

# User Guide

## Smart Terminal — DX8000 / EX8000

A smart terminal that puts convenience and security  
at your fingertips



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# Introduction

Global Payments is a leading technology and software company, providing a global commerce ecosystem to businesses of all sizes. With over 50 years of Canadian experience, we deliver expert solutions to help you make the most of our offerings.

This guide provides the essential information for installing, setting up, and operating the Global Payments Smart Terminal – DX8000 and EX8000.



**Smart Terminal – DX8000**



**Smart Terminal – EX8000**

## General tips

- Perform daily settlements: This ensures your funds are deposited regularly.
- Change passwords often: Regular password updates help prevent fraud.
- Troubleshooting: If issues arise, check cables and reboot the terminal.
- Check network connectivity: Ensure there are no service provider outages.
- Support available 24/7: Call Global Payments Canada Customer Care at [1.800.263.2970](tel:18002632970).

# Hardware

## Unboxing

Carefully inspect the shipping carton and its contents for shipping damage. If the contents are damaged, file a claim immediately with the shipping company and notify Global Payments Customer Care at [1.800.263.2970](tel:18002632970). Do not try to use damaged equipment.

Check the contents for damage. The box should include:

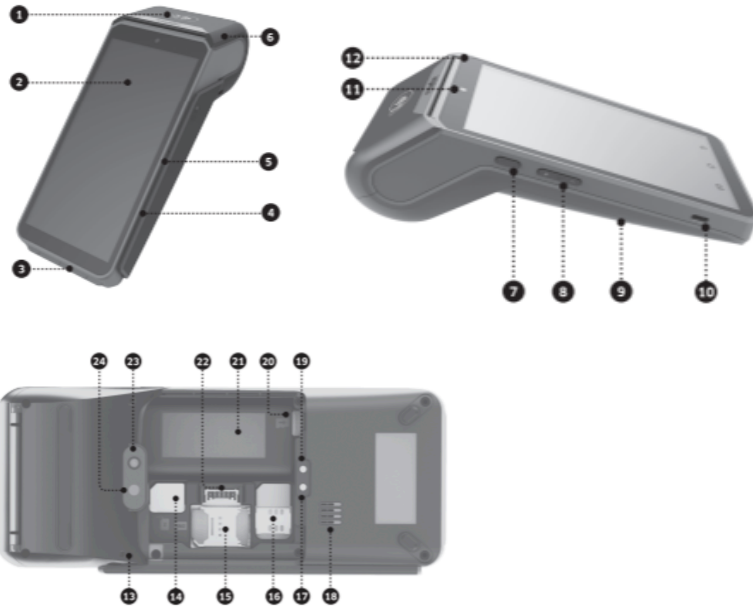
- Global Payments Smart Terminal – DX8000 (with paper roll installed) or EX8000
- External power supply
- USB to mini USB cable
- Roll of thermal printer paper (DX8000 only)
- Optional: Communication (Comm) base (for Ethernet connection) or charging base
- Quick start guide



Next, remove the clear protective film from the LCD screen. You may want to save the shipping carton and packing material for future usage.

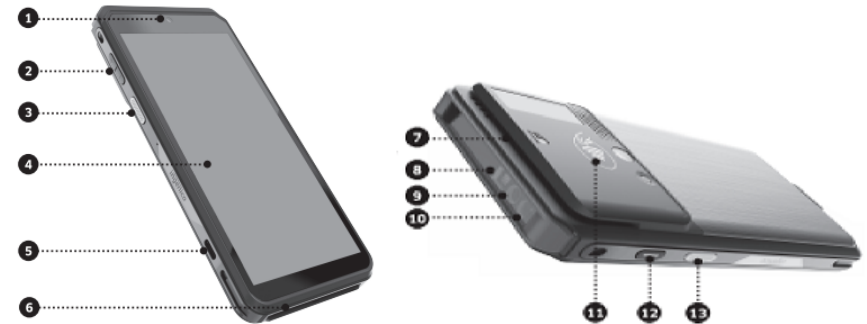


## DX8000 terminal overview



- |                               |                               |
|-------------------------------|-------------------------------|
| 1. Contactless landing zone   | 13. Lanyard hole              |
| 2. 6" LCD and touchscreen     | 14. Sam cards slots           |
| 3. Smart card reader          | 15. SIM 2 card slot           |
| 4. Buzzer                     | 16. SIM 1 card slot           |
| 5. Magnetic card reader       | 17. Base charging interface - |
| 6. Easy loading printer       | 18. Speaker                   |
| 7. Power key                  | 19. Base charging interface + |
| 8. Volume keys                | 20. Micro SD slot             |
| 9. Battery cover              | 21. Battery compartment       |
| 10. USB Type-C connector      | 22. Battery socket            |
| 11. Front camera (0.3MP)      | 23. Flash                     |
| 12. LEDs for contactless card | 24. Rear camera               |

## EX8000 terminal overview



- |                                       |
|---------------------------------------|
| 1. Front camera                       |
| 2. Volume keys                        |
| 3. Scan key                           |
| 4. LCD and touch screen               |
| 5. USB Type-C connector               |
| 6. Smart card reader                  |
| 7. Magnetic card reader               |
| 8. Illuminate lamp of barcode scanner |
| 9. Barcode scanner                    |
| 10. Indicate LED of barcode scanner   |
| 11. Contactless landing zone          |
| 12. Power key                         |
| 13. Scan key                          |



# Installing the terminal

To ensure a proper installation and usage of the terminal, please follow these guidelines:

- Choose location: Place the terminal on a flat surface, away from heat, dust, and interference.
- Use provided power supply: Plug it into a surge protector. Using a power supply with the wrong voltage or amperage can damage the device and void the warranty
- Secure cables: Prevent damage by securing all cables.
- Environment conditions: Use the terminal in temperatures between 10°C and 50°C (14°F to 122°F) with 10%-90% humidity.
- Terminal storage: When storing the terminal, make sure the temperature is between -20°C and 70°C (-4°F and 158°F).

## CAUTION:

Due to risk of shock or terminal damage, do not use the terminal near water, in a wet basement, bathtub, washbowl, kitchen sink, laundry tub, or near a swimming pool. Do not use it in flammable environments.

Please note that merchants are responsible for damages caused by improper use of the device

# Terminal ON/OFF

## Turning on the terminal

Power on the terminal by pressing and holding the power key on the side of the device for 2-4 seconds until the screen lights up. Once the terminal is powered on, it is ready for use.

Following the power-up, if the application is not automatically opened, manually open the **Rigger** application by first swiping right to left on the screen and then tapping the icon.



## Turning off the terminal

To power off the device, press and hold the [power key](#) until a menu with four options appears on the right. Select "Power off" and confirm by tapping "Power off" again. The device will then shut down.



# Adjusting volume and brightness

## Volume adjustment

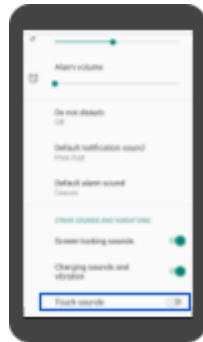
Locate and adjust with the [Volume keys](#) on your device.

For additional sound adjustments, such as alarm, DND, device locking sound, and etc, tap the **Settings** icon ⚙️, and select “**Sound**” to access the menu.



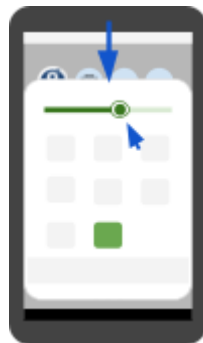
## Touch sounds

1. At the Android Home screen, tap the **Settings** icon ⚙️
2. Enter the Android password (default is 3500000)
3. Tap **OK**
4. Tap **Sound**
5. Scroll down to **Touch sounds**
6. Toggle the button ☒ to enable/disable key beep sound



## Brightness setting

Slide down from the top navigation panel. And adjust the brightness with the brightness slider.



# Battery management

The portable terminal is designed for versatile use, both indoors and outdoors. It offers extended battery life and enhanced battery management features.

When the battery level reaches 100%, the charging process automatically stops to prevent overcharging.

## Charging instructions

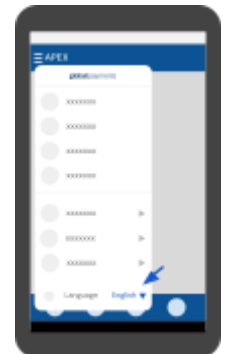
- USB cable charging: Connect the USB-C cable to the terminal and power supply
- Charging/Comm base (optional): Dock the terminal on the base ensuring proper connection

## Viewing battery status

Enable show battery percentage in settings to display the battery level on the status bar.

# Changing the terminal language

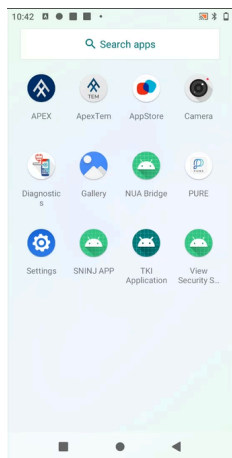
1. At the Main Menu screen tap ≡ icon
2. Once front panel slide to the right, tap English/Français to open a drop down menu
3. Tap Français/English to change the language



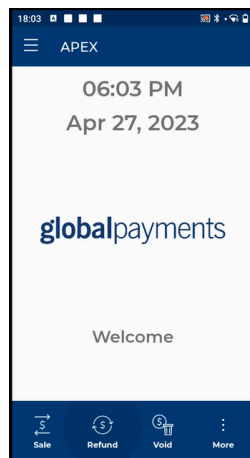
# Menu screens and virtual keypad

The terminal features a user-friendly 6-inch color capacitive touchscreen, providing an intuitive interface for data entry. The following menu screens will be referenced in this guide, allowing you to navigate and access various features with ease:

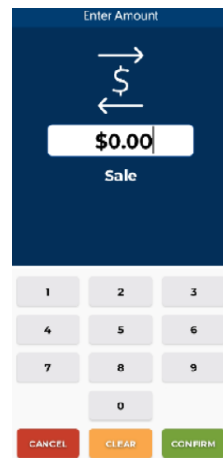
Android home screen



APEX application main menu screen

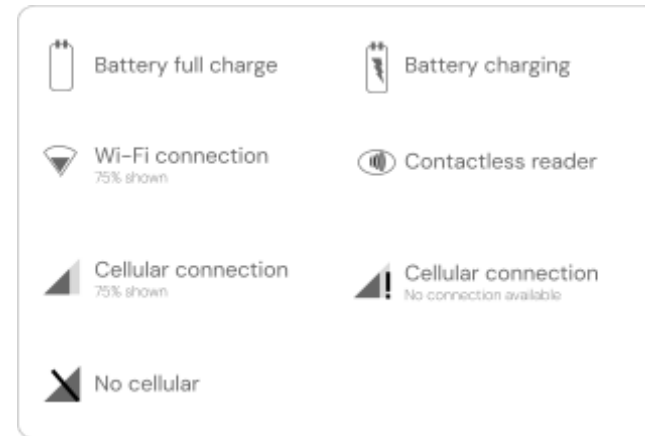


Purchase / transaction screen



## Header and condition icons

The header of your terminal displays graphical icons that indicate various conditions and states. It is important to pay close attention to these icons as they provide valuable information about the terminal's operation.



The sample screens on the right showcase the default Android icons and their respective functions on your terminal. Familiarize yourself with these icons to understand their meanings and ensure smooth operation of the terminal.



# Optional bases

The following instructions apply to the optional bases for your device. You may have one or more of the following models:

Device type	Available bases
DX8000	<ul style="list-style-type: none"> <li>Charging base</li> <li>Communication base</li> </ul>
EX8000	<ul style="list-style-type: none"> <li>Single charging base</li> <li>Single communication base</li> <li>Multi charging base</li> <li>Multi communication base</li> </ul>



DX8000 base



EX8000 single base



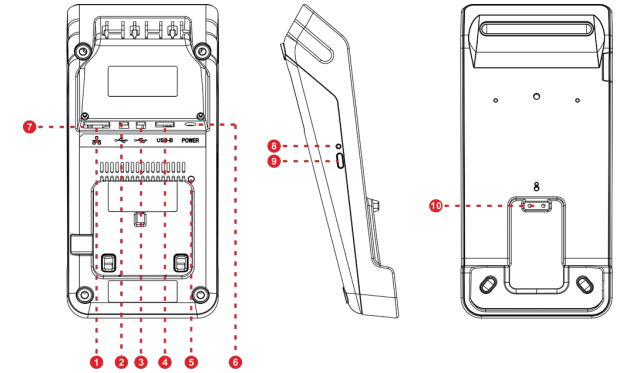
EX8000 multi base

The DX8000 terminal is compatible with the dedicated charging base and communication (comm) base.

- Charging base: Used for countertop charging only
- Comm base: Used for countertop charging and ethernet connectivity

## DX8000 comm base overview

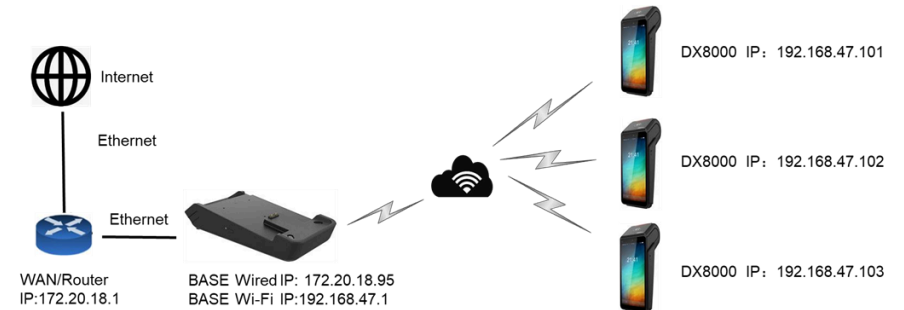
- RJ45 Ethernet connector
- USB – Type A
- USB – Type A
- USB – Type B
- Factory Reset Button
- Power connector – 12 V DC
- Network Status LED
- Pairing Status indicator
- USB Pairing Button
- DX8000 battery contacts



## Comm base connectivity modes

### 1 – Gateway / Router Mode (Default)

In this mode, the communication base functions as a Wi-Fi router for your business. It is particularly useful when your business location only has local Ethernet connectivity.



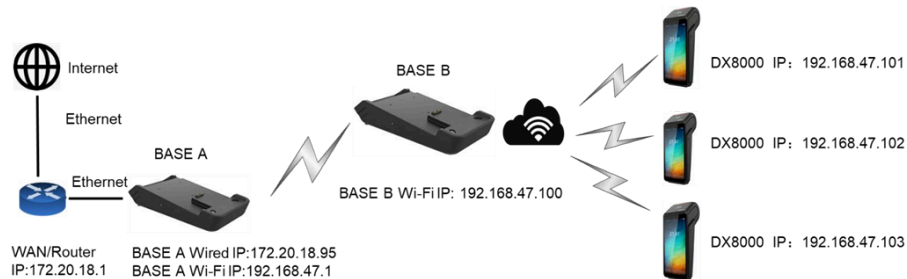
Please note the following:

- The local router distributes a corporate IP address to the Base Station Ethernet port
- The Base Station distributes IP addresses to DX8000 devices using an internal DHCP server
- The DX8000 Base and devices are on a private network segment
  - For example: 192.168.47.X
- Only the Base Station IP address is visible and addressable by the network. The private IP addresses of all devices are masked from the network using NAT

## 2 – Wi-Fi Repeater Mode

This mode is designed to expand wireless coverage by connecting two bases together using Wi-Fi.

**Use case:** If your DX8000 is too far away to connect directly to Base A, you can place Base B between Base A and DX8000 and set Base B to repeat the Wi-Fi signal from Base A.



Please note the following:

- DX8000 can connect to the internet through Base B.
- This mode does NOT operate with a Mesh network.

## Setting up the comm base

To set up the communication base for your DX8000, follow these steps:

1. Power on the base
2. On the DX8000 device, click on the "Settings ⚙️" menu and then select "Base"
3. Scan the data matrix barcode on the base using the device's camera (indicated below)



4. Select **Only use base Wi-Fi** and wait for the connection confirmation



## Changing comm base password

1. Click on the "**Settings** ⚙️" icon and then select "**Base**"
2. Locate and tap the connected Wi-Fi network name
3. Enter the default Wi-Fi password (refer to the label on the [comm base](#))
4. Select the "**Management**" from the menu
5. Look for the "**Set Logon password**" option and click on it
6. Enter your own new password
7. Tap **Save** to save the changes



## Advanced comm base settings

To access advanced settings, open a web browser on a device connected to the same network and enter <http://192.168.47.1>. From the web application, you can modify:

- SSID pre-shared keys (passwords)
- WLAN configurations
- Admin password for the web page

If you require detailed instructions or further assistance with setting up the advanced settings, contact Global Payments Customer Care at [1.800.263.2970](tel:18002632970).

## Network communication

The Smart Terminal offers flexible communication options with support for Wi-Fi and 4G. You can choose either of these modes as your primary method of connecting. Follow the instructions below to set up your device.

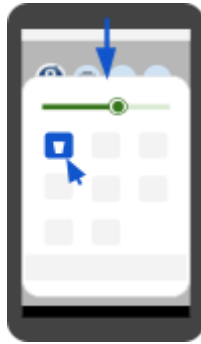
### Setting up Wi-Fi

1. On the Android Home screen, tap **Settings** ⚙️
2. Enter Android password (default 3500000) or APEX admin password if enabled
3. Go to **Network & Internet**
4. Enable Wi-Fi and select your network



The Wi-Fi signal range extends approximately 100 feet in diameter in open areas.

Alternatively, should the password not work during the set up, you can swipe down from the screen, long press on the Wi-Fi icon and access the Wi-Fi setting menu. No password is required.




## Setting up 4G mobile data connectivity

If you ordered a 4G device, a 4G SIM card is pre-installed, no additional setup is required. Your terminal will automatically connect to the cellular network using the pre-installed SIM card.

## Setting up static IP address

Follow these steps to configure the terminal with a static IP address:

1. Go to **Settings** , enter Android password and select **Network & internet**
2. Select Wi-Fi and tap the connected Wi-Fi network
3. Tap the **pencil icon** in the top right corner of the screen
4. Under **Advanced** options, locate **IP settings**
  - o Do not enter password in the password screen
5. Change the setting from **DHCP** to **Static**, scroll down until the IP address line under Static
6. Enter the following details:
  - o IP address
  - o Gateway
  - o Network prefix length (usually 24 for subnet 255.255.255.0)
  - o DNS 1 and DNS 2 servers

7. Tap **Save** to apply the static IP configuration

# Terminal maintenance

Proper maintenance of your terminal ensures smooth operation and longevity. Below are key tasks for keeping your terminal in top condition.

## Cleaning

To keep the terminal clean and functioning properly:

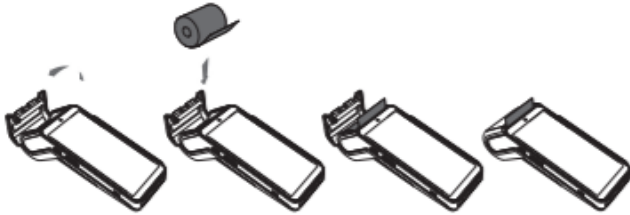
1. Turn off the terminal and unplug the power supply before cleaning
2. Wipe the terminal gently with a damp cloth to remove dust
3. For more thorough cleaning, use a mild soap and water solution on a soft cloth and wipe the terminal's exterior
4. Avoid spraying liquids directly onto the terminal to prevent damage
5. Do not use abrasive cleaners that could scratch the terminal's plastic surface
6. Avoid cleaning electrical connectors to prevent damage or malfunctions
7. Ensure the cleaning solution dries within one minute. If not, wipe dry with a soft cloth

## Replacing the receipt paper roll

This section applies to the DX8000 model only.

When colored stripes appear on receipts, it indicates the paper roll needs to be replaced. Follow these steps to replace the receipt paper roll:

1. Open the paper cover by lifting the catch at the top of the DX8000 and pulling it toward the rear.
2. Insert the approved paper roll into the compartment following the provided diagram.
3. Align the paper, pulling it to the top of the terminal, then close the cover.
4. Press both upper corners of the paper flap until it snaps into place.



Approved paper roll specifications:

- Width: 58 mm (2 1/4")
- Diameter: 40 mm (1.57")
- Length: 18 m

**Storage tips:** Store thermal paper in a dry place, away from direct light and high humidity. Avoid proximity to vinyl, adhesives, or carbon paper to prevent damage.

If using a new R40 paper roll, tear off the first length to avoid printing on the adhesive tape mark.

## User access management

To set up your admin password for the first time, please contact Global Payments Customer Care at [1.800.263.2970](tel:1800.263.2970).

### User hierarchy

Your Smart Terminal supports different user levels to ensure secure access:

- Administrator (highest level): Default up to 3 admin users
- Manager (middle level): Default up to 9 manager users
- Supervisor (lowest level): Default up to 9 supervisor users

Any higher-level password can be used in place of a lower-level password. For example, if the application prompts for the Supervisor password, the Manager and Administrator passwords will also be accepted.

### User password

The user password is specific to the Apex application on the terminal and grants access to transactions, reports, statements, and more. It is separate from the Android password (default: 350000), which is used to change hardware settings on the device.

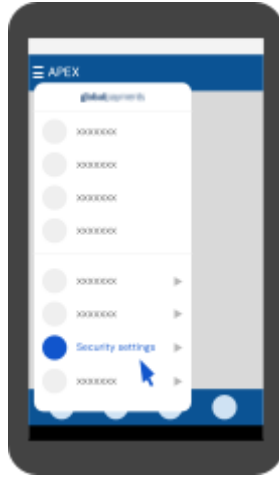
For enhanced security, it's highly recommended to set a custom password. A strong password should include uppercase and lowercase letters, numbers, and special characters.

The minimum password length is 7 characters, alphanumeric.



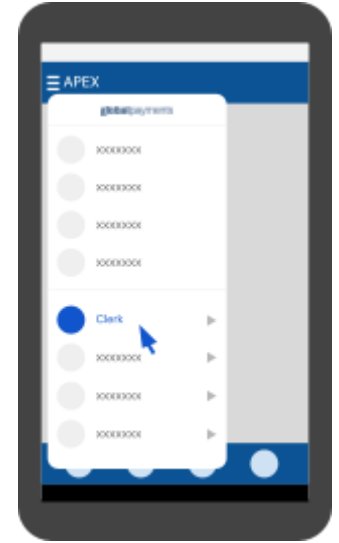
## Adding a new user

1. From the Main Menu, tap the ☰ icon
2. Select **Security Settings**
3. Enter the admin password and tap **Enter**
4. Tap **Add User**
5. Choose the user type: **Admin, Manager**, or **Supervisor**
6. Enter the user name (ID)
7. Enter the password and confirm
8. Follow the prompt to complete the setup



## Turning on Clerk/Server ID prompt

1. On the Main Menu, tap the ☰ icon
2. Select **Clerk**
3. Enter your password and confirm
4. Tap **Prompt**
5. Choose Turn Off, ID Only, or ID and Password
6. Confirm to save your changes



## Changing user password

1. Select **Security Settings**
2. Tap **Change Password**
3. Enter the user name (ID) and the current password
4. Choose the user type: **Admin, Manager**, or **Supervisor**
5. Enter the new password and confirm it

## Clerk / Server ID (optional)

Within the Admin menu, you can assign and modify clerk/server ID settings. Key details include:


- Maximum IDs: Up to 100 unique clerk/server IDs can be created.
- ID Format: IDs can be alphanumeric, with a maximum length of 50 characters.
- Unique IDs: Each ID must be unique; duplicates are not allowed.
- Clerk/Server Name: Each ID can have an associated name, up to 19 alphanumeric characters.
- Editing IDs: Existing clerk/server IDs and names can be modified as needed.

# Demo mode

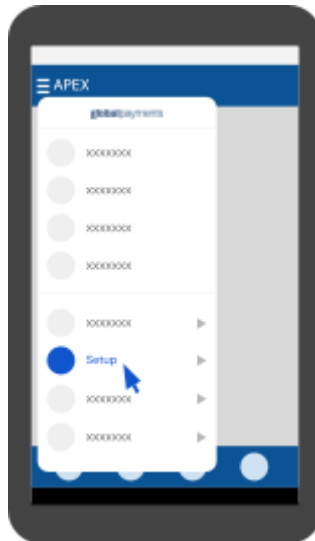
Demo mode allows you to practice using the terminal and train staff. Transactions in demo mode are simulated and not processed. Be sure to exit demo mode before processing real transactions.

A settlement must be performed before entering or exiting demo mode.

## Enabling/Disabling demo mode

1. On the Main Menu, tap the  icon
2. Tap **Setup**
3. Enter your Admin password and confirm
4. Tap **Demo** to enable/disable demo mode


**Important:** All transactions in demo mode are simulated. ALWAYS exit demo mode before processing live transactions.



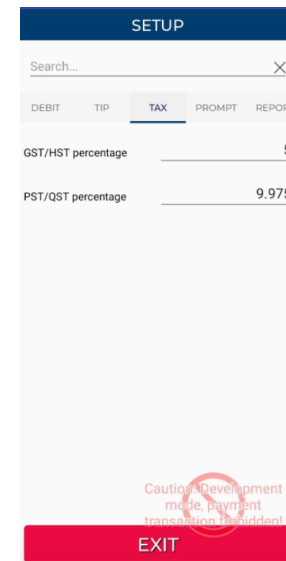
## Note: Pre-tax tipping/Bill 72

Applies to merchants in the province of Quebec (where QC Bill 72 is mandatory as of May 7th, 2025) or merchants who want to apply the TIP percentages based on the sales amount **BEFORE the taxes**.

To Setup the Tax Rates directly on your terminal, follow these steps:

1. Tap the  icon on the Main Menu
2. Select **Tax**
3. For Quebec merchants enter **5** and **9.975** in **GST/HST Percentage and PST/QST Percentage** fields respectively.
4. For merchants in other provinces wishing to calculate the tipping based of the amount before Taxes, enter applied taxes applicable to your province;

For example: Ontario merchants should enter **13 and 0** in **GST/HST Percentage and PST/QST Percentage** fields respectively.



## Taking payments

### Accepted payment types

To accept payments on your terminal, tap the appropriate transaction option on the [Main Menu](#) screen and follow the prompts to complete the following types of transactions:

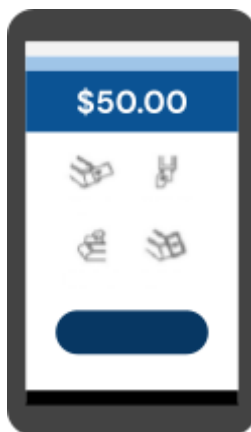
Payment type	Instructions
Contactless	Customers tap their card/device over the contactless zone. Wait for the confirmation tone.
Chip card (insert)	Customers insert their card, follow the prompts and wait until prompted to remove it.
Magnetic stripe	Customers swipe their card through the magnetic reader
Card-not-present	Accept over-the-phone transactions by manually keying in customer's payment information.

# Purchase transactions

## Card purchases

Follow these steps to process both debit and credit card payments:

1. Tap **Sale** on the terminal
2. Enter the clerk ID and password (if required)
3. Enter the invoice number (if enabled)
4. Enter the transaction amount
5. Pass the terminal to the customer (if applicable)
  - o If tip functionality is enabled, the cardholder will be prompted with the tipping options
6. Customer taps, inserts, or swipes their card:
  - o Debit: If the card is inserted, the customer follow the prompt and enters their PIN
  - o Credit: The customer taps, inserts, or swipes their credit card
7. Confirm the total amount and tap **Yes**



- o For debit transactions, if a surcharge<sup>1</sup> is configured, additional prompts may appear (tap **O** to continue or **X** to cancel). Canceling the surcharge will cancel the entire transaction

8. Once the transaction is complete, the merchant copy of the receipt will be printed

9. Confirm receipt for the customer

If a debit card cannot be tapped, inserted, or swiped, request another form of payment.

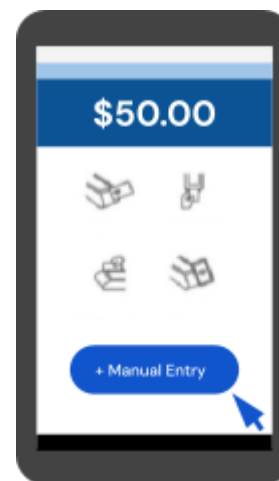
If the terminal cannot read the credit card, you can manually enter the card number using the Keyed Purchase transaction type. Note that debit cards cannot be manually entered.

## Keyed purchases

**Important:** This function is password-protected. To access it, you must set up your unique admin/manager password. If you haven't done this yet, contact Global Payments Customer Care at [1.800.263.2970](tel:18002632970).

For certain transactions, the application allows you to manually enter card details instead of tapping, inserting, swiping, or using a card reader.

On the transaction screen, you can choose the **"Manual Entry"** option to proceed. This will enable you to input the card number, expiration date, and other required details using the terminal's virtual keypad.



<sup>1</sup> Debit Surcharge not available in the province of Quebec.

# Pre Auth and completion transactions

The **Pre Auth** (Pre-authorization) function is used for credit and debit transactions when the terminal is NOT brought to the customer or when reserving an amount against a cardholder's available credit/open-to-buy limit for up to 30 days.

**Important:** A Pre Auth does NOT settle the transaction. A [Completion](#) is REQUIRED to finalize and settle the transaction.

The terminal allows a maximum of two incremental authorizations (auths) added to the original pre-authorization transaction. Only one is required to complete both the pre-authorization and incremental auths.

## Pre Auth

1. Tap **More** on the terminal and select **Pre-Auth**
2. Enter the amount
3. Pass the terminal to the customer (if applicable)
4. Customer taps, inserts, or swipes their card as prompted
5. Once the transaction is complete, the merchant copy of the receipt will print
6. Confirm the receipt for the customer



## Completion

1. Tap **More** on the terminal and select **Pre-Auth Completion**
2. Enter the invoice / reference number and approval code, and confirm
3. Tap **Show** to display all records or the last record to search
4. A list of pre authorized transactions will display. Scroll down to confirm or change the amount
5. Review the transaction and accept to finalize
6. Once the completion is processed, the merchant copy of the receipt will print
7. Confirm the receipt for the customer



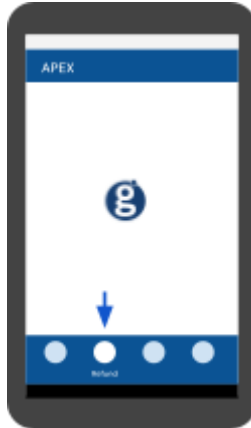
# Refund transactions

**Important:** This function is password-protected. To access it, you must set up your unique admin/manager password. If you haven't done this yet, contact Global Payments Customer Care at [1.800.263.2970](tel:18002632970).

## Card refund

To process a refund:

1. Tap **"Return"** on the terminal
2. Enter and confirm the refund amount
3. Pass the terminal to the customer for confirmation
4. Customer taps, inserts, or swipes their card as prompted
5. Once the transaction is complete, the merchant copy of the receipt will print
6. Confirm the receipt for the customer



- Transaction password protection is highly recommended for refund transactions. You can enable this protection in the FUNC menu, under Merchant settings > Transaction Types.
- The cardholder **must** be present for debit refunds
- Debit cards **cannot** be swiped or manually entered for refunds

# Void transactions

Use the Void function to cancel transactions instead of processing a return. **Voided transactions will not appear on cardholder statements.** Debit card voids require the customer to be present. Transactions can only be voided before settlement.

**Important:** This function is password-protected. To access it, you must set up your unique admin/manager password. If you haven't done this yet, contact Global Payments Customer Care at [1.800.263.2970](tel:18002632970).

To void a transaction:

1. Tap **"Void"** on the terminal
2. Tap **No** when prompted "Void Preauth?"
3. Search and select the transaction you want to void from the list
4. Customer taps or inserts their debit card (must be the original card)
5. The void request is processed
6. Once the transaction is voided, the merchant copy of the receipt will print
7. Confirm the receipt for the customer

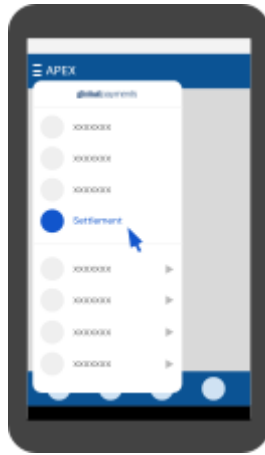


Transactions can only be voided before they are settled.

# Payment settlement

A settlement finalizes the day's transactions, ensuring funds are transferred to your bank account.

1. Tap the ☰ icon on the Main Menu
2. Select **Settlement**
3. Enter and confirm the password (if enabled)
4. Confirm the amount and select the option to close the batch
5. Wait for the terminal to confirm batch closed and the receipt will print



The transactions will be processed, and the funds will be credited to your account(s) based on your arrangement with the card processor.

It is recommended to perform a settlement at least once per day to ensure prompt payment and minimize the risk of chargebacks.

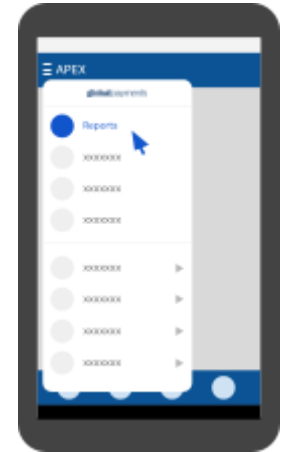
**Important:** If the terminal displays: **"Batch Rejected"** at the end of the settlement procedure, please contact Global Payments' Customer Care at [1.800.263.2970](tel:1800.263.2970).

# Reports and receipts

## Generating reports on the terminal

To generate reports on your terminal, follow these steps:

1. Tap the ☰ icon on the Main Menu
2. Select **Reports**
3. Choose either **Summary** or **Detail** to select the type of report
4. Tap the **Print** icon (☰) in the top-right corner to generate the report



## Available reports options

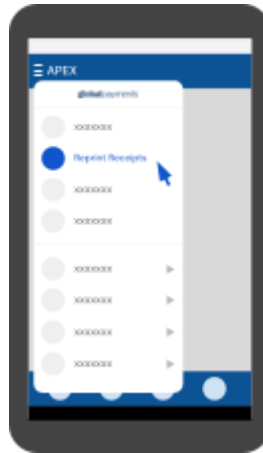
- Terminal Batch Summary: Displays the card type, total transaction amounts, and the number of transactions for each card type.
- Terminal Batch Detailed: Provides detailed transaction information sorted by card type and reference number.
- Open Pre-Auth: Lists open pre-authorizations in chronological order, with the oldest shown first.
- EMV Last Transaction: Shows data related to the last EMV transaction performed.
- EMV Parameters: Allows printing of various EMV-related reports, such as parameters, statistics, and the last EMV transaction, as well as downloading EMV public keys.
- EMV Key Report: Displays the Public Key Index (PKI), Certificate Authority (CA), and public keys stored in the terminal (up to 66 keys).
- Terminal Parameters: Lists terminal settings and parameters, organized alphabetically.

- Clerk Reports: Provides a summary of transactions performed by all clerks or a specific clerk.
- Last Batch Summary: Summarizes total transaction amounts for each card type, including sales, tips, refunds, and voids.
- Last Batch Detailed: Offers detailed transaction data and a summary for each card type.

## Reprint receipt

To reprint a receipt, follow these steps:

1. Tap the ☰ icon on the Main Menu
2. Select **Reprint Receipt**
3. Choose **Last Transaction** or **Search** to locate the desired transaction, then confirm
4. Select the desired printing option and confirm to reprint



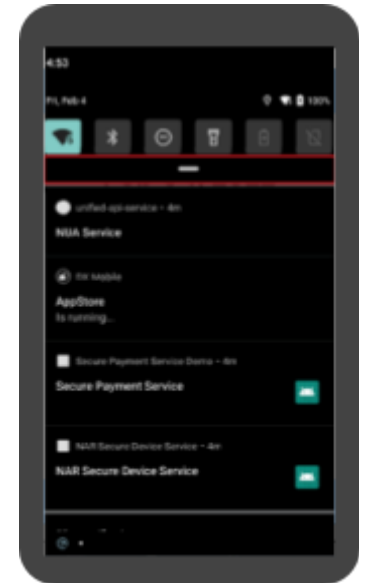
## Changing the language on the receipt

To change the language displayed on the receipt, first [change the terminal language](#) and select [reprint](#). The receipts moving forward will be displayed in the selected language.

## Semi-integration with ECR system

To enable semi-integration with an ECR (Electronic Cash Register) system, follow these steps:

1. On the home screen, locate the circle icon in the top left corner, indicating the **NUA Service Application**
2. Swipe down from the top of the screen to access the NUA Service Application
3. Tap **Settings** within the NUA Service Application
4. Select **System Settings**
5. At this point, consult your ECR system provider's documentation, as the remaining steps vary depending on the ECR system. Ensure that your ECR system is certified with Global Payments before completing the configuration.



# Troubleshooting

## Card reader not working

If the card reader is not reading cards, try the following:

1. Swipe direction: Ensure the magnetic stripe faces the display screen
2. Adjust swipe speed: Try swiping the card at a slower or faster pace
3. Change swipe direction: Swipe the card in the opposite direction
4. Test different cards: Use another card to check if the issue is with a specific card
5. Inspect card condition: Check for scratches or excessive wear on the card's magnetic stripe. If the card is damaged, try another card or test it on a different terminal

## Terminal not working as intended

If the terminal is not functioning correctly:

1. Reboot the terminal by pressing and holding the [power key](#).
2. On the options screen, select **Restart** to initiate a reboot.



## Paper jams

This section applies to the DX8000 model only.

If the paper is jammed:

1. Prevent jams: Tear the receipt by pulling the paper forward.
2. Clear jams: Remove the paper roll, reinsert it, and ensure proper alignment.

## Blank receipt

This section applies to the DX8000 model only.

If your receipts are printing blank:

1. Check paper roll installation: Ensure the paper is properly inserted into the terminal.
2. Verify paper type: Ensure you are using the correct thermal paper for the terminal.



# Service and support

For any service or repair inquiries regarding the Global Payments Smart Terminal, contact Global Payments Customer Care at [1.800.263.2970](tel:18002632970). Our team is available 24/7 to assist you.

**Important:** Do not attempt any service, adjustments, or repairs on your own. Service by unauthorized personnel may void the warranty and result in additional charges. Always reach out to Global Payments Customer Care for support.

## Returning a terminal for service

When you receive a replacement terminal, it is crucial to promptly return the defective device. Failure to return the original terminal may result in charges to your account.

If you need help returning a terminal or have any questions about the process, contact the Global Payments Customer Care Centre, available 24/7, for assistance. Ensuring timely returns helps maintain smooth account operations and allows for efficient handling of repairs or replacements.

# Appendix A. — DX8000

## specifications

This section discusses power requirements, dimensions, and other specifications of the DX8000 terminal.

Memory	Internal – 32GB Flash, 3GB RAM – 16 GB Flash, 2GB RAM External – MicroSD Card Slot
Processor	Application processor: 64-bit ARM, Cortex Quad-core A53, 1.3GHz 32-bit ARM, security core SC300, 192MHz Crypto processor: 32-bit ARM, security core SC300, 192MHz
Card reader	Magnetic card reader – ISO 1/2/3 track data, bi-directional swiping Smart card Contactless – EMV Contactless L1 3.0 spec complaint; support ISO / IEC 14443 Type A / B
Display	Colour / capacitive multi-touch – 6" HD+ 1440 X 720 px
Printer	Thermal printer, 40mm
Data capture Dual cameras	Positioning – Tracking GPS, GLONASS, BEIDOU Rear camera – 8M, autofocus, flash, code, scanning Front camera – 2M, fixed focus camera, code scanning 1D/2D code scanning
Connectivity	4G fallback 3G and GPRS
Communication parts	4 slots (SAM+SIM) 2 SIM + 2 SAM
External base options	Charging base Communication base
Battery	3350mAh / 7.2V, 24.12Wh
Physical	L x W x H (inches): 198 x 83 x 62.5 mm (7.8 x 3.2 x 2.4") Weight: 441g (15.5oz) (including battery)
Certifications	PCI PTS 6.x SRED, EMV L1 & L2, EMV L1 Contactless



# Appendix B. — EX8000

## specifications

This section discusses power requirements, dimensions, and other specifications of the EX8000 terminal.

Memory	Internal – 32GB Flash, 3GB RAM – 16 GB Flash, 2GB RAM External – MicroSD Card Slot
Processor	Application processor: 64-bit ARM, Cortex Quad-core A53, 1.3GHz 32-bit ARM, security core SC300, 192MHz Crypto processor: 32-bit ARM, security core SC300, 192MHz
Card reader	Magnetic card reader – ISO 1/2/3 track data, bi-directional swiping Smart card Contactless – EMV Contactless L1 3.0 spec complaint; support ISO / IEC 14443 Type A / B
Display	Colour / capacitive multi-touch – 6” HD+ 1440 X 720 px
Data capture Dual cameras	Positioning – Tracking GPS, GLONASS, BEIDOU Front camera – 2M, autofocus, flash, code, scanning Rear camera – 8M, fixed focus camera, code scanning Professional barcode reader (Zebra module)
Connectivity	4G fallback 3G and GPRS
Communication parts	4 slots (SAM+SIM) 2 SIM + 2 SAM
External base options	Single and Multi Charging bases Single and Multi Communication bases
Battery	3980mAh /3.85V, 15.32 Wh
Physical	L x W x H (inches): 170 x 80.6 x 16.5 mm (5.91 x 3.03 x0.67”) Weight: 290g (10.22oz) (including battery)
Certifications	PCI PTS 6.x SRED, EMV L1 & L2, EMV L1 Contactless

