EXADIGM

XD1000 Terminal User's Guide

Printer compartment
Holds the printer head mechanism and large capacity paper roll.

Printer cover release
Press button to release the printer cover and refill the paper roll.

Magnetic card reader
Reads cards with magnetic strips.

Graphical display
User display that offers 132 x 64 pixel resolution.

Arrow keys / Function keys
Used to navigate menus. The up and down arrow keys move menu selections up and down while the left and right arrow keys are used to scroll the cursor left and right.

Keypad
Used to input numbers, menu navigation, etc. Clear deletes the character to the left of the cursor. Func Alpha inserts letters instead of numbers. Cancel returns to the previous screen and Enter confirms your selection.

Smart card reader (optional)
Reads smart cards.

USB Port
Used for the WiFi stick and other USB devices.

Power switch
Turns the terminal on or off.

AC Adapter Receptacle
Connects to the AC adaptor to provide power.

10 Megabit Ethernet Port

2 Channel Serial Port
Used for program download, check scanner, barcode reader, etc. Two devices can simultaneously be connected with an optional cable.

Telephone Port

PIN Pad Port
Used to connect a PIN Pad device

Installing and Configuring

Follow the steps in order to use your terminal with your merchant account and begin accepting credit card payments. If you require assistance with the process, or need to find details regarding your accounts, please contact your dealer.

Pre-Installation
Ensure that the terminal is properly connected to an active power source. Carefully plug the AC adapter into the terminal (the plug should insert into the power receptacle on the back of the terminal) and secure it to a live electrical outlet.

Follow instructions for your specific connection type:

Dial-Up
If you are using a Dial-Up connection, your terminal should be configured and ready to operate. In order to make sure everything is set up properly, use the following steps.

1. Make sure the phone line is properly secured to the back connector.
2. Power up the terminal by holding down the power button for 3 seconds.
3. Run a test transaction.
4. If you encounter a Connection Error, check the following:
    a. Make sure the phone line is connected
5. To setup the terminal:

Important note: Press ENTER after every selection.

    a. Admin
    b. Setup
    c. Password: 1234
    d. Communication
    e. Make sure Modem Std has a star next to it (If not, press enter at this option)
    f. Cancel out to SETUP Menu
    g. [Processor Name]
    h. Comm Option
    i. Make sure Direct Call has a star next to it (If not, press enter at this option)
    j. Cancel out to MAIN MENU
    k. Run a test transaction

6. If you see a connection error, please contact ExaDigm Technical Support at (866) EXA-TEAM (392-8326) (option 1).

Ethernet

1. *Note:* Make sure to insert the Ethernet cable into the jack **<u>BEFORE</u>** you turn on the terminal.

2. *Option only for live transactions* – Connect the terminal to an active Internet cable. Insert the Internet cable into the jack located at the rear of the terminal.
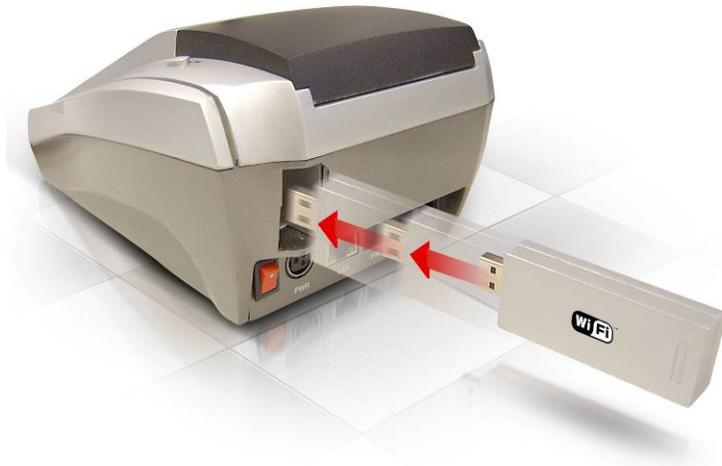
3. To setup the terminal:

Important note: Press ENTER after every selection.

      a. Admin

      b. Setup

      c. Password: 1234

      d. Communication

      e. Ethernet

      f. Conn. Method

      g. Choose whether it's going to be a Static or DHCP connection

      h. Set IP *(If DHCP/Dynamic, press cancel and proceed to step o below)*

      i. Set Mask

      j. Set Gateway

      k. Set DNS1

      l. Set DNS2

      m. Review all info for Static IP and press CANCEL after each viewing

      n. Press CANCEL twice to return to the ETHERNET MENU

      o. Scroll down to Test Connection and press ENTER

      p. Go back to MAIN MENU and run a test transaction

To Switch from Ethernet to Dial-Up use the following procedures:

      a. Change Modem

      b. Password: 1234

      c. "Switch to PSTN?"

      d. Press ENTER for YES

1. Have the 802.11 b/g access point ready and make sure the Ethernet connection is good by setting the WEP Keys, SSID, and enabling WEP.

2. Use the same configuration from the access point by using the following steps:

Important note: Press ENTER after every selection.

       a. Admin

       b. Setup

       c. Password: 1234

       d. Communication

       e. W_F

       f. Use DHCP

       g. YES

       h. WEP

       i. YES

       j. Setup SSID

       k. Add SSID

       l. Enter SSID

       m. WEP Key

       n. WEP Key – 0

       o. Enter WEP KEY

       p. Press CANCEL

       q. Test Connection

       r. Go back to MAIN Menu and run a test transaction

Removing and Loading Paper

1. Open the paper compartment by pressing the OPEN button to the right of the paper cover. Grasp the cover on both leading edges and lift upward.

2. Remove any remaining paper and discard the plastic or cardboard paper roll core.

   (Be careful not to discard the blue support spindle.)

3. Place a new roll of thermal paper on the blue support spindle. Paper should have the shinny side to the outside of the roll.

4. Insert the paper roll and spindle into the slot provided so that the paper is fed from the bottom of the roll and over the tear bar.

5. Carefully close the printer compartment so that it snaps firmly into place.

6. Press the FEED key to ensure that the paper roll has been properly installed. If correctly installed, the paper will feed through the compartment. Once completed, tear off the excess paper.

Inputting Special Characters

The chart below summarizes special characters you can input into the terminal. To input a special character, press the "0" key followed by the FUNC ALPHA key. Continue pressing the key until you arrive at your chosen character. *Example*: to enter *, press "0" followed by pressing the FUNC ALPHA key 24 times.

Character	Press FUNC ALPHA key
Blank space	0
.	1
@	2
-	3
,	4
_	5
$	6
#	7
=	8
'	9
"	10
+	11
!	12
~	13
%	14
^	15
&	16
(	17
)	18
<	19
>	20
?	21
/	22
*	23
|	24
{	25
}	26
[	27
]	28
:	29
;	30

Important note:
The numbers in the above chart are how many times you need to press the FUNC ALPHA key after you press the "0" key to get the expected character. If you wish to enter only the @ sign in the receipt - for an email address, for instance - you would input @@ to get only one @. Typing "abc@@xyz.com" would display simply "abc@xyz.com" in the receipt.