

# axept<sup>®</sup> S800

## Quick Start Guide

Version 1.5.1 | March 2017



**optomany**  
payment solutions

optomany  
**axept<sup>®</sup>**

# CONTENTS

1	Initial Setup .....	3
1.1	Terminal Overview .....	4
1.2	Screen Overview .....	5
1.2.1	Screen Icons Overview .....	5
1.3	Initial Terminal Setup .....	6
1.4	Connecting to the Network .....	7
1.5	Activation .....	8
2	Logging On .....	10
3	Processing a Sale (Chip and PIN) .....	12
4	Processing a Sale (Contactless).....	16
	Contact Details .....	20

# Welcome

Thank you for choosing your **axept**<sup>®</sup> S800 terminal from Optomany.

The **axept**<sup>®</sup> S800 is designed to process transactions as quickly as possible whilst providing valuable reporting and other functionality backed by the Optomany Control Centre (OCC) web portal.

This user guide is designed to provide users of **axept**<sup>®</sup> S800 with everything needed to set-up, register and process transactions.

Should you have any queries on anything in this guide, please do not hesitate to contact Optomany's customer support team using the details on page 20.

# 1 INITIAL SETUP

Before starting to use the **axept® S800**, please take a few moments to check the contents of the box; you should have received the following:



- axept® S800 Terminal
- External AC Power Adapter
- External AC Power Cable
- Thermal Paper Roll
- Ethernet Cable
- Quick Start Guide (This Document)

## IMPORTANT

PLEASE CONFIRM THAT THE TAMPER BAG AND TERMINAL SERIAL NUMBER MATCHES EMAIL NOTIFICATION(S) FROM OPTOMANY.

If anything is missing or damaged or you experience issues during the installation/activation, please contact Optomany on

**020 8102 8102** or via email: [customersupport@optomany.com](mailto:customersupport@optomany.com)

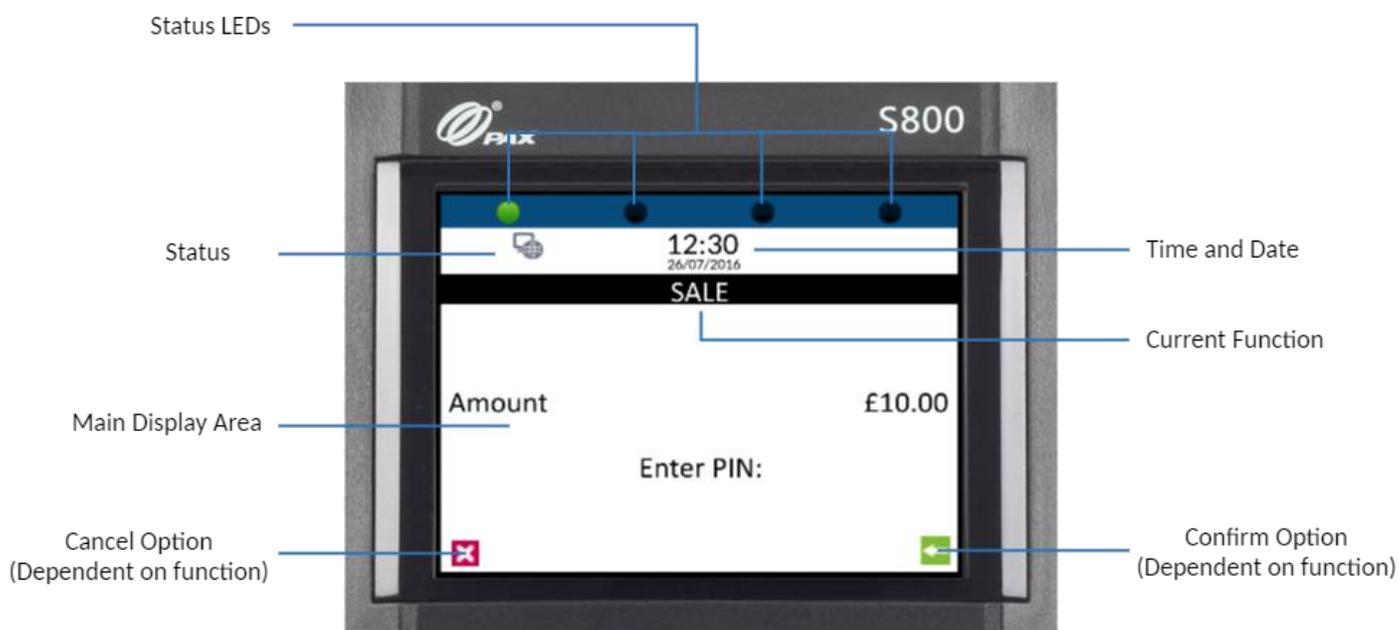
# 1.1 Terminal Overview

An overview of the **axept**® S800 terminal.



## 1.2 Screen Overview

An overview of the **axept**<sup>®</sup> S800 screen.



### 1.2.1 Screen Icons Overview

Descriptions of the **axept**<sup>®</sup> S800 screen icons.

Icon	Description
	Internet connection present
	No internet connection present
	Transaction data stored on the terminal (not displayed once data uploaded)
	Terminal configuration download required
	Confirmation option
	Cancel option
	Ready for card (Chip and PIN, Contactless or Swipe)
	Green contactless LED (blinks when idle, incrementally lights up if card is being read)
	Contactless LED (unable to read card)

## 1.3 Initial Terminal Setup

01



Insert the thermal paper roll into the axept® S800 terminal.

- Pull lever on the terminal to open the lid (as highlighted)
- Insert paper roll leaving at least 1cm exposed
- Close Lid

02



Turn the axept® S800 over so the connections on the underside are visible.

Connect the power supply into the socket labelled 'Power' (as highlighted).

Connect the Ethernet cable (providing internet connectivity) to the port labelled 'LAN/RS232B' (as highlighted).

03



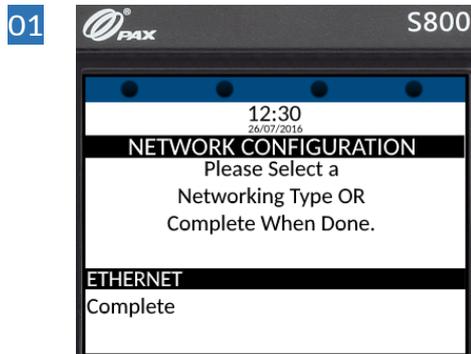
Once connected, run the cables through the cable management sections of the axept® S800 (as shown left).

This ensures that the cables are protected and the axept® S800 terminal will sit flat on the desk/counter.

## 1.4 Connecting to the Network

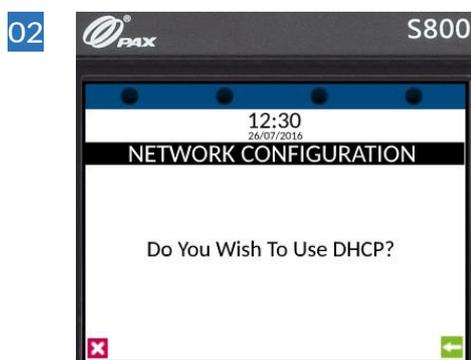
Before starting the activation process, please ensure that you have the installation/activation details sent by Optomany. If you do not have this information, please contact Optomany's Support Team.

Power on the **axept**® S800 by pressing and holding the  key on the keypad for a few seconds until the terminal screen lights up (the start-up process may take a few minutes).



Once the loading process is complete, the Network Configuration menu will appear.

Highlight 'ETHERNET' using the  and  keys on the keypad and press the  key on the keypad to continue.



**axept**® S800 supports Dynamic Host Configuration Protocol (DHCP) which automatically obtains all network settings.

To use this service, press the  key on the keypad to continue.



**axept**® S800 validates the network connection and communicates with the DHCP server to obtain an IP address and other network settings.



A confirmation screen will briefly be displayed once all network settings have been successfully configured.

An  icon will be displayed on the status bar afterwards to show **axept**® S800 is connected via Ethernet.

**INFO** Please refer to the axept® S800 User Guide for more information on manually configuring Ethernet settings if you do not wish to use DHCP.

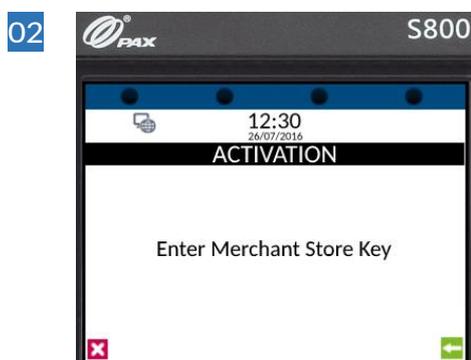
## 1.5 Activation

After successfully connecting to a network, axept® S800 needs to be registered with Optomany. Please follow the steps outlined below:



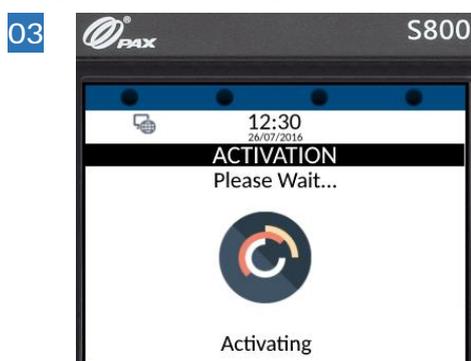
Using the keypad, enter the Licence Key sent to you by Optomany (to use alpha characters, press the numeric key containing the alpha character required multiple times until it is displayed).

Press the  key on the keypad to continue.



Using the keypad, enter the Merchant Store Key provided by Optomany.

Press the  key on the keypad to continue.



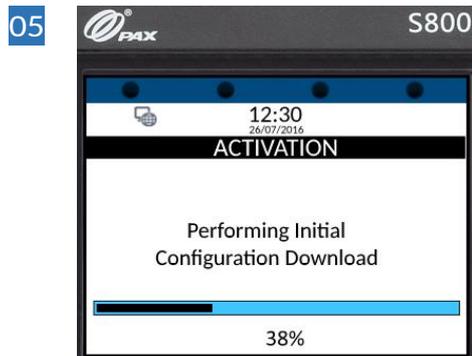
Please wait for the activation procedure to complete as this may take a few minutes.



Once the activation process is complete, an **Activation Successful** message is displayed.

axept® S800 now needs to download the account specific information from the Optomany axept® platform.

Press the  key on the keypad to continue.



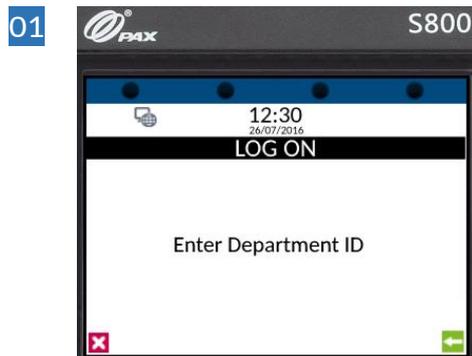
Please be patient whilst the **Configuration Download** starts as this may take a few minutes.



Once the configuration download has completed, **axept**<sup>®</sup> 800 will apply the configuration settings.

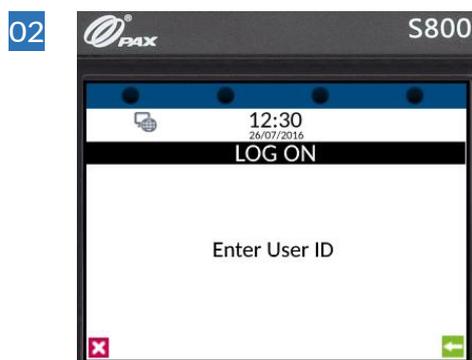
## 2 LOGGING ON

Now set-up and activation are complete, **axept**<sup>®</sup> S800 is ready for the first logon.

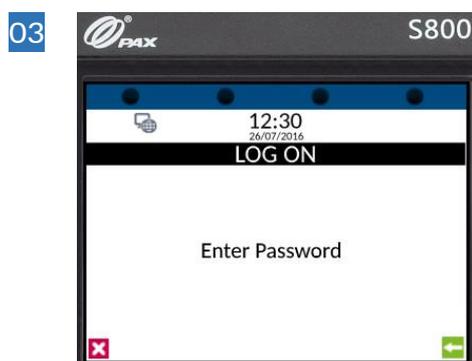


Once **axept**<sup>®</sup> S800 has completed the start-up process, it will prompt for the entry of the Department ID.

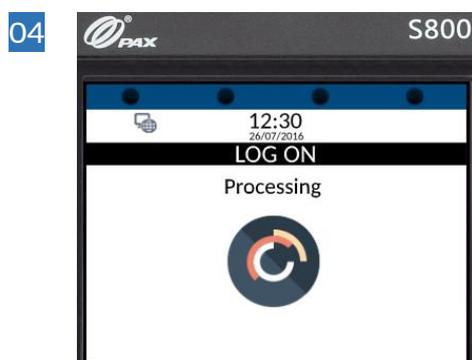
Enter the Department ID sent to you by Optomany using the keypad and press the  key on the keypad to continue.



Enter the User ID sent to you by Optomany using the keypad and press the  key on the keypad to continue.

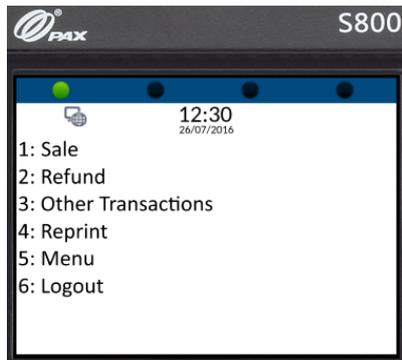


Enter the password sent to you by Optomany using the keypad and press the  key on the keypad to continue.



Please wait whilst **axept**<sup>®</sup> S800 processes the log on details.

05



Once the log on has been completed, the main menu will be displayed.

**INFO**

If a successful sign on has previously been completed, the Department ID will be stored during logon as shown below.



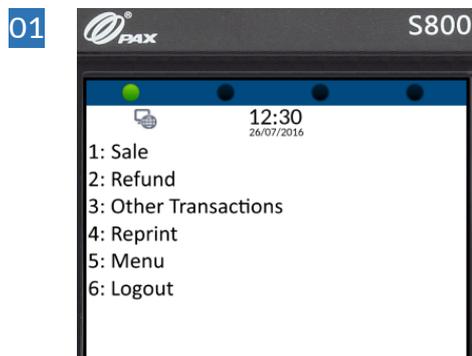
If this is still the correct Department ID, press the  key on the keypad to continue.

If the Department ID needs to be changed, press the  key on the keypad and enter the new Department ID.

Once entered, press the  key on the keypad to continue.

### 3 PROCESSING A SALE (CHIP AND PIN)

Once the logging on process has been completed, **axept**® S800 is ready to process transactions. The following describes the end-to-end operation of a Chip & PIN sale:

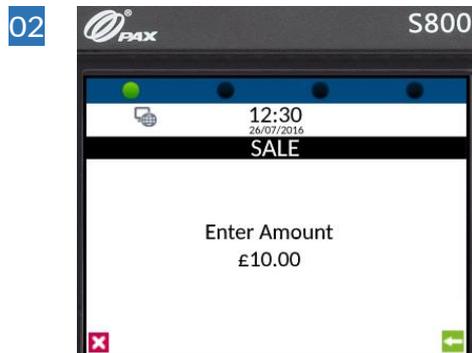


From the main menu, select option **1: Sale**

(Press the  key on the keypad).

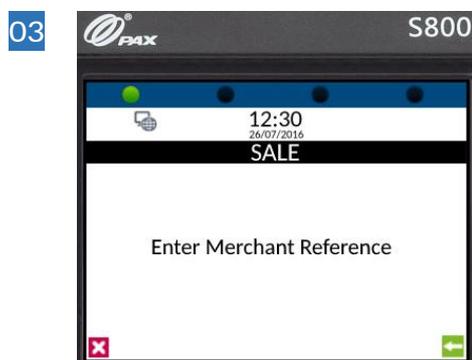


Alternatively, ask the cardholder to insert their card into (with the Chip of the card on top, facing towards you) into the Chip and PIN card slot at the base of the terminal.



Enter the amount of the sale using the keypad.  
(**axept**® S800 will automatically enter the decimal place for you).

Press the  key on the keypad to continue.



If required, enter the reference for the transaction. If a reference is not needed, press the  key on the keypad to skip.

To use alpha characters, press the numeric key containing the alpha character required multiple times until it is displayed.

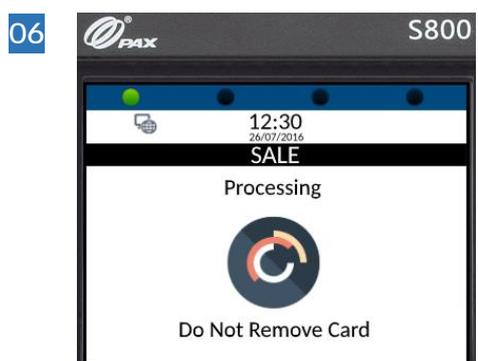
Press the  key on the keypad to continue.



If the card holder's card has been previously inserted, skip to Step 06, otherwise **axept**® S900 will prompt for the card to be presented.

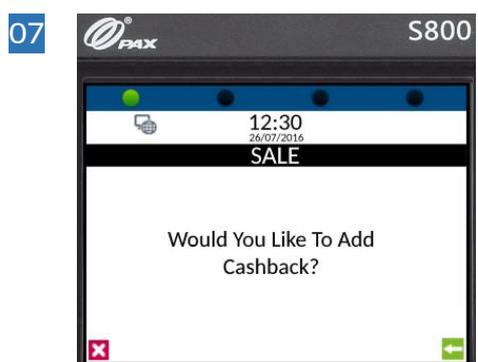


Insert the card (with the Chip of the card on top, facing towards you) into the Chip and PIN card slot at the base of the terminal.



Once the card is inserted, **axept**® S800 will process the card.

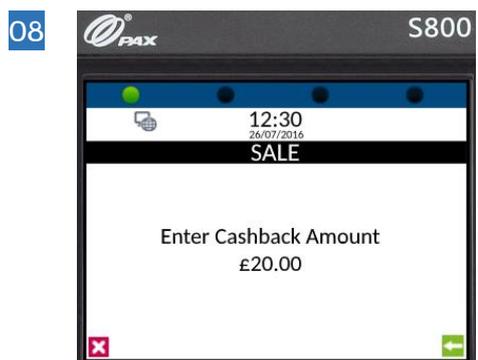
Please wait and do not remove the card whilst this is in progress.



Press the  key on the keypad to confirm cashback is required or the  key on the keypad to skip.

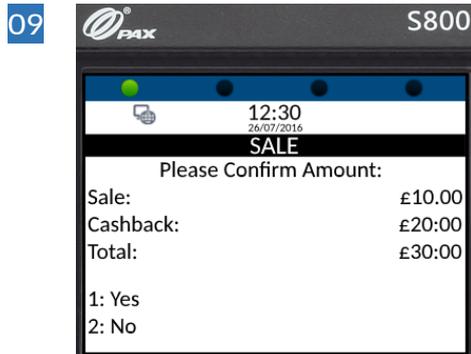
Only Merchants offering cashback and have this option setup will have the cashback facility.

Skip to step 10 if cashback is not required.

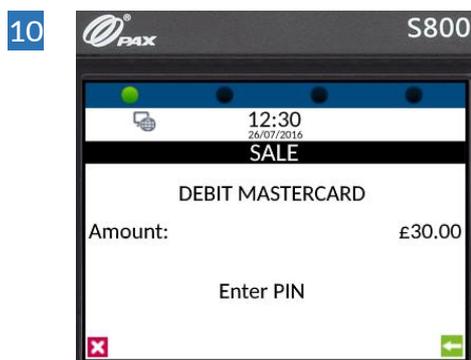


If cashback is required, enter the cashback amount using the keypad. (**axept**® S800 will automatically enter the decimal place for you).

Press the  key on the keypad to continue.

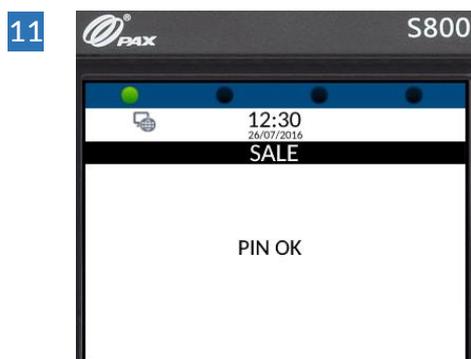


The total amount of the sale and cashback will be displayed. Press the  key on the keypad to confirm the amount is correct or press the  key on the keypad to cancel.



On the **Enter PIN** screen, pass the **axept<sup>®</sup>** S800 terminal to the cardholder and ask them to enter their PIN.

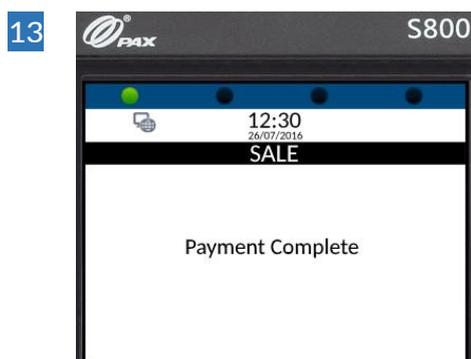
After the PIN has been keyed in, the cardholder will then need to press the  key on the keypad to continue.



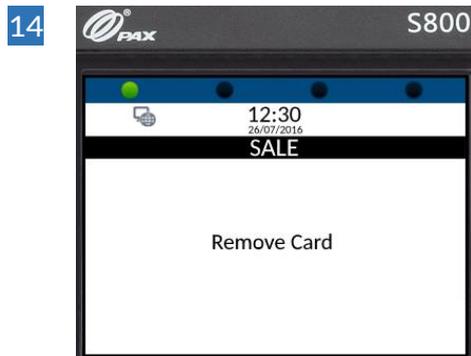
**axept<sup>®</sup>** S800 will provide a **PIN OK** confirmation if the PIN has been correctly entered.



**axept<sup>®</sup>** S800 will attempt to authorise the transaction with your chosen acquirer.



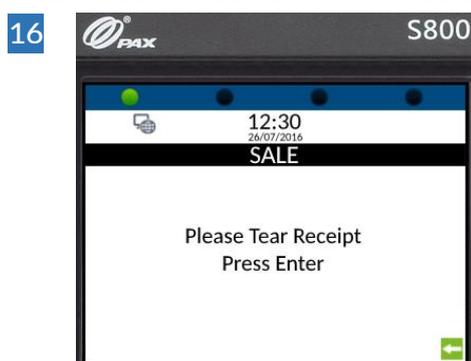
**axept<sup>®</sup>** S800 will confirm that the payment is complete if authorisation is successful.



Once the payment is complete, **axept**® S800 will prompt for the card to be removed.



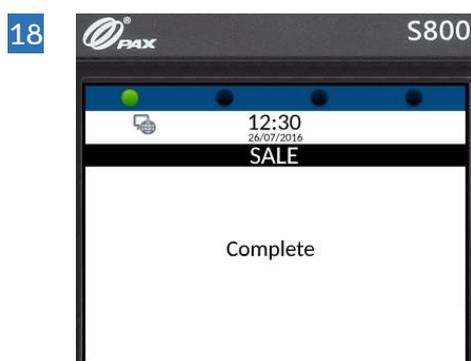
Once the card is removed, the Merchant Receipt will begin printing.



Tear off the receipt from the **axept**® S800 terminal and press the  key on the keypad to continue.



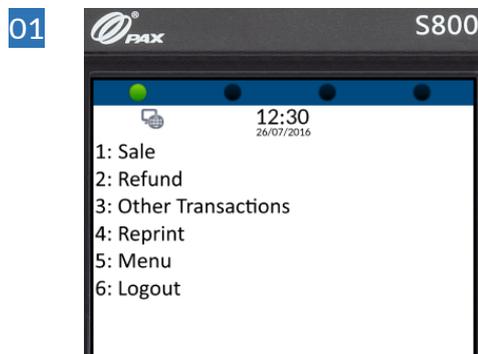
The cardholder receipt will then begin printing and can be torn off once printing has completed.



The payment processing procedure is now complete and **axept**® S800 will return to the main menu.

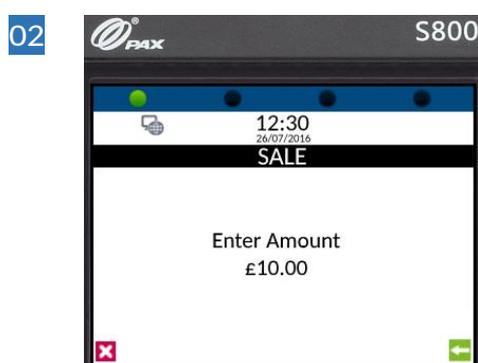
## 4 PROCESSING A SALE (CONTACTLESS)

axept® S800 supports contactless payments (including technologies such as Android Pay, Apple Pay etc.) and can be used where a cardholder has the contactless feature enabled on their card or device. The following describes the end-to-end operation of a contactless payment sale:



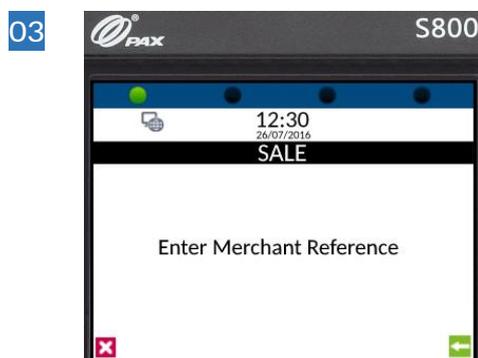
From the main menu, select option **1: Sale**

(Press the  key on the keypad).



Enter the amount of the sale using the keypad.  
(axept® S800 will automatically enter the decimal place for you).

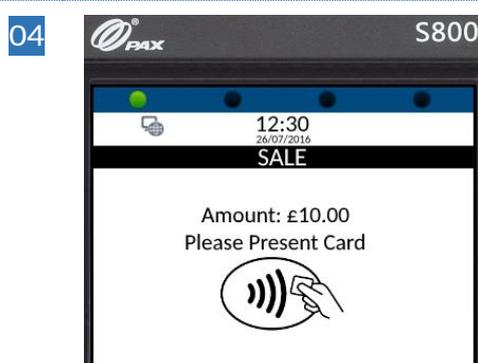
Press the  key on the keypad to continue.



If required, enter the reference for the transaction. If a reference is not needed, press the  key on the keypad to skip.

(To use alpha characters, press the numeric key containing the alpha character required multiple times until it is displayed).

Press the  key on the keypad to continue.



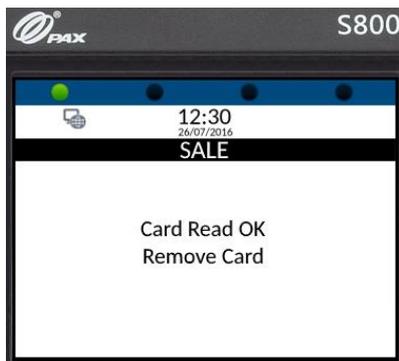
axept® S800 will prompt for the card or device to be presented.

05



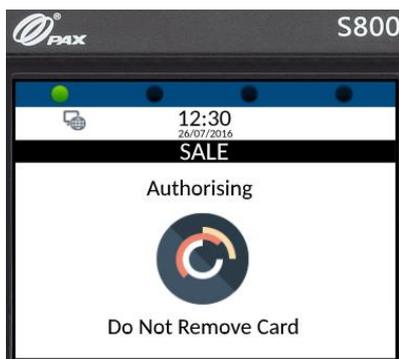
Position the (contactless enabled) card or device around the screen area of the terminal for a few seconds until a 'beep' sound confirms the card has been read (the green contactless LEDs will incrementally light up as the card is being read).

06



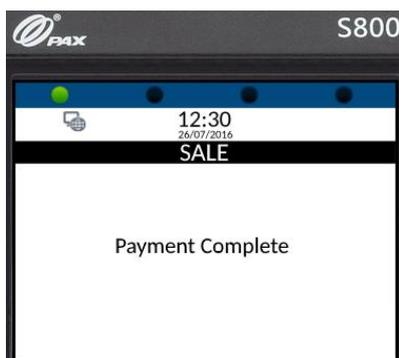
The 'Card Read OK' message will be displayed momentarily to confirm the card has been successfully read.

07



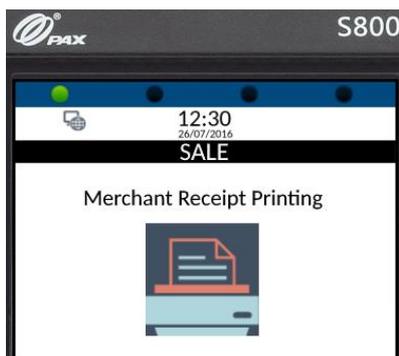
axept® S800 will attempt to authorise the transaction with your chosen acquirer.

08



axept® S800 will confirm that the payment is complete if authorisation is successful.

09



The Merchant Receipt will begin printing.

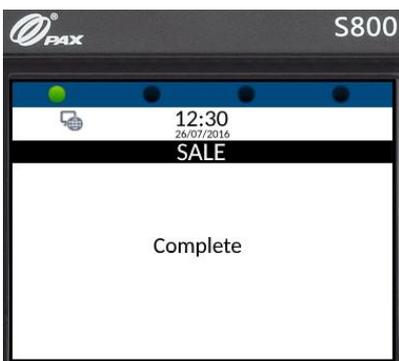
10



The screenshot shows the top of the axept S800 terminal screen. At the top left is the 'FAX' logo, and at the top right is 'S800'. Below this is a blue header bar with three status lights. The main display area shows the time '12:30' and date '26/07/2016' in a white box, followed by 'SALE' in a black box. Below that, the text 'Please Tear Receipt' and 'Press Enter' is displayed in a white box. A green arrow icon is visible in the bottom right corner of the screen.

Tear off the receipt (after printing has completed) from the axept® S800 terminal and press the  key on the keypad to continue.

11

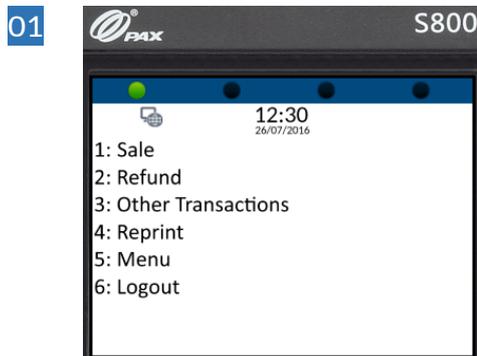


The screenshot shows the top of the axept S800 terminal screen. At the top left is the 'FAX' logo, and at the top right is 'S800'. Below this is a blue header bar with three status lights. The main display area shows the time '12:30' and date '26/07/2016' in a white box, followed by 'SALE' in a black box. Below that, the text 'Complete' is displayed in a white box.

The payment processing procedure is now complete and axept® S800 will return to the main menu.

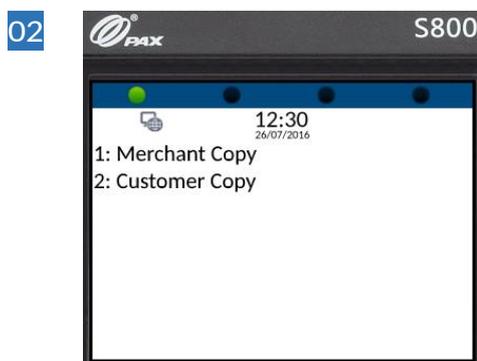
**INFO** A customer/cardholder copy of the receipt is not automatically printed for contactless transactions as it is not a mandatory requirement. However, axept® S800 provides a facility to print a customer/cardholder copy of the receipt if required.

The following steps describe the process for printing a customer/cardholder copy of the receipt for contactless transactions.



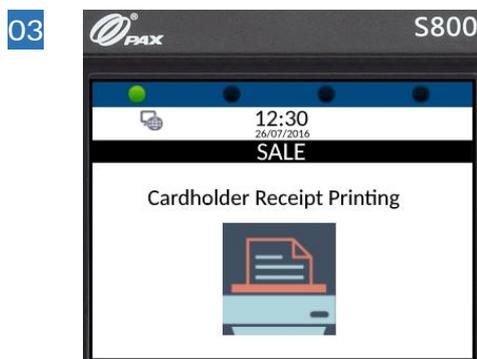
From the main menu, select option **1: Sale**

(Press the **1** key on the keypad).



From the Reprint menu, select option **2: Customer Copy**

(Press the **2 ABC** key on the keypad).



The cardholder receipt will then begin printing and can be torn off once printing has completed and axept® S800 will return to the main menu.

## FURTHER READING

Should you need further information regarding the available functions of the terminal please access the full axept® S800 user guide at: [www.optomany.com/files/axept800.pdf](http://www.optomany.com/files/axept800.pdf)

---

## CONTACT DETAILS

If you have any questions or require support, please get in touch with us using the details below:

Optomany Customer Support

**Phone:** +44 (0) 20 8102 8102

**Email:** [customersupport@optomany.com](mailto:customersupport@optomany.com)

Customer Support Hours are:

Days	Hours Covered
Monday - Saturday	08:00 – 23:00
Sunday and Bank Holidays (excluding Christmas Day)	10:00 – 17:00

Non-urgent requests can be emailed to [customersupport@optomany.com](mailto:customersupport@optomany.com).

E-mails will be actioned within the business hours of Monday to Friday 9:00 am to 5:00 pm. Upon receipt, an Optomany helpdesk ticket is used to track and record the request detail. A ticket is automatically generated on receipt of an email to [customersupport@optomany.com](mailto:customersupport@optomany.com).

A unique reference number is allocated to each ticket - this is automatically notified to the email sender by return email. This unique reference should then be quoted in all further emails within the email subject line.

Should you need to contact Optomany for something other than support, the details are below.

Optomany Head Office

**Address:** Optomany Ltd.  
Vaughan Chambers,  
4 Tonbridge Road,  
Maidstone,  
Kent,  
ME16, 8RP.

**Phone:** +44 (0) 20 8102 8000

**Email:** [info@optomany.com](mailto:info@optomany.com)