

AXIUM RX5000

User Guide



Terminal ready for
visual impaired people

www.ingenico.com

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1. Introduction

Thank you for choosing an Ingenico payment terminal.

We recommend you read this user guide carefully: it gives you the necessary information about safety precautions, unpacking, installation and maintenance of your terminal.

The product should be used indoors only.



WARRANTY/SECURITY

To benefit from the guarantee-related product, and to respect the security, we ask you to use only the recommended power supply.

Maintenance operations should only be provided by an 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.

2. Unpacking

According to the model, the following items are included in the packaging box (including optional accessories):

- The terminal
- The installation guide

The box may also include the following items depending on your working configuration:

- The cable for connectivity
- The power supply unit and cable
- The screw kit

3. Recommendations

3.1 Safety

Power on/Power down - Emergency stop

To power on or power down the terminal, connect or disconnect the power supply from the electric outlet.



CAUTION

Only use the power supply recommended with AXIUM RX5000.



CAUTION

Lithium battery cell

The terminal is fitted with a lithium battery cell which is not accessible to the user. Only a qualified technician is authorized to open the unit and change this component. Risk of explosion if the battery is replaced by an incorrect type. Dispose of used battery according to the instructions.

Electrical power supply network

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 of use.

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.

Connection of headset on audio jack



CAUTION

An excessive acoustic pressure of headset can involve deafness.



WARNING

We recommend to the customer to provide guidance to the cardholder as to avoid having his card close to any magnets on the device since the card may be damaged.

3.2 Security of your terminal

Your device fulfils current applicable PCI PTS security requirements.

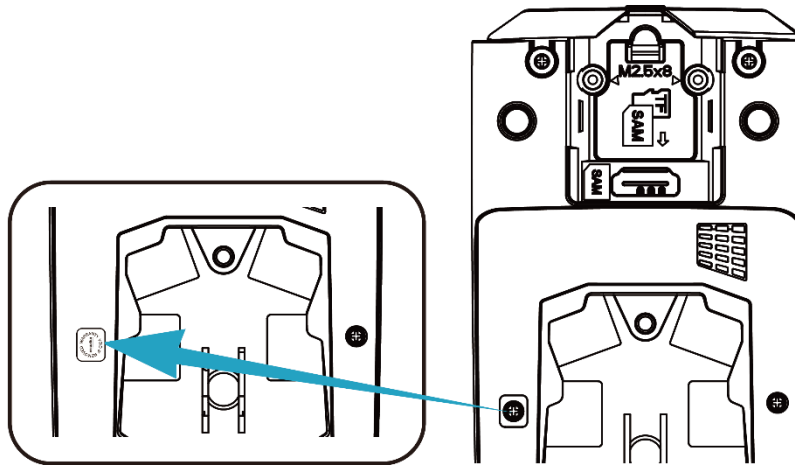
Upon receipt of your terminal you should check for signs of tampering of the equipment. It is strongly advised that these checks are performed regularly after receipt. You should check, for example: that the keypad is firmly in place; that there is no evidence of unusual wires that have been connected to any ports on your terminal or associated equipment, the chip card reader or any other part of your terminal. Such checks would provide warning of any unauthorized modifications to your terminal, and other suspicious behavior of individuals that have access to your terminal.

Your terminal detects any "tampered state". In this state the terminal will repeatedly flash the message "Alert Irruption!" and further use of the terminal will not be possible. If you observe the "Alert Irruption!" 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 as being trustworthy.

Warranty label (on the bottom of the terminal)



WARNING

If the warranty label is torn or removed, the warranty will be void.



CAUTION

Positioning of the AXIUM RX5000 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.

3.3 Main Characteristics

3.3.1 Terminal

Weight	274.5g(9.68oz)
Size	176.5mm x 79mm x 37mm
Display	4" WVGA (480 x 800 pixels)
Touchscreen	Capacitive

Storage conditions

Ambient temperature	-20°C, +70°C
Max relative humidity	90% at +55°C

Operating conditions

Ambient temperature	From 0°C to +40°C
Max relative humidity	90% RH non-condensing at +40°C
Max altitude	2000m

3.3.2 Power characteristics

AXIUM RX5000 works at voltages between 8VDC and 14VDC.

It can be powered by several ways:

- An external power supply unit
- By POE (Power over Ethernet)
- By USB (12VDC)

POE (Power over Ethernet)

The power sourcing equipment must be compliant with IEEE802.3af standard, class 0 which means 12.95W max.

Power values in different modes

Mode	RX5000 Power (W)
Idle mode-backlight on and brightness is reduced after 30s	3.18
Idle mode-backlight on and brightness 100%	3.74
Typical-smartcard and contactless in test-backlight on	4.5
Maximum (+ loads of 2.5W)	9.3



WARNING

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

3.3.3 Terminal Connectivity

USB host	High speed USB Host in the single connector
USB device	High speed USB Device in the single connector
Ethernet	10/100 Base T Ethernet is available on the AXIUM RX5000. It is recommended to use TCP Protocol
RS232	It is a 2 wires interface on the AXIUM RX5000 (Rx/Tx). It can run up to 115200bps

3.3.4 WLAN (2.4 GHz / 5 GHz) (optional)

Standard	802.11 a/b/g/n/ac
Frequency band 2.4 GHz	DTS band 2400 MHz to 2483.5 MHz
Type of modulation	2.4GHz Wi-Fi: DSSS, OFDM
Number of channels	13 (20 MHz BW) / 9 (40 MHz BW)
Frequency band 5GHz	5150 MHz to 5250 MHz 5250 MHz to 5350 MHz 5470 MHz to 5700 MHz 5725 MHz to 5850 MHz

Type of modulation	5GHz Wi-Fi: OFDM
Number of channels	2.4GHz: Ch1 ~ Ch13 5.18~5.35GHz: Ch36 ~ Ch64 5.5~5.7GHz: Ch100 ~ Ch140 5.745~5.825GHz: Ch149 ~ Ch165
Max output power	2.4GHz Wi-Fi: 19.10dBm 5GHz Wi-Fi: 17.49dBm(W52);17.46dBm(W53); 19.81dBm(W56) ;13.97dBm(W58)

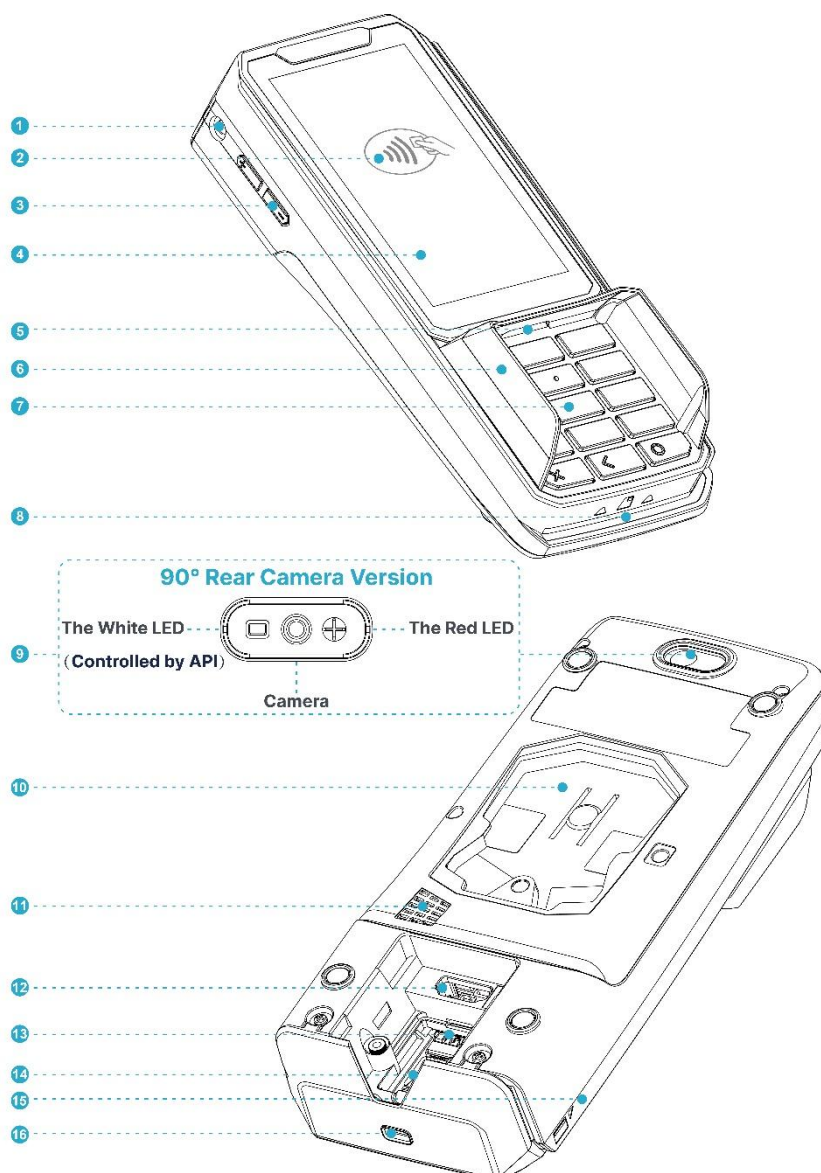
3.3.5 BLUETOOTH (optional)

Standard	BDR, EDR(2,3Mbps), LE(1,2Mbps)
Frequency band	2402 MHz to 2480 MHz
Type of modulation	GFSK, $\pi/4$ -DQPSK, 8DPSK
Number of channels	79 channels for classic,40 channels for BLE
Max output power	Bluetooth: 7.91dBm; BLE: 8.33dBm

3.3.6 CONTACTLESS

Operating Frequency Band (RF)	RF ID: 13.56MHz (TX/RX)
Max Of Transmit Power	RF ID: 21.18dB μ A/m @3m

3.4 Functional description



1)3.5mm Audio Jack

2)Contactless Reader

3)Volume key

4)4-inch touch screen

5)Shimmer detection(optional)

6)PIN shield(optional)

7)Keypad

8)Smartcard Reader

9)Rear Camera(optional)

10)Stand fixation (UPM)

11)Speaker

12)IDMI connector

13)SAM card

14)Micro SD Card

15)Magnetic Stripe Reader

16)Anti-theft lock

4. Installation & Connections

4.1 Positioning the terminals

Place the terminal with an easy access to an electrical outlet. Place the terminal away from any heat source and protected from dust, vibrations and electromagnetic radiations (away from video terminals, PC, anti- shoplifting barriers ...). The terminal is exclusively made for indoor use. The AXIUM RX5000 device may be mounted on a flat surface, wall, or customer stand.



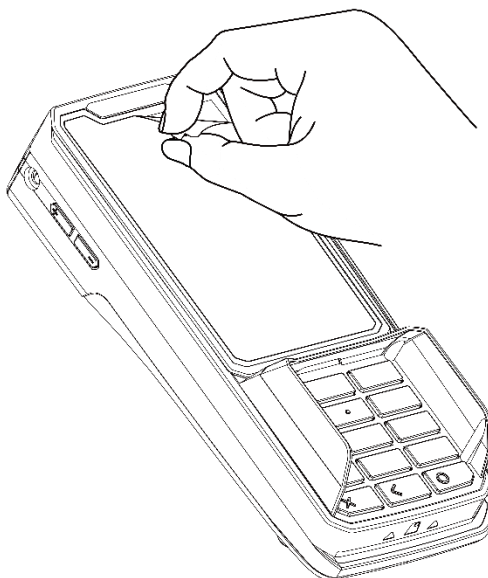
CAUTION

Do not place the AXIUM RX5000 device on a PC monitor, adjacent to an electronically active security tag deactivation system, or near other sources of magnetic fields.

- The AXIUM RX5000 device must be at least 30 centimeters (12 inches) away from an electronically active type of security tag deactivation pad.
- An electronically active system sends out a powerful and potentially disruptive signal to deactivate the security tag. If the AXIUM RX5000 device is placed too close to the system's pad, or placed above the pad, the product may not work properly.
- A passive system is a permanent magnet type that does not send out a signal. This type should not affect the AXIUM RX5000 device.

4.2 Screen Protective film

- Please remove the protective film before usage.



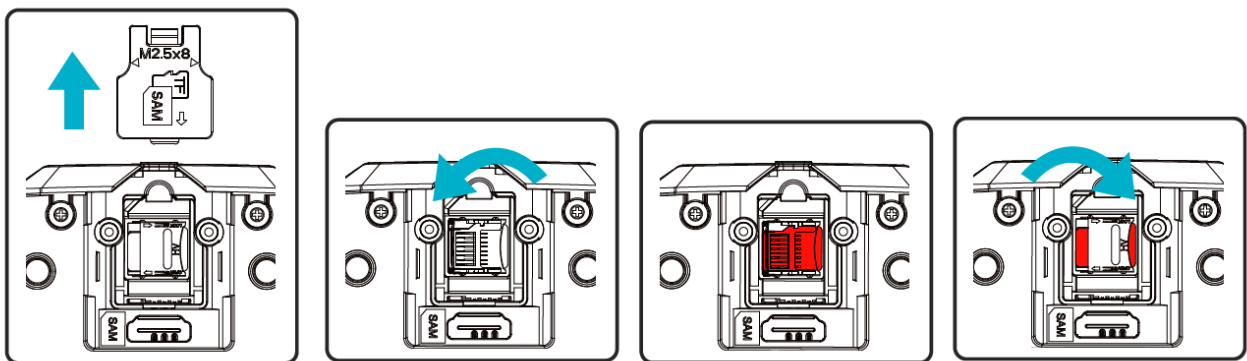
4.3 Inserting SAM (Secure access module) and Micro SD



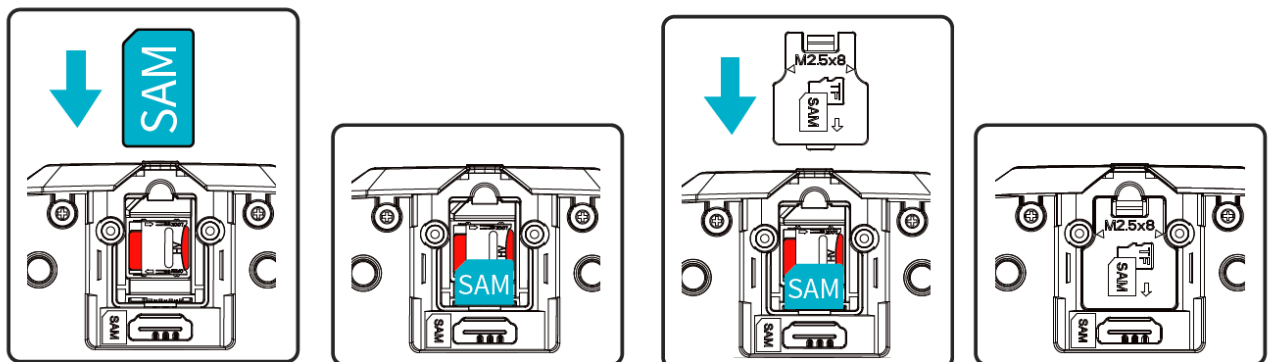
CAUTION

Before starting, switch off the terminal by disconnecting the power supply.

- Perform the following operations:
 - Open the cover and remove it.
 - Access to SAM and Micro SD is now possible.
 - Flip opens the micro-SD card cover, put in micro-SD card and close the cover.
 - Insert the SAM Card into the slot marked. Take care to ensure that the SAM Card is inserted in the correct manner. The cut corner must be positioned as indicated in the slot.
 - Close back the cover.
- Illustration of the MicroSD Card positioning:



- Illustration of the SAM Card positioning:





CAUTION

Do not use any tools when installing or removing the SAM Card or Micro SD.



WARNING

During this operation, it is necessary to be in an ESD protected environment. As this is not very easy, it is recommended to make this operation using ESD shoes for example.

4.4 Connecting the terminal to the host



CAUTION

Connecting must be made when power supply unit is not plugged in the cable.

- Flip the terminal. There is one port on the back for power and communications (IDMI connector).
- Connect the cable to the terminal.
- Add 2 screws (M2.5X8) to hold firmly the cables.
- Connect the other end to the power supply unit and a Host (PC / cash register...).
- Plug the power supply into the mains.



WARNING

The main port at the back must not be used for connecting standard video cables. Only connect cables provided by Ingenico.

Note: The terminal can be connected to the host by several ways, with optional cables:

- High speed USB device
- High speed USB host
- Ethernet
- RS232

We advise checking with your reseller their compatibility if you plan to replace any pinpad terminal with an AXIUM RX5000. Please consult the list of compatible cables.

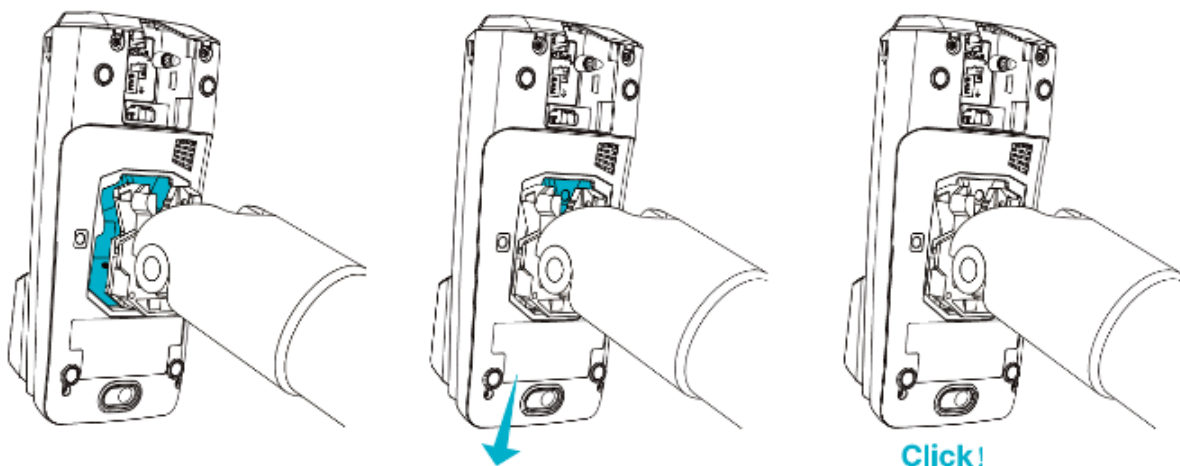
4.5 Setting the AXIUM RX5000 on the standpole adaptor

Install the terminal on a flat surface is not possible on the AXIUM RX5000 as is. It is designed to be fitted on a standpole.

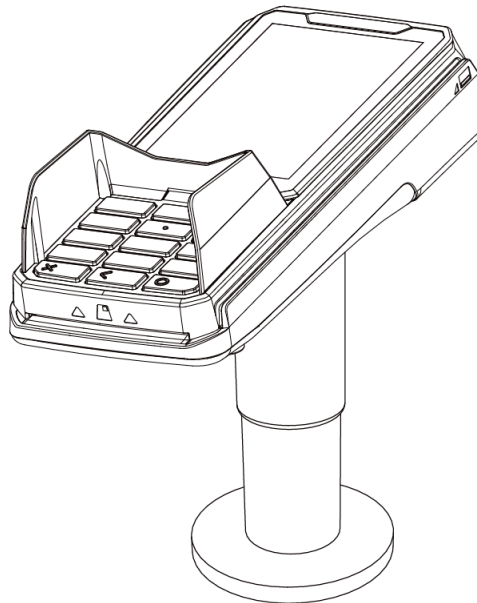
A specific pattern by Ingenico (UPM) has been developed to fit the AXIUM RX5000.



To fit the AXIUM RX5000 to the standpole, it only requires to slide down the AXIUM RX5000 until a click sound:



The AXIUM RX5000 is now ready to use:

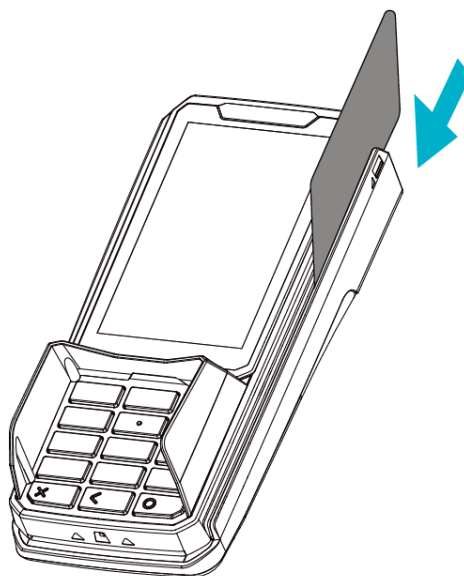


5. Daily use

5.1 Card reading

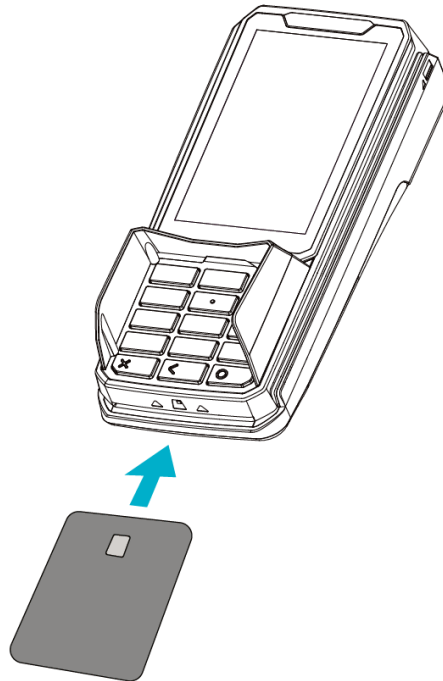
5.1.1 Swiping a card

- Insert the card manually in the reader, magnetic stripe facing the main body of the terminal, and slide the card from the rear to the front in a continuous motion for best results.



5.1.2 Inserting a smart card

- Chip cards should be inserted into your terminal as illustrated with the chip facing up and into the card reader.



5.1.3 Reading a contactless card

- Bring the card to the active zone above the contactless logo (at about 1cm).
- Keep the card close to the contactless logo during the transaction. Your contactless terminal provides four contactless status lights located above the contactless logo.
- When a contactless transaction is started the first (left hand) status light will be lit steadily; this indicates that the contactless is in using but a card is not being read.
- When a contactless card is presented to the contactless active zone during a transaction the second, third and fourth status lights will be lit in turn. The card read is successful when all four status lights are lit and a confirmation tone can be heard.





CAUTION

Do not stick any label onto the contactless active zone. It can decrease seriously contactless efficiency.



CAUTION

Avoid metallic parts around the contactless area.

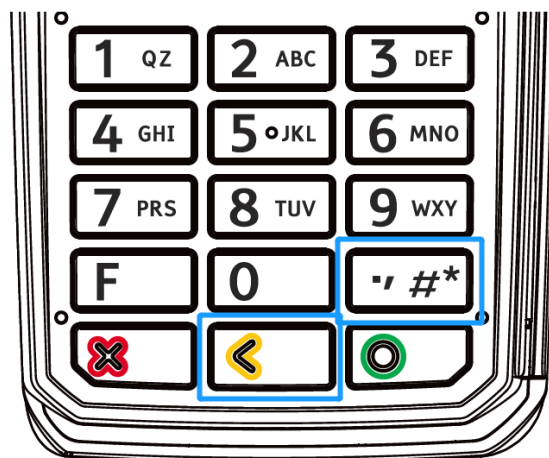
5.2 Audio

The speaker is available, there is also an audio jack. When a headset is plugged in, there is no more sound from the speaker.

- The audio jack is located on the left of the terminal.
- This option is not designed to play music, but to facilitate the use by visually impaired people.
- The jack is 3.5mm and the volume key is only used to control the volume of headset.

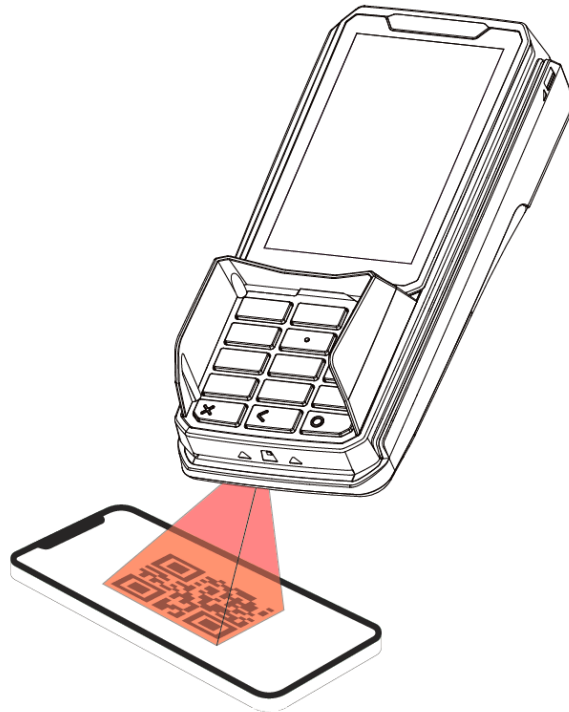
5.3 Reboot AXIUM RX5000

There is no power key on AXIUM RX5000. So we can use Key combination to reboot AXIUM RX5000. We can press the “#” and “yellow cancel” keys at the same time, and AXIUM RX5000 will reboot. As follows:



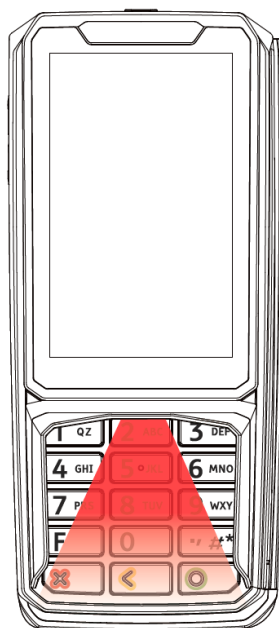
5.4 Rear camera (optional)

- Rear camera is used to scan.



5.5 Shimmer detection (optional)

- Shimmer detection is used to detect fake keyboard.



6. Maintenance



CAUTION

Before making any operations of maintenance in the terminal, make sure that the power supply is disconnected.

6.1 Cleaning of the terminal

First of all, unplug all the wires from the terminal. Good rules for proper cleaning of the terminal are:

- Do not clean the electrical connections.
- Do not use in any case, solvents, detergents or abrasive products: those materials might damage the plastic or electrical contacts.
- Avoid exposing the terminal to the direct rays of the sun.
- Do not put anything into the slot of the smart card reader.

6.2 Transport and storage

- Use the original packaging for storage or returning the unit. Disconnect all cables from the terminal during transport.

7. Standard

CE Marking

The CE marking indicates AXIUM RX5000 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.
- The protection requirements linked to network protection/protection of data and personal privacy/protection from fraud.

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

Federal Communications Commission (FCC) Statement

15.21

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

15.105(b)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

15.19 (a) (3)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference and
- This device must accept any interference received, including interference that may cause undesired operation of the device.

Industry Canada (IC) Statement.

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- This device may not cause interference, and
- This device must accept any interference, including interference that may cause undesired operation of the device.

The device for operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- l'appareil ne doit pas produire de brouillage, et
- l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Les dispositifs fonctionnant dans la bande de 5150 à 5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

Restrictions in the 5GHz band:

According to Article 10(10) of Directive 2014/53/EU, the packaging shows that this terminal will be subject to some restrictions when placed on the market.

In all EU member states, operations of 5150–5350MHz are restricted to indoor use only.



BE	BG	CZ	DK	DE	EE	IE	EL
ES	FR	HR	IT	CY	LV	LT	LU
HU	MT	NL	AT	PL	PT	RO	SI
SK	FI	SE	NO	IS	LI	CH	TR

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 cross-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 recycled.

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 ensure 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 influence the environment and human health.

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).



The cCSAus marking indicates the product has been certified by an authorized certify body for the Canada and US electrical safety certification.



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 land- fills will be reduced and natural resources will thus be conserved.



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

8. Accessibility

The product has been designed and manufactured in accordance with the essential accessibility requirements set out in Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019, in particular:

- The user interface is perceivable, operable, understandable, and robust.
- The device supports use by individuals with sensory, motor, or cognitive impairments.

Accessibility has been assessed and tested according to the following harmonized standard: EN 301 549: Accessibility requirements for ICT products and services in accordance with the provisions of the Directive (EU) 2019/882 coordination standards specified in Resolution C (2022) 6456.

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 accessibility directive.

Any significant modifications to the system architecture, user interface, or compatibility with assistive technologies must be reassessed to ensure ongoing compliance.

Some models may need require an external accessory for audio assistance. Please contact Ingenico support for more information (<https://www.ingenico.com>).

9. RED-DA

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>).

This user guide is intended for professional use only. Relevant personnel will receive specialized training prior to operation to ensure a full understanding of the operating procedures, safe usage, and proper functionality of the device.

The product is a Point of sales terminal. The intended use of the terminal is to proceed payment

transaction. The end user will not have access all functionalities, he will only have access to the transaction acceptance: it means present card, enter pin and validate/check the payment transaction. For any operational questions, end users may contact on-site professionals for assistance.

Power & Scan buttons for professional use only.

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