ingenico

AXIUM EX4000

User Guide

www.ingenico.com
13-17 rue Pagès, 92150 Suresnes – France
Banks and Acquirers International Holding, SAS / 814 767 216 RCS Nanterre

Contents

Table of Contents 2

1. Introduction 3

2. Presentation 4

- **2.1** Content of the box 4
- **2.2** Overview of AXIUM EX4000 5
- **2.3** Key Locations and Functions 7
- **2.4** Touch Panel 7

3. Use of the terminal 8

- **3.1** Power on/Power off the terminal 8
- **3.2** Reading cards 9
- **3.3** Usage of rear camera 10
- **3.4** USB Type-C 10

4. Installation 11

- **4.1** Recommendations 11
- **4.2** Screen Protective film 11
- **4.3** Installing modules 12
- **4.4** Battery 15
- 4.5 Visual Impaired (VI) Accessory 15

5. Recommendations 16

- **5.1** Safety 16
- **5.2** Security of your terminal 17
- **5.3** Fixed installation 17
- **5.4** Cleaning the terminal 19
- **5.5** Transport and storage 20

6. Standards 21

7. Troubleshooting 26

Copyright© 2023 Ingenico – Banks and Acquirers International Holding SAS
All rights reserved

1. Introduction

We hope that you will be fully satisfied with your new AXIUM EX4000 terminal.

Read this guide to understand and make the best use of your terminal. It presents you the necessary information about use, installation, maintenance, safety and security recommendations.

WARRANTY/ SECURITY

Use only the power supply included with the product to ensure best performance and safety. Maintenance should only be provided by Ingenico authorized technician.
Failure to comply with these instructions will void the manufacturer's responsibility.

This symbol indicates an important Warning.

This symbol indicates a piece of advice.

Copyright© 2023 Ingenico –
Banks and Acquirers International Holding SAS
All rights reserved

2. Presentation

2.1 Contents of the box

- **AXIUM EX4000 terminal**
- **Power adapter**
- **This user guide**
- **Ejector**

WARNING

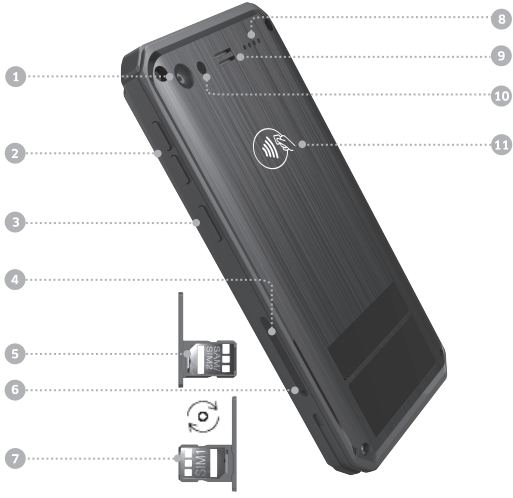
The power supply unit provided with your equipment is specially designed for INGENICO AXIUM EX4000 terminal. Do not use any other power supply. The use of a power supply with apparently similar voltage/current characteristics may damage your terminal.

ADVICE

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

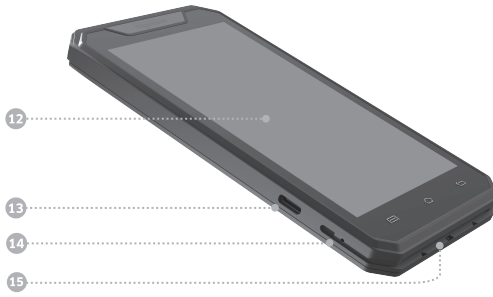
Copyright© 2023 Ingenico – Banks and Acquirers International Holding SAS
All rights reserved

2.2 Overview of AXIUM EX4000



1) Camera	2) Volume Keys
3) Power key	4) Micro SD slot
5) SAM /SIM 2 card slot	6) Eject hole for SIM/SAM card tray
7) SIM 1 card slot	8) LEDs for Contactless Card
9) Speaker	10) Flash
11) Contactless landing zone	

Copyright© 2023 Ingenico – Banks and Acquirers International Holding SAS
All rights reserved



12) LCD and touch screen	13) USB Type-C connector
14) Microphone	15) Smart card reader

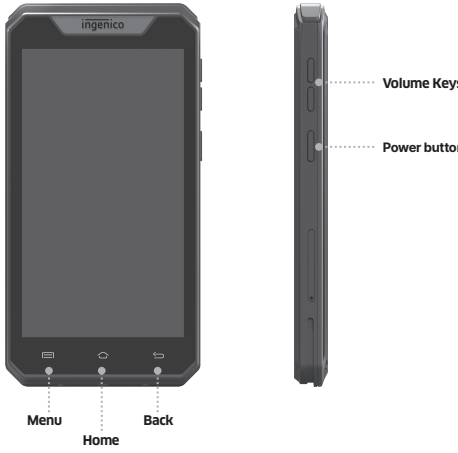
Weight	182g
Dimension (L x W x H)	146.8 X 75 X 13.1mm / 5.8 x 2.95 x 0.52 in
Electrical mains network	100-240VAC/50-60Hz Class II

Copyright© 2023 Ingenico –
Banks and Acquirers International Holding SAS
All rights reserved

2.3 Key Locations and Functions

Three physical keys on the right side of the terminal: a power button key and two volume keys.

Three virtual keys at the bottom of the 5-inch screen: Menu, Home and Back keys.



2.4 Touch Panel

The AXIUM EX4000 is equipped with touch panel that allows input via finger or with the use of a stylus.

Copyright© 2023 Ingenico – Banks and Acquirers International Holding SAS
All rights reserved

3. Use of the terminal

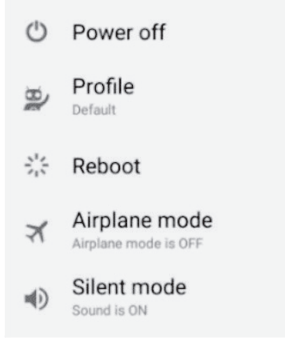
3.1 Power on/Power off the terminal

Power On Terminal:

- Press <Power> button for about 1s until the display is turned on.

Power Off Terminal:

- Press and hold <Power> button for more than 2s until the display shows the following menu.
- Press <Power off>.



Battery Low:

- If the battery is empty, the terminal will automatically shut off.

Terminal reboot:

- In the event of abnormal behavior of the terminal, press and hold the power button for 8 seconds to force the terminal to reboot.

Screen saver mode:

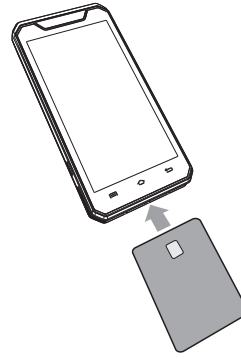
- To conserve battery power, the screen may be turned off with a short press of the power button. (Approximately 0.5 seconds).

Copyright© 2023 Ingenico – Banks and Acquirers International Holding SAS
All rights reserved

3.2 Reading cards

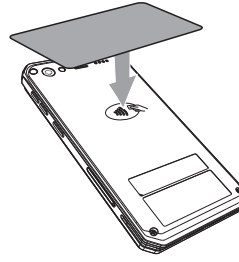
Magnetic stripe card

- Insert the EMV card horizontally with the metal chip facing upward.
- Leave card in this position until the transaction is completed or prompted to remove it.



Contactless card

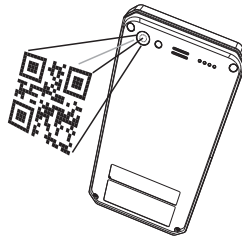
- Bring the card firmly up to the active zone.
- Keep the card close to the reader during the transaction.
- Do not remove the card until prompted by application or the LEDs indicate that the transaction has been completed.



Copyright© 2023 Ingenico –
Banks and Acquirers International Holding SAS
All rights reserved

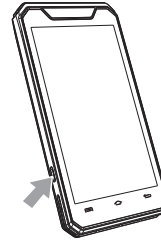
3.3 Usage of rear camera

- Rear camera aims at the barcode and moves EX4000 from far to near.
- A beep will sound when the barcode is successfully scanned.



3.4 USB Type-C

- USB Type-C connector is located on the left side of the terminal.
- The connector manages Host and Slave connections.
- Connector is used for the audio Jack solution.



WARRANTY

To prevent possible hearing damage, do not listen at high volume levels for long periods.

Copyright© 2023 Ingenico –
Banks and Acquirers International Holding SAS
All rights reserved

4. Installation

4.1 Recommendations

Operating conditions

Ambient temperature*	From -10°C to +50°C (14°F to 122°F)
Max relative humidity	From 10% to 90%, Non-condensing

(*)Excluding battery charging

Battery charging conditions

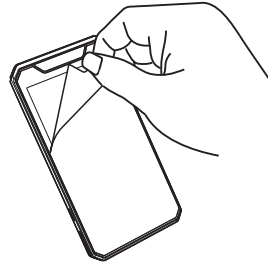
Ambient temperature	From 0°C to +40°C (32°F to 104°F)

Storage conditions

Ambient temperature	From -20°C to +70°C (-4°F to 158°F)
Max relative humidity	From 5% to 90%, Non-condensing

4.2 Screen Protective film

Please remove the protective film from the display before usage.



Copyright© 2023 Ingenico – Banks and Acquirers International Holding SAS
All rights reserved

4.3 Installing modules

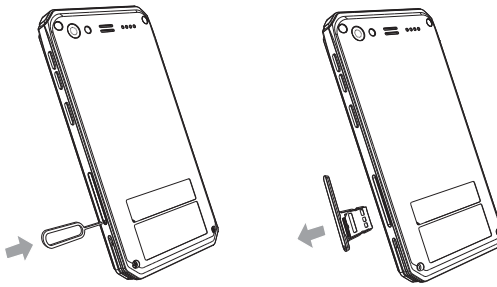
4.3.1 SIM1 and SAM / SIM2

WARNING
Power off the terminal before opening the SIM card tray.

ADVICE
SIM and SAM cards share the same form factor , please ensure that the cards are inserted into the correct slot for the type of card.

The SIM / SAM connectors are located on the right side of the terminal.

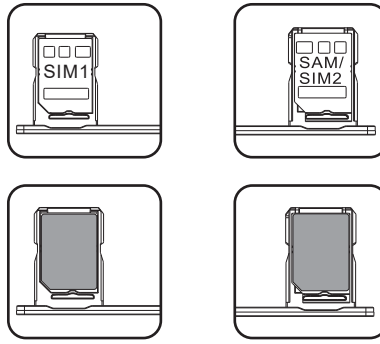
- Insert the ejector into the hole on the SIM card tray and push hard until the tray pops out.



- Pull out the SIM card tray and put the SIM or SAM card into the corresponding position in the tray.
- SIM1 and SAM / SIM2 are identified by the engraved marks in the tray.

Copyright© 2023 Ingenico – Banks and Acquirers International Holding SAS
All rights reserved

- When put a SIM / SAM into slot, be sure to put the cut corner as indicated on the picture.
- Insert the SIM card tray into the terminal.



ADVICE

SAM card and SIM2 share a card slot, one terminal can only support SAM or SIM2 card, please select the correct card according to the terminal function and put it into the card slot.

Copyright© 2023 Ingenico –
Banks and Acquirers International Holding SAS
All rights reserved

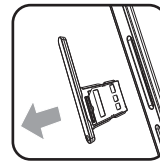
4.3.2 MicroSD Memory Card

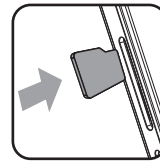
WARNING
Power off the terminal before opening the SIM card tray.

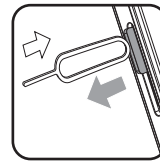
MicroSD connector is located on the right side of the terminal.

- Insert the ejector into the hole on the SIM card tray and push hard until the tray pops out.
- Pull out the SIM card tray.
- If you want to install the MicroSD card, please insert the MicroSD card according to the illustration.
- If you want to pull out the MicroSD card, please press the end of MicroSD card until the MicroSD card is popping out, then pull out the MicroSD card.
- Insert the SIM card tray into the terminal.

NOTE: The terminal supports SDHC MicroSD cards up to 32GB.







Copyright© 2023 Ingenico –
Banks and Acquirers International Holding SAS
All rights reserved

4.4 Battery

4.4.1 Charging the battery

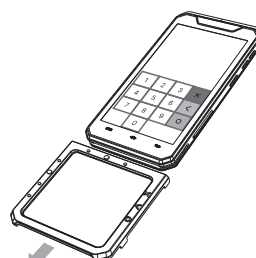
- When does the battery need to be charged?
  - For safety reasons, the battery included with the terminal is not fully charged. Please charge the battery before use.
  - When used daily, the terminal charges its battery each time the power adapter is connected. Charging starts automatically.

- In order to charge the battery:

Using the power adapter

- Connect the power adapter to the terminal USB type-C connector located on the left side of the terminal.
- Connect the power adapter to the power supply mains network.

4.5 Visual Impaired (VI) Accessory

Install	**Remove**
slide the accessory onto the terminal from the bottom.	slide the accessory down and away from the terminal
	

Copyright© 2023 Ingenico – Banks and Acquirers International Holding SAS
All rights reserved

5 Recommendations

5.1 Safety

On airplanes

- Your terminal must be powered off.
- Non-compliance with these safety rules may result in legal action and/or a ban on later access to cellular network services.

Explosion areas

- Some regulations restrict the use of radio equipment in chemical plants, fuel depots and any site where blasting is carried out.
- Operation near Fuel Pumps the terminal be protected by a specially fitted and certified cover enabling use in proximity to a fuel pump.

Thunderstorm weather

- According to some relevant reports, the mobile phone electromagnetic wave is good conductor of lightning.
- It is much easier to suffer lightning strike when the damp atmosphere form a magnetic conductivity, especially in open areas.
- Do not use wireless terminals under thunderstorm weather.

Electronic health appliances

- The terminal is a radio transmitter which may interfere with health appliances, such as hearing aids, pacemaker, hospital equipment, etc.
- Your doctor or the equipment manufacturer will be able to provide you with appropriate advice.

Copyright© 2023 Ingenico – Banks and Acquirers International Holding SAS
All rights reserved

5.2 Security of your terminal

This device conforms to currently applicable PCI PTS security requirements.

Upon receipt of the terminal , it is recommended to check for signs of tampering or other unauthorized modifications to the terminal. It is recommended to check the following periodically:

- The keypad is firmly in place.
- There is no evidence of unusual wires that have been connected to any ports on your terminal or associated equipment.
- Device does not display any notifications of being in a "tampered state".
  - In this state the terminal will repeatedly flash the message "Warning Detected" and further use of the terminal will not be possible.
  - If you observe the "Warning Detected" 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.

5.3 Fixed installation

For situations where it is not possible for the user to pick up the device and shield their PIN entry . it should be installed in the following manner:

- Angled at 45 or more, so that oversight of the PIN entry from the rear of the device is not possible.
- Fitted in a swivel stand or fixed in the best possible position to prevent oversight of pin entry during use.
- There should be placement of conspicuous notices and educational material that informs the user to shield their PIN during PIN entry.

Copyright© 2023 Ingenico – Banks and Acquirers International Holding SAS
All rights reserved

- The device must be installed so that oversight from other customers is prevented. This may be achieved through the placement of the lanes and device, so that the customer is automatically positioned between the device keypad and other customers. Alternatively, it may be achieved by the environment in which the device is installed, so that the checkout itself shields the PIN entry process.

- The terminal is recommended for indoor use only within the aforementioned environmental ranges in Section 4 of this document.

ADVICE

Positioning of the terminal 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.

Copyright© 2023 Ingenico –
Banks and Acquirers International Holding SAS
All rights reserved

5.4 Cleaning the terminal

Good rules for proper cleaning of the terminal are:

- Unplug all wires from the terminal prior to cleaning.
- Apply soapy water or other approved cleaning product to a soft, non-abrasive cloth.
- CLEANING PRODUCT SHOULD BE APPLIED TO THE CLEANING CLOTH AND NOT DIRECTLY APPLIED OR SPRAYED TO THE TERMINAL. Failure to follow this step may result in damage to the terminal.
- Do not clean the electrical connections.
- Do not use solvents, detergents or abrasive products: Those materials might damage the plastic or electrical contacts.
- Avoid prolonged exposure of the terminal to the direct rays of the sun.
- Do not put anything other than credit cards into the slot of the smart card reader.

Copyright© 2023 Ingenico –
Banks and Acquirers International Holding SAS
All rights reserved

5.5 Transport and storage

When transporting the terminal

- Protect the terminal from snow, rain, and excessive exposure to the sun.
- Transport with care to avoid mechanical impact.
- Do not throw the unit forcibly. Prevent the package from intrusion during transportation to avoid breakage. The product should be stored in the original packaging.
- Do not store in warehouses that also contain harmful gases, or inflammable, explosive, or corrosive chemicals.
- Do not expose to strong mechanical vibrations or strong magnetic fields.
- Packaging should be stored at least 15 cm above the ground and be kept away from heat, cold, windows, or air inlet sources by at least 50cm.
- Follow the specific stored conditions as noted in Section 4 of this document.

Copyright© 2023 Ingenico –
Banks and Acquirers International Holding SAS
All rights reserved

6. Standards

CE MARKING

The CE marking indicates AXIUM EX4000 complies with the requirements of European Directive 2014/53/EU on Radio Equipment for:

- The protection of the health and the safety of the user and any other person.
- The protection requirements with respect to electromagnetic compatibility.

And complies with harmonized standards, as well as RoHS Directive 2011/65/EU and its amendment directives.

Operating Frequency Band (RF)

GSM850: 824-849MHz(TX); 869-894MHz(RX)

EGSM 900: 880-915MHz(TX); 925-960MHz(RX)

DCS1800: 1710-1785MHz(TX); 1805-1880MHz(RX)

PCS1900: 1850-1910MHz(TX); 1930-1990MHz(RX)

WCDMA B1: 1920-1980MHz(TX); 2110-2170MHz(RX)

WCDMA B2:1850-1910MHz(TX); 1930-1990MHz(RX)

WCDMAB5: 824-849MHz(TX); 869-894MHz(RX)

WCDMA B8: 880-915MHz(TX); 925-960MHz(RX)

LTE-FDD B1: 1920-1980MHz(TX); 2110-2170MHz(RX)

LTE-FDD B3: 1710-1785MHz(TX); 1805-1880MHz(RX)

LTE-FDD B5: 824-849MHz(TX); 869-894MHz(RX)

LTE-FDD B7: 2500-2570MHz(TX); 2620-2690MHz(RX)

LTE-FDD B8: 880-915MHz(TX); 925-960MHz(RX)

LTE-FDD B20: 832-862MHz(TX); 791-821MHz(RX)

LTE-FDD B28: 703-748MHz(TX); 758-803MHz(RX)

LTE-TDD B38: 2570-2620MHz(TX/RX)

LTE-TDD B40: 2300-2400MHz(TX/RX)

LTE-TDD B41: 2496-2690MHz(TX/RX)

Copyright© 2023 Ingenico – Banks and Acquirers International Holding SAS
All rights reserved

WiFi: 2412-2472MHz(TX/RX);

Bluetooth: 2402-2480MHz(TX/RX)

RF ID: 13.56MHz(TX/RX)

GPS L1 C/A/GLONASS G1/BDS B1I: 1559-1610MHz(RX)

Max Of Transmit Power

GSM850: 32.84dBm (GMSK); 26.02dBm (8PSK)

EGSM900: 32.69dBm (GMSK); 26.91dBm (8PSK)

DCS1800:29.34dBm (GMSK); 24.86dBm (8PSK)

PCS1900: 29.45dBm (GMSK); 25.18dBm (8PSK)

WCDMA: 22.2dBm (B1),22.48dBm(B2),22.99dBm(B5),23.19 dBm(B8)

LTE: 22.8dBm(B1), 23.3dBm(B3), 24.1dBm(B5), 23.0dBm(B7), 24.0dBm(B8), 24.1dBm(B20), 24.6dBm(B28), 22.8dBm(B38), 22.9dBm(B40), 23.0dBm(B41)

BT: 2.47dBm

BLE: -5.06dBm

WiFi 2.4GHz: 12.12 dBm(802.11b); 10.91dBm(802.11g); 10.43 dBm(802.11n20)

NFC: 14.78dBμA/m@3m

Copyright© 2023 Ingenico – Banks and Acquirers International Holding SAS
All rights reserved

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.

Electrical power supply network

The electrical outlet must meet the following criteria:

- Use electrical outlets that are near the equipment and easily accessible.

Copyright© 2023 Ingenico –
Banks and Acquirers International Holding SAS
All rights reserved

The power supply label contains eighteen symbols:

CCC (China Compulsory Certificate) Mark

The Regulatory Compliance Mark (RCM)

International Efficiency Marking Protocol (Energy Star Level 6)

In door use only

“Conformite Europe enne“ or CE Mark

Double insulation symbol

5 Years China RoHS symbol

10 Years China RoHS symbol

BSMI (Taiwan)

PSE Mark (Japan)

Copyright© 2023 Ingenico –
Banks and Acquirers International Holding SAS
All rights reserved

Recycle in accordance with the waste electronic & electrical equipment directive

Underwriters Laboratories Inc (US Compliance)

Made from recyclable material

Low density version of Polyethylene (LDPE)

Chlorinated Polyethylene (CPE)

Risk of explosion if the battery is incorrectly replaced or is placed in a fire

Dispose of batteries at a hazardous waste collection site or recycling facility

Direct Current

Copyright© 2023 Ingenico –
Banks and Acquirers International Holding SAS
All rights reserved

7. Troubleshooting

Q: The terminal cannot be started.
A: The device may be in a low energy status or an application running on the device may be in a defective state. Please ensure that the device is powered, and then reset the device. If this still fails, please contact our customer service department for help.

Q: Transaction Processing Failure
A: Following reasons are likely to cause transaction failure: damaged magnetic card or smart card SAM card, damaged card reader, improper operation of card swiping, damaged or unconnected, unconnected phone line, etc.

- Try to use more than one magnetic card to test the transaction, to confirm the failure is not caused by magnetic card.
- Make sure card swiping is operated correctly.
- Manually process the transaction instead of card reader. If manual transaction works, the failure may be caused by magnetic card reader.
- Use more than one smart card to test the transaction, to confirm the failure is not caused by smart card. Make sure the SAM card is correctly inserted into the card slot.
- Check if the SIM card is installed correctly and local wireless communication network functions or not.

If there is still problem, please contact our customer service center.

Copyright© 2023 Ingenico – Banks and Acquirers International Holding SAS
All rights reserved

“INGENICO is a trademark of BANKS AND ACQUIRERS INTERNATIONAL HOLDING . This Document is Copyright © 2023 BANKS AND ACQUIRERS INTERNATIONAL HOLDING . BANKS AND ACQUIRERS INTERNATIONAL HOLDING retains full copyright ownership, rights and protection in all material contained in this document. The recipient can receive this document on the condition that he will keep the document confidential and will not use its contents in any form or by any means, except as agreed beforehand, without the prior written permission of BANKS AND ACQUIRERS INTERNATIONAL HOLDING. Moreover, nobody is authorized to place this document at the disposal of any third party without the prior written permission of BANKS AND ACQUIRERS INTERNATIONAL HOLDING. If such permission is granted, it will be subject to the condition that the recipient ensures that any other recipient of this document, or information contained therein, is held responsible to BANKS AND ACQUIRERS INTERNATIONAL HOLDING for the confidentiality of that information. Care has been taken to ensure that the content of this document is as accurate as possible. BANKS AND ACQUIRERS INTERNATIONAL HOLDING however declines any responsibility for inaccurate, incomplete or outdated information. The contents of this document may change from time to time without prior notice, and do not create, specify, modify or replace any new or prior contractual obligations agreed upon in writing between BANKS AND ACQUIRERS INTERNATIONAL HOLDING and the user. BANKS AND ACQUIRERS INTERNATIONAL HOLDING is not responsible for any use of this device, which would be non-consistent with the present document. All trademarks used in this document remain the property of their rightful owners“

www.ingenico.com
13-17 rue Pagès, 92150 Suresnes – France
Banks and Acquirers International Holding, SAS / 814 767 216 RCS Nanterre

Copyright© 2023 Ingenico –
Banks and Acquirers International Holding SAS
All rights reserved

Copyright© 2023 Ingenico –
Banks and Acquirers International Holding SAS
All rights reserved

设 计 Designed By	周忠虎 Zhonghu ZHOU 2023-09-19	TITLE: DESCRIPTION-AXIUM EX4000 - LOB-WU-150X98 AXIUM EX4000 User Guide说明书LOB-WU版-150X98	ingenico
审 核 Reviewed By		Material: Offset paper （80g） 双胶纸(80克)	INGC-ST-06-000617
备 注 Remarks			版 本 Version: B / 比 例 Scale: 1:1
		All dimensions in millimeters 所有尺寸单位为毫米	
Ingenico (Fujian) Technology Co., Ltd. 银捷尼科(福建)科技有限公司			第 1 张 Current 1 Sheet / 共 1 张 Total 1 Sheet

版本说明:
Version description:

技术要求:
Technical Requirements:

1、尺寸：(长 x 宽)150x98mm。

Size:(LxW):150x98mm.

2、未标注尺寸按本图比例制作，尺寸公差：+/-2.0mm。

Unspecified dimensions are made according to the proportion of the drawing,and the dimensional tolerance is +/-2.0mm .

3、黑色印刷，骑马钉装订 (小册子)。

Printed in black ink, saddle stapled("booklet making" binding).

4、材料、加工工艺等均需符合 ROHS 2.0 环保要求，即欧盟 ROHS 指令 2011/65/EU，及其修订指令 EU 2015/863 的要求。

Materials and processing processes must meet the environmental requirements of RoHS2.0, (RoHS Directive - 2011/65/EU , and modified Directive EU 2015/863).

5、制品须经设计确认方可量产。

The products must be confirmed by designer before mass production.