

Basic steps for using your desktop (DX4000) or portable (DX8000) terminal

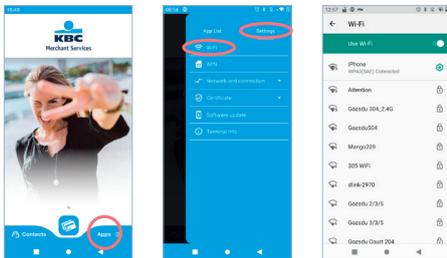
How to use the terminal?

Turning on the terminal: Switch the terminal on by pressing and holding the power button (located above the volume control button).



Setting up Wi-Fi:

1. On the home screen, tap the 'Apps' icon, then tap the 'Settings' menu in the upper right corner.
2. Select the Wi-Fi menu to connect the app to the network you would like to use.



Initiating payments (customer present):

1. Tap on the 'Card' icon on the home screen and wait for the payment application to start up.
2. Select the 'Payment' icon from the sliding menu at the top of the application screen (and check that the 'Customer Present' text is visible at the top right of the screen).
3. Enter the amount and confirm it with the green 'Confirm' button (at bottom right).
 - a. Please note that the amount entered will initiate with the eurocent decimals.
 - b. You can correct the entered amount with the yellow 'Delete' button or stop the transaction and re-enter the amount by using the red 'Cancel' button.
4. The card entry screen will be displayed. To use the CHIP reading function, insert the card with the chip face up until it is fully inserted.
5. On the 'Read Card' screen, you can now make two optional selections:
 - a. cardholder language, located in the upper right corner
 - b. card brand by tapping the 'Wallet' icon, located in the upper left corner.
6. The cardholder can make payment using one of the card reader functions by either swiping, tapping or inserting their card into the reader.
7. The transaction will then be processed and result displayed.
8. Press the 'OK' button if you would like to print a transaction receipt for the payment.

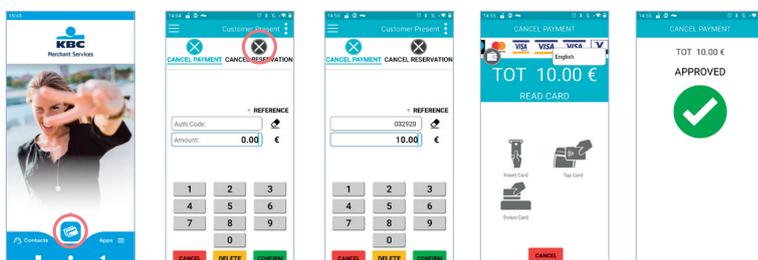


Payment cancellation (customer present):

Please note that only Visa or Mastercard transaction cancellations are permitted currently. Where a Bancontact transaction cancellation is required, please contact KBC Merchant Services customer support by phone on +32 2 303 32 32 or by email at support.merchantservices@kbc.be.

1. Tap on the 'Card' icon on the home screen and wait for the payment application to start up.
2. Select the 'Cancellation' icon from the sliding menu at the top of the application screen.

3. You can select one of several cancellation functions: 'Cancel payment,' 'Cancel Reservation,' 'Cancel payment after reservation' or 'Cancel extra reservation'.
4. Enter the amount that you would like to cancel and the 'auth code' (authorisation code) of the original transaction (this is mandatory, the auth code can be found on the original transaction slip). Then tap the green 'Confirm' button (bottom right).
5. Enter your 'Transaction password' on the screen when it is requested.
6. Note: The Cancellation function can used only if (i) the transaction to be cancelled was made on the terminal, (ii) the transaction amount has not yet been paid to the merchant, and (iii) where the transaction amount to be cancelled is equal to the original transaction amount.
7. Please note that the transaction password was sent by email prior to the delivery of the terminal, together with the terminal activation code.
8. The card entry screen will be displayed. To use the CHIP reading function, insert the card with the chip face up until it is fully inserted. For contactless payments, the customer should bring the card into close proximity with the reader. On the 'Read Card' screen, you can now make two optional selections:
 - a. cardholder language, located in the upper right corner
 - b. card brand by tapping the 'Wallet' icon, located in the upper left corner.
9. The transaction will then be processed and result displayed.



Reprinting the last transaction receipt

1. Tap on the 'Card' icon on the home screen and wait for the payment application to start up.
2. Tap on the (☰) icon located at the top left corner of the payment application
3. Select the 'Admin' menu
4. Tap the 'Last Transaction' menu
5. The last transaction details will be displayed
6. Tap the 'Show Receipt' button
7. You can now choose to print a merchant copy or cardholder copy, then tap the green 'Confirm' button (bottom right).
8. You can view the slip digitally and then print it by tapping the 'Print' icon in the bottom right corner
9. The receipt for the last transaction will now be reprinted.

Changing paper roll

Visit merchantservices.kbc.be website, click on the 'Documents' menu, open 'Terminal-related documents' and you will find illustrated instructions in the relevant User Manual section:

**Section 4.3.2. of the (DX4000)
desktop terminal user manual**

**Section 4.4.2. of the (DX8000)
portable terminal user manual**

Charging the terminal

Visit merchantservices.kbc.be website, click on the 'Documents' menu, open 'Terminal-related documents' and you will find illustrated instructions in the relevant User Manual section:

**Section 4.4. of the (DX4000)
desktop terminal user manual**

**Section 4.5. of the (DX8000)
portable terminal user manual**



Scan me to view desktop terminal (DX4000) user manual



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For more functions, guides and user manuals, please visit the merchantservices.kbc.be website.