

EZZY PAYMENT

PAX A35



PAX A35

Device Setup & User Manual

The PAX A35 is a smart desktop credit card terminal designed as a customer-focused companion for your existing POS system.

Key features include:

- 13-key keypad for efficient navigation
- Front-facing camera for scanning or identification
- Robust connectivity options to suit various business environments

The PAX A35 is ideal for businesses ranging from retail stores to grocery shops, ensuring reliable and consistent performance in any setting.

For troubleshooting tips and quick guidance, refer to the Quick Reference Guide (QRG).



SETUP

How to Turn On/Off the PAX A35

Powering On:

1. The PAX A35 does not have a dedicated power button.

To turn it on:

- Connect the multi-function cable to the terminal.
- Secure the back cover and turn the terminal over.

2. Insert the male USB Type-C plug of the power cord into the 1. female USB Type-C connector on the multi-function cable.

3. Connect the cable's USB plug to the AC adapter.

4. Plug the adapter into an AC outlet. The terminal will power on automatically and make a sound to indicate it is starting.

Powering Off:

- Disconnect the AC power supply to turn the terminal off.

Rebooting:

- Hold the red and green buttons simultaneously until the terminal turns off, and continue holding until it powers back on.

How to Set Up an Ethernet or Wi-Fi Connection on the PAX A35

Ethernet Setup:

1. Tap the Menu icon in the upper-left corner.

2. Select DEVICE SETTINGS and enter your merchant password if prompted.

3. Select ETHERNET CONFIGURATION.

4. Choose your network and configure individual settings as required.

5. Once connected, return to the Start screen.

Wi-Fi Setup:

EP

1. Tap SETTINGS.
2. When prompted, enter the default password: pax9876@@@.
3. Tap the Checkmark and press the Green Enter key to confirm.
4. In Settings, select NETWORK AND INTERNET.
5. Select WIFI.
6. If Wi-Fi is off, turn it on. The terminal will display available networks.
7. Select your preferred network, enter the network password, and tap CONNECT to confirm.

Default Password:

The default password for the PAX A35 is: pax9876@@@



How to Process a Sale

Card Swipe/Chip/Contactless Payment:

1. Tap the CARD icon on the Start screen.
2. Enter the payment amount and confirm.
3. If the tip function is activated, a second entry window will appear to enter and confirm the tip amount.
4. The customer presents their card or contactless payment method.
5. The terminal will process the transaction. If declined, retry the process.

Manual Card Entry (CNP):

1. Tap the CARD icon.
2. Enter the transaction amount.
3. Select MANUAL ENTRY to input the card number, expiration date, and CVV.
4. Confirm the total amount by pressing the GREEN button.
5. The terminal will process the transaction. If declined, retry the process.

How to Reprint a Receipt

- The PAX A35 has no built-in printer.
- Customer receipts cannot be printed or reprinted.

How to Process a Refund

Standard Refund (Card/Contactless):

1. Tap the MENU icon and enter your merchant password.
2. Select CREDIT and enter the merchant password again if prompted.
3. Enter the refund amount.
4. The customer presents their card or contactless payment method, and the refund is processed.

Manual Refund Entry:

1. Tap the MENU icon and enter your merchant password.
2. Select CREDIT and enter the merchant password again.
3. Select MANUAL ENTRY.
4. Enter the card details for the refund (card number, CVV, expiration date).
5. Confirm the total refund amount.
6. The terminal will process the refund.

How to Void a Transaction

1. Use the same payment method that was used for the original transaction.
2. Tap the MENU icon.
3. Select CANCEL.
4. Enter your merchant password to authorize the void.
5. The terminal will process the void, and the transaction will be canceled.

How to Close a Batch (End of Day Settlement)

1. Tap the MENU icon.
2. Select REPORTS.
3. Select END OF DAY SETTLEMENT.
4. The terminal will send all of that day's transactions to the acquirer.
5. A confirmation message will appear on the display once the batch is successfully closed.

To Manually Close a Batch

EP

1. How to Close a Batch Using Host Settings
2. Tap the icon in the upper right-hand corner of the screen.
 - If this does not work, tap all four corners of the screen in a clockwise sequence.
3. When prompted, enter your device password.
 - The password may be the current date in MM/DD/YYYY format.
4. Once in Settings, select HOST SETTINGS.
5. Tap BATCH CLOSE.
 - This will automatically close any outstanding transactions in the system.

How to Change the Batch Number

1. From the idle screen, select FUNC.
 2. Tap SETTINGS.
 3. Enter the Operator Password (current or next day's date in MM/DD/YYYY format).
 4. Select HOST SETTINGS.
 5. Tap BATCH NUMBER.
 6. Increase the current batch number by one.
1. Use the back arrow at the top-left of the screen to exit, then follow the batch closing procedure to verify the batch will close correctly.

How to Scan Barcodes

You can use the terminal's front-facing 0.3MP camera to scan product barcodes quickly and accurately. Simply position the barcode within the camera's viewfinder until it is detected.

How to Change the Date and Time on the PAX A35

1. Tap the GEAR icon to access Settings.
2. Scroll down and select SYSTEM.
3. Tap DATE & TIME.
4. Toggle AUTOMATE DATE AND TIME so that it is grayed out (manual mode).
5. Tap SELECT TIME ZONE and choose the appropriate time zone.
6. Tap SET DATE and enter the correct date.
7. Tap SET TIME and enter the correct time.

How to Adjust Volume Control

1. Press the red button on the left to exit the payment app.
2. Tap SETTINGS.
3. Enter the password (default: pax9876@@) and press OK to confirm.
4. Tap SOUND.
5. Adjust the following volumes by sliding the bar:
 - MEDIA VOLUME — controls media playback volume
 - RING VOLUME — controls notification/ring volume
 - ALARM VOLUME — controls alarm volume
 - Slide right to increase volume and left to decrease.

1. After setting up the Terminal Profile Number (TPN) in the STEAM system, you must download the required firmware, software, and encryption keys to the terminal.
2. Ensure the terminal is connected to Wi-Fi. The device will connect to the PAX Terminal Management System (PAXSTORE).
3. The terminal will automatically install all necessary software and encryption keys.
4. A brief sound will indicate that the installation is in progress.
5. The terminal screen will display a message showing the download progress and details of what is being installed.

1. From the Home Screen, tap SETTINGS.
2. Enter the password (default: pax9876@@) and tap OK.
3. Select NETWORK & INTERNET.
4. Tap WIFI.
5. Select your network name.
6. Tap the PENCIL icon in the top-right corner.
7. Select ADVANCED OPTIONS.
8. Scroll down and tap IP SETTINGS.
9. Select STATIC.
10. Enter the desired IP address, Gateway, and DNS information.
11. Press SAVE to apply the settings.

How to Find the IP Address

EP

1. After setting up Wi-Fi, select ADVANCED.
2. Scroll up on the screen to view the network settings.
3. Locate and record the IP address displayed.

How to Change the Password

1. In the Device section of Settings, tap PASSWORD.
2. Follow the on-screen prompts to enter your current password and then set a new password.
3. Confirm the new password to complete the change.

Troubleshooting And Tips

How to Do a Factory Reset

Important Note:

- Performing a factory reset will erase all data, including transaction history and customized settings.
- Back up any important data before proceeding.

Steps:-

1. From the Home screen, tap SETTINGS.
2. Enter the system password (default: pax9876@@) and tap the CHECKMARK icon to access the settings screen.
3. Tap SYSTEM.
4. Select RESET OPTION.
5. Tap ERASE ALL DATA (FACTORY RESET).
6. Tap RESET DEVICE.
7. Confirm by tapping ERASE EVERYTHING.
8. The terminal will begin the factory reset process.

How to Clear the Database

1. Tap all four corners of the screen in sequence.
2. When prompted, enter the password (typically today's date) and tap OK.
3. Tap OTHER SETTINGS.
4. Select CLEAR ALL.
5. Confirm the action by tapping OK.
6. The terminal will clear all stored data from the database

How to Find the Serial Number

1. Turn the device around to view the bottom.
2. Locate the sticker on the base of the terminal.
3. The serial number is printed on this sticker.

How to Handle the Terminal Being Unable to Reboot

If your PAX A35 is not turning on or functioning properly, follow these steps:

1. Reboot the terminal by holding the red and green buttons simultaneously until it turns off, and continue holding until it powers back on.
2. Unplug and re-plug the power cord.
3. Ensure the network cable is securely connected to both the terminal and a network jack or hub.
4. To access the main menu:
 - Press and hold F + 1 together.
 - Select COMMUNICATION.
 - Select LAN PARAMETERS.
 - Select LAN TYPE and ensure it is set to 1 (DHCP).
 - You can also run a ping test to confirm network connectivity.

1. If the issue persists, contact customer support:

Email: support@pax.us

Phone: (877) 859-0099

