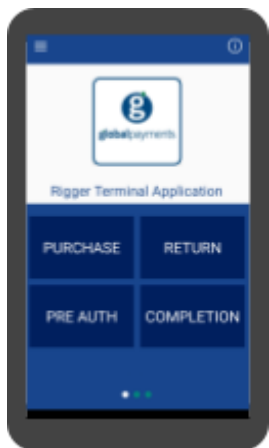
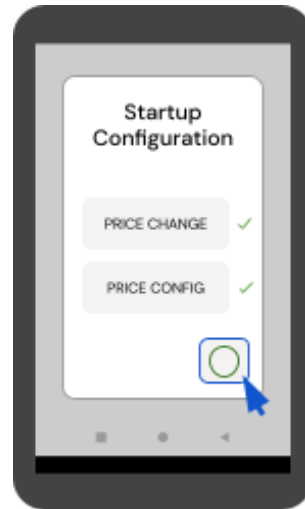
Rigger Application

Getting started

The **startup configuration** is the first step in getting your device ready for use. When the terminal connects to “TEM” (The Estate Manager), it fetches the latest settings and software updates.


Before you can process any financial transactions, you'll need to configure **Price Change** and/or **Pump Settings** (Config).

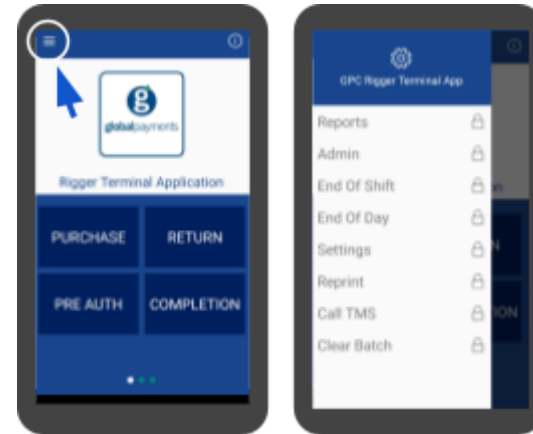
After both options are set up, a confirmation screen will appear. Press  to complete the configuration.



Once this is done, the main menu of the Rigger application will be displayed, and you are now ready to begin processing transactions.

Function menu options

On the Rigger application main menu, select the **Function Menu icon**  to access and configure various settings.



Here is a list of the operations and admin capabilities available within the functions menu:

1. Reports: Print different reports.
2. Admin: Oil & Gas Administrative functions.
3. End of Shift: End of Shift tasks.
4. End of Day: End of Day tasks.
5. Settings: Configure the application to meet your business needs.
6. Reprint: Reprint receipts.
7. Call TMS: Call the “Terminal Management System” to download software and/or parameter updates
8. Clear Batch: Clears batch transactions.

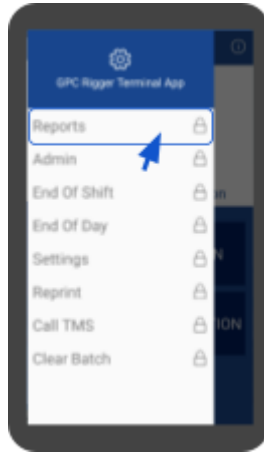
Some setting functions are [password](#) protected.

Find the instructions below for each function within the functions menu.

Reports

Terminal reports provide a quick way to review daily activities. Available report options include:

- Card Summary: Lists card types, transaction totals, and counts for each card type
- Transaction Detail: Displays all transactions (excluding Pre Auths) in chronological order with grand totals
- Clerk Summary: Totals by transaction type and card type for each employee
- Pre Auth Report: Lists open Pre Authorizations
- Cash Transaction Detail: Shows Cash Sales and Returns with grand totals
- Clerk Table Report: Displays a list of User IDs with names and types
- Configuration Report: Prints terminal settings and EMV parameters



To print a report:

1. Enter the Employee ID and password (if required)
2. Select the report you wish to print
3. Ensure there is enough paper in the terminal

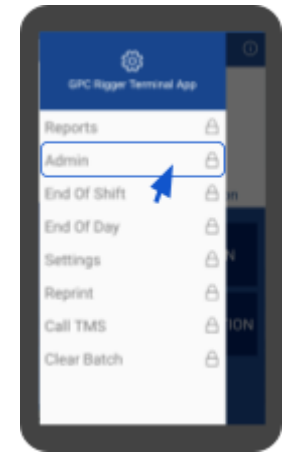
End of Shift/Day

The End of Shift/Day function is used to settle transactions. For detailed instructions on how to complete a settlement, refer to the [Payment Settlement section](#) of this guide.

Admin

The Admin menu is used for station management functions. Options may vary based on configuration, including:

- Price Change: Set fuel prices.
- Meter/Dip Reconciliation: Track pump and tank inventory.
- Gas Drop: Record fuel deliveries.
- Dealer Payment: Process station payments to the head office.
- Site Close: Close the site and generate reports.
- Pump Config: Configure pump meter digits.

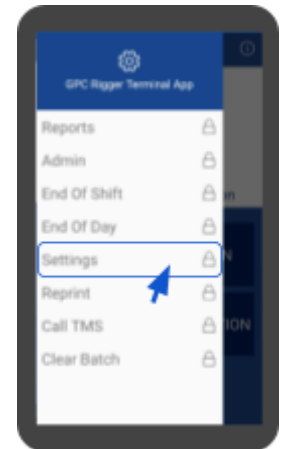


To access the admin functions, enter your employee ID and password (if required) and select the item to update and follow the prompts.

Settings

The Settings menu allows you to configure terminal settings. Any changes made in this menu will revert to the TMS settings unless updated through TMS. Key settings include:

- Terminal ID / Merchant ID
- Merchant Language
- Enable Invoice Number Prompt
- Enable 'Pass to' Prompt
- Tip Entry settings (Percentage, Amount)
- Employee Setup (Employee Mode, Add/Change Password)
- Receipt settings (Header/Footer customization)



Note that by default, modifying settings require manager or admin level of [user access](#).

Reprint

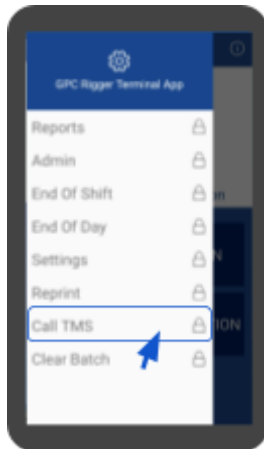
The reprint function is used to reprint a transaction receipt. To reprint a receipt, simply select Reprint from the functions menu, enter employee ID and password (if required), and choose the transaction from the list to reprint.

Call TMS

The Call TMS option allows you to download software and parameter updates from the **Terminal Management System (TMS)**. Make sure all transactions are [settled](#) before performing this function.

To perform a TMS call:

1. Select Call TMS
2. If there are open transactions, the terminal will prompt you to settle them first.
3. Enter the Employee ID and password (if required)
4. Tap the green check for updates box to initiate the call
5. Once completed, the startup configuration screen will appear, prompting you to update **Price Change** and **Pump Config** (if enabled)
6. Enter the Reason Code and complete the configuration

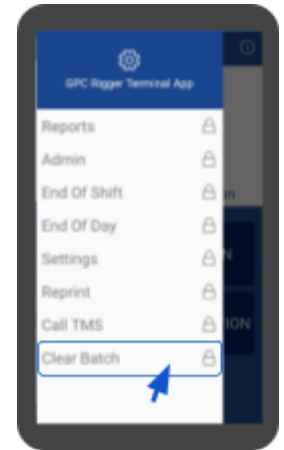


Clear Batch

The Clear Batch option is used to clear the current batch of transactions from the terminal. Be sure all active transactions (including [Pre Auths](#)) are [settled](#) before using this feature.

To clear a batch:

1. Select **Clear Batch**.
2. Enter the Employee ID and password (if required).
3. Confirm the action when prompted
4. Once the batch is cleared, the terminal will display the message Batch Cleared



Menu access management

All financial transactions and administrative functions excluding “CALL TMS” can be configured to be **hidden**. This feature allows you to disable access to any transactions and functions that are not to be used.

For example, you can hide the “Void” function to prevent users from accessing it.

If you require changes to the menu access, contact Global Payments Customer Care at [1.800.263.2970](tel:18002632970).

Password management

All financial transactions and administrative functions excluding **Settings** can have the password access level set to **Employee** or **Manager**. This feature allows you to control access to sensitive functions.

For example, you can limit the access to “Void” function by setting the access level to Manager level only.

If you require changes to the menu access, contact Global Payments Customer Care at [1.800.263.2970](tel:18002632970).

User access management

To set up your admin password for the first time, please contact Global Payments Customer Care at [1.800.263.2970](tel:18002632970).

User hierarchy

Your Rigger terminal supports different user levels to ensure secure access:

- Administrator (highest level): 1 admin user (ID set to 00)
- Manager (middle level): Up to 99 manager users
- Employee (lowest level): Up to 99 employee users

A total of 99 IDs can be created across all user levels. When prompted for an employee, manager, or admin ID, any higher-level password can be used in place of a lower-level password.

For example, the manager or admin password will work in place of an employee password.

Employee setup

In the **Functions menu** ≡ > **Settings**, you can assign and manage employee IDs.

- Maximum IDs: Up to 99 unique employee IDs
- ID format: Numeric, limited to 1-2 digits (note that, '1' and '01' are different)
- Password format: Numeric, 6 digits fixed
- Employee name: Associated with each ID; up to 10 alphanumeric characters
- Editing settings: Modify passwords or employee details as needed

Employee password

The employee password is specific to the Rigger application, which grants access to transactions, reports, and more. This password is separate from the Android password (default 350000), which is used for device settings.

Recommendation: Set a custom 6-digit numeric password for security.


What is “Employee Mode”?

There are three employee modes for controlling access to financial transactions and admin functions (except for settings, which always require manager or admin access):


Employee Mode	Setting impacts
Not Enabled	Employee ID prompting is not required. <ul style="list-style-type: none">• Employee ID and password prompting is not required if the access level is set to Employee.• Features that have access level set to Manager will still prompt for a manager ID and password.


Prompt	<p>All transactions will prompt for Employee ID and password. This mode is intended to define Employee IDs for everyone expected to use the terminal.</p> <ul style="list-style-type: none"> The defined password access level determines which Employee ID and password is accepted.
Login	<p>All transactions will require Employee access. This mode is intended to define Employee IDs for everyone expected to use the terminal.</p> <ul style="list-style-type: none"> All features will prompt for an Employee ID and password Features that have access level set to Manager level will still prompt for a manager ID and password <p>For features that have the access level set to Employee, they will be prompted for their ID followed by password. Once they have entered the correct password, they will not be prompted for their password again until:</p> <ul style="list-style-type: none"> A settlement is performed (when all Employees are logged out), or They manually logout in the Settings screen <p>This mode removes the second prompt (the password prompt).</p>

Setting the Employee Mode



1. On the Rigger main menu, tap the  icon
2. Tap **Settings** and enter your employee ID and password (manager or admin only)
3. Scroll to **Employee Mode** and select from the three options
4. Tap the desired option and return to the settings menu

Adding a new employee with password



1. On the Rigger main menu, tap the  icon
2. Tap **Settings** and enter your employee ID and password (manager or admin only)
3. Scroll to **Employee Setup** and tap + to add a new employee

4. Enter the employee name (up to 10 characters), ID (1–2 digits), and password (6 digits)
5. Select the user type (manager or employee)
6. Tap **Save**. The terminal will confirm the employee has been added
7. Tap  to complete

Modifying the employee password

1. On the Rigger main menu, tap the  icon
2. Tap **Settings** and enter your employee ID and password (manager or admin only)
3. Scroll to **Employee Setup** and select the employee whose password you want to change
4. Enter a new 6–digit password and confirm it
5. Tap **Save**
6. Tap  to complete

Employee login and logout

1. On the Rigger main menu, tap the  icon.
2. Tap Settings and enter your employee ID and password (manager or admin).
3. Scroll to **Employee Setup**. Logged-in employees will have a  icon next to their ID.
4. To log in, swipe left on the employee line and tap the **blue** Login button.
5. To log out, swipe left and tap the **green** Logout button.
6. To log out all employees, use the **Logout All Employees** option.

Deleting an employee ID

1. On the Rigger main menu, tap the ☰ icon.
2. Tap **Settings** and enter your employee ID and password (manager or admin only).
3. Scroll to **Employee Setup** and swipe left on the employee ID you want to delete.
4. Tap the **red** Delete button to confirm the deletion.
5. Tap **○** to complete

Changing your own password

1. On the Rigger main menu, tap the ☰ icon
2. Tap **Settings** and enter your employee ID and password (manager or admin)
3. Scroll to **Change Password** and select the option
4. Enter your new password and confirm it
5. Tap **Save** to complete the change
6. Tap **○** to complete

Taking payments

Accepted payment types

To accept payments on your DX8000 terminal, tap the appropriate transaction option on the [Rigger Main Menu](#) screen and follow the prompts to complete the following types of transactions:

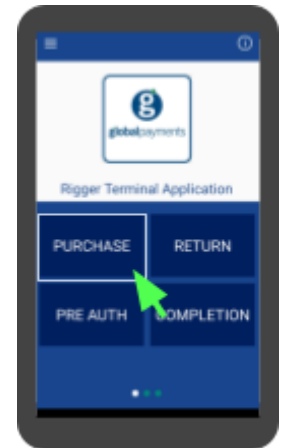
Payment type	Instructions
Contactless	Customers tap their card/device over the contactless zone. Wait for the confirmation tone.
Chip card (insert)	Customers insert their card, follow the prompts and wait until prompted to remove it.
Magnetic stripe	Customers swipe their card through the magnetic reader
Cash	Record cash sale through the "cash purchases" function
Card-not-present	Accept over-the-phone transactions by manually keying in customer's payment information.




Purchase transactions

Card purchases

Follow these steps to process both debit and credit card payments:

1. Tap "**Purchase**" on the terminal
2. Enter the Employee ID and password (if required)
3. Select products or fuel types from the drop-down menu and enter the quantities or amounts
 - A list of items with the total amount will be shown. Tap + to add more items (a maximum of two fuel products can be selected)
4. Enter the invoice number (if enabled) and tap >
5. Pass the terminal to the customer (if applicable)




- If tip functionality is enabled, the cardholder will be prompted with the tipping options
- 6. Customer taps, inserts, or swipes their card:
 - **Debit:** If the card is inserted, the customer follows the prompt and enters their PIN
 - **Credit:** The customer taps, inserts, or swipes their credit card
- 7. Confirm the total amount and tap 
 - For **debit** transactions, if a surcharge¹ is configured, additional prompts may appear (tap  to continue or  to cancel). Canceling the surcharge will cancel the entire transaction
- 8. Once the transaction is complete, the merchant copy of the receipt will be printed
- 9. Confirm receipt for the customer

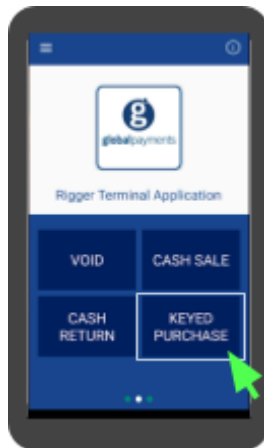
If a **debit** card cannot be tapped, inserted, or swiped, request another form of payment.


If the terminal cannot read the **credit** card, you can manually enter the card number using the **Keyed Purchase** transaction type. Note that **debit** cards cannot be manually entered.

Keyed purchases

Follow these steps to process a keyed (manual key entry) purchase:



1. Tap "**Keyed Purchase**" on the terminal
2. Enter the Employee ID and password (if required)
3. Select the product from the drop-down menu
4. Enter the product amount and tap 
 - A list of items with the total amount will appear. Tap + to add more items (a maximum of two fuel products can be selected)

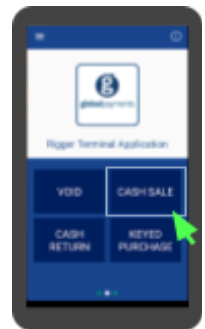


5. Enter the invoice number (if enabled) and tap 
6. Enter the cardholder's card number and expiry date
7. Enter the CVV and ZIP/Postal code, if required
8. Once the transaction is complete, the merchant copy of the receipt will print
9. Confirm the receipt for the customer

Cash purchases

Follow these steps to process a cash sale payment:

1. Tap "**Cash Sale**" on the terminal
2. Enter the Employee ID and password (if required)
3. Select the product from the drop-down menu
4. Enter the product amount and tap 
 - A list of items with the total amount will appear. Tap + to add more items (a maximum of two fuel products can be selected)
5. Enter the invoice number (if enabled) and tap 
6. Once the transaction is complete, the merchant copy of the receipt will print
7. Confirm the receipt for the customer



Pre Auth and completion transactions

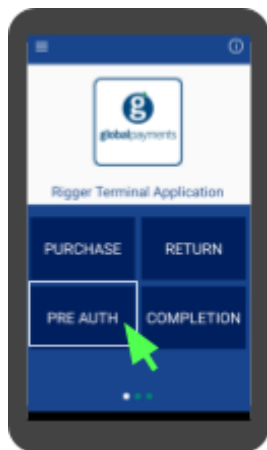
The **Pre Auth** (Pre-authorization) function is used for credit and debit transactions when the customer is pre-paying for fuel. The fuel product will be selected during the **Completion** process.

¹ Debit Surcharge not available in the province of Quebec.

Important: A Pre Auth does NOT settle the transaction. A [Completion](#) is REQUIRED to finalize and settle the transaction.

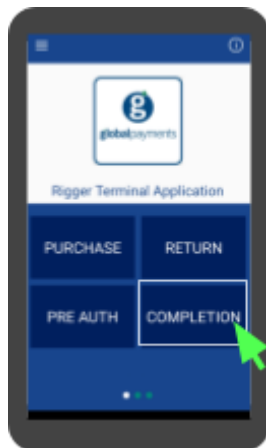
Pre Auth

1. Tap **"Pre Auth"** on the terminal
2. Enter the Employee ID and password (if required)
3. Enter the transaction amount and tap ►
4. Enter the invoice number (if enabled) and tap ►
5. Pass the terminal to the customer (if applicable)
6. Customer taps, inserts, or swipes their card as prompted
7. Once the transaction is complete, the merchant copy of the receipt will print
8. Confirm the receipt for the customer



Completion

1. Tap **"Completion"** on the terminal.
2. Enter the Employee ID and password (if required)
3. A list of open Pre Auth transactions will appear
4. Select the Pre Auth record to complete
5. Choose the fuel type from the drop-down menu and enter the amount purchased



- The amount **cannot** exceed the original Pre Auth amount, and only one fuel product can be selected
6. The selected fuel type and total amount will be displayed. Tap ► to process the completion
 7. Once the completion is processed, the merchant copy of the receipt will print
 8. Confirm the receipt for the customer

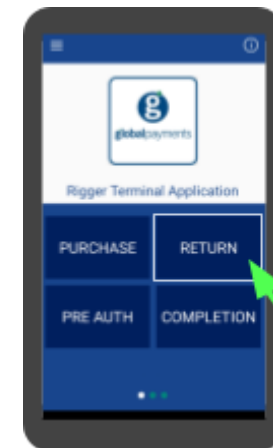
Return transactions

Important: This function is password-protected. To access it, you must set up your unique admin/manager password. If you haven't done this yet, contact Global Payments Customer Care at [1.800.263.2970](tel:18002632970).

Card return

To process a return:

1. Tap **"Return"** on the terminal
2. Enter the Employee ID and password (if required)
3. Select a product from the drop-down menu
4. Enter the product amount and tap ►
 - A list of items with the total amount will appear. Tap + to add more items (a maximum of two fuel products can be selected)
5. Enter the invoice number (if enabled) and tap ►
6. Pass the terminal to the customer (if applicable)
7. Customer taps, inserts, or swipes their card as prompted



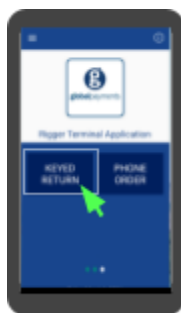
- Once the transaction is complete, the merchant copy of the receipt will print
- Confirm the receipt for the customer

- Employee, Manager, or Admin level users can access the Return, Void, Cash Return, Keyed Purchases, Keyed Returns, and Phone Orders functions. By default, Manager level access is required
- The cardholder **must** be present for returns
- Debit** cards **cannot** be swiped or manually entered for returns
- If the terminal cannot read a credit card, manually enter the card number using the Keyed Return transaction type

Keyed return

Follow these steps to process a keyed (manual key entry) return:

- Tap **"Keyed Return"** on the terminal
- Enter the Employee ID and password (if required)
- Select the product from the drop-down menu
- Enter the product amount and tap >
 - A list of items with the total amount will appear. Tap + to add more items (a maximum of two fuel products can be selected)
- Enter the invoice number (if enabled) and tap >
- Enter the cardholder's card number and expiry date
- Enter the CVV and ZIP/Postal code, if required
- Once the transaction is complete, the merchant copy of the receipt will print
- Confirm the receipt for the customer



Cash return

Follow these steps to process a cash return:

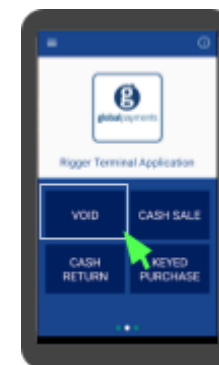
- Tap **"Cash Return"** on the terminal
- Enter the Employee ID and password (if required)
- Select the product from the drop-down menu
- Enter the product amount and tap >
 - A list of items with the total amount will appear. Tap + to add more items (a maximum of two fuel products can be selected).
- Enter the invoice number (if enabled) and tap >
- Once the transaction is complete, the merchant copy of the receipt will print
- Confirm the receipt for the customer



Void transactions

Use the Void function to cancel transactions instead of processing a return. **Voided transactions will not appear on cardholder statements.** Debit card voids require the customer to be present. Transactions can only be voided before settlement.

Important: This function is password-protected. To access it, you must set up your unique admin/manager password. If you haven't done this yet, contact Global Payments Customer Care at [1.800.263.2970](tel:18002632970).



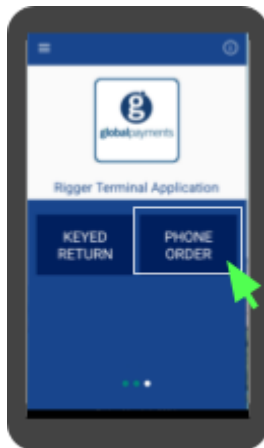
To void a transaction:

1. Tap **"Void"** on the terminal
2. Enter the Employee ID and password (if required)
3. Select the transaction you want to void from the list
 - For credit transactions, the card does not need to be present
 - For debit transactions, pass the terminal to the customer
4. Customer taps or inserts their debit card (must be the original card)
5. The void request is processed
6. Once the transaction is voided, the merchant copy of the receipt will print
7. Confirm the receipt for the customer

Phone order transactions

The "Phone order" function allows you to gather customers' payment information and process the transaction without them being present. Follow these steps to process a phone order:

1. Tap **Phone Order** on the terminal
2. Enter the Employee ID and password (if required)
3. Select the product from the drop-down menu
4. Enter the product amount and tap ►
 - A list of items will appear; tap + to add more items (maximum of two fuel products can be selected).



5. Enter the invoice number (if applicable) and tap ►
6. Enter the cardholder's card number, expiry date, CVV, and ZIP/Postal code (mandatory)
7. Once the transaction is complete, the merchant copy of the receipt will print. No customer receipt is printed as the cardholder is not required to be present

Payment settlement

A settlement finalizes the day's transactions, ensuring funds are transferred to your bank account.

1. Tap the ☰ icon on the Rigger Main Menu
2. Select **End of Day** or **End of Shift** (if Settlement feature has been enabled)
3. Enter the Employee ID and password (if required)
4. Tap **Start** to initiate the settlement
 - If there are open [Pre Auths](#), you will be prompted to confirm whether to proceed
 - If there are no transactions, an 'Error – Batch Empty' message will appear, and the terminal will return to the idle screen
5. The following reports will print (if configured)
 - Settlement report
 - Card Deposit report
 - Dealer Scrip report
6. If configured, the terminal will prompt you to update:
 - Price Change
 - Meter/Dip Reconciliation
 - Gas Drop

- Pump Config
- 7. Tap ► after updates
- 8. POSmails are uploaded and the SUCCESS message will print

The transactions will be processed, and the funds will be credited to your account(s) based on your arrangement with the card processor.

Important: If the terminal displays: "Batch Rejected" at the end of the settlement procedure, please contact Global Payments' Customer Care at [1.800.263.2970](tel:1800.263.2970).

Troubleshooting

Card reader not working

If the card reader is not reading cards, try the following:

1. Swipe direction: Ensure the magnetic stripe faces the display screen
2. Adjust swipe speed: Try swiping the card at a slower or faster pace
3. Change swipe direction: Swipe the card in the opposite direction
4. Test different cards: Use another card to check if the issue is with a specific card
5. Inspect card condition: Check for scratches or excessive wear on the card's magnetic stripe. If the card is damaged, try another card or test it on a different terminal

Terminal not working as intended

If the terminal is not functioning correctly:

1. Reboot the terminal by pressing and holding the power button.
2. On the options screen, select "**Restart**" to initiate a reboot.



Paper jams

If the paper is jammed:

1. Prevent jams: Tear the receipt by pulling the paper forward.
2. Clear jams: Remove the paper roll, reinsert it, and ensure proper alignment.

Blank receipt

If your receipts are printing blank:

1. Check paper roll installation: Ensure the paper is properly inserted into the terminal.
2. Verify paper type: Ensure you are using the correct thermal paper for the terminal.

Service and support

For any service or repair inquiries regarding the Global Payments Rigger – DX8000, contact Global Payments Customer Care at [1.800.263.2970](tel:18002632970). Our team is available 24/7 to assist you.

Important: Do not attempt any service, adjustments, or repairs on your own. Service by unauthorized personnel may void the warranty and result in additional charges. Always reach out to Global Payments Customer Care for support.

Returning a terminal for Service

When you receive a replacement terminal, it is crucial to promptly return the defective device. Failure to return the original terminal may result in charges to your account.

If you need help returning a terminal or have any questions about the process, contact the Global Payments Customer Care Centre, available 24/7, for assistance. Ensuring timely returns helps maintain smooth account operations and allows for efficient handling of repairs or replacements.

Appendix A. — Terminal specifications

This section discusses power requirements, dimensions, and other specifications of the Rigger – DX8000.

Memory	Internal – 32GB Flash, 3GB RAM – 16 GB Flash, 2GB RAM External – MicroSD Card Slot
Processor	Application processor: 64-bit ARM, Cortex Quad-core A53, 1.3GHz 32-bit ARM, security core SC300, 192MHz Crypto processor: 32-bit ARM, security core SC300, 192MHz
Card reader	Magnetic card reader – ISO 1/2/3 track data, bi-directional swiping Smart card Contactless – EMV Contactless L1 3.0 spec complaint; support ISO / IEC 14443 Type A / B
Display	Colour / capacitive multi-touch – 6" HD+ 1440 X 720 px
Printer	Thermal printer, 40mm
Data capture Dual cameras	Positioning – Tracking GPS, GLONASS, BEIDOU Rear camera – 8M, autofocus, flash, code, scanning Front camera – 2M, fixed focus camera, code scanning 1D/2D code scanning
Connectivity	4G fallback 3G and GPRS
Communication parts	4 slots (SAM+SIM) 2 SIM + 2 SAM
External base options	Charging base Communication base
Battery	3350mAh / 7.2V, 24.12Wh
Physical	L x W x H (inches): 198 x 83 x 62.5 mm (7.8 x 3.2 x 2.4") Weight: 441g (15.5oz) (including battery)
Certifications	PCI PTS 6.x SRED, EMV L1 & L2, EMV L1 Contactless

