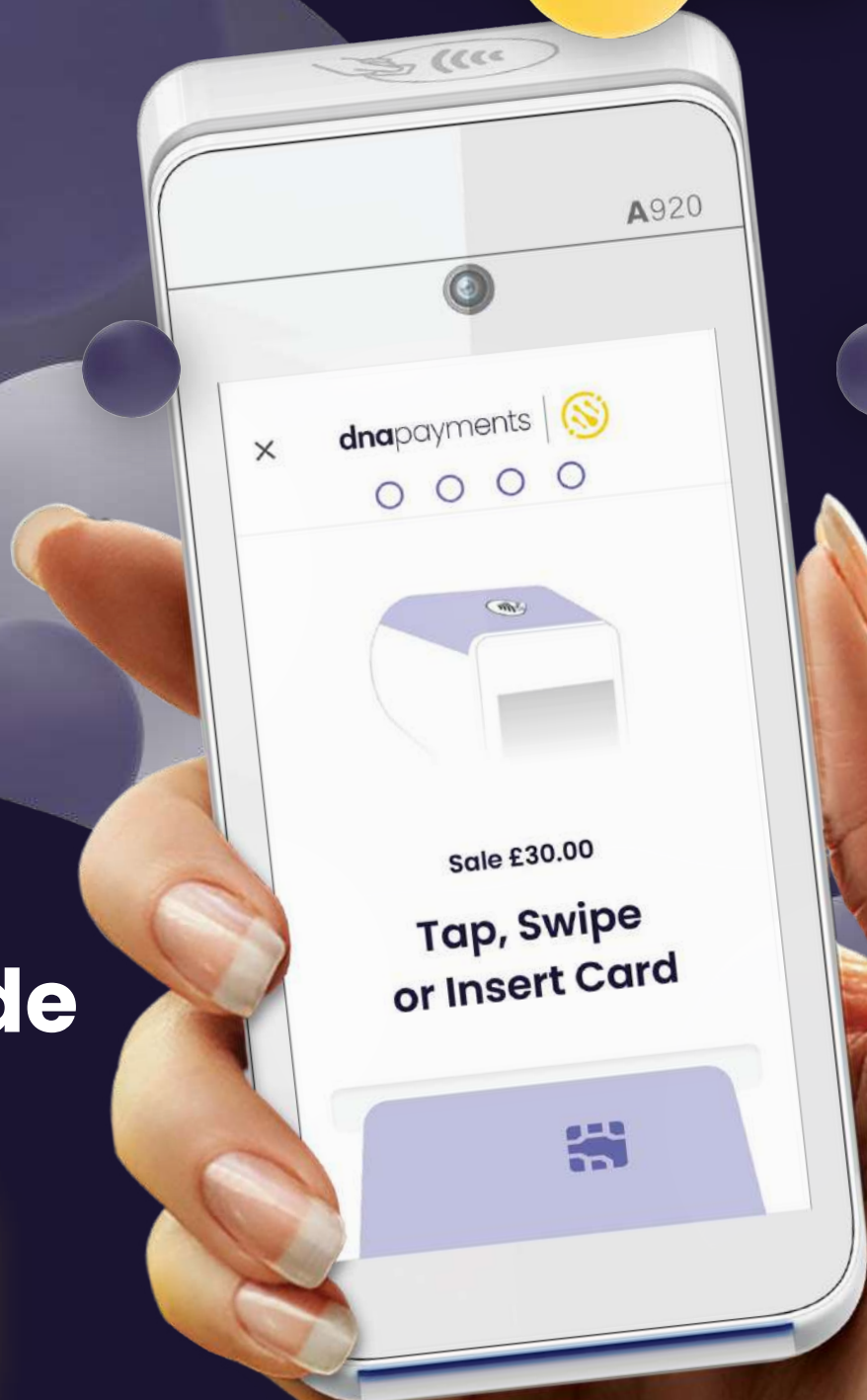


# axept<sup>®</sup> PRO card machines installation guide

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dnapayments.com  
0208 102 8100



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# Welcome

Thanks for choosing a DNA Payments Card Machine, run by axept® PRO Android software, the perfect payment solution for processing quick transactions using Wi-Fi or cellular network connections. Our user guide provides everything needed to set up, register and process transactions on your new PAX A920/PAX A920 Pro, NEXGO N86 or Verifone T650P terminal.

Features:

- Touch screen for a seamless user experience
- PIN on Glass - no physical PIN pad
- Designed for both indoor and outdoor use
- Providing full spectrum wireless connectivity (4G, Bluetooth\* and Wi-Fi).
- PCI PTS compliant for safe and secure card payments
- Wide-ranging options - Chip & PIN, Apple Pay, Android Pay, swipe and contactless payments

*\* Bluetooth connectivity can only be used to set up a PAX Wi-Fi Base Station, where the Wi-Fi is then used*

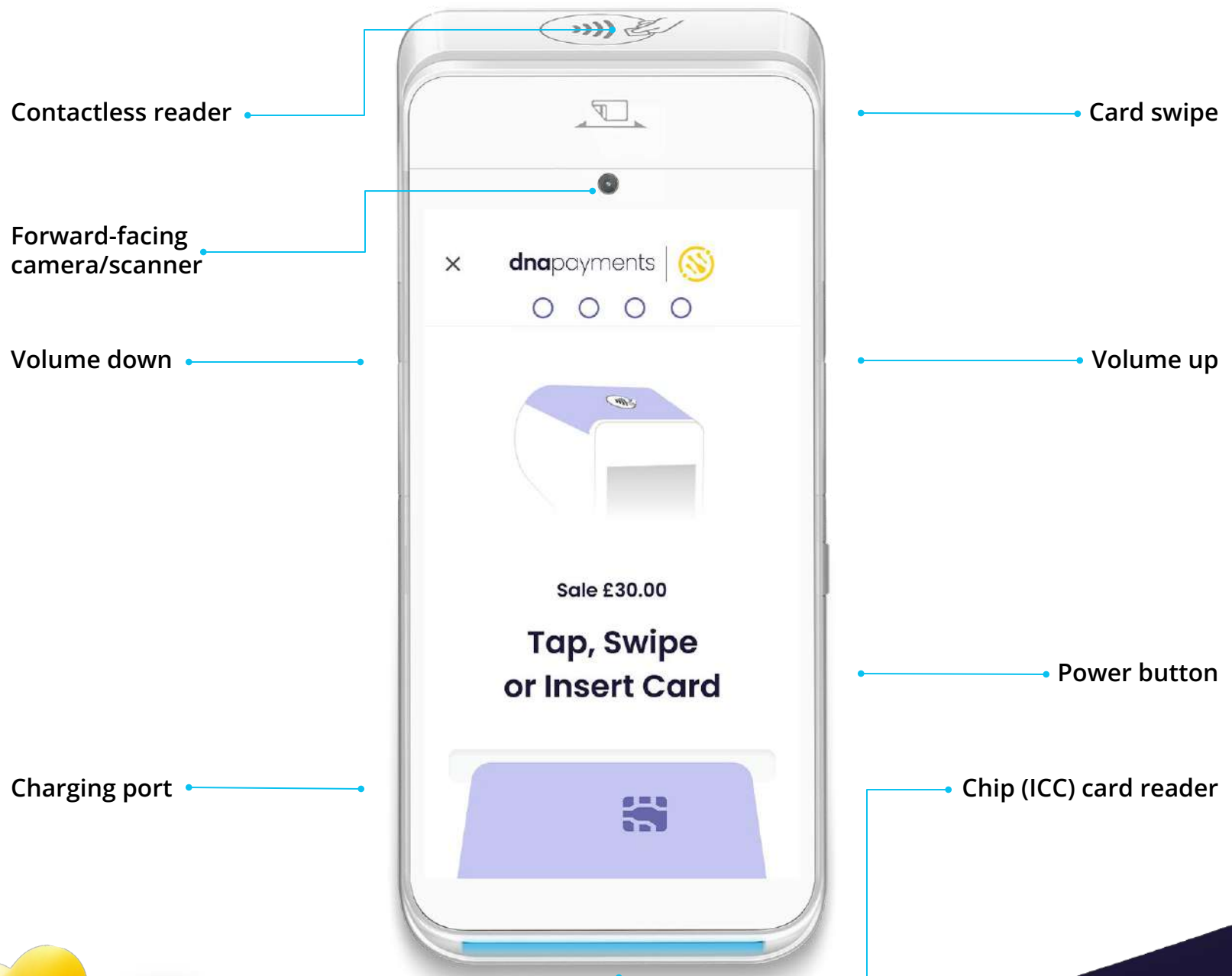
- Serve more customers quicker with high-speed printing
- Ergonomic to hold, lightweight and easy to use with an all-new user-friendly interface
- Online reporting as standard - log in to view your transaction data or schedule email reports
- Ability to break down transactions at the employee level
- Plug and play - we like to make payments easy

We're happy to provide you with more details, support and information about this guide. Please get in touch using the contact details in this guide.



# PAX A920 overview

Please find an overview of the PAX A920 terminal's external features.



# PAX A920 overview

Please find an overview of the PAX A920 terminal's external features.

Battery compartment

Battery compartment release

Camera/scanner

Serial number

Receipt release catch

Volume down

Battery

Charge point

SIM slot





# PAX A920: Installing receipt roll

Using this guide, you can install your PAX A920 terminal's receipt roll quickly and easily.

Carefully lift the release catch on the terminal's receipt compartment.

Once you've opened the compartment, place the receipt roll provided with your paper extending from underneath the roll, leaving 1cm exposed and then close the cover.



Your receipt roll is now loaded and ready to use.

# NEXGO N86 overview

Please find an overview of the NEXGO N86 terminal's external features.



# NEXGO N86 overview





# NEXGO N86: Powering up & charging

Pressing the button on the left-hand side of the screen and near the top, you can easily power the NEXGO N86 terminal on and off. Hold it to power off, and then select the option on the screen. The button beside the charging port uses a USB-C charger (supplied). However, we'd recommend you plug the charger provided into the base and place the terminal onto the base to keep it charged.

This charging port lets you charge the terminal 'on the go'; however, you'll need a USB-C charging cable available separately from most electronics resellers.



# Verifone T650P overview

Please find an overview of the Verifone T650p terminal's external features.



# Verifone T650P overview

Please find an overview of the Verifone T650P terminal's external features.



# Verifone T650P overview

Please find an overview of the Verifone T650P terminal's external features.



# axept<sup>®</sup> PRO Android app: Icons overview

Please find below an overview of the terminal's icon display symbols.



Battery fully charged



Battery charging



Battery issue - contact support



Wi-Fi connection present  
(example shows 75% signal strength)



Cellular connection present  
(example shows 75% signal strength)



Cellular connection present  
(no internet connection available)



No cellular connection present



Contactless reader



Insert card



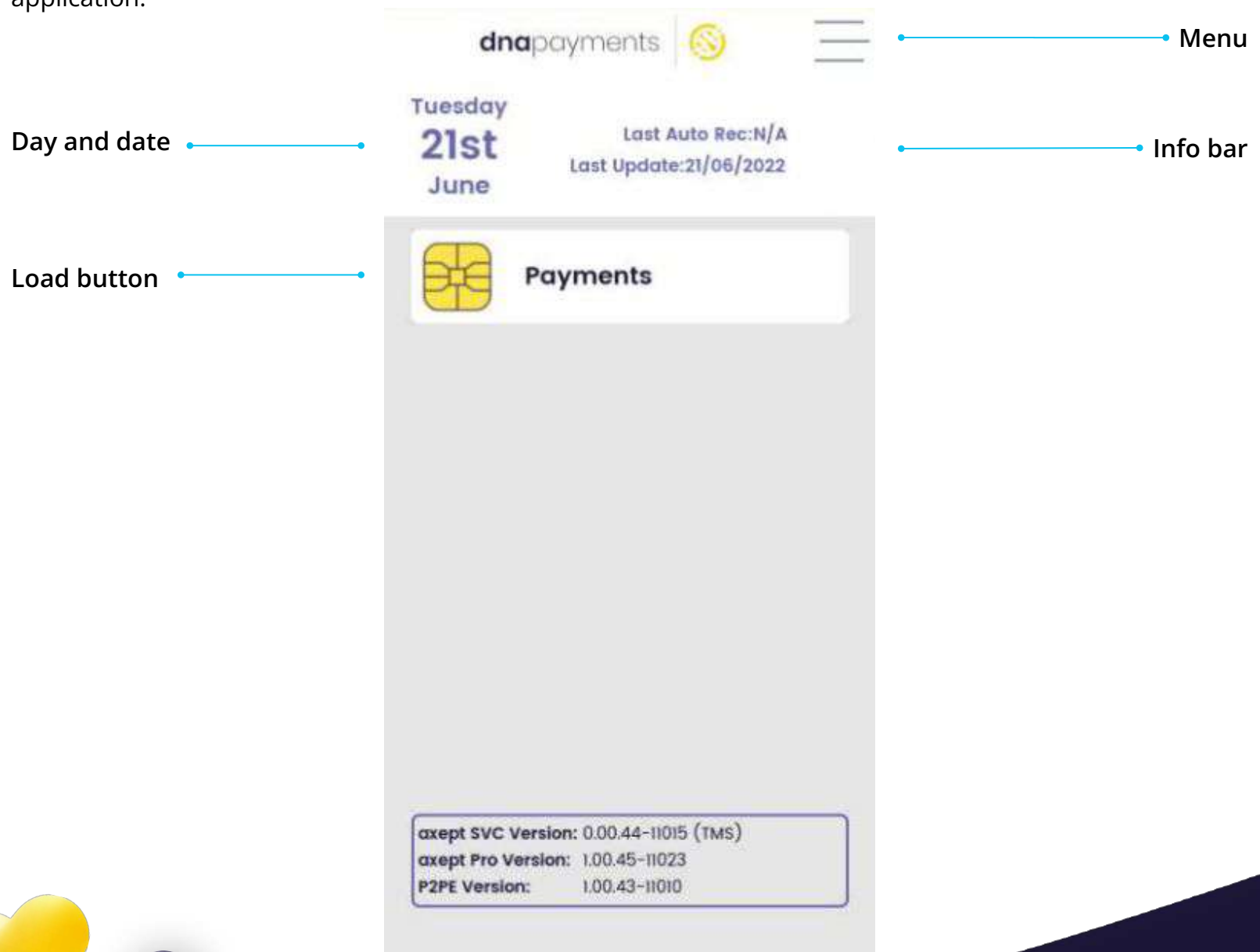
Card inserted



Number of stored transactions

# axept® PRO Android app: Launcher

The 'Launcher' is displayed once your terminal has completed its start-up process. It allows users to configure Wi-Fi or cellular settings items before loading the axept® PRO Payments application.





# Setting up Wi-Fi (1 of 2)

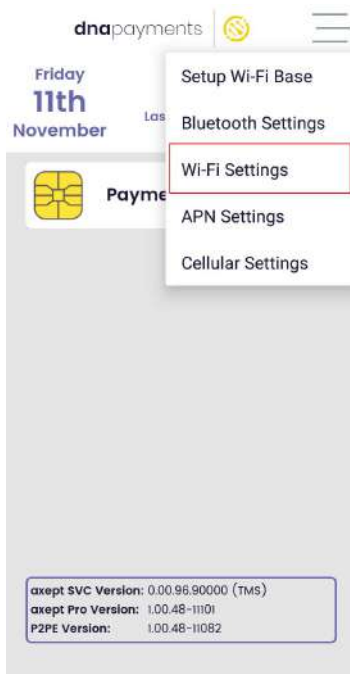
We support connections to 2.4 GHz and 5 GHz Wi-Fi networks that can be programmed with multiple network configurations for devices in more than one location.

We'll always treat Wi-Fi as the primary connection type, where present, with the cellular connection used as a backup.

To configure the Wi-Fi connection, follow the below steps.

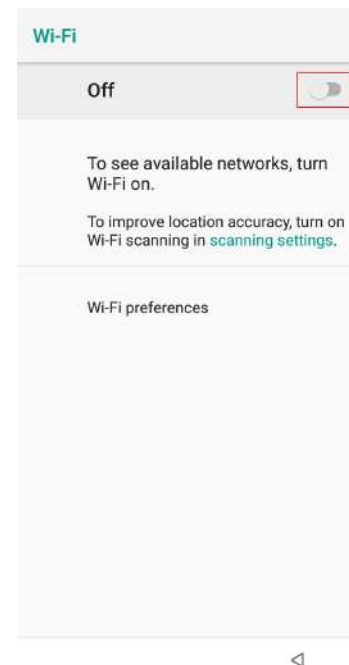


Screens may differ in colour or other minor ways between Android versions. The terminal will remember different Wi-Fi networks, which is beneficial if you operate several networks.



1

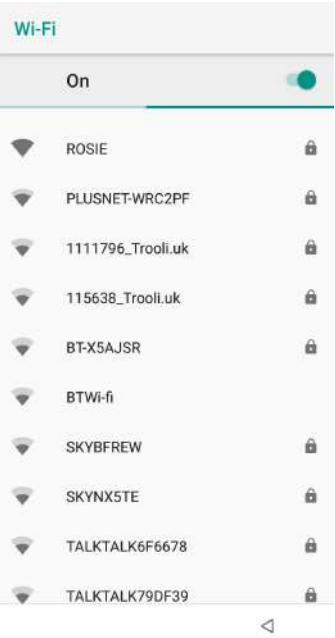
Select the menu icon on the primary DNA Payments axept® PRO Launcher screen and choose **Wi-Fi Settings**.



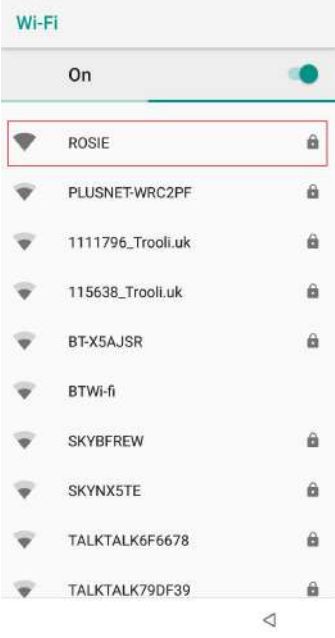
2

The Wi-Fi module will default as disabled, as shown by the **off** message in the header bar. To enable Wi-Fi, press the screen slider on the right-hand side.

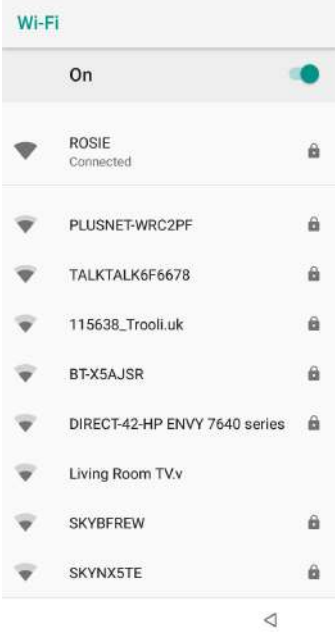
# Setting up Wi-Fi (2 of 2)



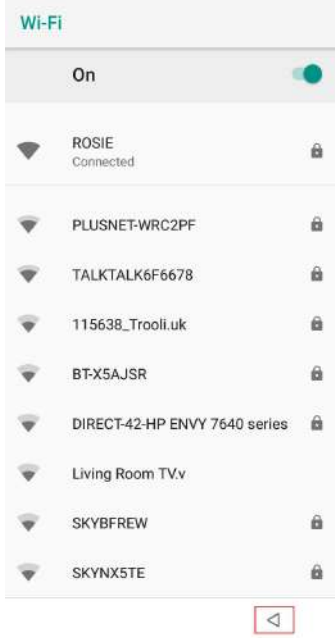
**3** The terminal will scan for available networks and will display a list after a moment.



**4** Choose the network required and enter the password when prompted. When complete, press **Connect**.



**5** After a moment, the terminal will complete the connection and return to the **Wi-Fi** menu showing a status of **Connected**.



**6** Press the **left arrow** at the bottom of the screen to return to the DNA Payments axept® PRO Launcher.

## NOTE

You can set up different Wi-Fi networks, and the terminal will remember them. It's beneficial if your business operates in more than one location or has several networks covering one site.

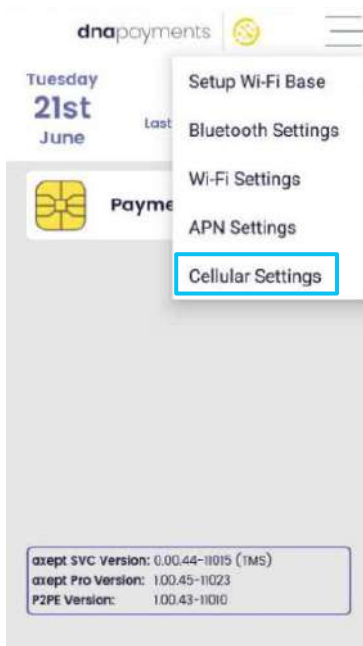
# Setting up a SIM Card (1 of 2)

## NOTE

SIM set-up is optional and only required if you've installed a SIM. Your SIM provider can supply APN settings. To configure the connection, follow the below steps.

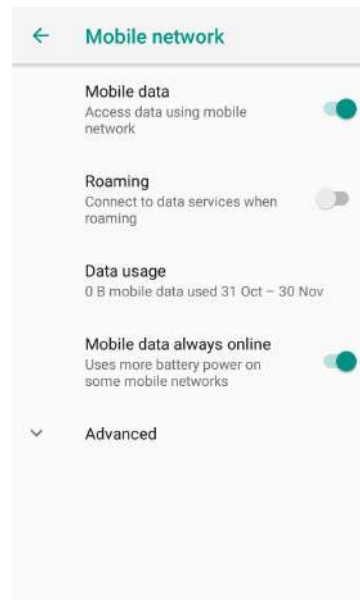
## CAUTION

If you're using our services with EPOS, please check with the EPOS provider if you should install a SIM. Some Epos solutions require a Wi-Fi connection to work correctly.



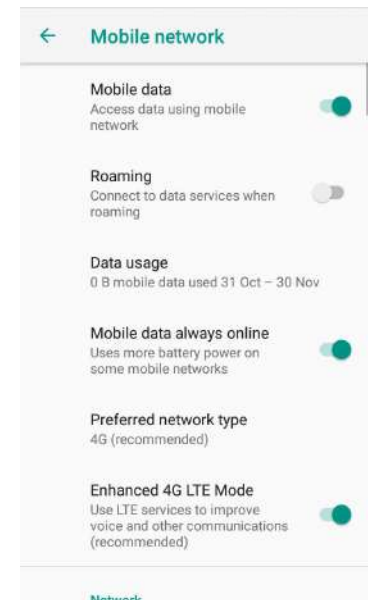
1

Select the menu icon on the main DNA Payments axept® PRO Launcher screen and choose **Cellular Settings**.



2

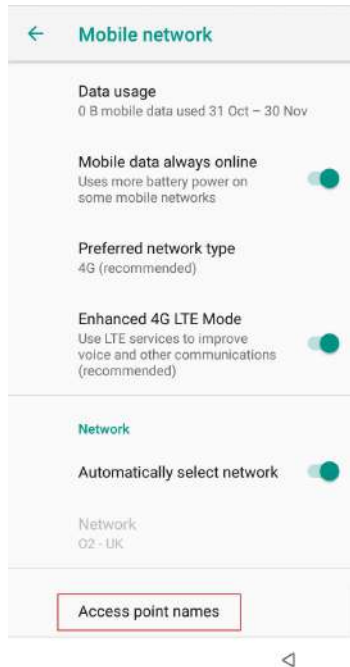
The **Cellular Network Settings** menu will then load; after it does, choose **Advanced**.



3

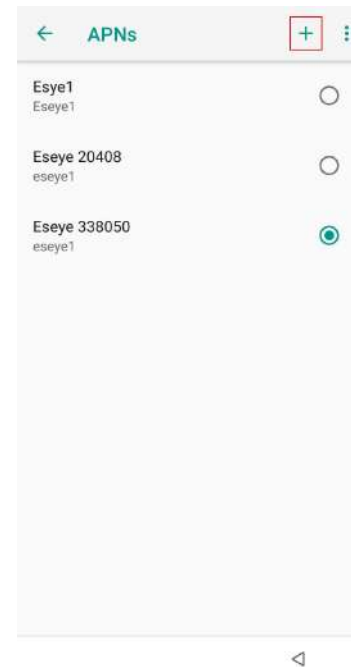
The **Advanced** options are displayed. Scroll down to the bottom of the page.

# Setting up a SIM card (2 of 2)



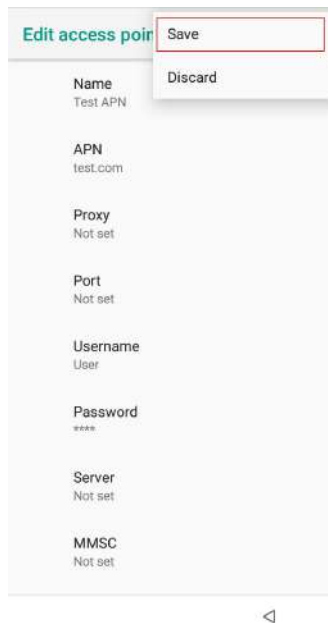
4

Select **Access Point Names**.



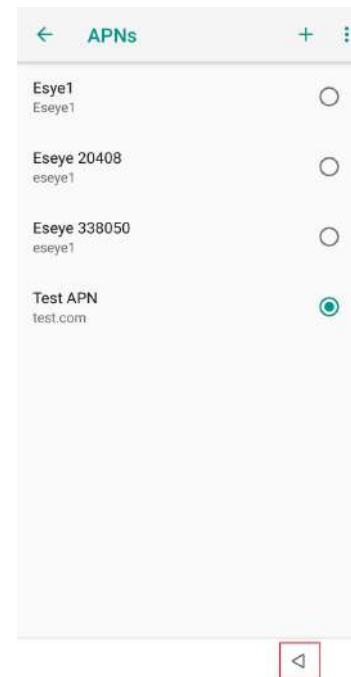
5

The APN menu is then displayed. To add a new APN, click the **+** button at the top of the screen. Set the configuration items as per the advice from your SIM provider.



6

Once you've added all the details, click the **3 dots**, and select the **Save** button.



7

Choose the newly created APN, and then click the **back arrow button** to return to the DNA Payments axept® PRO Launcher.

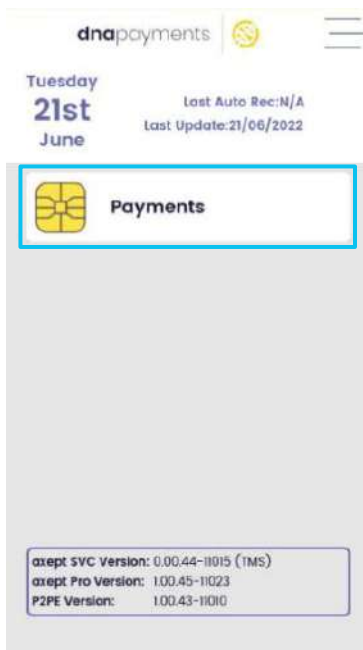
# Logging In

Once connected to the Internet, proceed to the login screen. You need to log in before you can process a transaction. Your user ID and password have been emailed to you as part of your order. However, you can contact us if you need to know them.



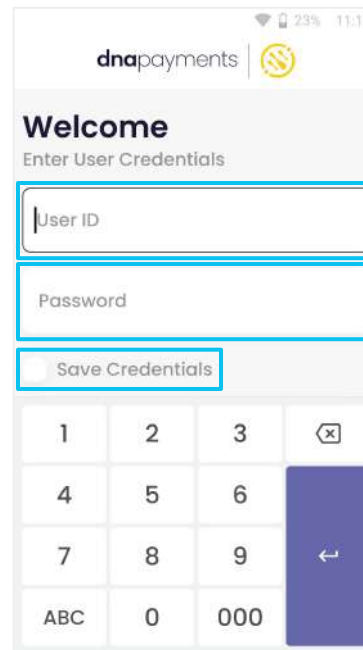
## TIP

The default user ID is 1234, and the user password is sent to your email address. If you haven't got one, please get in touch with our Support team.



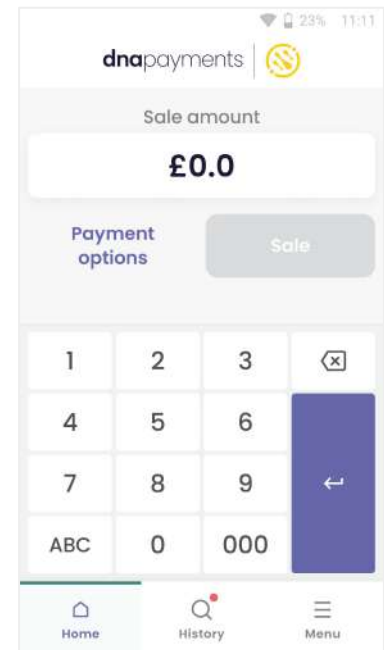
1

Press the **Payments** button to load the application.



2

The login screen will then display. Enter the **User ID** and **Password** supplied via email. You can select **Save Credentials** to store login details, and DNA Payments will use them automatically in future.



3

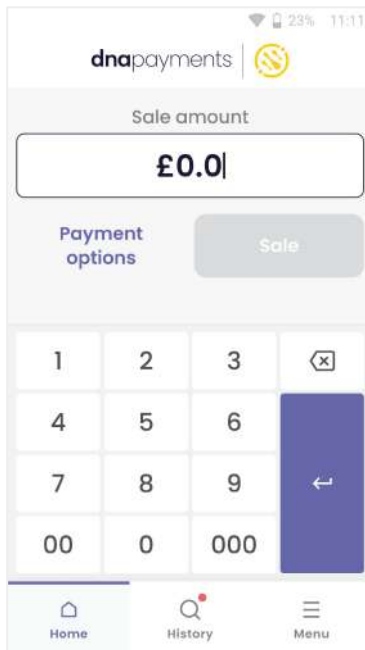
The primary DNA Payments axept® PRO screen will display, and you're now ready to process your first transaction.

# Card sale (1 of 4)



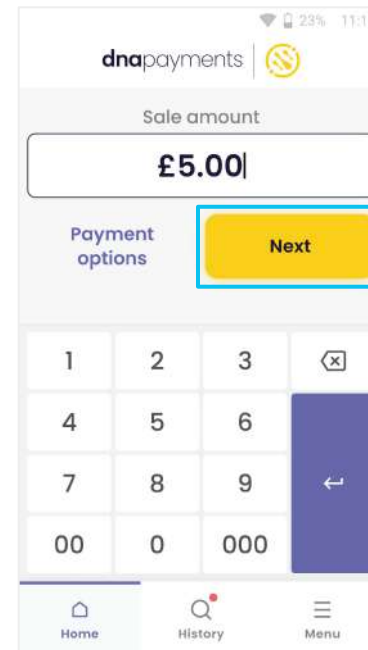
## NOTE

The following flow assumes the card is 'captured' by inserting it and the terminal reading the chip. Some features, such as Cashback, are not available when processing via Contactless.



1

To speed transactions up, we'll default to starting a Sale transaction - you then need to enter the amount.



2

Enter the amount of the sale using the onscreen keypad. We automatically add the decimal point for you. Press the **Next** button to continue.



# Card sale (2 of 4)

dnapayments

Do you want to add a gratuity?

Slider: 0% (selected), 5%, 15%, 20%

Other amount

Sale	£5.00
Gratuity	0%
	£0.00
<b>Total</b>	<b>£5.00</b>

Cancel Accept

Cancel

3 If Gratuity is configured, it'll be offered now as an option. If you've no Gratuity configured, skip to Step 6 on this page.

dnapayments

Do you want to add a gratuity?

Slider: 0, 5%, 10%, 15% (selected), 20%

Other amount

Sale	£5.00
Gratuity	15%
	£0.75
<b>Total</b>	<b>£5.75</b>

Cancel Accept

Cancel

4 You can set the gratuity amount with the slider and press accept. If no gratuity is desired, set the slider to 0% and press **Accept**.

Custom amount

Gratuity Amount

£2.22

Cancel Next

1 2 3 4 5 6 7 8 9 00 0 000

Home History Menu

5 You can also set the gratuity amount manually by pressing **Other**, entering the amount and pressing **Accept**.

dnapayments

Enter Reference

Enter Here

Cancel Skip

1 2 3 4 5 6 7 8 9 00 0 000 ABC

Home History Menu

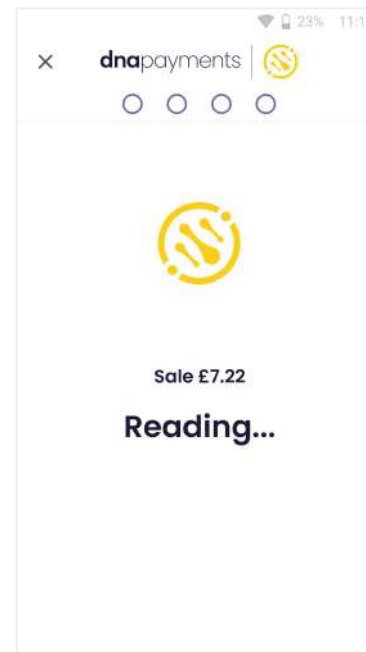
6 You'll be prompted for a Reference if this is configured. You're usually able to skip this, but it depends on the configuration of your device. We can arrange to remove this prompt if it's not required; please [contact us](#) to arrange this.

# Card sale (3 of 4)



7


We'll prompt for the card to be presented. Please get the cardholder to present their card and pay via contactless if prompted or by inserting the card for Chip & PIN.



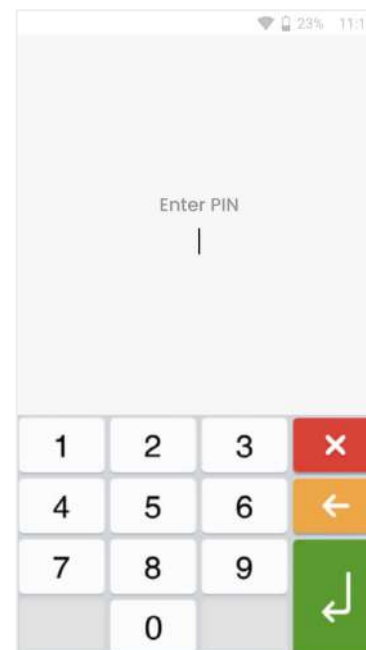
8

We'll read the card for a few seconds.

**IMPORTANT: Don't remove the card whilst it's being read.**

**TIP**

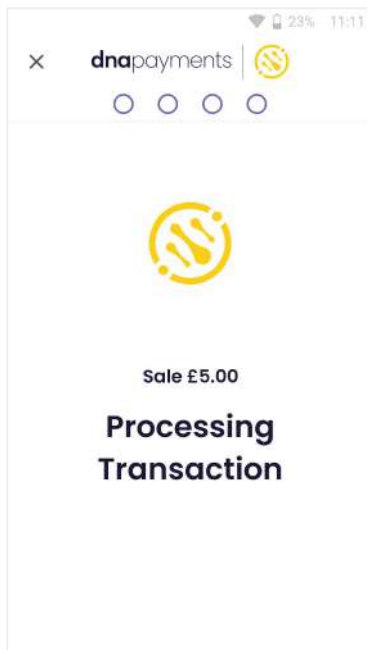
A Card Issuer may ask for the cardholder to complete the payment by Chip & PIN instead of contactless, which is standard and designed to protect you from fraud by ensuring the customer is authentic.



9

We'll prompt you to enter a PIN if the Card Issuer requires it.

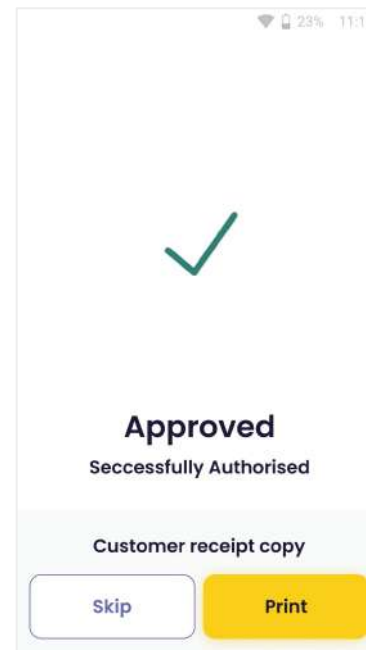
# Card sale (4 of 4)



10

Authorisation for the payment amount is completed, usually by going online to check.

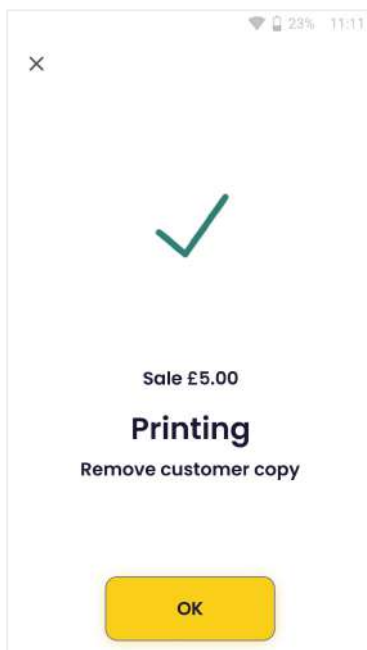
**IMPORTANT: Don't remove the card whilst this is being completed.**



11

The result of the transaction is displayed, and you can print the cardholder receipt if needed.

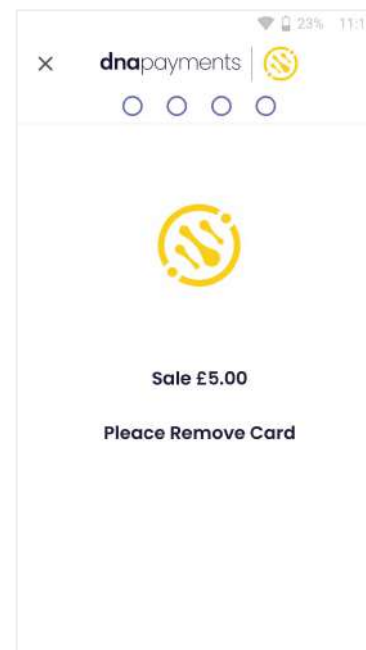
Some receipt printing can be disabled automatically; please [contact us](#) if you need this feature activated.



12

We've printed the cardholder receipt in this example, but the messages are the same in each case. You're prompted to remove the first receipt, which is the Cardholders copy.

*Remember that cardholders are entitled to a receipt if they request it. It's best practice to maintain this prompt.*



13

Finally, we'll prompt you to remove the card if it's not already been removed.

# Card not present payments (1 of 4)

## RISK AWARENESS

Processing card payments without the cardholder present involve additional risk for both you as a Merchant and your Acquirer. You should check whether or not this functionality is supported and has been extended to you. You should process these transactions carefully, ensuring you capture all requested information accurately.

## MOTO transactions

Cardholder Not Present transactions are often called **MOTO**, meaning Mail Order / Telephone Order. You should understand these two different terminologies.

### Telephone Order

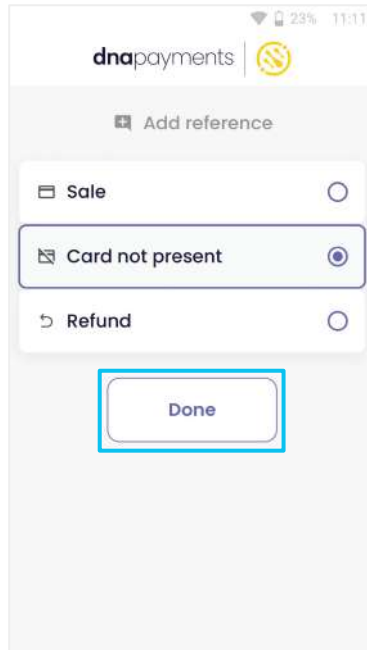
As the name suggests, a telephone order involves inputting the Cardholder details directly into the payment terminal whilst they are being read out over a phone. Crucially, this does not involve writing down or storing card data at any time.


### Mail Order

Mail Order refers to the outdated practice of having customers send their card information on paper. In a modern setting, it refers to storing the cardholder's card data in any way, typically electronically. It's never acceptable to hold a cardholder's CSC/CVV digits, so this method involves much more risk and is much likelier to decline.

# Card not present payments (2 of 4)

Make sure that you're logged in to your terminal before starting.



dn payments | 

Add reference

☐ Sale

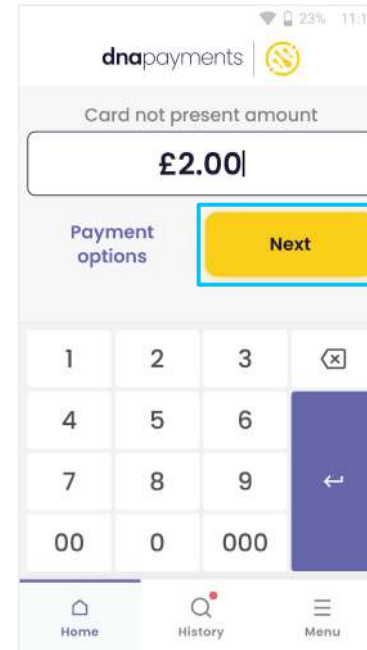
☒ Card not present


☐ Refund

Done

1

Select **Payment Options**, select **Card not present**, and press **Done** as shown.




dn payments | 

Card not present amount


£2.00

Payment options

Next

1 2 3 

4 5 6

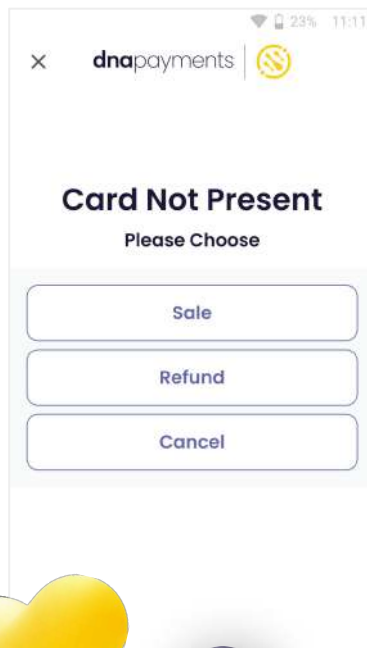
7 8 9 


00 0 000

Home History Menu

2

Enter the amount and press **Next**.



x dn payments | 

Card Not Present

Please Choose

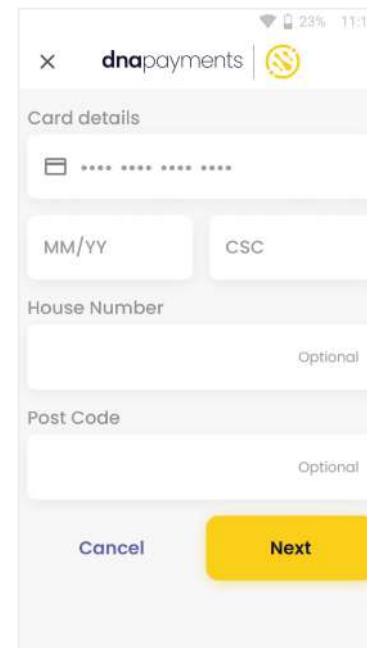
Sale


Refund

Cancel

3

Select **Sale** or **Refund**, depending on the transaction type you need.



x dn payments | 

Card details

MM/YY CSC

House Number Optional

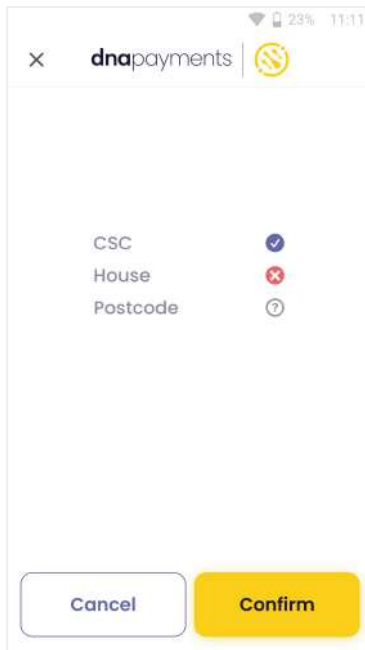
Post Code Optional

Cancel Next

4

**Mail Order** is selected by default, so you should amend this to **Telephone Order** if required. Complete each of the fields in this form in turn. Please see the [Input Field Description](#) table for details.

# Card not present payments (3 of 4)



dn payments

CSC ✓  
House ✗  
Postcode ?

Cancel Confirm

5

When you've completed all the fields, the terminal will check these details with the cardholder's bank. They'll return responses for the AVS & CSC results.

You should always reject the payment if the CSC doesn't match.

In this example:

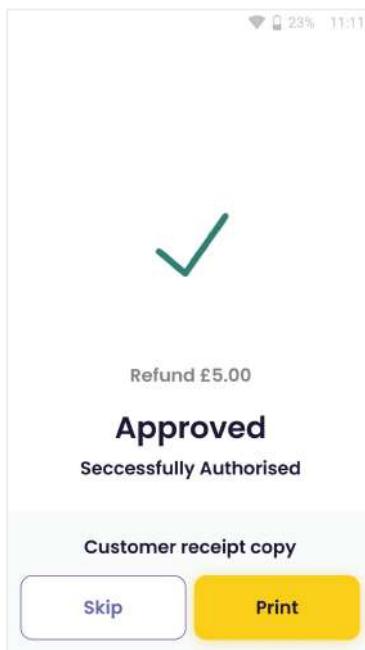
CSC is Matched

House is Not Matched

Postcode is Not Supplied

In this example, you can choose to accept or reject.

The CSC should always match, but there are many reasons why the other results may be valid. The cardholder may have mistaken their house number, or their data may need to be corrected at their bank.



Refund £5.00

**Approved**  
Successfully Authorised

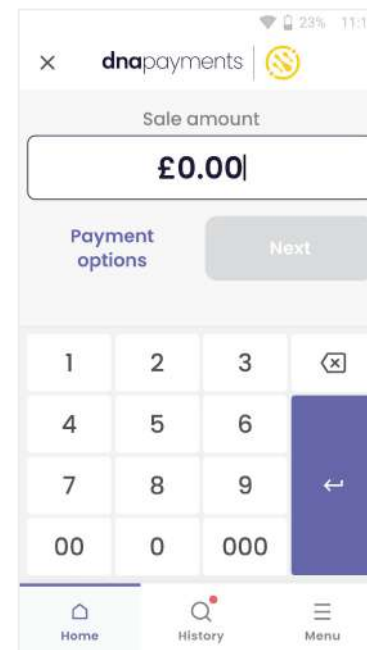
Customer receipt copy

Skip Print

6

When you've decided, the outcome will display, and you can print the cardholder receipt.

**Important: the previous screen will time out after 30 seconds, so you should check the outcome carefully.**



dn payments

Sale amount

£0.00

Payment options Next

1 2 3  
4 5 6  
7 8 9  
00 0 000

Home History Menu

7

You'll then be returned to the default **Sale** screen, ready for the next transaction.



# Card not present payments (4 of 4)

## Input Field Description

Throughout the data entered into this part of the terminal, you can use the touchscreen to move the cursor. You can also, of course, use the delete key if needed.

Input Field Name	Description
Amount	The amount of the Sale or Refund. The amount should be entered in pence for a typical transaction.
Card Number	The full card number of the payment card being used.
Expiry Date	The expiry date of the payment card being used. It's entered as numbers only.
CSC	<p>The 3-digit security code on the back of the card.</p> <p>It's Mandatory to include this for any Telephone Order requests.</p> <p>It should usually be left out for any Mail Order requests.</p>
House Number	The House Number where the payment card is registered. This should be entered if it's available. Only numbers should be entered.
Post Code Number	<p>The Postcode where the payment card is registered. Only numbers should be entered.</p> <p>This should always be entered for UK Cardholders but is not available for Cardholders who live outside the UK.</p>
Reference	An optional field that's useful for the reconciliation of payments.

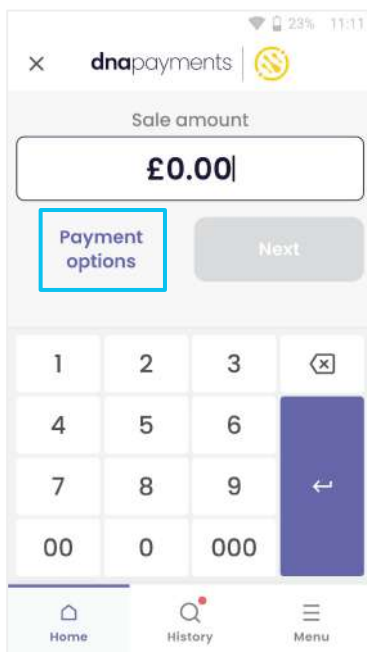
# Refunds (1 of 2)

## NOTE

This guide shows you how to complete a Chip & PIN Refund. Not all cards support Contactless Refunds, and you may need to ask the cardholder to insert their card.

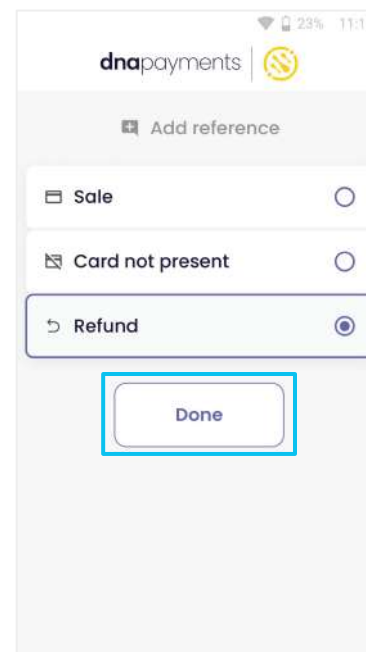
## CAUTION

Refunds may not be enabled for all users. Please log in with the correct user if you don't see the Refund button. If you don't know these user credentials, please contact us. We'll only be able to provide this information to the account holder or designated contact.



1

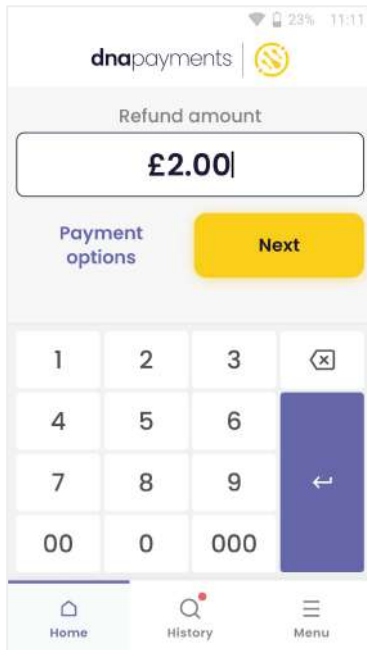
To start a refund, press the **Payment Options** button highlighted.



2

Select **Refund** and press **Done**.

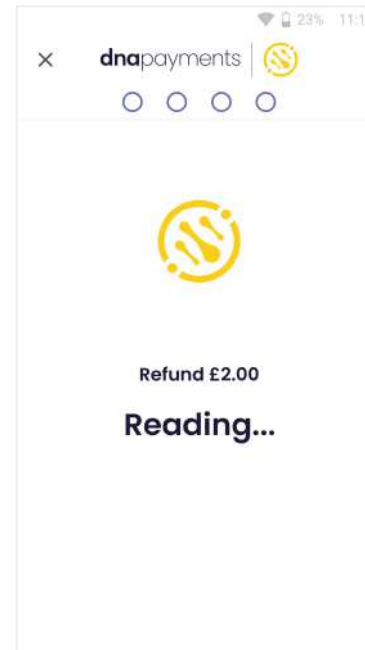
# Refunds (2 of 2)



The screenshot shows the dn payments app interface. At the top, the status bar displays signal strength, 23% battery, and 11:11. The app header shows the dn payments logo and a yellow circular icon. Below the header, the text "Refund amount" is displayed. A text input field contains "£2.00". To the left of the input field is a link labeled "Payment options". To the right is a yellow button labeled "Next". Below the input field is a numeric keypad with digits 1-9, 0, and a decimal point. At the bottom, there are three navigation icons: Home, History, and Menu.

3

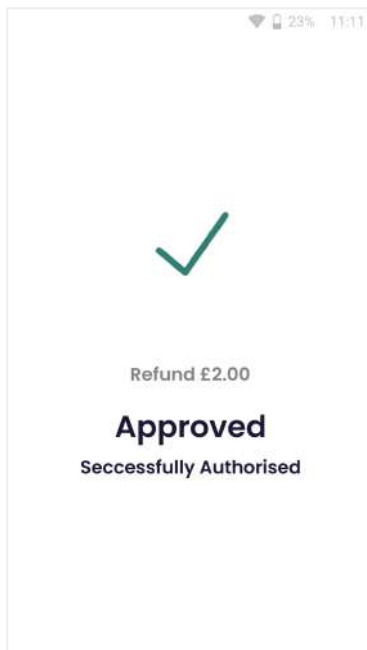
Enter the Refund amount and press **Next**.



The screenshot shows the dn payments app interface. At the top, the status bar displays signal strength, 23% battery, and 11:11. The app header shows the dn payments logo and a yellow circular icon. Below the header, there are four small circles. In the center, there is a yellow circular icon with a card reader symbol. Below the icon, the text "Refund £2.00" is displayed, followed by "Reading..." in a larger font.

4

We'll prompt for the card to be presented. Insert the card into the card reader, and the transaction will continue as per the sales flow.



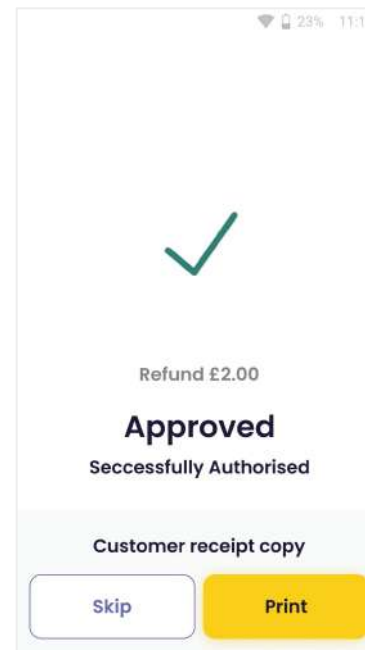
The screenshot shows the dn payments app interface. At the top, the status bar displays signal strength, 23% battery, and 11:11. The app header shows the dn payments logo and a yellow circular icon. Below the header, there is a large green checkmark. Below the checkmark, the text "Refund £2.00" is displayed, followed by "Approved" in a large font, and "Seccessfully Authorised" in a smaller font.

5

We'll then begin processing the transaction.

This step involves communicating with the Card Issuer, which will be monitored.

We'll then confirm the result of the transaction.



The screenshot shows the dn payments app interface. At the top, the status bar displays signal strength, 23% battery, and 11:11. The app header shows the dn payments logo and a yellow circular icon. Below the header, there is a large green checkmark. Below the checkmark, the text "Refund £2.00" is displayed, followed by "Approved" in a large font, and "Seccessfully Authorised" in a smaller font. At the bottom, there is a section titled "Customer receipt copy" with two buttons: "Skip" and "Print".

6

You'll be prompted to print a receipt if needed.

# Refunding via our Merchant Portal

Our Merchant Portal provides users the ability to perform refunds for any transaction made using our axept PRO payment terminals.

By visiting the POS Payments page of our Merchant Portal, you can process a Full or Partial Refund by following the simple steps:

- 1 Select the transaction on your POS Payments page and click on it.
- 2 When our Payments Manager appears, select either the **"Refund"** button, and fill in the amount you would like to refund, either the total amount or a partial refund amount.
- 3 Refunds are then processed automatically and refunded back to the payment method used originally.

Funds are credited to the original payment method used for the Sale transaction and must not exceed the actual Sale amount.

## Digital Refund Receipt

When a refund is processed, users can generate a **Digital Refund Receipt** in the same way that's currently supported via a Sale transaction.

The receipt is emailed to the original payee; the date on it is the date we process the transaction and may not be the date funds are credited to the Cardholder's account.

Payment refund

£30.00 ✓ Charged

Description

Refund Amount

Amount

£ 30.00

Payment Amount £30.00

Balance £30.00

Cancel Refund

Refund

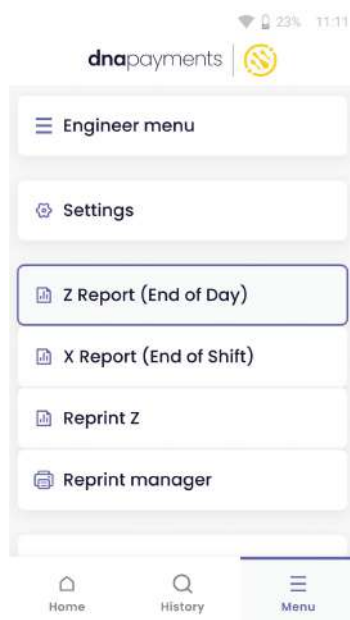
View details

# Z and X reports

Your **axept® PRO payment device** supports functionality to report on your processed transactions.

Your **Z Report** (End of day report) contains the same data as your **X Report** with a complete summary of all transactions processed since the previous **Z Report** and can be printed more than once a day; however, it's advised you print one every evening after your business's trading hours. Once printed, your report resets, so a new trading day starts with numbers reset.

How to generate a **Z and X Report**:



1

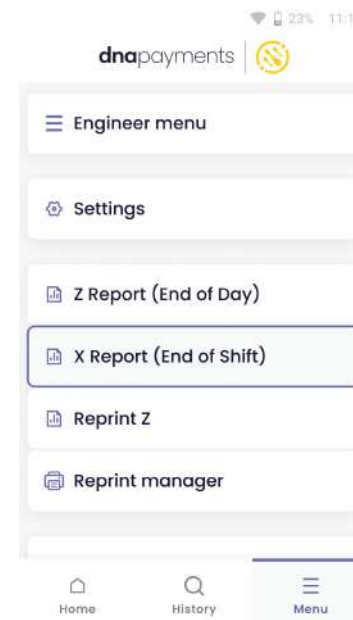
To print a **Z Report** on your **axept® PRO payment device**, from the **main menu**, select **Z Report** and your **Z Report** will be printed from your device, or the device setup to print receipts.

To reprint the **Z Report**, press the **Reprint Z** button.

Your **X Report** summarises your POS transactions since your last **Z Report** and can be printed numerous times throughout the day for shorter reconciliation periods if needed. Unlike a **Z Report**, an **X Report** won't reset the day's transactions/activities.

## **i** NOTE

It's advised to print your **Z Report** at the end of each business day, to reset your totals. If you require shorter reconciliations throughout the day, please use the **X Report** function.



2

To print an **X Report** on your **axept® PRO payment device**, from the **main menu**, select **X Report** and your **X Report** will be printed from your device, or the device setup to print receipts.

**dna**payments



# Pioneering payment solutions, powering businesses to thrive

DNA Payments Limited (Company No.11154668 /FCA No.806630). Registered office:  
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