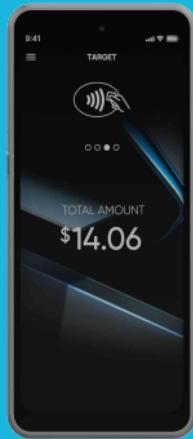


Moving Commerce Forward

ingenico

# AXIUM NX8

## User Guide



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## 1. Introduction

We hope that you will be fully satisfied with your new terminal AXIUM NX8.

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.



This symbol indicates an important Warning.



This symbol indicates a piece of advice.

## 2. Presentation

### 2.1 Content of the box

#### 2.1.1 Terminal

- AXIUM NX8 terminal unit



- Safety guide

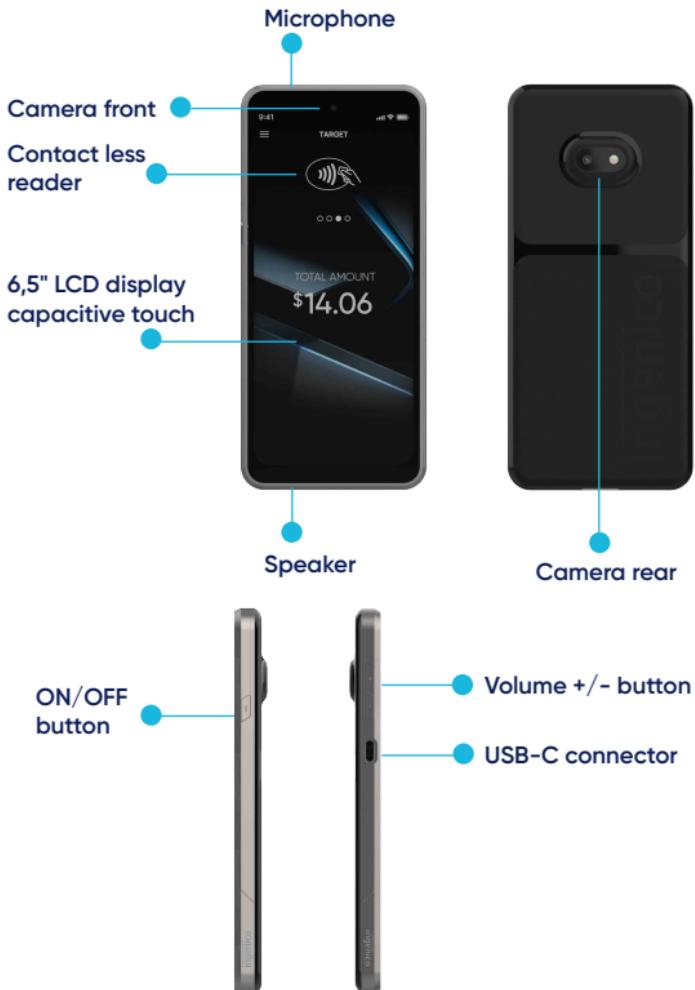
- A battery pack disconnected



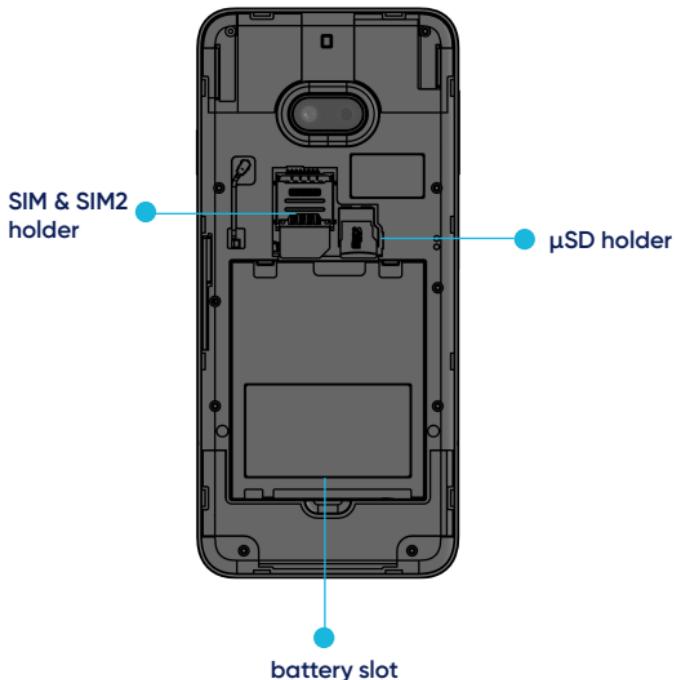
#### ADVICE

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

## 2.2 Overview



- the battery pack
- the modules SIM1, SIM2 and microSD card



Standard	Weight 220g	Dimensions (L x w x h) 173.5x76.3x12mm (14.4mm for rear camera area)	PSU Electrical mains network 100-240VAC	Connections on terminal USB C connector
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## 2.3 Recommendation

### Location

The terminal should be placed far from any very hot zones, protected from vibrations, dust, damp and electromagnetic radiation (computer screen, anti-theft barrier etc.).

### Operating conditions (battery discharging)

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

### Battery charging conditions

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

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



### WARNING

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

## 3. Use of the terminal

### 3.1 Switching off the terminal

Either swipe down to access power menu, or press ON/OFF button 10 sec.

### 3.2 Switching on the terminal

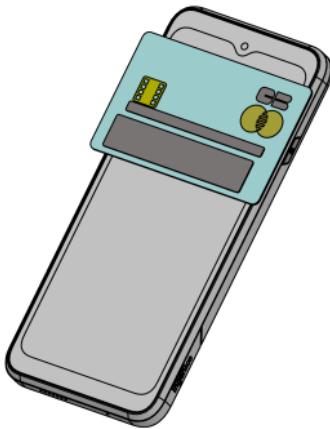
Press the ON/OFF Bottom during 2 seconds and wait for booting.

### 3.3 Contactless

- Bring the card firmly up to the active zone. Keep the card close to the reader during the transaction.
- follow the softPOS instruction.

The terminal behavior for the cardholder may depend on :

- The terminal environment
- Local usage (language...)



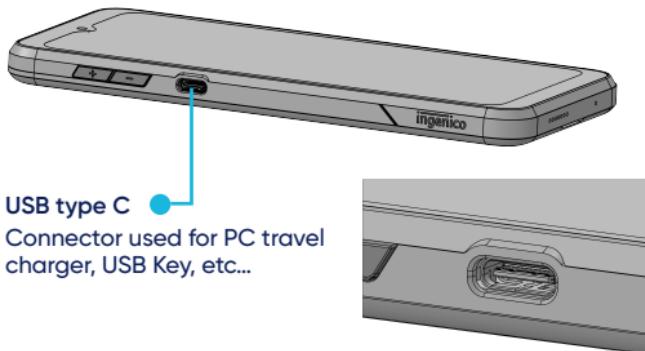
## 4. Installation

### 4.1 USB Terminal connections

There is an USB connector (USB type C) on the right side of the Wireless terminal (see below picture).

This connector can be used to :

- manage host and slave data connection
- power supply and charge the device
- plug audio accessories



### 4.2 Opening trap door



#### CAUTION

Switch off the terminal before opening the trapdoor.

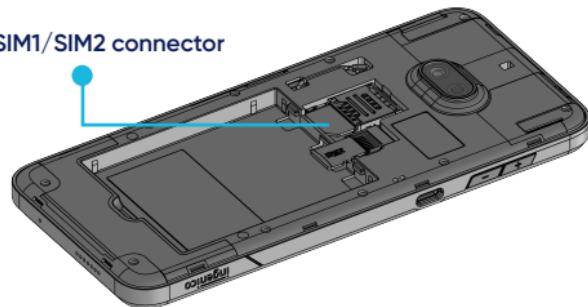
- Turn the terminal and unclip the trapdoor by pushing on the clip with as shown with the arrows on the picture.



### 4.3 SIMs

The connector modules security SIM is located inside the terminal, in a closed compartment. There are two SIM slots.

- When introducing a SIM in its slot, be sure to put the cut corner as indicated on the engraved marks.



## 4.4 Battery

### 4.4.1 Main characteristics

Characteristics	Charge power supply up to 2A
Li-ion 2930Ah	80% capacity in 1h; full capacity in 1.5 hours

### 4.4.2 Installing the battery



#### **WARNING**

Check that the terminal is not connected to the main electric network.

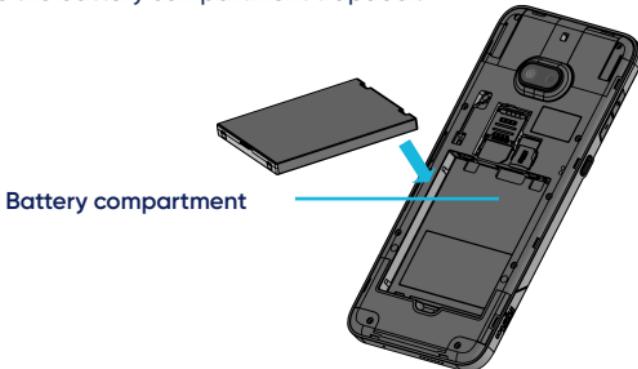
- Turn your terminal and unclip the battery trapdoor by pushing on the button as shown on the picture.

Disengage the trapdoor.

Take the battery pack included in the box.



- Place the battery pack in its compartment.
- Close the battery compartment trapdoor.



#### 4.4.3 Charging the battery



The power supply unit provided or recommended for your equipment is specially designed for Ingenico terminals.  
Do not use any other supply.

- When does the battery need to be charged?
  - / On initial start-up, charge the battery for 4 hours under the environmental conditions stated above
  - / When used with a terminal power supply : connect the power supply to USB C connector.
- How does the battery need to be charged?
  - / The environment in which the charge takes place influences battery lifetime and autonomy (number of transactions)

The optimal conditions are as follows :

- / Charging away from any external heat source (radiator, sun, enclosed area...)

/ The optimal temperature is between +15°C and +25°C

- How can the battery be charged?

#### Using the terminal power supply

/ Connect the terminal power supply unit to the terminal type C connector located on the right side of the terminal.

/ Connect the power supply unit to the power supply mains network

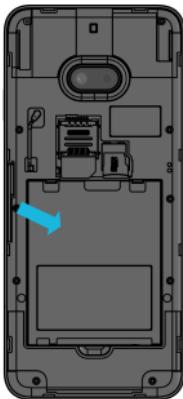
/ Check to see if the battery symbol is flashing or moving (=battery charging)

#### 4.4.4 Changing the battery



It is imperative to use a battery authorized by Ingenico.  
There is danger of explosion if battery used is not approved by Ingenico.

- Either swipe down to access power menu, or press ON/OFF button 10 sec.
- Remove the battery trapdoor (see section "installing battery")
- Lift the battery and remove it from its compartment
- Carefully disconnect battery, following the instructions below.
- Extract the battery by pulling it slightly (arrow) to bring it away from the terminal housing.



- Connect and install the new battery by following the instructions in section "Installing battery"
- Close the battery trapdoor and charge the new battery. See section "Charging the Battery"
- In order to preserve the environment, dispose used battery in compliance with current country recycling legislation.

(\*)The terminal memorizes that there is no battery simply by powering up. It will then correctly perform-full recharge with the next battery.



The battery disconnection must be exceptional.  
Battery connector durability: up to 30 mating cycles.

**Note:** The battery cover is part of the fireproof enclosure. It is necessary to ensure that the battery cover is on the product and locked.

## 5. Safety

### Powering down

Disconnect the AXIUM NX8 power supply block adapter from the electrical mains network.



#### **WARNING**

- When replacing the battery, use only a battery approved by Ingenico.
- Scrapping by heating, burning, punching or crushing the battery may cause explosion.
- Maintaining a battery in a very high environment temperature may cause explosion or leakage of flammable liquid or gas.
- A battery subject to extremely low air pressure may cause explosion or leakage of flammable liquid or gas.

### SIM1/SIM2 readers' compartment

The trapdoor for battery, SIM1/SIM2, readers located underneath the terminal, must be in place during the normal operation of the terminal. See sections «Removal of modules» as well as «Connecting the battery».

### On airplanes

Your handset must be switched off by removing the battery pack. Remove the battery from the terminal when on an airplane. Non-compliance with these safety rules may result in legal action and/or a ban on later access to cellular network services.

### Explosion areas

Certain regulations restrict the use of radio equipment in chemical plants, fuel depots and any site where blasting is carried out. You are urged to comply with these regulations. The terminal shall be protected by a specially fitted and certified cover enabling use in proximity to a fuel pump.

## Electronic health appliances

Your handset 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.

**Battery** : The device is fitted with battery specially designed for this terminal.

- Only use the appropriate chargers and batteries listed in the Ingenico's catalogue.
- Do not short-circuit the battery.
- Do not attempt to open the battery container.
- Used batteries must be disposed of at the appropriate sites.

**Electrical power outlet** : The electrical outlet must meet the following criteria :

- Must be installed near the equipment and easily accessible;
- Must meet standards and regulations in the country where used;
- For type A plug, the protection of the installation must be set to 20 A

## EQUIPMENT DETAIL

Radio	Frequency range (MHz)	Modulation	Transmit Power
CLESS	13.56MHz		16.78dB $\mu$ A/m@3m
BT	2402-2480	GFSK, $\pi/4$ DQPSK, 8DPSK	6.67dBm

Radio	Frequency range (MHz)	Modulation	Transmit Power
BLE	2402-2480	GFSK	4.53dBm
WLAN	2412-2472	DSSS, OFDM	14.27dBm
WLAN	5180-5700	OFDM	13.25dBm
WLAN	5745-5825	OFDM	13.44dBm
GNSS	1559-1610	CBOC, BPSK	N/A
GSM850	824-849/869-894	GMSK, 8PSK	33dBm
GSM900	880-915/925-960	GMSK, 8PSK	33dBm
DCS1800	1710-1785/1805-1880	GMSK, 8PSK	30dBm
DCS1900	1850-1910/1930-1990	GMSK, 8PSK	30dBm
WCDMA BI	1920-1980/2110-2170	QPSK, 16QAM, 64QAM	24dBm
WCDMA BII	1850-1910/1930-1990	QPSK, 16QAM, 64QAM	24dBm
WCDMA BV	824-849/869-894	QPSK, 16QAM, 64QAM	24dBm
WCDMA BVIII	880-915/925-960	QPSK, 16QAM, 64QAM	25dBm
LTE B1	1920-1980/2110-2170	QPSK, 16QAM, 64QAM	25dBm
LTE B2	1850-1910/1930-1990	QPSK, 16QAM, 64QAM	25dBm
LTE B3	1710-1785/1805-1880	QPSK, 16QAM, 64QAM	25dBm
LTE B4	1710-1755/2110-2155	QPSK, 16QAM, 64QAM	25dBm

Radio	Frequency range (MHz)	Modulation	Transmit Power
LTE B5	824-849/869-894	QPSK, 16QAM, 64QAM	25dBm
LTE B7	500-2570/2620-2690	QPSK, 16QAM, 64QAM	25dBm
LTE B8	880-915/925-960	QPSK, 16QAM, 64QAM	25dBm
LTE B12	699-716/729-746	QPSK, 16QAM, 64QAM	25dBm
LTE B17	704-716/734-746	QPSK, 16QAM, 64QAM	25dBm
LTE B20	832-862/791-821	QPSK, 16QAM, 64QAM	25dBm
LTE B28	703-748/758-803	QPSK, 16QAM, 64QAM	25dBm
LTE B38	2570-2620	QPSK, 16QAM, 64QAM	25dBm
LTE B40	2300-2400	QPSK, 16QAM, 64QAM	25dBm
LTE B41	2535-2655	QPSK, 16QAM, 64QAM	25dBm
LTE B66	2110-2180	QPSK, 16QAM, 64QAM	25dBm

## 6. Environment (WEEE, Batteries and Packaging)

This product is labeled in accordance with European Directives 2012/19/UE 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.



The associated symbol means that WEEE and waste batteries must not be thrown away but collected separately and recycled.

Ingenico ensures that efficient collection and recycling schemes are set-up for WEEE and batteries according to the local regulation of your country. 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.

Please note that proper recycling of the electrical and electronic equipment and waste batteries will ensure safety of human health and environment.

## 7. RED DA - Radio Equipment Directive Delegated Act

The product has been designed and manufactured in accordance with the essential requirements of the **RED DA** (Radio Equipment Directive Delegated Act ), as set out in **Commission Delegated Regulation (EU) 2022/30 of 29 October 2021** supplementing **Directive 2014/53/EU** of the European Parliament and of the Council with regard to the application of the essential requirements referred to in **Article 3(3)**, points (d), (e) and (f).

- **Article 3.3 (d) : Network Protection**
- **Article 3.3 (e) : Data and Privacy Protection**
- **Article 3.3 (f) : Fraud Prevention**

RED DA aspects have been assessed and tested in accordance with the harmonized standard **EN 18031: «Common security requirements for radio equipment»**, ensuring alignment with the essential cybersecurity requirements of **Directive 2014/53/EU**. This applies to the relevant categories and classes of radio equipment as specified in **Delegated Regulation (EU) 2022/30**.

The assessment remains valid as long as the hardware and software integration – including all relevant applications – continues to comply with the requirements set forth by the applicable RED DA. Any additional software should follow RED DA requirements to remain EU compliant.

Please contact Ingenico support for more information (<https://www.ingenico.com>).

## 8. Marking



The CE marking is the manufacturer's declaration that the product meets the requirements of the applicable EC directives. The CE mark is a mandatory conformity marking for certain products sold within the European Economic Area (EEA).



Waste of Electrical and Electronic Equipment (WEEE) symbol indicates that when the end-user wishes to discard this product, it must be sent to separate collection facilities for recovery and recycling. By separating this product from other household-type waste, the volume of waste sent to incinerators or landfills will be reduced and natural resources will thus be



Power charge symbol



USB symbol



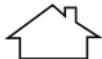
This logo indicates that the product operates with a continuous voltage. This symbol is followed by the ratings (voltage and current for instance).



Mark indicating a power supply meets the level VI requirements.



Double insulated or class 2 electrical appliances are products that have been designed in a way so as not to require a safety connection to electrical earth (These products must NOT have a safety connection to Earth).



Indoor use symbol.



This logo indicates that the product operates with an alternative voltage. This symbol is followed by the ratings (voltage and current for instance).

## 9. Troubleshooting

The terminal does not turn on

- Check the battery (is it discharged, is it connected?)  
*A full discharged battery can take long charging time to recover*
- Connect terminal to terminal power supply

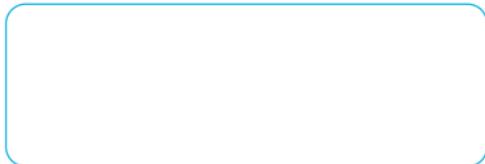
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