MultiPay POS Passthrough Setup Guide (DX4000)

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Setting up MultiPay POS Passthrough

Introduction

This guide describes how to first configure the Axium DX4000 device connection to the Magic Box and Lane/3600, configure device settings, and connect to the MultiPay POS SDK in Passthrough mode for the first time.

Setup Prerequisite

Whitelisting

Before completing user registration, confirm the following listening ports and active data connections have been added to network boundary whitelists to permit traffic.

Biller Solutions	The following URLs need to be permitted through network firewall:
(Required)	https://paydirectapi.link2gov.com/platformapi/ 443 triPOS Mobile SDK:
	https://transaction.elementexpress.com/ 443 https://reporting.elementexpress.com/ 443
Ingenico Cloud Services	For contact with the Ingenico Hosted Estate Manager (HEM) for system updates, you must permit the following:
(Required)	temterminalsnar02.icloud.ingenico.com

Configuring your Axium DX4000 Device Connections

The Axium DX4000 device has the following features:



Device Layout			
1.	Contactless landing zone	8. LCD and touch screen	15. SIM/SAM slot
2.	LEDs for contactless card	9. Front scanner	16. Battery slot
3.	Power key	10. Battery compartment	17. Easy loading printer
4.	Volume keys	11. Double slots with 2 SIM	
5.	Battery cover	12. Micro SD slot	
6.	Magnetic card reader	13. Speaker	
7.	Smart card reader	14. USB Type-C connector	

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Axium Device Settings

Before using the Axium device, you will want to adjust the Axium device settings to meet your requirements.

Adjusting Date and Time Settings

1. Open the **Android Settings** menu.



Note: The generic password is: 350000.

- 2. Select System > Date & time
- 3. Select the appropriate screen timeout setting to meet your needs:
 - Use network-provided time disable this option to configure a customized date and time
 - Use network-provided time zone disable this option to configure a different time zone

Time format:

- Use local default enable this option to default to the local time format setting
- Use 24-hour format disable this option to have a 12-hr time format (1 AM 12 PM
- 4. Click Save.

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Adjusting Screen Timeout

1. Open the **Android Settings** menu.



Note: The generic password is: 350000.

- 2. Select **Display > Screen timeout**.
- 3. Select the appropriate screen timeout setting to meet your needs:
 - 15 seconds
 - 30 seconds
 - 1 minute
 - 2 minutes
 - 5 minutes
 - 10 minutes
 - 30 minutes
 - Never
- 4. Click Save.

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Configuring your Magic Box and Lane/3600 PIN Pad

With the Axium DX4000 terminal, the Lane/3600 PIN Pad and Magic Box connector are also provided.

Magic Box



Below are the Magic Box features:

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	2 3 4	NWIR 6
Magic Box Layout	t	

1.	USB – Type C cable (output)	4. USB - Type B input
2.	RJ45 Network Interface input	5. USB – Type C (Power) input
3.	USB – Type A (2) inputs	

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To connect your DX4000 terminal and Magic Box connector, simply plug the USB Type-C cable attached to the Magic Box into the corresponding port on the DX4000 terminal:



- 1. Remove the back battery cover.
- 2. Insert the chord connected to the Magic Box into the slot shown in image 2.
- 3. Make sure to align the chord in the correct position (over the battery) as shown in the Step 3 image.
- 4. Replace the back battery cover.

Next, complete the instructions to connect the PIN Pad.

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Lane/3600 PIN Pad

The Lane 3600 PIN Pad comes with a single USB chord that connects to the Magic Box.



- 1. Flip the terminal.
- 2. There is one port on the back for power and communications.



- 3. Connect the HDMI end of the cable to the port on the back of the PIN Pad.
- 4. Connect the USB end of the cable to the corresponding port on the Magic Box.

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With the three devices (PIN Pad, Magic Box, and Axium device) connected they will appear like so:



Connecting your Axium Device to the Internet

There are two options to connect your Axium device to the internet: via Magic Box ethernet connection or via Axium device Wi-fi connection.

Connecting via Ethernet Connection

To connect via ethernet connection, complete the following:

- 1. Power on the Axium device.
- 2. Connect an ethernet cable to an internet access point/router.
- 3. Next, connect the ethernet cable to the RJ45 Network Interface on the Magic Box:



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Note: The Magic Box will already be connected to the Axium device via the USB-C connection and plugged into a power connection (as pictured below), as well as the PIN Pad (via USB):



IMPORTANT! Your Magic Box and Desktop PC must be connected to the same router/internet access point. The shared connection with your PC, Magic Box, Axium device and router/internet access point allows the devices to communicate.

- 3. The Axium device (and all attached devices) should now be connected to the internet.
- 4. The ethernet connection icon $\langle \cdots \rangle$ will be displayed in the top right.

Ethernet Connection Troubleshooting

If you experience an issue connecting your terminal, please check that:

- The ethernet cable is plugged into your DX4000's Magic Box and internet access point/router correctly.
- If there is one available, try plugging the ethernet cable into a different ethernet port on your internet access point/router and try again.

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- You can connect to the internet with other devices without issue:
 - If you are unable to connect other devices to the internet, please contact your internet service provider.

If your terminal is still unable to connect, please restart your terminal by doing the following:

- 1. Switch the terminal off by pressing the power button in for three seconds and selecting **Power Off** from the menu that appears on the right side of the screen.
- 2. Wait for 20 seconds.
- 3. Switch the terminal on.

If the issue persists, contact Customer Support for assistance.

Connecting via Wi-Fi

To connect to wi-fi, complete the following:

- 1. Power on the Axium device.
- 2. On the Axium device open the Android Settings menu:



Note: The generic password is: 350000.

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3. Select **Network & Internet > Wi-Fi** and the terminal will scan for local networks and allow you to select yours from the list:



- 4. The device will request the wi-fi password. Key in the password required for the network connection, and then select CONNECT.
- 5. Ensure it is assigned to the local Wi-Fi network.

Wi-Fi Connection Troubleshooting

If you experience an issue connecting your terminal, please check that:

• The Use Wi-Fi option is enabled at the top of the screen.



- You have refreshed your network.
 - Selecting your Network, selecting Forget, and then re-adding can help refresh your connection.

- You can connect other devices to the internet via this wi-fi connection without issue:
 - If you are unable to connect other devices to the internet, please contact your internet service provider.

If your terminal is still unable to connect, please restart your terminal by doing the following:

- 1. Switch the terminal off by pressing the power button in for three seconds and selecting **Power Off** from the menu that appears on the right side of the screen.
- 2. Wait for 20 seconds.
- 3. Switch the terminal on.

If the issue persists, contact Customer Support for assistance.

Configuring the MultiPay POS Passthrough Connection

Depending on your connection method (Ethernet or Wi-fi) you will need to configure the device's connection with MultiPay POS in Passthrough mode.

Connecting via Ethernet Connection

If your device is configured to be connected to the internet via ethernet connection, complete the following steps to connect your devices to MultiPay POS in Passthrough mode.

1. Once you are connected to the internet with ethernet, on the Axium device open the **Android Settings** menu:



Note: The generic password is: 350000.

- 2. Select Network & internet > Ethernet.
- 3. On the Ethernet settings page, you will see **Use Ethernet** is enabled.

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4. Select Configure Ethernet under the listed IP address):



5. On Configure Ethernet select Static IP.

Configure Ethernet	
Ethernet Devices: eth0 •	
Connection Type О рнср	
Static IP	
IP address	
169.254.0.1	
Netmask	
255.255.0.0	
Gateway address	
DNS addrage	

IMPORTANT: The static IP address for the device must match the IP address entered into the client payment application.

6. Next open the MultiPay POS application to start the Setup Wizard.

Note: The setup wizard automatically begins after clicking the app icon for the first time.

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7. A device connection status displays, and when complete, click **Done**.



7. The following message should display:

"Waiting for Ethernet connection on Port 9001"

Note: With XXXX representing your device's displayed port number. In the example below the Port is 9999.



8. To connect via Ethernet connection, you are required to enter your IP address (displayed on your screen in step 5) and Port (displayed on the screen as the Ethernet waits to connect) into your client payment application.

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Upon successful connection, the following message displays on the device:



Note: If you receive an error message, review to the communication mode configuration, and please try again.

The application will display a message stating it is waiting for a transaction request when it is ready for use:



Connecting via Wi-Fi Connection (with Bluetooth)

If your device is configured to be connected to the internet via wi-fi connection, complete the following steps to connect your devices to MultiPay POS in Passthrough mode via Bluetooth connection.

1. Once you are connected to the internet with wi-fi, open the application to start the Setup Wizard.

Note: The setup wizard automatically begins after clicking the app icon for the first time.

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2. A device connection status displays, and when complete, click Done.



3. The following message should display:



Upon successful Bluetooth connection, the following message displays:



Note: If you receive an error message, review to the communication mode configuration, and please try again. With a wi-fi connection, the communication mode must be configured for Bluetooth.

The application will display a message stating it is waiting for a transaction request when it is ready for use:



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Transaction Flow

The transaction data will flow through our systems as diagrammed below:



For more information on integration and developing to the MultiPay POS SDK for Passthrough, please refer to the MultiPay POS for Passthrough User Guide.

FAQs – Frequently Asked Questions

Lane/3600 FAQs

What do I do if the PIN pad is not working?

- Make sure that the Lane/3600 connector is fully inserted into the back of the device.
- Restart the device. If you have another working Lane/3600 device, swap the devices to determine if the problem is with the device, cable, POS, or power supply.
- If the Lane/3600 device is directly connected to a host, reset the host by turning it off and back on again.

What do I do if the magnetic card reader does not work properly?

- When sliding the card through the reader, make sure that the magnetic stripe on the card is facing the Lane/3600 display screen (see Swiping a Magnetic Stripe Card).
- Swipe the card at a faster or middle steady speed. Inspect the magnetic stripe on the card to make sure it is not scratched or badly worn. Security tag deactivation system could disturb the magnetic card reader.
- To determine if the problem is with the card: a. If your host device has a magnetic stripe reader, try swiping the card there. b. If you have another working Lane/3600 device, try swiping the card there.

General FAQs

How should a customer insert their smart card?

Chip cards should be inserted into your terminal as illustrated with the chip facing up and into the card reader.

How should a customer scan a contactless card?

- Bring the card to the active zone above the contactless logo (at about 1cm).
- Keep the card close to the contactless logo during the transaction.
- When a contactless transaction is started the first (left hand) status light will be lit steadily; this indicates that the contactless is in use, but a card is not being read.

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• When a contactless card is presented to the contactless active zone during a transaction the second, third and fourth status lights will be lit in turn. The card read is successful when all four status lights are lit and a confirmation tone can be heard.

How should a customer insert their smart card?

• Chip cards should be inserted into your terminal as illustrated with the chip facing up and into the card reader.

What should I do if the device displays the "System Has Detected the Uncertified Battery" error message?

• The battery is improperly attached. Disconnect and then reconnect the battery ensuring a firm attachment. The error message should be resolved. If the problem persists, contact support.

Contact Us

Worldpay Biller Solutions Support: 844-300-5510

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Version History

Version	Change Date	Change Description
1.0	8-26-2024	Initial DX4000 draft.
1.1	11-19-2024	Removed all references to DX8000 and added comment on Wi-fi section.
1.2	11-21-2024	Added image that displays connection with a payment terminal and related important note. Added section for configuration for Passtbrough connection
		with ethernet.
		Revised section to describe configuration for Passthrough connection with wi-fi.
1.3	11-22-2024	Corrected the Axium device feature table numbering.
		Re-ordered sections for connection types and then connection to the MultiPay POS application in Passthrough.
		Reordered sections to lead with Ethernet Connection.
		Added comment/question regarding PIN Pad settings in Axium Device Settings section.
		Updated graphic to show that the Static IP is configured only for the Magic Box connection.
1.4	11-25-2024	Added comment on page 16 regarding new UI images.
1.5	12-18-2024	Updated images to reflect new UI.
1.6	1-7-2025	Added a battery error message to the General FAQs section.
1.7	1-10-2025	Revised section heading to "Connecting via Wi-Fi Connection (with Bluetooth)"."
2.0	1-21-2025	Published as PDF v2.0.