Moving Commerce Forward

ingenico

AXIUM EX2

User Guide



Terminal ready for
visual impaired people

www.ingenico.com
16 Place de L'Iris Tour Cb21 92400 Courbevoie – France
Banks and Acquirers International Holding, SAS / 814 767 216 RCS Nanterre

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1. Introduction

We hope that you will be fully satisfied with your new AXIUM EX2 terminal.

Read this guide to understand and make the best use of your terminal. It presents you with 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 there are warnings or cautions need to be checked in the user guide. symbol indicates an important Warning.
Ce symbole indique que des avertissements ou des mises en garde doivent être vérifiés dans le manuel de l'utilisateur.



This symbol indicates an important warning.



This symbol indicates a piece of advice.

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2. Presentation

2.1 Contents of the box

- AXIUM EX2 terminal unit
- Power adapter
- A battery pack
- A safety guide
- USB Cable
- EU doc

Note: EU doc only for WU and WF version.



WARNING/ATTENTION

The power supply unit provided with your equipment is specially designed for INGENICO AXIUM EX2 terminal. Do not use any other power supply and cable. The use of a power supply and cable with apparently similar voltage/current characteristics may damage your terminal.



ADVICE

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

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2.2 Overview of AXIUM EX2



1) Front Camera	2) Power/volume up/down key
3) LCD and touch screen	4) Smart Card reader
5) Magnetic card reader	6) Rear Camera (No rear-cam version does not have)
7) USB Type-C connector	8) SIM/SAM Card
9) BASE interface (USB 2.0)	

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10) Speaker	11) Battery compartment
12) Battery	13) Battery cover
14) Flash LED (No rear-cam version does not have)	15) Contactless Area

Weight	183g (including battery)
Dimension (L x W x H)	122.69 mm x 70.9 mm x 17.98 mm（Note）
Electrical mains network	100-240VAC/50-60Hz Class II

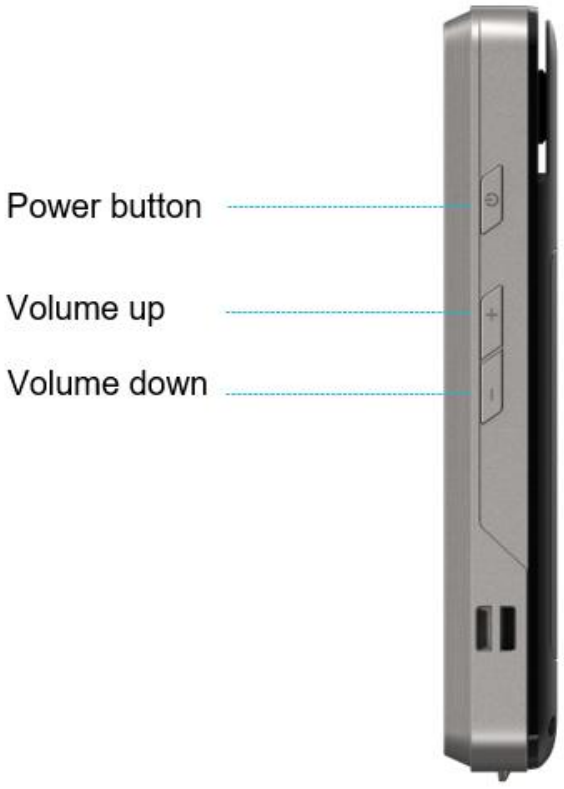
Note: Width is 70.9 mm including side buttons, and 70.4 mm excluding side buttons.

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2.3 Key Locations and Functions

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

Three capacitive keys at the bottom of the screen: Menu, Home and Back keys.



2.4 Touch Panel

The AXIUM EX2 is equipped with touch panel that allows you capture functions and menus by your finger.

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3. Use of the terminal

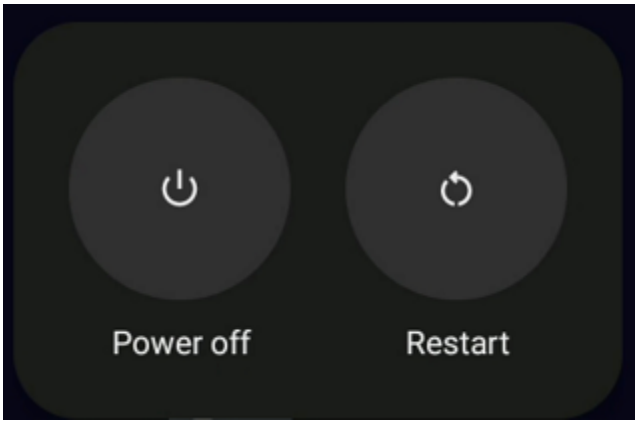
3.1 Power on/Power off the terminal

Power On Terminal:

- Make sure the terminal battery is correctly installed.
- 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 restart:

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

Screen saver mode:

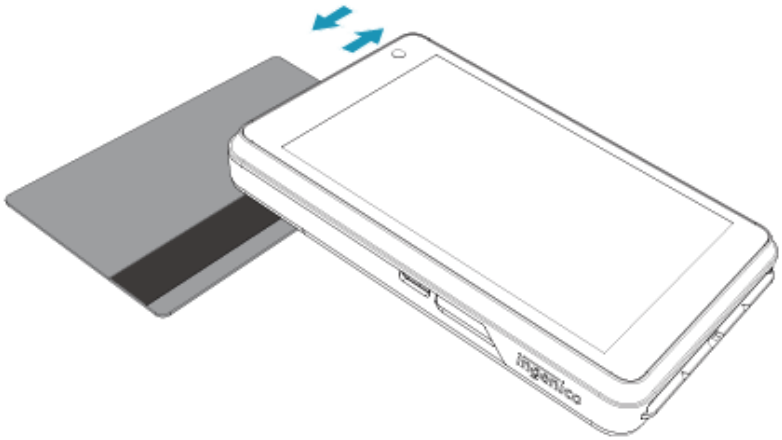
- To conserve battery power, the screen may be turned off with a short press of the power button. (approximately 0.5 seconds).

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3.2 Reading cards

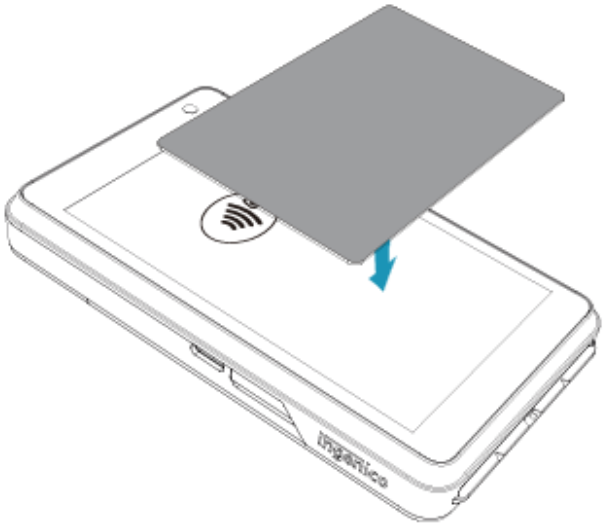
Magnetic stripe card

- The card can be read bi-directionally, with the stripe facing the terminal.
- Use regular movement in order to ensure a reliable card reading.



Contactless card

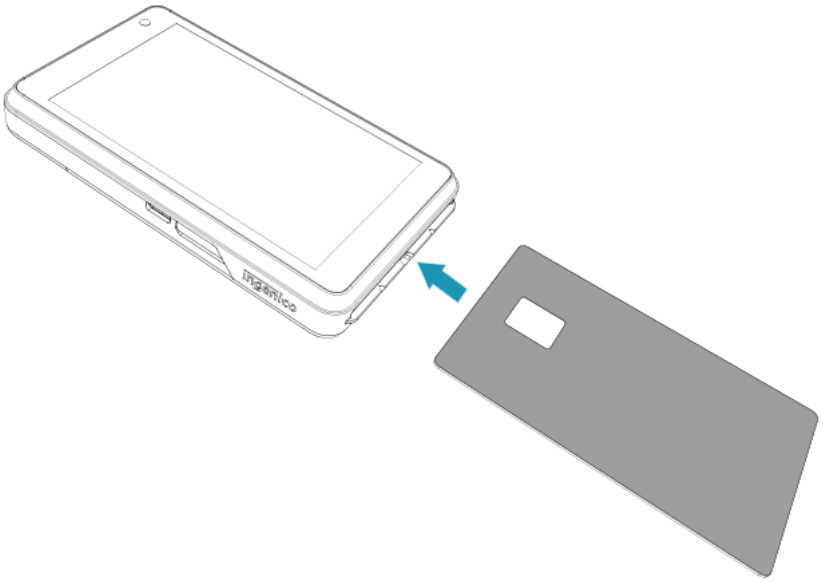
- Bring the card firmly up to the active zone.
- Keep the card close to the reader during the transaction.
- The screen will display and indicate transaction processing.



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Smart card

- Insert the card horizontally with the metal chip facing upward and leave in position throughout the transaction.



3.3 Usage of Front Camera

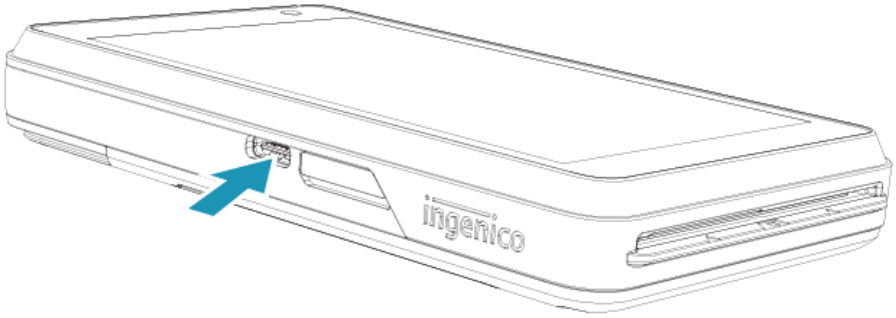
- The brightness of the mobile phone must be set to the brightest or not less than the 2/3 of the maximum brightness.
- The screen of the mobile phone must face the front scanning head above the terminal screen and keep it stationary.
- The screen of the mobile phone must be parallel to the front scanning head.
- The vertical distance between the screen of the mobile phone and the front scanning head should be between 10cm~30 cm; 20 cm would be the best.
- The terminal will beep with successful scanning.



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3.4 USB Type-C

- There is a USB type-C connector on the bottom side of the terminal.
- The connector manages Host and Slave connections.
- AXIUM EX2 supports USB 3.1, but the equipped USB cable only supports USB 2.0.
- The connector integrates Audio Jack solution.



WARNING

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

Afin d'éviter d'éventuels dommages auditifs, ne pas écouter à des volumes élevées pendant de longues périodes.

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

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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

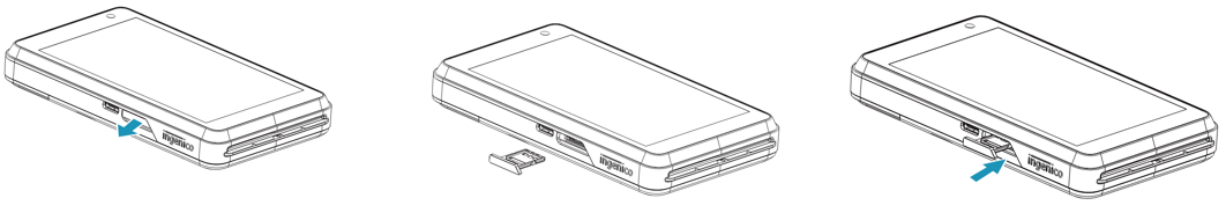
4.2 SAM or SIM

WARNING

Both the SIM card and the SAM card must be nano-sized in order to fit into the card tray

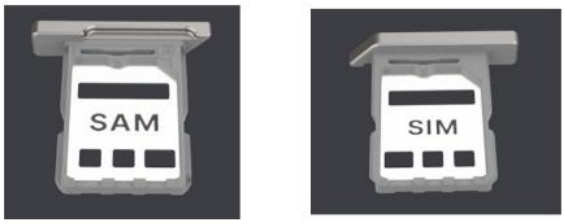
The SAM/SIM tray is located on the left side of the EX2 terminal. (Hot-plug support)

- Pull out the card tray.
- Place the SIM/SAM card into the card tray.
- Insert the card tray.



- SAM and SIM are identified by the engraved marks.
- When introducing a SAM/SIM into slot, be sure to put the cut corner as indicated on the picture.

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ADVICE

SIM and SAM cards share the same form factor, please do be careful to the SIM/SAM card socket position.

4.3 Battery

4.3.1 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.

- How can the battery be charged?

  Using the power adapter
  - Connect the power adapter to the USB Type-C connector on the left-side of the terminal.
  - Connect the power adapter to the power supply mains network.
  - Check the charging status on the top of the screen （it means battery charging）.

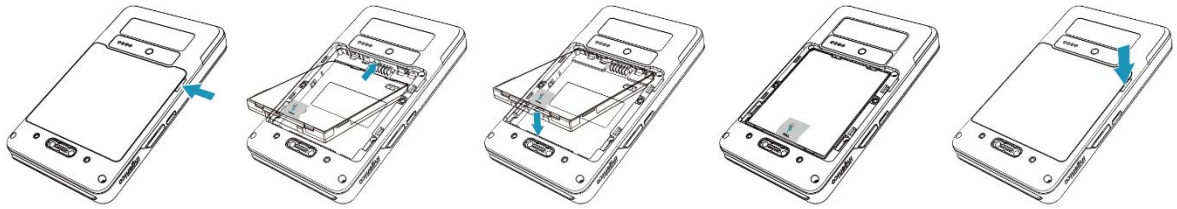
4.3.2 Installing the battery

WARNING

Check that the terminal is not connected to the main electric network. Ensure the terminal is powered off before connecting or disconnecting the battery to avoid damage.

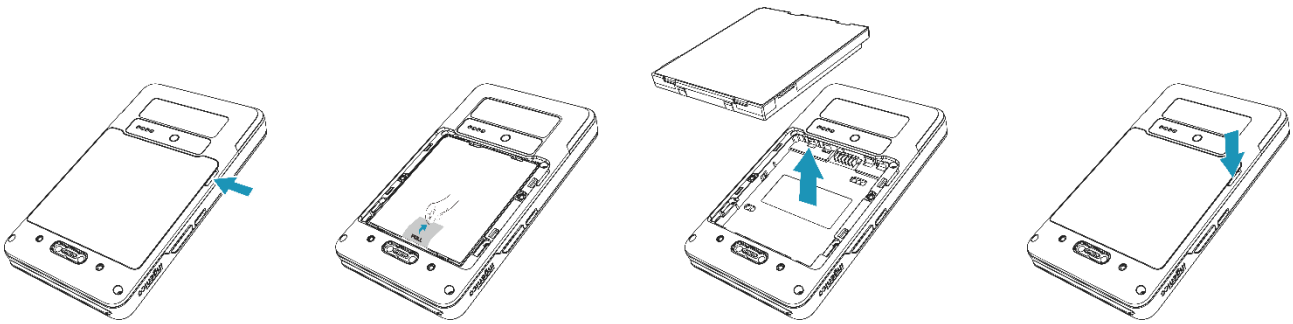
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- Disengage the battery door.
- Take the battery pack included in the box.
- Place the battery pack in its compartment.
- Close the battery door.



4.3.3 Remove the battery

- Disengage the battery door.
- Remove the battery pack from the battery compartment.
- Close the battery door.



WARNING

The battery cover is part of the fireproofenclosure. It is necessary to ensure that the battery cover is on the product.

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5. Recommendations

5.1 Safety

Powering down the AXIUM EX2
Disconnect the AXIUM EX2 power supply block adapter from the electrical mains network.

Lithium cell
The AXIUM EX2 is fitted with an internal lithium cell which should only be accessed by a qualified technician.

Battery
- AXIUM EX2 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.
- For long-term storage: recharge the battery at least twice per year to avoid capacity loss and body deformation due to deep discharge. It is recommended to discard unused batteries sitting in stock for 3 years.
- The battery cover is part of the fireproof enclosure. It is necessary to ensure that the battery cover is on the product.

Examples that shall be considered include
- Replacement of a battery with an incorrect type that can defeat a safeguard (for example, in the case of some lithium battery types).
- Disposal of a battery into fire or a hot oven or mechanically crushing or cutting of a battery that can result in an explosion.
- Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas; and a battery subjected to extremely low air pressure that can result in an explosion or the leakage of flammable liquid or gas.

The lifespan of battery depends on
- Features used.
- Number of charge and discharge cycles.
- Use temperature.

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Signs that the battery should be replaced

- The battery fuel gauge / percentage meter drops randomly.
- Charging finishes prematurely even though the battery did not accept much power.
- Sudden capacity drops without warning.
- Self-discharge rate soars and is often uneven.
- The battery gets very hot during charging.
- The battery starts bulging.



CAUTION

Risk of explosion battery is replaced by an incorrect type.
Dispose of used batteries according to the instructions.

SAM/ SIM Readers compartment

- The SAM/SIM tray are located on the left side of the EX2 terminal, pay attention to the marking on the card tray.
- See sections “Installing modules”

Tips for usage environment

- Avoid putting the terminal in direct sunlight, high temperature, moist, dusty or explosive and reduce or eliminate vibration and direct pressure.
- Keep the device and accessories out of reach of children.



WARNING

This product is intended for dedicated professional or commercial use in locations where children are not normally or typically present. Keep the device and accessories out of reach of children.

On airplanes

- Your terminal must be switched off by removing the battery pack. Remove the battery from the terminal when on an airplane.

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- 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

- Your 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:

- 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”.

If you observe the “Warning Detected” message, in this state the terminal will repeatedly flash the message “Warning Detected” and further use of the terminal will not be possible. You should contact the terminal helpdesk immediately.

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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

If the device is to be used in a situation where it is not possible for the cardholder to pick up and shield their PIN entry themselves, the device may be used, but it must be installed in the following manner:

- The device must be angled at 45 or more, so that oversight of the PIN entry from the rear of the device is not possible.
- The device must either be fitted in a swivel stand - so that the customer can position the device at the best angle to prevent oversight - or the device must be fixed in the best possible position to prevent oversight if such a generic position exists in the specific environment to which the device is installed.
- The device environment must be accompanied by conspicuous notices and educational material which informs the customer to shield their PIN during PIN entry.

- The device must be deployed so that oversight from other customers, either in different payment lanes, or in other areas of the shopping environment, 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 exclusively made for indoor use.

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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 water 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.

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

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corrosive chemicals.

- Do not expose to strong mechanical vibrations or strong magnetic fields.
- Packaging should be stored at least 15cm 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. Standards

CE MARKING

The CE marking indicates AXIUM EX2 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.

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

❖ WU+ version

Operating Frequency Band (RF)

GSM B2: 1850-1910MHz (TX); 1930-1990MHz (RX)
GSM B3: 1710-1785MHz (TX); 1805-1880MHz (RX)
GSM B5: 824-849MHz (TX); 869-894MHz (RX)
GSM B8: 880-915MHz (TX); 925-960MHz (RX)

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WCDMA B1: 1920-1980MHz (TX); 2110-2170MHz (RX)
WCDMA B2: 1850-1910MHz (TX); 1930-1990MHz (RX)
WCDMA B4: 1712-1753 MHz (TX); 2112- 2153 MHz (RX)
WCDMA B5: 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: 1850–1910 MHz (TX); 1930–1990 MHz (RX)
LTE-FDD B3: 1710-1785MHz (TX); 1805-1880MHz (RX)
LTE-FDD B4: 1710– 755 MHz (TX); 2110–2155 MHz (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: 699–716 MHz (TX); 729– 746 MHz (RX)
LTE-FDD B17: 704–716 MHz (TX); 734– 746 MHz (RX)
LTE-FDD B20: 832–862 MHz (TX); 791– 821 MHz (RX)
LTE-FDD B28: 703-748MHz (TX); 758-803MHz (RX)
LTE-FDD B66: 1710-1780MHz (TX); 2110–2180 MHz (RX)
LTE-TDD B38: 2570-2620MHz (TX/RX)
LTE-TDD B40: 2300-2400MHz (TX/RX)
LTE-TDD B41: 2496-2690MHz (TX/RX)
Bluetooth: 2402-2480MHz
2.4GHz WIFI：2412-2472MHz
5G WIFI Band1:5180-5240MHz
5G WIFI Band2:5260-5320MHz
5G WIFI Band3:5500-5720MHz
5G WIFI Band4:5745-5825MHz
NFC: 13.56MHz (TX/RX)
GPS: GPS L1 C/A, BDS B1I, Galileo E1, GLONASS G1, SBAS L1: 1559-1610MHz

Max Of Transmit Power

GSM850/EGSM900:33dBm,
DCS1800/PCS1900:30dBm
WCDMA: Band1/2/4/5/8:24dBm
LTE Band1/2/3/4/5/7/8/12/17/20/28/66/38/40/41: 25dBm
2.4GHz 802.11b/g/n20/n40: 15.65dBm
5.2G WiFi:18.86dBm,5.3G WiFi:18.43dBm,5.6G WiFi:17.85dBm
5.8G WiFi:13.90dBm
Bluetooth: 6.86dBm, BLE: 6.38dBm
NFC:27.11dBμA/m@3m

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❖ Wi-Fi only version

Operating Frequency Band (RF)

Bluetooth: 2402-2480MHz
2.4GHz WIFI： 2412-2472MHz
5G WIFI Band1:5180-5240MHz
5G WIFI Band2:5260-5320MHz
5G WIFI Band3:5500-5720MHz
5G WIFI Band4:5745-5825MHz
NFC: 13.56MHz (TX/RX)

Max Of Transmit Power

2.4GHz 802.11b/g/n20/n40: 16.38dBm
5.2G WiFi:19dBm,5.3G WiFi:19.39dBm,5.6G WiFi:18.38dBm
5.8G WiFi:13.56dBm
Bluetooth: 10.82dBm, BLE: 5.51dBm
NFC:26.39dBμA/m@3m

❖ Japan version

Operating Frequency Band (RF)

Band1: 1920-1980MHz (TX)2110-2170MHz(RX)
Band3: 1710-1785MHz (TX)1805 -1880MHz(RX)
Band8: 880-915MHz (TX)925-960MHz(RX)
Band18: 815-830MHz (TX)860-875MHz(RX)
Band19: 830-845MHz (TX)875-890MHz(RX)
Band26: 814-849MHz (TX)859-894MHz(RX)
Band28: 703-748MHz (TX)758-803MHz(RX)
Band41: 2496-2690MH (TX)2496-2690MHz(RX)
Bluetooth: 2402-2480MHz
2.4GHz WIFI： 2412-2472MHz
5G WIFI Band1:5180-5240MHz
5G WIFI Band2:5260-5320MHz
5G WIFI Band3:5500-5720MHz
5G WIFI Band4:5745-5825MHz
NFC: 13.56MHz (TX/RX)

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GPS: GPS L1 C/A, BDS B1I, Galileo E1, GLONASS G1, SBAS L1: 1559-1610MHz

Max Of Transmit Power

HMM A02：
LTE Band 1/3/8/18/19/26/28/41： 23 ±2 dBm
2.4GHz 802.11b/g/n(20MHz) ： 20 dBm Max
5GHz 802.11a/n(20MHz)/n(40MHz)/ac： 20 dBm Max
Bluetooth BR/EDR： 10 dBm Max
Bluetooth Low Energy (BLE)： 8 dBm Max

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 require 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.

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.

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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

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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)

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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

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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 standards:
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 buttons for professional use only.

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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).

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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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www.ingenico.com
16 Place de L'Iris Tour Cb21 92400 Courbevoie – France
Banks and Acquirers International Holding, SAS / 814 767 216 RCS Nanterre

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