

Your new device

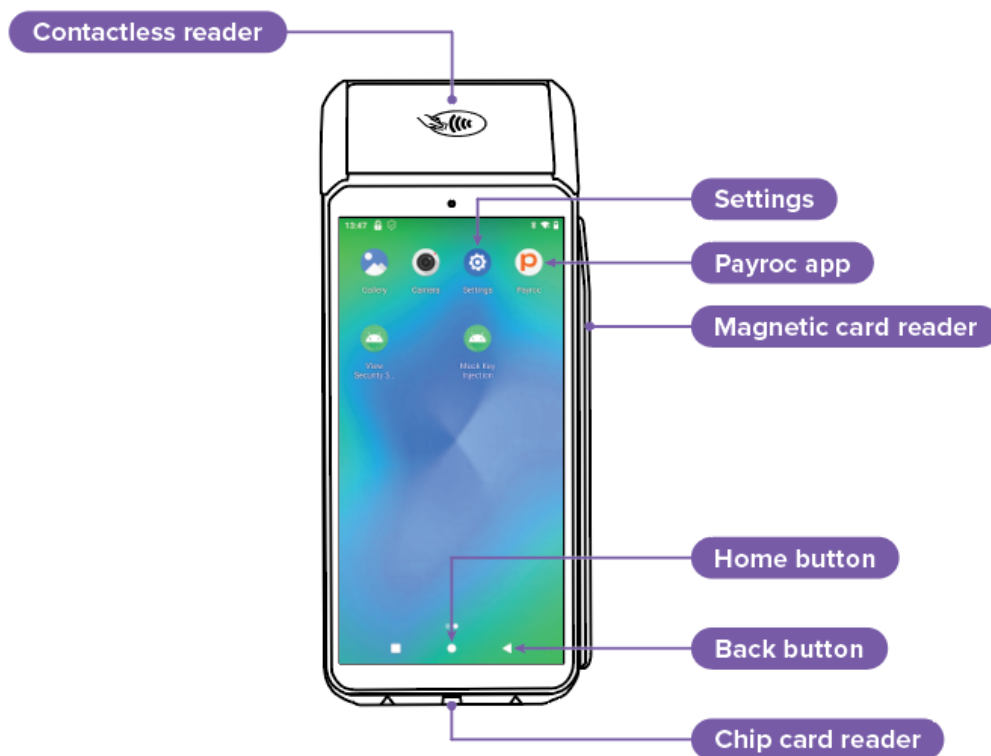


Figure 1. App screen

- To return to the **Home screen**, tap **Home** ●.
- To view the **App screen**, swipe left.

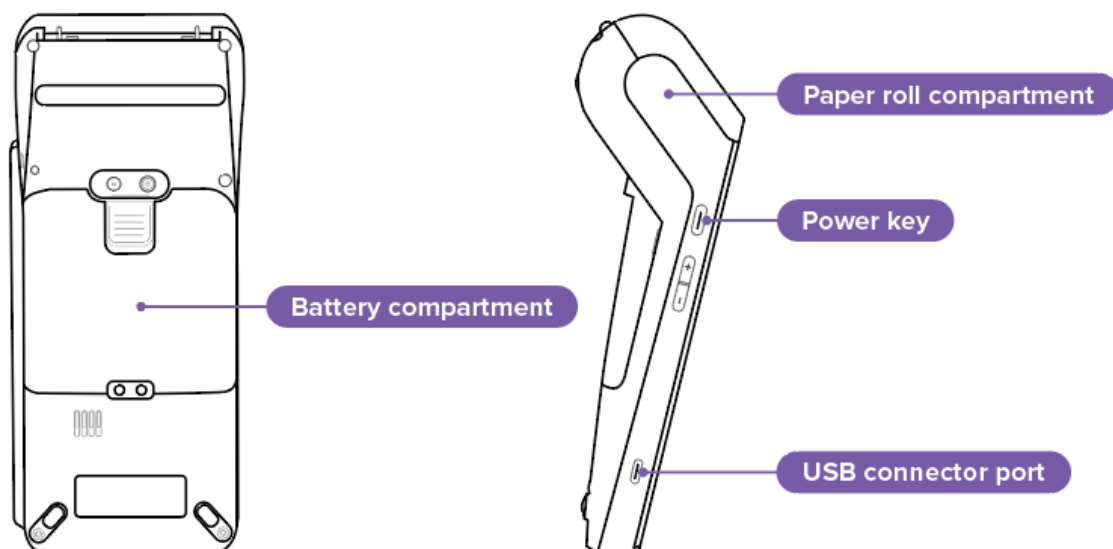


Figure 2. Hardware components

Navigating the screens



Figure 3. Your device starts on the Home screen.

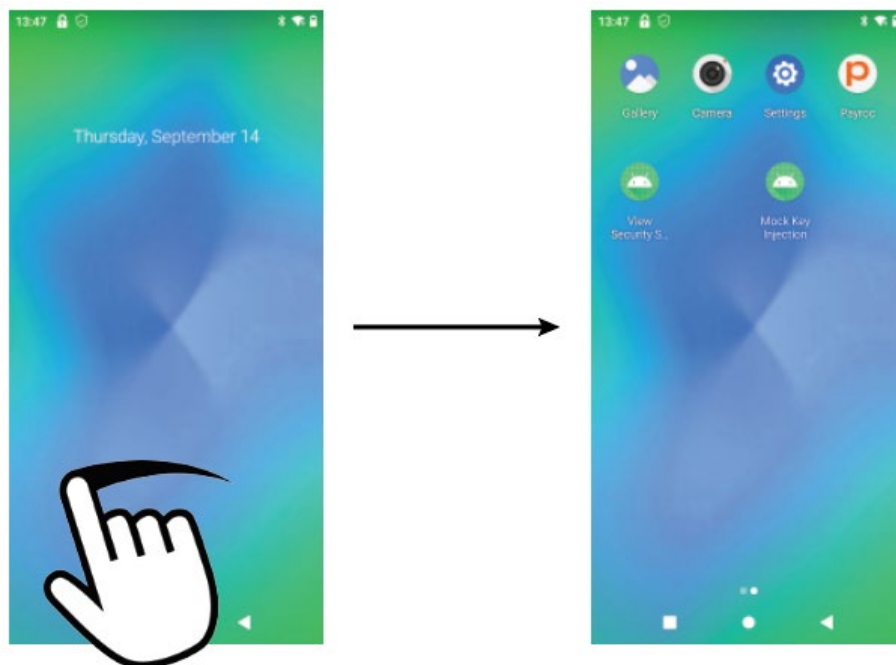


Figure 4. Moving from the Home screen to the App screen.

Getting started

To set up your device, complete the following steps:

1. Turn on your device.
2. Connect your device to your wireless network.
3. Open the Payroc app.

1 Turn on your device

To turn on your device, press and hold the power button for four seconds.

2 Connect to your wireless network

1. On the **App screen**, tap **Settings** .
2. Enter **350000**.
3. Tap **Network and internet**, and then tap **Wi-Fi**.
4. Tap the name of your wireless network.
5. Enter the password for your wireless network, and then tap **OK**.
6. Tap **Connect**.
7. To return to the **Home screen**, tap **Home** .

3 Open the Payroc app

Before you open the Payroc app, check that you have your supervisor credentials, which we sent to you in an email.

1. On the **App screen**, tap the Payroc app .
2. Tap **User ID**, and then enter the user ID that we sent to you in the email.
3. Tap **User Password**, and then enter the password that we sent to you in the email.

Run a sale

1. Tap **Amount**, and then enter the sale amount.
2. Tap **Card Payment**.
3. Ask your customer to tap, swipe, or insert their card.

OR

To manually enter the card details:

- a) Tap **Use manual input**.
- b) Enter the card details.
- c) Tap **CONFIRM**.

After your device runs the sale, it prints a receipt for the customer.

4. (Optional) To print a merchant copy of the receipt, tap **Print Merchant Copy**.
5. (Optional) To send a digital copy of the receipt to the customer, tap **Email and Text Receipt**, and then complete the following steps:
 - To send an email:
 - a) Tap **Email**.
 - b) Ask your customer to enter their email address.
 - c) Tap **Send**.
 - d) To return to the previous screen, tap **Cancel**.
 - To send an SMS:
 - a) Tap **Text SMS**.
 - b) Ask your customer to select their country, and then to enter their phone number.
 - c) Tap **Send**.
 - d) To return to the previous screen, tap **Cancel**.
6. To return to the main menu, tap **Back to Main Menu**.

Void a transaction

To void your last transaction, complete the following steps:

1. Tap **⋮**, and then tap **Main Menu**.
2. Tap **Void**, and then tap **Void Last Transaction**.
3. Check that the transaction details are correct, and then tap **Void**.
4. If your device prompts you, enter your supervisor credentials.
5. To return to the main menu, tap **Back to Main Menu**.

To void a different transaction, complete the following steps:

1. Tap **⋮**, and then tap **Main Menu**.
2. Tap **Void**, and then tap **Void Card Transaction**.
3. From the list, tap the transaction that you want to void.
4. Check that the transaction details are correct, and then tap **Void**.
5. If your device prompts you, enter your supervisor credentials.
6. To return to the main menu, tap **Back to Main Menu**.

View a transaction report

1. Tap **⋮**, and then tap **Main Menu**.
2. Tap **Transaction Reports**.
3. Tap the type of transaction report that you want to view:
 - a) **Open Batch**
 - b) **Shift**
 - c) **Daily**
 - d) **Closed Batch**
4. (Optional) To print a copy of the transactions, swipe up until you reach the bottom of the page and tap either:
 - **Print Summary**
 - **Print All Transactions**
5. To return to the main menu, tap **⋮**, and then tap **Main Menu**.

Run a refund

Note: Depending on your account settings, you might not be able to run refunds. To turn on refunds, contact our Customer Support team.

1. Tap , and then tap **Main Menu**.
2. Tap **Refund**, and then enter the refund amount.
3. Tap **Credit/Debit Return**.
4. Enter your supervisor credentials.
5. Present the cardholder's card or manually enter the card details.
6. To return to the main menu, tap **Back to Main Menu**.

Close your batch

Complete these steps only if your device doesn't auto-settle batches.

1. Tap , and then tap **Main Menu**.
2. Tap **Close Batch**, and then tap **Confirm**.
3. (Optional) To print the details of the closed batch, tap either:
 - **Print Summary**
 - **Print All Transactions**
4. To return to the main menu, tap **Back to Main Menu**.

Troubleshooting

My device doesn't display my wireless network.

Make sure that your device is close to the router.

My device can't connect to the wireless network.

- Check that your password is correct.
- If you have issues with your wireless network, you can try to use your mobile device as a hotspot.

My device won't charge.

- Make sure that you are using the USB charging cable that came with your device.

My printer isn't working.

- **Receipts are blank** - Check that you have correctly inserted the printer roll.
- **Printer doesn't dispense receipt paper** - Check that you have correctly inserted the printer roll and that your device has enough charge.

Any questions?

Contact our Customer Support team at **888.477.4500** or email cs@payroc.com.

For more information about your device and how to run other types of transactions, go to our Support Hub at www.payroc.com/dx8000.

