Merchant Facing Device Setup Guide

Ingenico Axium devices, Release 5.4.2 (Cassiopeia)

NMI

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Merchant Facing Device Setup Guide

Merchant-facing setup instructions for Ingenico Axium devices. Unlike the rest of this documentation, this guide is written for the end user unboxing a device, not for an integrator.

About the Device

Ingenico Axium devices run on a **security-hardened version of Android**. While the interface operates similarly to standard Android devices, enhanced security measures are enforced to protect sensitive payment data and ensure compliance with industry standards.

Installing Applications

Your Ingenico **Axium** device comes preloaded with all the necessary firmware and applications required to accept payments out of the box.

The following core applications should already be installed on your device:

- **AppStore**
- **AXIUM Retail Core**
- **ARC Comm Config**
- **AXIUM UX**
- **View Security Settings App**
- **Device Setup App**

Some additional system or service applications may also appear. If any of the applications listed above are missing, please contact **support**.

Device Setup App Walkthrough

When powering on the device for the first time, the Device Setup app will launch automatically and guide you through three steps to prepare your device for use.

Step 1: Wi-Fi Setup

Wi-Fi setup cannot be skipped — an internet connection is required to complete device registration.

1. The app will display a list of available Wi-Fi networks.
2. Select your network from the list and enter the network password.
3. Once connected, the device will automatically reconnect to this network when powered on.

Step 2: Bluetooth Setup

On the Companion Device

1. Open the Settings app.
2. Go to Connected Devices → Pair new device.
3. Ensure the device is visible and in pairing mode.

On the Axium Device

1. The app will scan for and display available Bluetooth devices.
2. Select the companion device from the list.
3. Confirm that the Bluetooth pairing codes match on both screens and tap Pair.

Once paired, the devices will automatically reconnect when Bluetooth is enabled on both.

Tap Skip to proceed without Bluetooth pairing. This can be configured at a later time by reopening the Device Setup app from the home screen.

Step 3: Register & Install

The app will automatically register the device and install all required software. No user input is required during this step. Once complete, the device is ready to process payments.

Kiosk Mode and the Admin Screen

The device can be set to **kiosk mode**. In kiosk mode the device stays on the payment screen: the Home and Back buttons are disabled, and the payment screen opens again when the device restarts. Kiosk mode is off by default. If your point-of-sale app runs on this device, do not turn kiosk mode on: you would not be able to get back to your app.

Admin Screen

The **Admin** screen is protected by an administrator passcode. From it you can:

- turn kiosk mode on or off
- allow or block the **Notification shade** while kiosk mode is on
- open Android Settings
- change the administrator passcode

Your payment application provider can tell you how to open the Admin screen, and can also change these settings from their application.

Forgotten Passcode

If the administrator passcode is lost, your payment application provider can set a new one.

Axium RX5000

Setting Up the Device

1. Connect the **HDMI cable** to the port on the back of the device.
2. Use the **split cable**:
   - Plug the **power pin** into a power socket.
   - The **USB connector** is not required for normal use, as connections are made via Bluetooth.

Restarting the Device

1. Press and hold the **Green "OK" button** and the **dot (.) button** at the same time.
2. Two tiles will appear at the top of the screen:
   - **Services** (not normally needed)
   - **Restart** → *select this option.*

Axium EX4000, EX6000, and EX8000

Setting Up the Device

Press the **orange power button** on the right side of the device to turn it on.

Charging the Device

A **USB-C port** is located on the left side of the device. Connect the charging cable to this port until the device is fully charged.

Restarting the Device

1. Press and hold the **power button** for a few seconds.
2. A menu will appear with the following options:
   - **Power off**
   - **Restart** → *select this option.*
   - **Screenshot**
   - **Services** (not normally needed)



Axium EX4000 devices cannot perform **magstripe transactions**.

Axium DX4000 and DX8000

Setting Up the Device

Press the **power button** on the left side of the device to turn it on.

Restarting the Device

1. Press and hold the **power button** for a few seconds.
2. A menu will appear with the following options:

- **Power off**
- **Restart** → *select this option.*
- **Screenshot**
- **Services** (not normally needed)

Charging the DX4000 Device

1. **Remove the back cover:**
   - Push the tab on the back of the device upward.
   - Lift off the panel to reveal the battery and USB-C charging port.
2. **Connect the charging cable:**
   - Plug the cable into the **USB-C port** located beneath the battery.
3. **Replace the back cover:**
   - Align the groove on the left side for the charging cable.
   - Snap the cover back into place with the cable routed through the groove.

Charging the DX8000 Device

A **USB-C port** is located on the left side of the device. Connect the charging cable to this port until the device is fully charged.