

Quick Guide

Axium EX4000 Portable Flex

Start the terminal

Press the <Power> button on the right side to switch on the terminal.



The payment app opens automatically via the shortcuts. If the payment app is not opened, swipe left on the screen and open the app manually.



To open and pin/unpin the payment shortcuts, swipe up on the display.



To open the terminal menu click on the menu icon.



Shortcuts

The shortcuts lead directly to the specific function and can be pinned/unpinned from the screen using the pin icon on the top right.



- 1 Purchase
- 2 Reversal
- 3 Transaction history
- 4 Network test
- 5 Daily closing
- 6 Terminal info

Payment

1	A new transaction is started by selecting <Purchase>, either from the shortcuts or in the terminal menu by selecting <Transactions> and <Purchase>.	<Purchase>
2	Enter amount and confirm with <OK>. The separation of the amount (e.g. euro/ cents or francs/cents) is done by a decimal point. Amounts below "1" are recorded starting with "0". Confirm with <OK>.	<Amount> 
3	Depending on the preferred payment method the cardholder either uses the chip card/contactless reader or QR code payment.	  
4	The amount is displayed to your customer. For a card that requires a PIN, the cardholder is asked to enter the PIN code (4 to 6 digits) and confirm with <OK>. For a card without a PIN, only the amount needs to be confirmed. When making a contactless payment for a small amount, the cardholder usually does not need to do anything else. The transaction can be cancelled with the red <Stop> button. Please acknowledge the message "Please return terminal" by pressing the <OK> button at the bottom right to return the terminal to its default state.	<PIN> 
5	Payment is processed and authorised. Chip cards: The card must remain inserted into the chip reader during the transaction until the prompt to remove the card appears.	
6	All merchant receipts are automatically sent to the email address associated with the terminal ID in our system after the payment process. To check your email address, you can either select the <Info> shortcut or navigate through the terminal menu by choosing <Settings> and <Info>.	
7	For the cardholder, there is an option to receive the receipt via a QR code, which will be displayed on the screen immediately after the purchase is processed. To display the QR code for the cardholder's receipt, select <Yes>. To skip displaying the QR code for the cardholder's receipt, select <No>.	

Reversal

This function can only cancel the last transaction that has been proceeded. For payments before the last transaction, please use the function credit (see below).

1	Select <Reversal> either from the shortcuts or in the terminal menu by selecting <Transactions> and <Reversal>.	<Reversal>
2	Enter the password of the terminal and confirm with <OK> (for the password, please see the configuration sheet).	<Password> 
3	The amount of the last transaction is displayed and confirmed with <OK>.	
4	The reversal is processed and authorised.	
5	All merchant receipts are automatically sent to the email address associated with the terminal ID in our system after the payment process. To check your email address, you can either select the <Info> shortcut or navigate through the terminal menu by choosing <Settings> and <Info>.	
6	For the cardholder, there is an option to receive the receipt via a QR code, which will be displayed on the screen immediately after processing the reversal. To display the QR code for the cardholder's receipt, select <Yes>. To skip displaying the QR code for the cardholder's receipt, select <No>.	

Credits

If a transaction can no longer be cancelled, a credit can be made at any time.

1	Select <Credit> in the terminal menu by choosing <Transaction> and <Credit>.	<Credit>
2	Enter the password of the terminal and confirm with <OK> (for the password, please see the configuration sheet).	<Password> 
3	Enter the amount and confirm with <OK>. The separation of the amount (e.g. euro/cents or francs/cents) is done by a decimal point. Amounts below "1" are recorded starting with "0".	<Amount> 
4	Only when the Dynamic Currency Conversion (DCC) is activated: Enter the date of the original booking and confirm with <OK>.	<Date> 
5	Depending on the card type, the card must be inserted into the chip reader or tapped against the contactless reader.	 
6	All merchant receipts are automatically sent to the email address associated with the terminal ID in our system after the payment process. To check your email address, you can either select the <Info> shortcut or navigate through the terminal menu by choosing <Settings> and <Info>.	
7	For the cardholder, there is an option to receive the receipt via a QR code, which will be displayed on the screen immediately after processing the reversal. To display the QR code for the cardholder's receipt, select <Yes>. To skip displaying the QR code for the cardholder's receipt, select <No>.	

End of day (daily closing)

With a daily closing, all transactions carried out are submitted and closed. Please perform the end of day regularly, ideally daily. Additionally you can also perform a shift counter. The shift counter is purely informative, and does not replace a daily closing. You will receive the end of day receipt via e-Mail.

Select <Daily closing> either from the shortcuts or in the terminal menu by selecting <Balances> and <Daily closing>.	<Daily closing>
---	-----------------

Important information

- Software updates are performed at night, and only when the end of day is completed. Therefore, do not open a new shift in the evening after the daily closing statement.
- After "End of day", a reversal can no longer be performed.

Balances/Queries/Settings

Balances

Select the <Balances> function in the terminal menu.

The following options are available:

- Begin/End shift
- Daily closing
- Transmit trx data
- Transaction history
- Receipt (including sent and pending merchant and cardholder receipts)

Queries (Journal)

Select the <Queries> function in the terminal menu.

The following options are available:

- Shift counter (current status of the active shift)
- Daily counter (current status since last daily closing statement)
- DCC rates (show the current DCC rates)

Settings

Select the <Settings> function in the terminal menu.

The following options are available:

- Terminal language
- Hardware tests
- Info
- Setup network
- Power Management - Enter the terminal password and confirm by selecting <OK> (Please refer to the configuration sheet for the password). Power management allows you to adjust the keypad and transaction tones, display settings, and screensaver timeout.

Function	Description	Keys
Turn on terminal	Press the <Power> button on the right side to switch on the terminal.	
Open main menu	Open the main menu by clicking the three horizontal lines on the top left side of the screen.	
Setup	These menu items can only be accessed with a terminal password.	<Setup> <Password> 
Configuration	The terminal ascertains the latest configuration parameters.	<Setup> <Password> <Configuration> 
Initialisation	Individual (or all) card issuers are reinitialised.	<Setup> <Password> <Initialisation> 
SW Update	The terminal loads the latest software version. Attention! Downloading the software may take a few minutes. Do not pull the plug under any circumstances.	<Setup> <Password> <SW update> 
Trm Reset	This function is only open to service technicians, and is protected with a special password.	<Setup> <Password> <Trm Reset> 
Info	The terminal ID and the current software version are displayed.	<Setup> <Password> <Info> 
System	This function is only open to service technicians, and is protected with a special password.	<Setup> <Password> <System> 

Further Information

Are you looking for detailed information about your payment terminal?
You can find everything you need to know about your terminal under the following link:
worldline.com/lu/en/ex4000-get-started

Your local point of contact can be found at: worldline.com/merchant-services/contacts

