

User Guide

Global Payments

Smart Terminal –

DX4000

A smart terminal that puts convenience and security at your fingertips

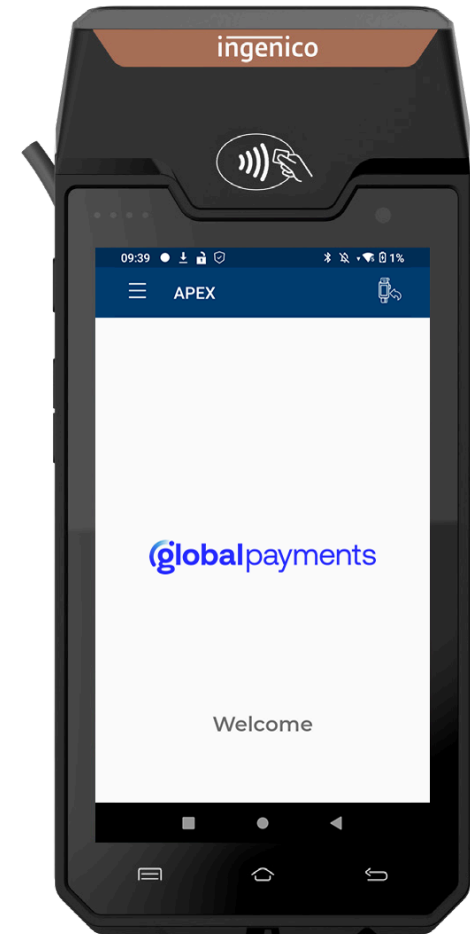


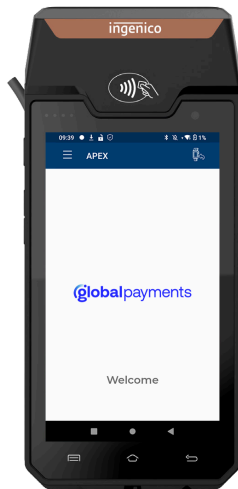
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Introduction

Global Payments is a leading technology and software company, providing complete worldwide commerce ecosystem to businesses of every size. We combine market-leading technology with over 50 years of Canadian experience, to deliver the expert advice you need to make the most of our solutions.

This guide is your primary source of information for installing, setting up, and operating the Global Payments Smart Terminal – DX4000.



2. Perform a settlement daily. This will help ensure that your funds are consistently deposited into your bank account on a regular basis.
3. Change your passwords frequently. Changing passwords frequently helps protect our business from fraud through unauthorized use of your terminal.
4. If an issue occurs with your terminal, first check cabling and then attempt to reboot the device.
5. If you have connectivity issues on your terminal, verify that there are currently no network outages reported by your Internet or wireless service provider.
6. The Global Payments Canada Customer Care Centre is available 24 hours a day, 7 days a week, to ensure there is always someone available to assist you.

General tips

The following tips will help ensure you continue to process smoothly with Global Payments:

1. This user guide contains information on the features and functions capable on your terminal, as well as basic troubleshooting techniques.

Basic terminal operations

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**. Do not try to use damaged equipment.

Remove the items from the carton. You should have the following items:

- DX4000 terminal
- An external power supply
- USB to mini USB cable
- MAGIC BOX for charging and as extended communication ports
- Global Payments Smart Terminal 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.

Installing the terminal

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

- Choose an ideal location for your terminal that is convenient for users and provides adequate ventilation and protection. Avoid areas with high temperatures, vibrations, dust, dampness, or electromagnetic radiation from other devices.
- Place the terminal or optional base on a flat surface near a power outlet.

- Plug the power supply into a surge protector that is connected to a properly grounded electrical outlet. It's important to use the DC power supply that was shipped with your terminal. Using a power supply with the wrong voltage or amperage can damage the device and void the warranty.
- Secure the cables and power cords to avoid accidental damage and tripping hazards.
- Ensure that the operating temperature of the environment where the terminal is installed is within the range of 10°C to 50°C (14°F to 122°F).
- Maintain a relative humidity level between 10% and 90% non-condensing.
- When storing the terminal, make sure the temperature is between -20°C and 70°C (-4°F and 158°F).

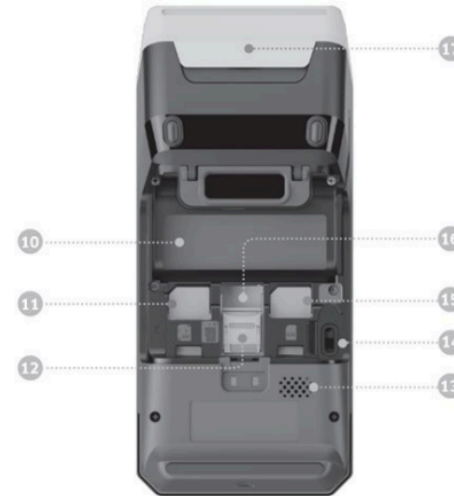
CAUTION:

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.

By following these installation procedures and environmental guidelines, you can ensure the proper functioning and longevity of your terminal.

Terminal hardware description

Image below applies to the Smart Terminal – DX4000



1. Contactless landing zone
2. LEDs for Contactless Card
3. Power Key
4. Volume Keys
5. Battery Cover
6. Magnetic card reader
7. Smart card reader
8. LCD and touch screen
9. Front camera (**not available**)

10. Battery compartment
11. SIM 2 card slot, SIM 1 card slot
12. Micro SD slot
13. Speaker
14. USB Type-C Connector
15. SAM card slot
16. Battery socket
17. Easy Loading Printer

Terminal ON/OFF

Turning on the terminal

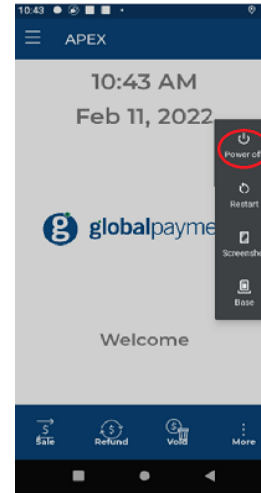
To power on the DX4000 terminal, simply connect it to the power supply. The terminal will automatically turn on when connected. Alternatively, you can manually power on the terminal by pressing and holding the small rectangular button on the side of the device for 2-4 seconds until the screen lights up. Once the terminal is powered on, it is ready for use. The DX4000 has a backup battery for emergency use.

DX4000 – Power button located at (3)



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.



Key beep and brightness


Through the terminal settings menu, you can configure the key beep and brightness setting to your preference.

Turning on key beep

1. At the **Android Home** screen, tap the **Settings** icon 
2. Enter the **Android password** (default is 350000)
3. Tap **OK**
4. Tap **Sound and Notification**
5. Scroll down to **Touch Sounds**
6. Toggle the button  to enable/disable key beep sound

Changing the brightness setting

Option 1:

1. At the **Android Home** screen, tap the **Settings** icon 
2. Enter the **Android password** (default is 350000)
3. Tap **Ok**
4. Tap **Display**
5. Tap **Brightness Level**
6. Press on the **Setting** icon and slide left to right to adjust brightness level

Option 2:

Use your finger to slide down from the top navigation panel. There you will find the brightness slider where you can adjust the brightness.

Volume adjustment


There are two options for adjusting the terminal volume.

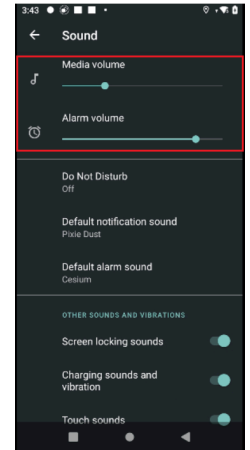
First option: locate and adjust with the [Volume keys](#) on your device.


Second option: select the **Volume** icon from the **Android Home** screen

1. Tap the **circle** icon to return to **Android Home** screen



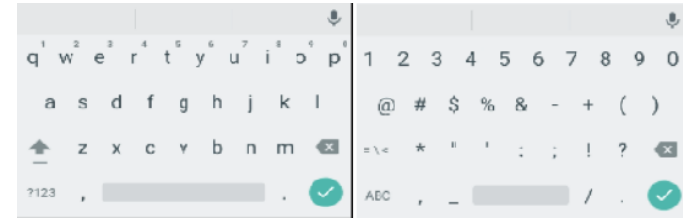
2. On the **Android Home** screen, tap the **Settings** icon 
3. Key in your **Android password** (default is 350000)
4. Tap **OK**
5. Scroll down to **Sound**
6. The **Sound** menu will appear, as shown on the screenshot on the right side
7. Tap **Back** icon to return to the **Android Home** screen



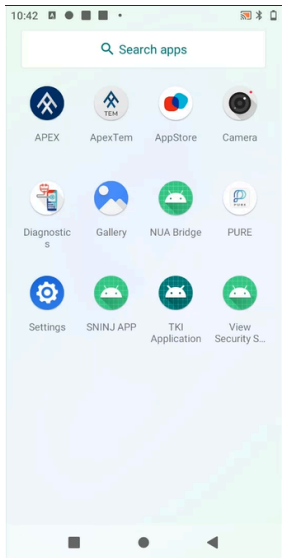
8. Tap the **APEX** icon  to return to **Apex main menu** screen

Menu screens and virtual keypad

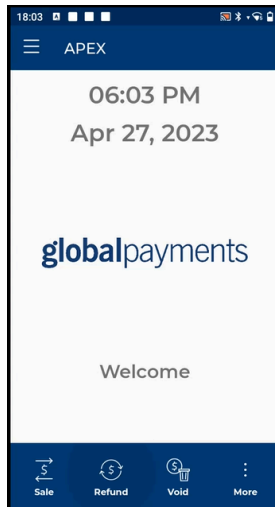
The Smart Terminal features a user-friendly 6-inch color capacitive touchscreen, providing an intuitive interface for data entry. The following menu screens will be referenced in this guide, allowing you to navigate and access various features with ease:



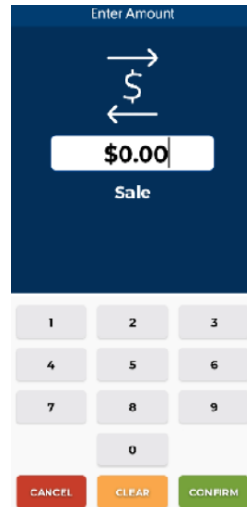
Android home screen



APEX payment application main menu screen

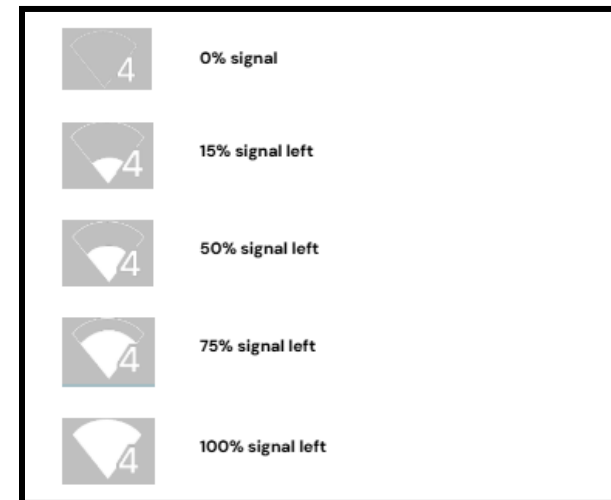


Sale / transaction screen



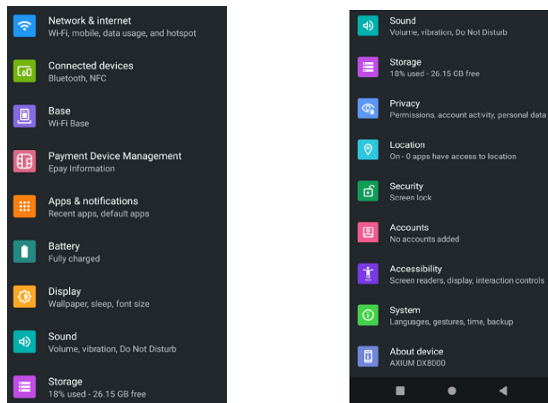
Header and condition icons

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




When you encounter a field that requires alphanumeric input on the touch screen, the **virtual keypad** displayed below will appear as a convenient input method.

The sample screens below showcase the default Android icons and their respective functions on the DX4000 Smart Terminal. Familiarize yourself with these icons to understand their meanings and ensure smooth operation of the terminal.



Functions (FUNC) Menu

On APEX main menu select  icon. The Functions Menu is where you can access and configure various settings for your terminal. It provides a range of operations and administrative capabilities. Here is a list of the operations and admin capabilities available within the FUNC menu:

1. **Report:** Print different reports.
2. **Reprint Receipt:** Re-print receipts.
3. **Settlement:** Settle the batch.
4. **Clerk:** View, add, or delete clerks.
5. **Setup:** Configure the application to meet your business needs.
6. **Batch:** Close the batch.
7. **Security Settings:** Make changes to security settings.

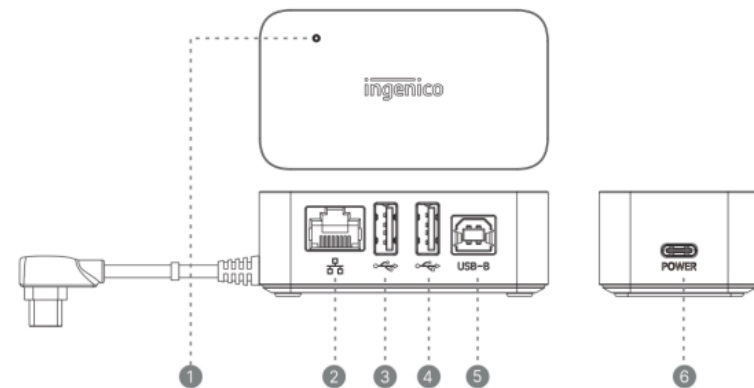
NOTE:

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

Communication mode

Magic Box

The following diagram illustrates the MAGIC BOX components.



1. Power indicate led	2. RJ45 Network Interface
3. USB-TYPE A	4. USB-TYPE A(optional)
5. USB-TYPE B	6. USB-TYPE C Power Interface

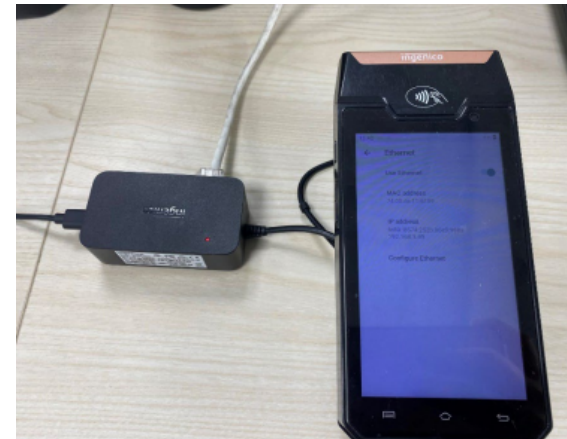
NOTE:

The MAGIC BOX has two main functions as below:

- DX4000 charging: Connect the MAGIC BOX with the power adapter then connect DX4000 with the MAGIC BOX to get started
- Servers as extended communication ports of DX4000: USB port, Network port (Connect Ethernet).



User can remove the battery cover and use the USB-C port underneath the device to connect the DX4000 with the MAGIC BOX.



To use the Ethernet connection:

Plug Ethernet cable to MAGIC BOX and connect terminal with MAGIC BOX

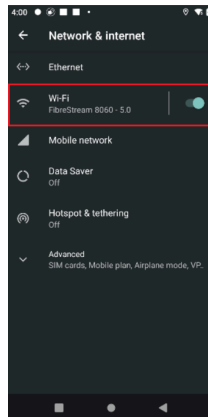
At terminal, Select "Settings" menu on the device, select "Network and Internet" -> Select "Ethernet" -> Use Ethernet is ON

Network communication

The Smart Terminal 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 connectivity

1. On the Android Home screen, tap the **Settings** icon (⚙️).
2. Enter your **Android password** (default is 350000) and tap **Confirm**.
3. Tap **Network & internet**.
4. Toggle on the Wi-Fi option to view available networks. Please note that only local Wi-Fi networks with the SSID broadcast option enabled will be displayed.
5. Tap the desired Wi-Fi network from the list.
6. Enter the network password to establish the connection.



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

Setting up static IP address

By default, your Smart Terminal is configured with a dynamic IP address. However, if you prefer to use a static IP address for easier configuration within your network infrastructure, follow these steps:

1. Go to **Settings**.
2. Select **Network & Internet**.
3. Tap **Wi-Fi**.
4. Locate and tap the connected Wi-Fi network name.
5. Select the pencil icon at the top right corner.
6. Choose "**Advanced Options**" and scroll down.
7. Change the IP settings to "**Static**" pass

User access management

NOTE:

To set up your personalized admin password for the first time, kindly reach out to Global Payments Customer Care Centre at **1.800.263.2970**.

User hierarchy

Your Smart Terminal provides user hierarchy and access management to ensure secure usage. Here are the user levels supported by your terminal:

- **Administrator User (highest level):** Default with up to 3 admin users.
- **Manager User (middle level):** Default with up to 9 manager users.
- **Supervisor User (lowest level):** Default with up to 9 supervisor users.

Any higher-level password can be used in place of a lower-level password. For example, if the application prompts for the Supervisor password, the Manager and Administrator passwords will also be accepted.

User password

Please note that the user password is specific to the Apex application on the terminal, which grants access to transactions, reports, statements, and more. **It is separate from the Android Password (default 350000), used to change device hardware settings.**

We strongly recommend setting a custom password on the device for enhanced security. A strong password should include a combination of uppercase letters, lowercase letters, numbers, and special characters. The minimum password length is 7 characters.

Adding a new user

1. From the **Main Menu** screen, tap the ☰ icon.
2. Tap **Security Settings**.
3. Enter the **Admin password** and tap **Enter**.
4. Tap **Add User**.
5. Select **Admin, Manager, or Supervisor**.
6. Enter the **User Name**.
7. Enter the **Password**. (minimum 7 alphanumeric characters)
8. Enter the **Confirm Password** .
9. Tap **Confirm**.
10. The terminal will display "**Operation Successful**." Tap **DONE** to complete.

Changing an existing user password

To modify an existing user account, follow these steps:

1. From the **Main Menu** screen, tap the ☰ icon.
2. Tap **Security Settings**.
3. Tap **Change Password**.
4. Enter the **user name (ID)** and the **current password**.
5. Enter and confirm the **new password**.

Clerk / Server ID (optional)

Within the **Admin menu**, you have the ability to assign and modify clerk/server ID settings. Here are some important details regarding these settings:

- **Maximum Clerk/Server IDs:** You can create up to 100 unique clerk/server IDs for your system.
- **ID Format:** Clerk/Server IDs can be alphanumeric and have a maximum length of 50 digits.
- **Duplicate IDs:** Each ID must be unique and cannot be duplicated within the system.
- **Clerk/Server Name:** Associated with each ID, you can assign a name for clerks/servers. The name can be alphanumeric and has a maximum length of 19 characters.
- **Editing Clerk/Server Settings:** You can modify existing clerk/server IDs and associated names as needed.

Turning on clerk/server ID prompt

1. On the **Main Menu** screen, tap the **☰ icon**
2. Tap **Clerk**
3. Enter your **password** and tap **Confirm**
4. Tap **Prompt**
5. Press **Turn off, ID Only, or ID and Password** and press **Confirm**

Setting up the clerk/server name and ID

1. On the **Main Menu** screen tap the **☰ icon**
2. Tap **Clerk**
3. Enter your **password** and tap **Confirm**
4. Tap **Add**
5. Enter **clerk ID** and **clerk Name** and press **Confirm**
6. Press **Done** to return to **Apex Main Menu**

Demo mode

The demo mode on the terminal helps you to become familiar with the terminal and to train new staff. All transactions in demo mode are simulated and are not processed. **Remember to exit demo mode before processing real transactions.**

NOTE:

You must perform a settlement before you can enter and exit demo mode.

Enabling Demo Mode

1. Tap the **☰ icon** on the **Apex Main Menu** screen.
2. Tap **Setup**.
3. Enter your **admin password** and tap **Confirm**.
4. Tap **Demo** to enable demo mode.

IMPORTANT:

Please note that all transactions in demo mode are simulated and not processed. It is essential to exit demo mode before conducting real transactions.

Disabling Demo Mode:

1. Repeat steps 1–3 mentioned above to access the Setup menu.
2. In step 4, tap Demo to disable demo mode.

By following these steps, you can easily enable or disable Demo Mode on the terminal. **Remember to always exit demo mode before processing live transactions.**

Pre-tax tipping/Bill 72

Applies to merchants in the province of Quebec (where QC Bill 72 became mandatory as of May 7th, 2025) or merchants who want to apply the TIP percentages based on the sales amount **BEFORE the taxes.**

To Setup the Tax Rates directly on your terminal, follow these steps:

1. Tap the **☰ icon** on the Main Menu
2. Select **Tax**

- For Quebec merchants enter **5** and **9.975** in **GST/HST Percentage and PST/QST Percentage** fields respectively.
- For merchants in other provinces wishing to calculate the tipping based of the amount before Taxes, enter applied taxes applicable to your province; For example: Ontario merchants should enter **13 and 0** in **GST/HST Percentage and PST/QST Percentage** fields respectively.

- The customer should insert their chip card into the terminal's chip reader.
- Position the chip side of the card facing upward.
- Leave the chip card in the reader until the screen indicates "*Please remove card.*" Premature card removal will invalidate the transaction.

Magnetic stripe transaction

- Tap the transaction icon on the Apex Main Menu screen.
- Follow the prompts displayed on the screen accordingly.
- The cardholder should swipe their card's magnetic stripe downward through the top card reader on the terminal.
- The screen will indicate when the transaction is complete.

NOTE: For all transaction types, ensure that the customer follows the instructions provided on the screen and that the transaction is successfully completed before proceeding.

Accepting payment cards

Contactless transaction

- Tap the transaction icon on the Apex Main Menu screen.
- Follow the prompts displayed on the screen accordingly.
- The customer should tap their card or mobile device over the contactless reader's active zone, located approximately 1 cm above the contactless logo on the terminal's display.
- An audible confirmation tone will be heard when the card read is successful.

Chip card transaction

- Tap the transaction icon on the Apex Main Menu screen.
- Follow the prompts displayed on the screen accordingly.

Sale (debit) transactions

Follow the steps below to accept debit card payments:

- Tap "**Sale**" on the terminal.
- Enter the clerk ID (if enabled) and tap "**Confirm**".
- Enter the invoice number (if enabled) and tap "**Confirm**".
- Key in the transaction amount and tap "**Confirm**".

5. Pass the terminal to the customer for them to confirm the sale amount.
6. If tip functionality is enabled, the customer selects the tip amount, custom tip, or no tip and taps **"Confirm"**. If a custom tip is chosen, they enter the tip percentage value and tap **"Accept"**.
7. Confirm the total amount and select **"Yes"**.
8. The customer taps or inserts their debit card.
9. If the card is inserted, the customer can choose between **Chequing** or **Savings** account and enter their PIN.
10. If cash back or a debit surcharge is configured, additional prompts may appear. Tap **"Yes"** to continue or **"No"** to decline. Note that declining the debit surcharge will result in the entire transaction being declined.
11. Confirm the total amount and tap **"Yes"**.
12. Pass the terminal back to the merchant.
13. Confirm the printing of the receipt for the customer.

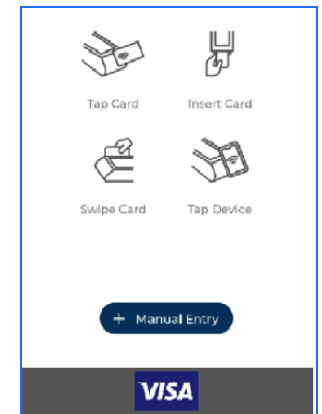
NOTE: If a debit card cannot be tapped, inserted, or swiped, you must ask for another form of payment.

Sale (credit) transactions

Follow the steps below to accept credit payments:

1. Tap **"Sale"** on the terminal.
2. Enter the clerk number (if enabled) and tap **"Confirm"**.
3. Enter the invoice number (if enabled) and tap **"Confirm"**.

4. Key in the transaction amount and tap **"Confirm"**.
5. Pass the terminal to the customer.
6. The customer confirms the amount.
7. Pass the terminal back to the merchant.
8. If tip functionality is enabled, the cardholder chooses the tip amount, custom tip, or no tip. Tap **"Confirm"**. If a custom tip is chosen, they enter the tip percentage value and tap **"Accept"**.
9. Confirm the total amount and select **"Yes"**.
10. Tap, insert, enter, select, or manually enter the credit card details as prompted.
11. Pass the terminal back to the merchant.
12. Once the transaction is complete, the merchant copy of the receipt is printed.
13. Confirm the printing of the receipt for the customer.



NOTE: If the terminal cannot read the credit card, you must manually enter the card number. Debit cards cannot be manually entered.

Pre-auth and completion (credit only) transactions

Pre-Auth is used for credit transactions when the terminal is **NOT** brought to the customer or when reserving an amount against a cardholder's available credit limit for up to 30 days.

Pre-Auth DOES NOT settle transactions. Pre-Auth completion is required to settle the transactions.

The terminal allows a maximum of two incremental authorizations (auths) added to the original pre-authorization transaction. Only one is required to complete both the pre-authorization and incremental auths.

Pre-auth (AUTH)

1. Click "**More**" on the Apex Main Menu.
2. Tap "**Pre-Auth**".
3. Enter the pre-authorization amount.
4. Pass the terminal to the customer.
5. The customer checks the total amount and taps "**Yes**".
6. Tap, insert, swipe, tap the device, or manually enter the credit card details as prompted.
7. Once the transaction is complete, the merchant copy of the receipt is printed.
8. Confirm the printing of the receipt for the customer.

Pre-auth completion

1. Tap "**More**" (the three-dotted icon) on the **Main Menu** screen.
2. Tap "**Pre-Auth Completion**".
3. Enter the invoice, reference number, approval code, and tap "**Confirm**".
4. Tap "**Show**" to search all records or tap "Show" to search the last record.
5. The terminal displays the transaction details. Scroll down and tap "**Confirm**". Tap "**Change**" if you wish to change the amount.
6. Confirm the transaction and tap "**Change**" or "**Accept**".
7. Once the transaction is complete, the merchant copy of the receipt is printed.
8. Confirm the printing of the receipt for the customer.

Refund transactions

IMPORTANT:

Upon receiving your terminal, please note that this function is password-protected. To access this function, you must establish your unique admin/manager password during the initial setup. To acquire your admin password, kindly reach out to the Global Payments Customer Care Centre at **1.800.263.2970**.

To credit a cardholder, follow these steps:

1. Tap the **Refund** transaction icon on the terminal.

2. Enter the refund amount and tap **Confirm**.
3. Pass the terminal to the customer.
4. The customer checks the total amount and taps **Yes**.
5. Tap, insert, swipe, tap the device, or manually enter the card details as prompted.
6. Once the transaction is complete, the merchant copy of the receipt is printed.

NOTE:

- Transaction password protection is **highly recommended** for refund transactions.
- For debit returns, the cardholder must be present.
- Debit cards cannot be swiped or manually entered.

Void

IMPORTANT:

Upon receiving your terminal, please note that this function is password-protected. To access this function, you must establish your unique admin/manager password during the initial setup. To acquire your admin password, kindly reach out to the Global Payments Customer Care Centre at **1.800.263.2970**.

If you have entered the wrong amount or need to cancel a transaction, use the **Void** transaction function (instead of **Refund**) wherever possible. Transactions that are voided will not appear on cardholder statements.

Customers must be present for a void transaction on a debit card.

CAUTIONS: Transactions can only be voided before they are settled.

1. Tap the **Void** transaction icon on the terminal.
2. The screen will display "**Void Preauth?**". Tap **No** and follow the prompts displayed on the terminal.
3. Select the search criteria for the transaction.
4. Tap **Show for All records** and tap **Confirm**, or tap **Show for Last Record** and tap **Confirm**.
5. Search for the Invoice, reference number (RefNbr), or approval code associated with the transaction and tap **Search**.
6. Once the transaction is found, follow the prompts to void it.
7. Once the void transaction is complete, the merchant copy of the receipt is printed.

NOTE: Debit cards cannot be swiped or manually entered.

Manual key entry

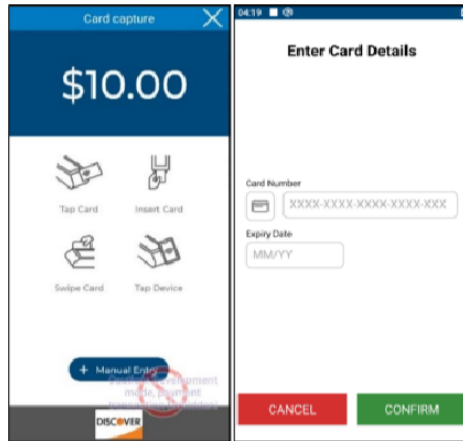
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Upon receiving your terminal, please note that this function is password-protected. To access this function, you must establish your unique admin/manager password during the initial setup. To acquire your admin password, kindly reach out to the Global Payments Customer Care Centre at **1.800.263.2970**.

For certain transaction types, when prompted by the application, you can choose to manually enter the card information instead of tapping, inserting, swiping, or using a card reader device.

The application will display a message such as "Tap Card," "Insert Card," "Swipe Card," or "Tap Device," or it may provide an option to select "More Payment Means" for manual entry.

When you see this message, you can proceed with manually entering the card information by selecting the appropriate option. This will allow you to manually key in the card number, expiration date, and any other required information using the terminal's virtual keypad.



Performing a Settlement (Closing the terminal)

To perform a settlement and close the terminal, follow these steps:

1. Tap the ☰ icon on the **Apex Main Menu** screen.
2. Tap the **Settlement** option.
3. Enter your password (if enabled) and tap **Confirm**.
4. Once the terminal displays "**Close Batch and Deposit Funds?**", tap **Confirm**.

5. The terminal will initiate communication with Global Payments to close the batch.
6. Wait for the terminal to display "**Batch released printing.**"

NOTE: It is recommended to perform a settlement at least once per day to ensure prompt payment and minimize the risk of chargebacks.

CAUTION:
If the terminal displays: "**Batch Rejected**" at the end of the settlement procedure, please contact Global Payments' Customer Care at **1.800.263.2970**.

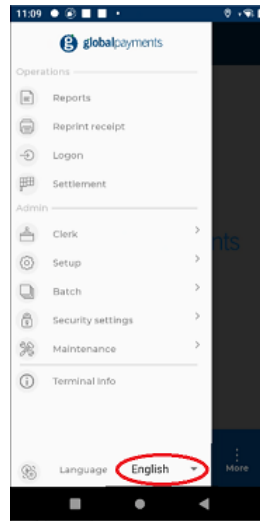
Reprint receipt

To reprint a receipt or change the terminal language, follow the instructions below:

1. Tap the ☰ icon on the **Main Menu** screen.
2. Tap the **Reprint receipt** option.
3. Select either **Last Transaction** or **Search** to choose the appropriate transaction. Tap **Confirm**.
4. Choose between **Merchant Copy**, **Customer Copy**, or **Both copies** of the receipt to reprint. Tap **Confirm**.

Changing the terminal language for display and printing

1. At the **Main Menu** screen tap ☰ icon
2. Once front panel slide to the right, tap **English/Français** to open a drop down menu
3. Tap **Français/English** to change the language
4. Tap ☰ icon and tap **Reprint receipt**
5. Tap **Last Receipt** or **Search**
6. Tap **Confirm**
7. Tap **Merchant Copy**, **Customer Copy** or **Both** and **Confirm** to print the receipt in the new language setting



Reports

To generate reports on the terminal, please follow these steps:

1. Tap the ☰ icon on the **Apex Main Menu** screen.
2. Tap **Reports**.
3. Choose between **Summary** or **Detail** to select the type of report you want to view.
4. Tap the **Print** icon, located on the top right corner (☰ icon), to generate the report.

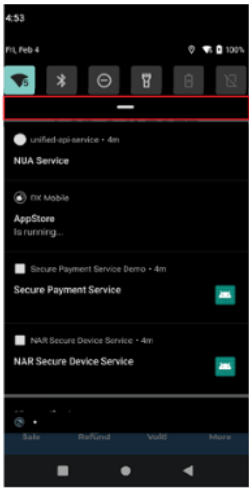
Here are some of the available report options you can choose from:

- **Terminal Batch Summary:** This report displays the Card Type, Grand Total Transaction Amount for each card type, and the Number of Transactions for each card type.
- **Terminal Batch Detailed:** This report provides detailed transaction information, ordered by card type and reference number within each card type.
- **Open Pre Auth:** This report lists the open pre-authorization transactions in chronological order, with the oldest transaction appearing first.
- **EMV Last Transaction:** This report contains data related to the last EMV transaction performed.
- **EMV Parameters:** The EMV Report option allows you to print various EMV-related reports, such as EMV Parameters Report, EMV Statistics, Last EMV Transaction, and the ability to print and download EMV Public Keys.
- **EMV Key Report:** This report displays the Certificate Authority Public Key Index (PKI), Certificate Authority (CA), and Public Keys stored in the terminal (up to a maximum of 66 keys).
- **Terminal Parameters:** This report lists the terminal parameters in alphabetical order, categorized under their respective headings or sections.
- **Clerk Reports:** This report provides information on the number and type of transactions performed by all clerks or a specific clerk.

Semi-integration configuration with ECR

To enable semi-integration with an ECR (Electronic Cash Register) system, please follow these steps:

1. On the **Apex home screen**, look for a circle icon displayed in the top left corner. This indicates the **NUA Service Application**.
2. Slide down the menu from the top of the screen to access the NUA Service Application.
3. Tap on "**Settings**" within the NUA Service Application.
4. In the settings menu, locate and tap on "**System Settings.**"



At this point, you may need to consult the specific documentation or guidance provided by your ECR system provider. The steps to complete the semi-integration configuration can vary depending on the ECR system being used. Your ECR system provider should be able to guide you through the remaining configuration steps and ensure that the ECR system is certified with Global Payments.

It's important to verify with your ECR system provider that they have completed certification with Global Payments before proceeding with the configuration.

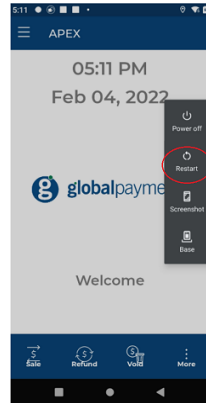
Troubleshooting

Card reader does not work properly (cards are not read)

1. Ensure that when swiping the card, the magnetic stripe faces the side of the terminal display screen.
2. Try swiping the card at a steady speed, either faster or slower.
3. Attempt swiping the card in the opposite direction.
4. Perform a test transaction using different magnetic stripe cards to determine if the problem is specific to one card.
5. Inspect the magnetic stripe on the card for scratches or excessive wear. If the card is damaged, try another card or test it on a different terminal.

Terminal does not work properly

1. Reboot the terminal by pressing and holding the small rectangle button on the left side for 2-4 seconds, then release.
2. On the options screen, select "**Reboot**" and then "Restart" to initiate the reboot process.



Cleaning

Before cleaning the terminal, please ensure the terminal power is turned off.

When cleaning the terminal, please follow these guidelines:

- Ensure the terminal power is turned off and unplug the power supply before cleaning.
- To remove dust, gently wipe the terminal with a damp cloth.
- For more thorough cleaning, create a solution of mild soap and water. Dampen a soft cloth with the solution and gently wipe the terminal's covers.
- Avoid spraying or pouring cleaning liquid directly on the terminal. Liquid entering inside the case can cause severe damage.
- Do not use abrasive cleaners as they can harm the plastic and cause damage to the terminal.
- Avoid cleaning the electrical connectors.
- The cleaning liquid applied to the terminal should dry within one minute. If it doesn't, use a soft cloth to dry the terminal.

Terminal specifications

This section discusses power requirements, dimensions, and other specifications of the **smart terminals**.

Memory	Internal – 16 GB Flash, 2GB RAM External – MicroSD Card Slot
Processor	Application processor: Cortex Quad-core A53, 1.3GHz Crypto processor: Security Core SC300, 192 MHz
Card reader	Magnetic card reader – Supports ISO 1/2/3 track data, bi-directional swiping Smart card reader – EMV L1 and ISO7816 spec compliant NFC/Contactless – EMV Contactless L1 3.1 spec compliant; supports ISO / IEC 14443 Type A / B
Display	Colour / capacitive multi-touch – 5" HD, 1280 x 720 px
Data capture	Positioning – Tracking GPS, GLONASS, BEIDOU
Connectivity	WiFi IEEE8.2.11 a/b/g/n/ac, 2.4GHz and 5GHz Ethernet 10/100"
Battery	Li-ion – 2200mAh / 7.2V, 15.8Wh (equal to 4270mAh / 3.7V)
Physical	Terminal only: 6.63 x 3.15 x 2.15" (177.6 x 80 x 56.8 mm)
Certifications	PCI PTS V6 compliancy

Service and support

For Global Payments Smart Terminal DX4000 service and repair information, contact Global Payments' Customer Care at **1.800.263.2970**.

NOTE:

Do not, under any circumstances, attempt service, adjustments, or repairs to this product. Contact Global Payments' Customer Care at **1.800.263.2970**. Service conducted by parties other than authorized Global Payments representatives is not permitted.

Returning a terminal for service

It is important to promptly return defective devices when you receive a replacement terminal. Failure to do so may result in charges applied to your account.

If you have any questions or need assistance regarding terminal returns, the Global Payments' Customer Care Centre is available 24 hours a day, seven days a week to assist you. They can provide guidance and support in returning the defective devices.

Ensuring timely returns helps in maintaining the smooth operation of your account and allows for efficient handling of any necessary repairs or replacements.