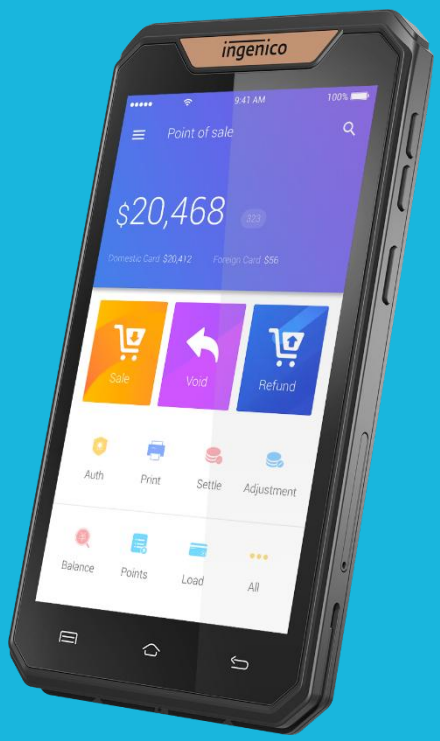
Moving Commerce Forward

ingenico

AXIUM EX4000

User Guide



Terminal ready for visual impaired people

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Contents

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.

2. Presentation

2.1 Contents of the box

- AXIUM EX4000 terminal
- Power adapter
- A safety guide
- Ejector

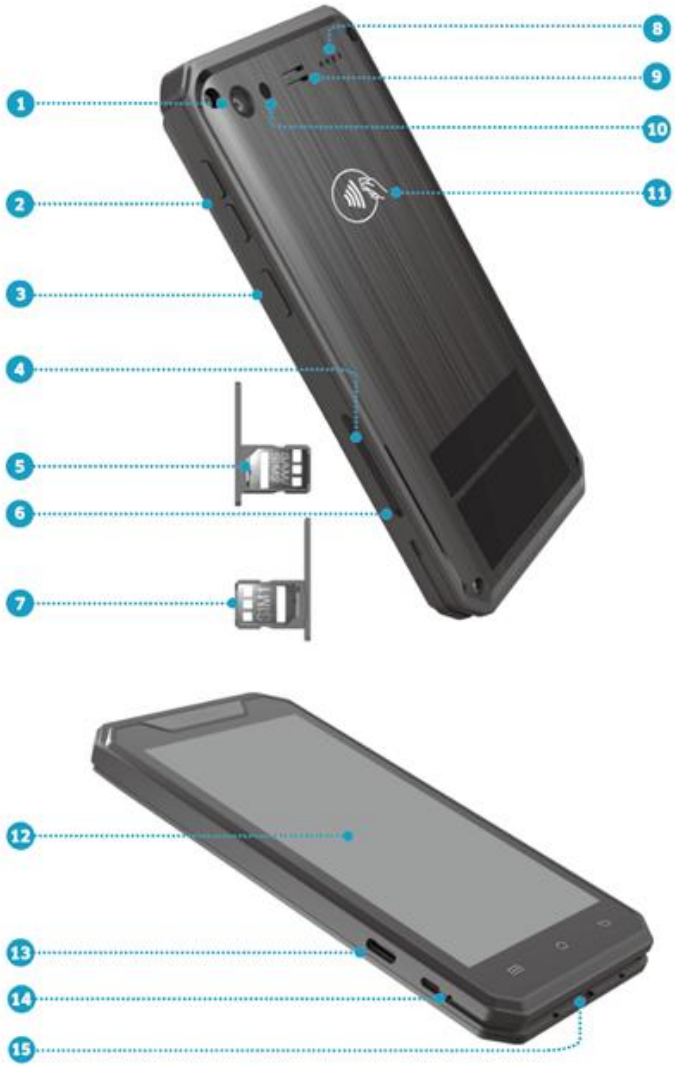
WARNING

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.

2.2 Overview of AXIUM EX4000



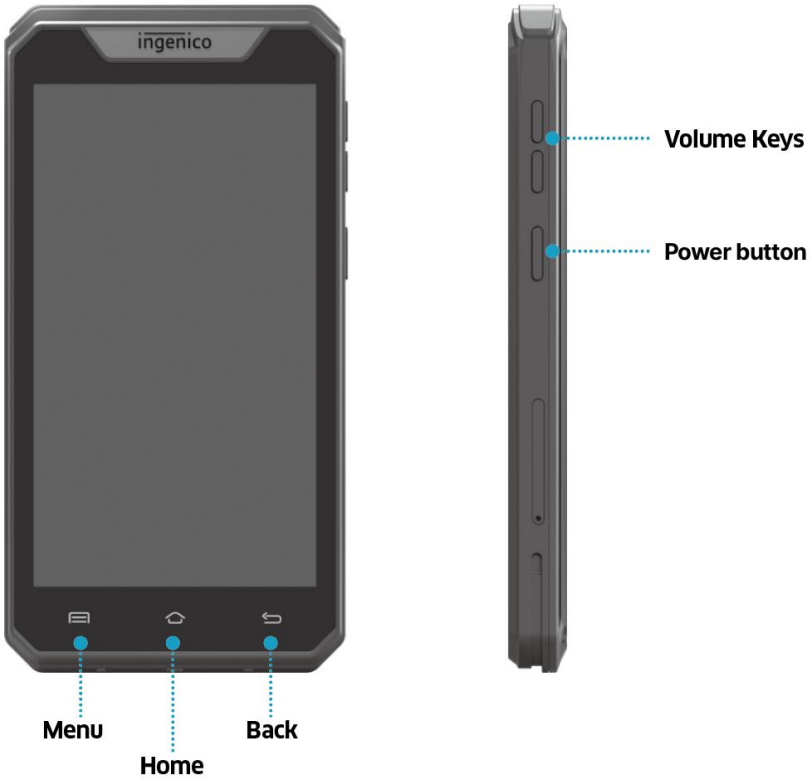
1) Camera	2) Volume Keys
3) Power key	4) Micro SD slot
5) SAM /SIM 2 card slot	6) Eject hole for SIM/SAM card tray
7) SIM 1 card slot	8) LEDs for Contactless Card
9) Speaker	10) Flash
11) Contactless landing zone	12) LCD and touch screen
13) USB Type-C connector	14) Microphone
15) Smart card reader	

Weight	182g
Dimension (L x W x H)	146.8mm x 75mm x 12.9mm / 5.8 in x 2.95 in x 0.51 in
Electrical mains network	100-240VAC/50-60Hz Class II

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.

3. Use of the terminal

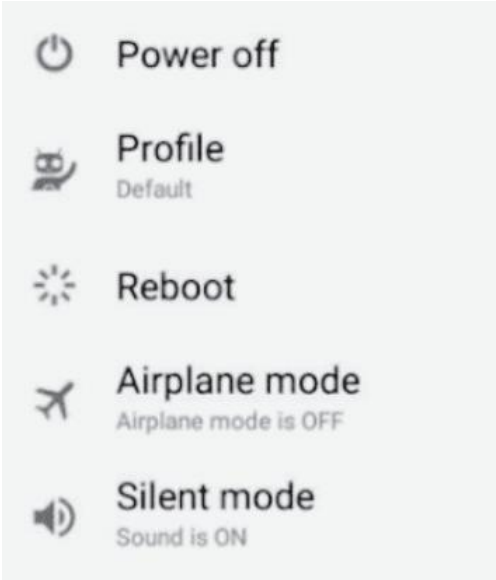
3.1 Power on/Power off the terminal

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:

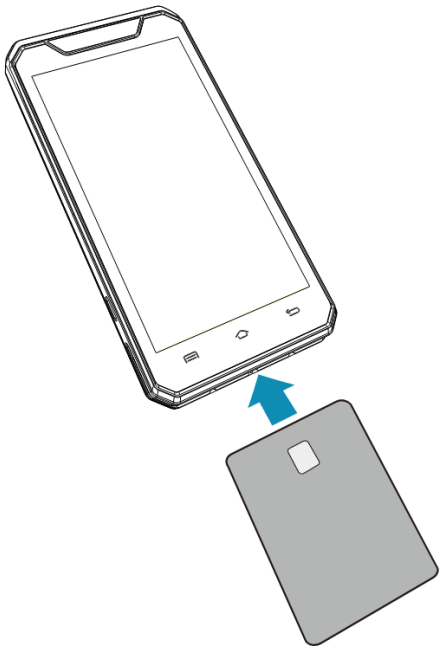
- In the event of abnormal behavior of the terminal, press and hold the power button for 8 seconds to force the terminal to reboot.

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).

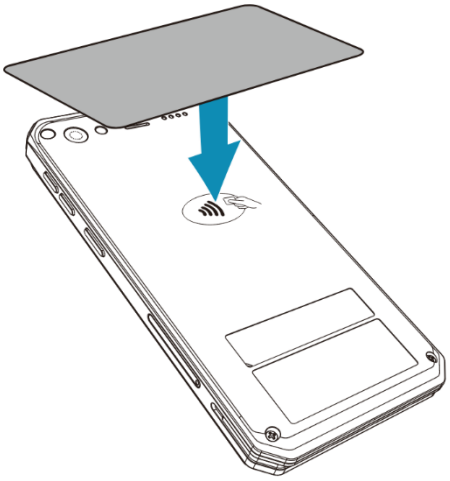
3.2 Reading cards

Smart 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.

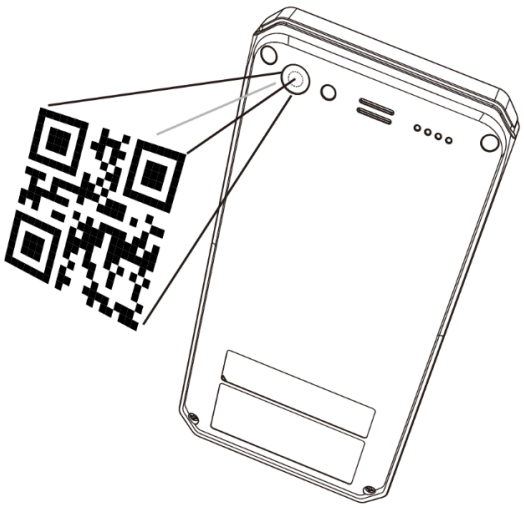
Contactless card



- 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.

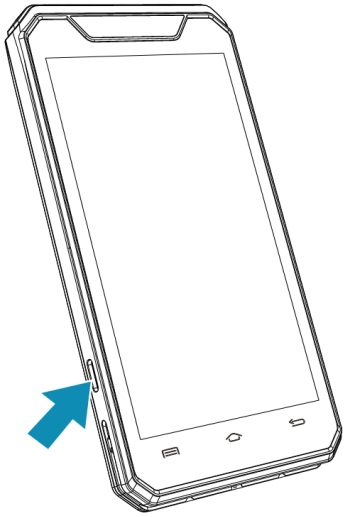
3.3 Usage of rear camera

- 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.



WARNING

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

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

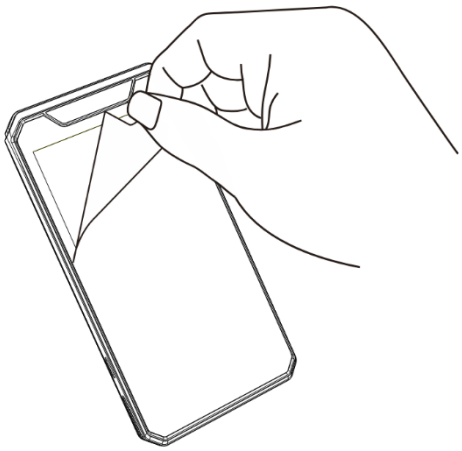
Ambient temperature	From 0°C to +40°C (32°F to 104°F)

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 use.



4.3 Installing modules

4.3.1 SIM1 and SAM / SIM2

WARNING

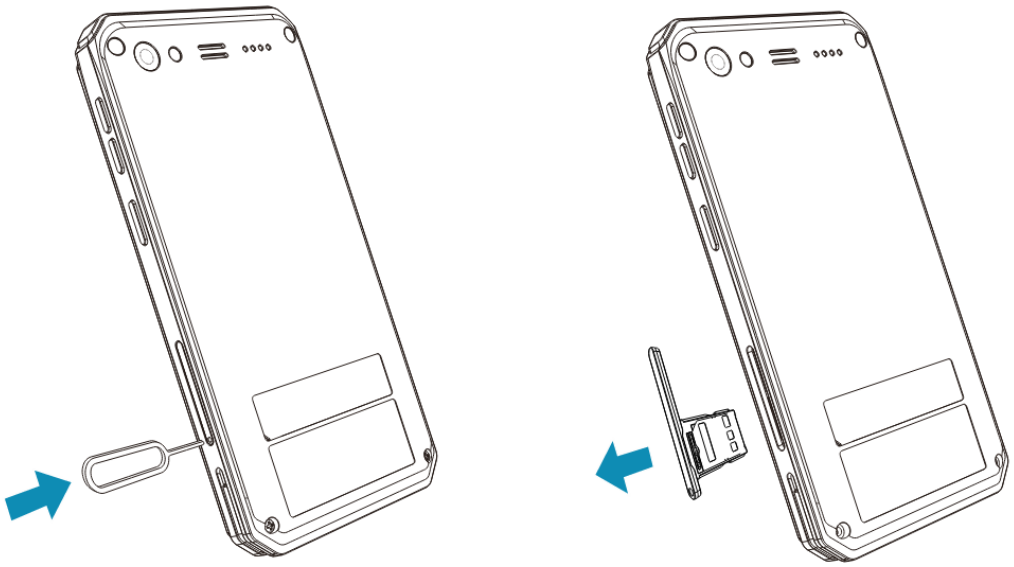
Power off the terminal before opening the SIM card tray.

ADVICE

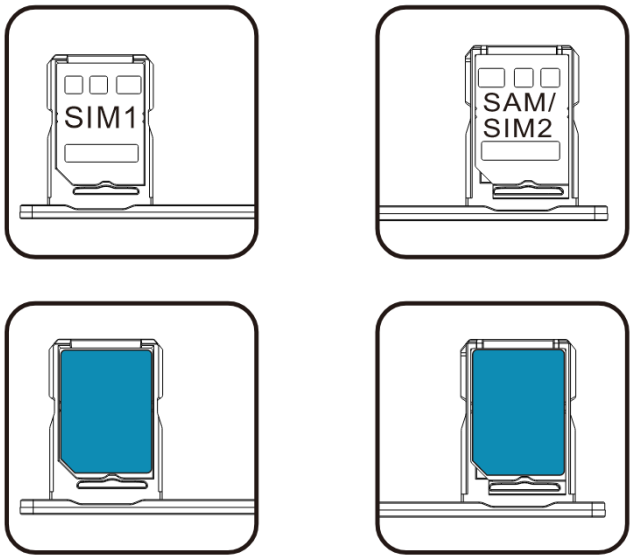
SIM and SAM cards share the same form factor, please ensure that the cards are inserted into the correct slot for the type of card.

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.
- 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

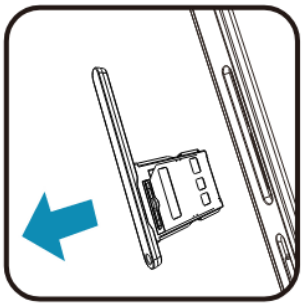
SAM card and SIM2 share a card slot, one terminal can only support SAM or SIM2 card, please select the correct card according to the terminal function and put it into the card slot.

4.3.2 MicroSD Memory Card

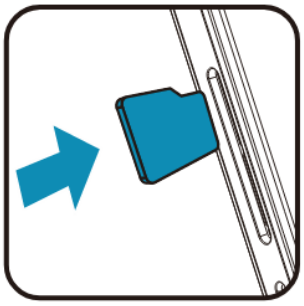
WARNING

Power off the terminal before opening the SIM card tray.

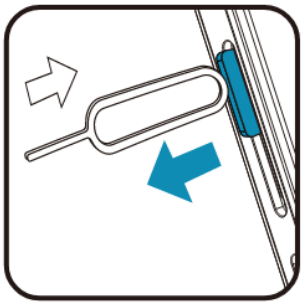
MicroSD connector is located on the right side of the terminal.



- 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.



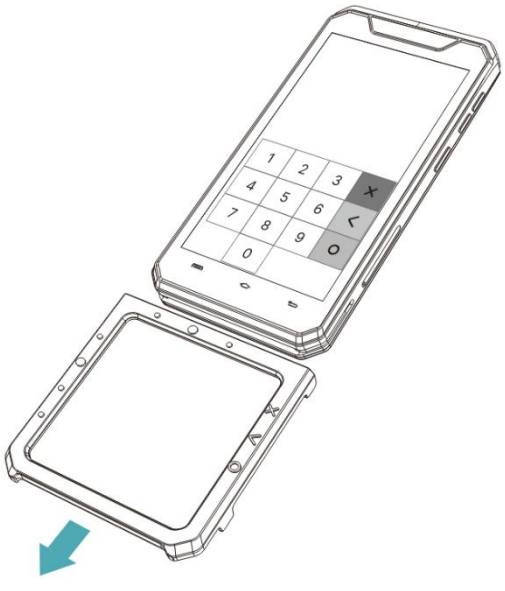
NOTE: The terminal supports SDHC MicroSD cards up to 32GB.

4.4 Battery

4.4.1 Charging the battery

- 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.
- For long-term storage: recharge the battery at least twice per year to avoid capacity loss and body deformation due to deep discharge.
- 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
	

5. Recommendations

5.1 Safety

On airplanes

- Your terminal must be switched 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 strikes when the damp atmosphere forms magnetic conductivity, especially in open areas.
- Do not use wireless terminals in thunderstorm weather.

Electronic health appliances

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

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

- 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.
- 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.

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 products 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.

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.

6. Safety and 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.
- 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.

❖ EX4000 L-WU version

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)
Wi-Fi: 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
Wi-Fi 2.4GHz: 12.12 dBm (802.11b); 10.91dBm (802.11g); 10.43 dBm (802.11n20)
NFC: 14.78dBμA/m@3m

❖ EX4000 L-CN version

Operating Frequency Band (RF)

GSM900: 880-915MHz (TX); 925-960MHz (RX)
DCS1800: 1710-1785MHz (TX); 1805-1880MHz (RX)
WCDMA B1: 1920-1980MHz (TX); 2110-2170MHz (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 B8: 880-915MHz (TX); 925-960MHz (RX)
LTE-TDD B38: 2570-2620MHz (TX/RX)

LTE-TDD B40: 2300-2400MHz (TX/RX)
LTE-TDD B41: 2496-2690MHz (TX/RX)
Wi-Fi: 2412-2472MHz (TX/RX);
Bluetooth/BLE: 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

GSM900:32.85dBm (GMSK);26.81dBm (8PSK)
DCS1800:28.8dBm (GMSK);24.2dBm (8PSK)
WCDMA :22.51dBm (B1),23.38dBm(B8)
LTE:23.4dBm(B1),23.4dBm(B3),23.8dBm(B5),23.9dBm(B8),23.2dBm(B38),
22.9dBm(B40), 23.3dBm(B41)
BT: 2.15dBm
BLE: -5.15dBm
2.4G WiFi:11.28dBm (802.11b), 10.37dBm (802.11g), 10.13dBm (802.11n20)
NFC:15.68dBμA/m@3m

❖ EX4000 L-LA version

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)
WCDMAB4：1710-1755MHz（TX）；2110-2155MHz（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 B2:1850-1910MHz (TX);1930-1990MHz (RX)
LTE-FDD B3: 1710-1785MHz (TX); 1805-1880MHz (RX)
LTE-FDD B4: 1710-1755MHz (TX);2110-2155MHz (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 B12: 699-716MHz (TX); 729-746MHzMHz (RX)
LTE-FDD B17: 704-716MHz (TX); 734-746MHz (RX)
LTE-FDD B28: 703-748MHz (TX); 758-803MHz (RX)
LTE-FDD B66: 1710-1780MHz (TX);2110-2200MHz (RX)
LTE-TDD B38: 2570-2620MHz (TX/RX)
LTE-TDD B40: 2300-2400MHz (TX/RX)
LTE-TDD B41: 2496-2690MHz (TX/RX)

Wi-Fi: 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

GSM850：32.15dBm (GMSK);25.7dBm (8PSK)
GSM900: 32.76dBm (GMSK);26.73dBm (8PSK)
DCS1800: 29.46dBm (GMSK);25.04dBm (8PSK)
PCS1900：29.39dBm (GMSK);24.76dBm (8PSK)
WCDMA :22.45dBm (B1),23.19dBm(B2),22.73dBm(B4),22.93dBm(B5),23.36dBm(B8)
LTE:23.2dBm(B1),22.6dBm(B2),24.1dBm(B3),24.2dBm(B4),23.6dBm(B5),23.2dBm(B7),23.0 dBm(B8),24.7dBm(B12),24.6dBm(B17),25.3dBm(B28),22.9dBm(B66),22.6dBm(B38),22.2dBm(B40), 22.9dBm(B41)
BT:2.29dBm
BLE: -5.04dBm
2.4G WiFi:11.64dBm (802.11b),10.87dBm (802.11g),10.04dBm (802.11n20)
NFC:15.58dBμA/m@3m

FCC WARNING

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
(1) This device may not cause harmful interference, and
(2) this device must accept any interference received, including interference that may cause undesired operation.
Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
The antennas used for this transmitter must be co-located or operated in conjunction with any other antenna or transmitter.

Note: 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.

SAR tests are conducted using standard operating positions accepted by the FCC with the device transmitting at its highest certified power level in all tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the device while operating can be well below the maximum value Before a new device is a available for sale to the public, it must be tested and certified to the FCC that it does not exceed the exposure limit established by the FCC, Tests for each device are performed in positions and locations as required by the FCC. For handheld worn operation, this device has been tested and meets the FCC RF exposure guidelines when used with an accessory designated for this product or when used with an accessory that contains no metal.

For body worn operation, this device has been tested and meets the FCC RF exposure guidelines when used with an accessory designated for this product or when used with an accessory that Contains no metal and that positions the handset a minimum of 10 mm from the body.
Non - compliance with the above restrictions may result in violation of RF exposure guidelines.

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/EC 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 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.

Electrical power supply network

The electrical outlet must meet the following criteria:

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

The power supply label certification 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)

Recycle in accordance with the waste electronic & electrical equipment directive

Underwriters Laboratories Inc (US Compliance)

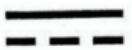
Made from recyclable material

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

7. 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).

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.

8. 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).

9. 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 smartcard 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.

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