



## E700 Reference Guide

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## Preface

### E700 Reference Guide

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### Technical Support Contact Information

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## Revision History

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## 1 Introduction

The E700 SmartPOS terminal combines Electronic Cash Register (ECR) and Consumer Payments into a single, ergonomic retail solution. The E700 is ideally suited for most merchants, including restaurants, hotels, supermarkets, specialty stores, cinemas, and entertainment theme parks.

The large screen tablet provides an effective platform for running other value-added applications when it is not being used for Point-of-Sale (POS) processing.

The dedicated secure payment terminal supports all current forms of electronic payments and adds a camera that reads barcodes. The E700 is supported by the PAXSTORE open software distribution platform, which provides merchants and payment service providers the ability to create and manage their own independent App Store marketplaces.

### 1.1 Purpose

This reference guide provides information about:

- Installation
- Physical and wireless connectivity
- Answers to frequently asked questions
- Troubleshooting

### 1.2 Intended Audience

This guide is intended for use by:

- Point of Sale clerks who interact with the E700 daily.
- Software engineers who develop and maintain the payment application designs for the US payment card industry.
- Sales executives and support resources who sell and support the device.
- Independent Sales Organizations who sell terminals and conduct end user terminal training.

### 1.3 Acronyms and Terms

Name	Description
<b>DHCP</b>	Dynamic Host Configuration Protocol – A network management protocol used on IP networks. The DHCP server dynamically assigns an IP address and other network configuration parameters to each device on the network.
<b>ECR</b>	Electronic Cash Register
<b>HDMI</b>	High-Definition Multimedia Interface
<b>LAN</b>	Local-Area Network
<b>LKI</b>	Local Key Injection
<b>Micro SD</b>	Removable flash memory card used to store information.
<b>NFC</b>	Near Field Communication – A form of contactless communication between devices.
<b>OS</b>	Operating System
<b>OTG</b>	On-The-Go – allows USB devices to connect to one another.
<b>PAXSTORE</b>	PAX Application Management – PAX-signed Android and Prolin applications can be released through the PAXSTORE.
<b>PDM</b>	Payment Device Management – Assists customers with software management of POS and Smart POI devices.
<b>POI</b>	Point-of-Interaction
<b>POS</b>	Point of Sale or Point of Service
<b>SIM Card</b>	Subscriber Identity Module Card – A smart card that stores data of GSM cellular network subscribers.
<b>Smart Card</b>	Chip card or integrated circuit card (ICC) that has a chip, is contactless, or both.
<b>SSID</b>	Service Set Identifier – The name for a Wi-Fi or WLAN network. Mobile devices look for all networks in range when they attempt to connect to local Wi-Fi.
<b>TF</b>	TransFlash – MicroSD memory cards were originally named TransFlash, T-Flash, or TF cards. TF and MicroSD cards are functionally identical so both types of cards can operate in devices made for the other.
<b>USB-OTG</b>	USB On-The-Go – Allows the E800 to act as a host and allows other USB devices to be attached to it.
<b>WAN</b>	Wide Area Network – Cellular phone data networks run on a WAN. It covers a broad area and many devices in that area.
<b>Wi-Fi</b>	A trademarked term used to describe the wireless networking technology that allows computers and other devices to communicate over a wireless signal. Based on IEEE802.11 standards.
<b>WLAN</b>	Wireless Local Area Network – Any wireless local area network, no matter what technology is used. Wi-Fi is one type of WLAN.

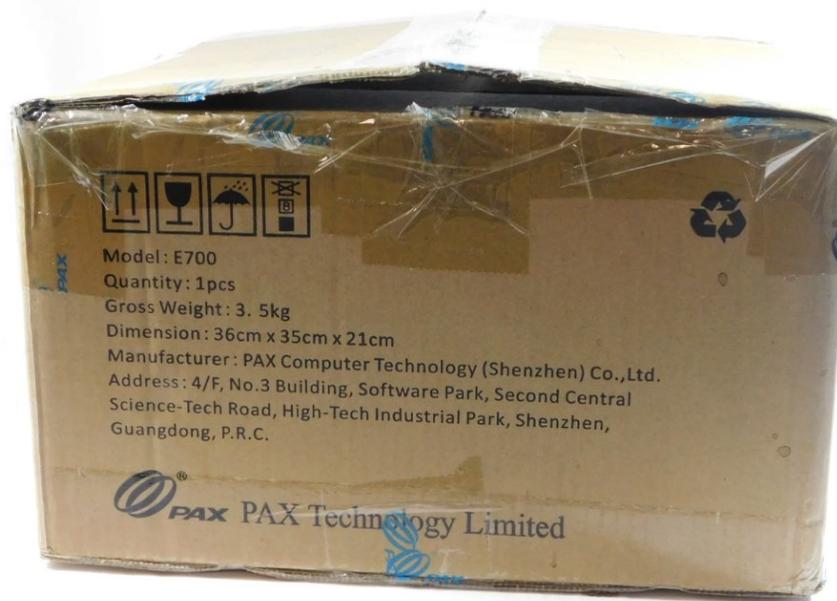
## 2 Packaging

### NOTE

Product images shown may be different than actual product received.

### 2.1 Terminal Box

The dimensions of an E700 terminal box are 14.16 inches x 13.77 inches x 8.26 inches (36 cm x 35 cm x 21 cm). A terminal box weighs approximately 7.71 lbs. (3.5 kg).



E700 Terminal Box

Before removing the terminal from the box, please note there are labels with the part number and serial number of the E700 and the integrated Q20 affixed to the outside of the box. Retain the original boxes in case the unit needs to be returned to PAX for service.

## NOTE

Part number and serial number labels for the E700 and the integrated Q20 are also affixed to the underside of the E700 unit, under the handle.

A label with the part number and serial number of the optional charging base, if equipped, are affixed to the underside of the base.

## 2.2 Foam Inserts

Foam inserts inside the terminal box protect the E700 during shipping.



E700 Foam Inserts

### 3 Box Contents

The E700 terminal box includes:



- 1 – E700 with Integrated Q20 Customer Facing Payment Module
- 1 – AC Power Adapter
- 1 – AC Power Cord
- 1 – Quick Setup Guide

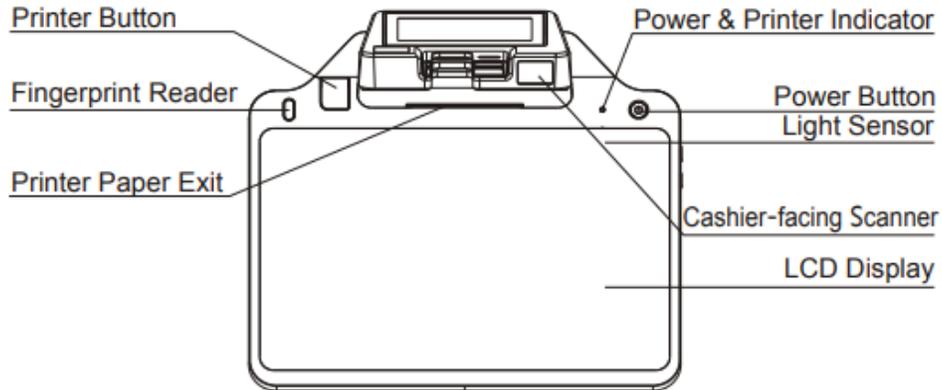
See the E700 Ordering Guide for detailed information on all available accessories, including part numbers.

#### NOTE

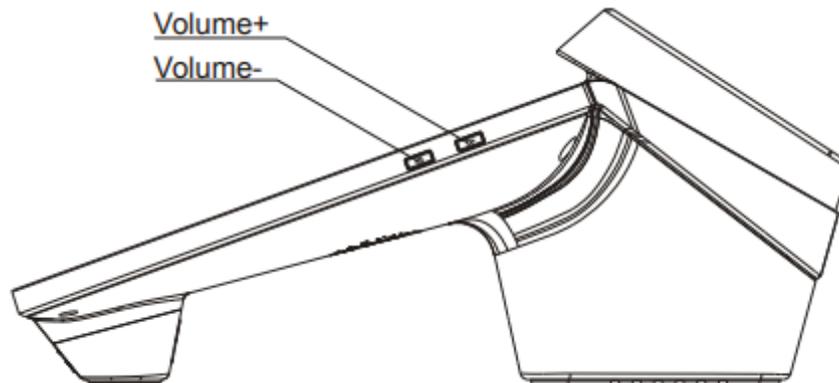
Product images shown may be different than actual product received.

## 4 Product Description

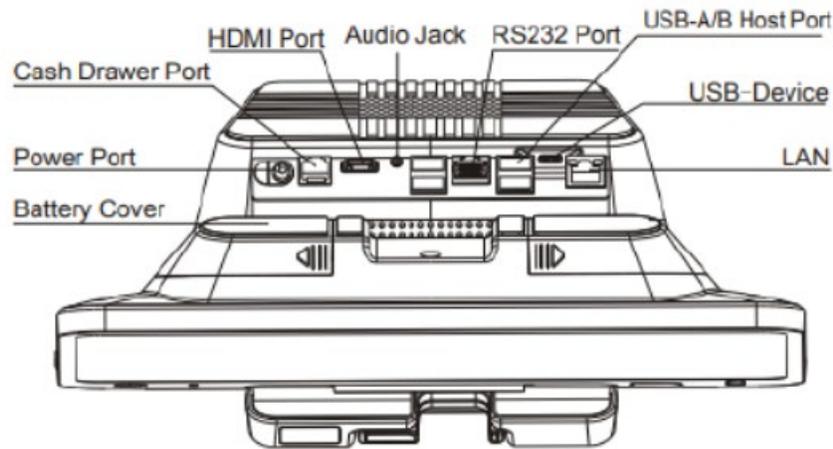
### 4.1 Front View



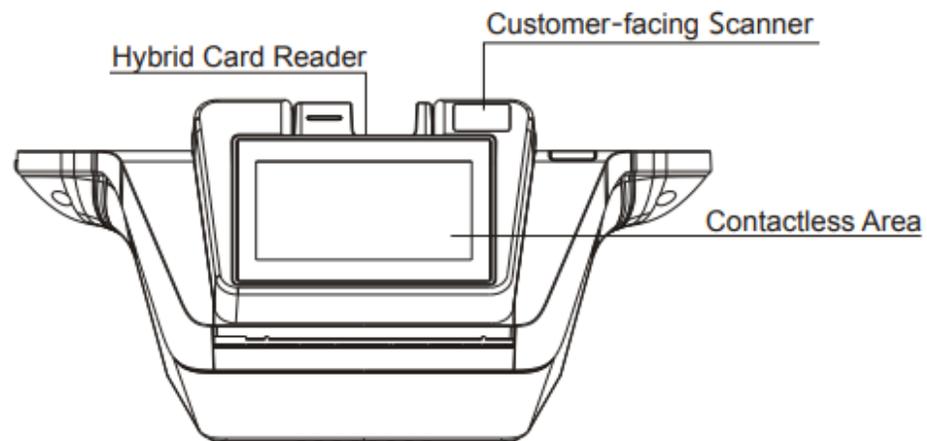
### 4.2 Side View



## 4.3 Ports View



## 4.4 Q20 View



## 5 Ports

The E700 has ports that enable the terminal to add peripherals such as a cash drawer, an HDMI device, check reader, and other external devices that enable local terminal downloads/communications and to provide power. These ports are located underneath and adjacent to the top of the E700 display screen.



### 5.1 Terminal Ports

The following ports are available on the terminal:

- LAN – Used to connect the E700 to a Local Area Network.
- USB-OTG – Used for local terminals downloads or external peripherals.
- USB-A/B/C/D Host Ports – Used to connect different USB devices such as a USB drive, USB keyboard, or mouse. The E700 host acts as a controller and the peripheral, such as a USB drive, responds to its commands.
- RS232 Port – Used for key injection and to connect the terminal to a modem or printer.
- Audio Jack – Allows the hearing impaired to connect an assistive listening device to the terminal.
- HDMI Port – Used to connect the E700 to an external display.
- Cash Drawer Port – Used to connect the E700 to the cash drawer.
- Power Port – Used to connect the power supply to the E700.

## 6 Terminal Location

Locate the terminal on a countertop, desktop or tabletop. Keep the terminal away from direct sunlight, excessive dust, moisture, and heat. Avoid locating the terminal near electrical devices that might introduce interference such as microwave ovens and blow dryers.

## 7 Paper Roll

One roll of thermal paper is included in the E700 terminal box.

### 7.1 Dimensions

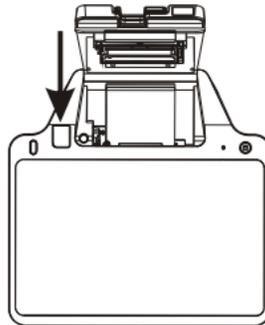
The paper roll dimensions are:

- Width – 3.14 inches (80 mm)
- Diameter – 3.14 inches (80 mm)
- Length – 108.3 feet (33 m)

PAX Technology recommends purchasing additional paper rolls from an office supply store.

### 7.2 Loading the Paper

1. When the printer is out of paper, the yellow “Paper Out” indicator lights up. To load paper, press the gray button on the left side of the terminal to open the cover, as shown below:



2. Load the paper roll into the paper compartment and extend the end of the paper out of the printer.
3. Close the printer cover. The “Paper Out” indicator light turns off.

### 7.3 Tear Paper

When connected to power, the E700 automatically cuts excess paper when the paper holder is closed. If the E700 is running on battery power, you can tear the paper by hand.

1. Tilt the paper toward the bottom of the terminal at about a 45-degree angle.
2. Pull the paper from the left or right across the tear off bar inside the terminal.

## 8 AC Power Connection

The E700 can be powered by plugging the power adapter and power cord into the power port on the E700.



Plug Power Adapter into Power Port



### WARNING

DO NOT connect the other end of the power source until all the other cables are connected first. Plugging in the power cord to the power source before the other cables are installed may result in damage to the terminal or connected devices.

3. After all terminal cables are connected, plug the terminal AC power cable to the power source.



### WARNING

Do not disconnect the power source while applications are being downloaded to the terminal. The applications could be downloaded improperly, or the Flash memory could be damaged.

## 9 Install SIM or Micro SD Card



### WARNING

Remove all power from the E700 before you install a SIM or Micro SD card.

To install a SIM card or Micro SD card:

1. Carefully position the E700 so you have access to the bottom of the unit.
2. Remove the left foot by pulling the foot to the left.



Rubber Foot on Left Side



Rubber Foot Removed

3. Lift the battery to access the SIM and SD card slots.
4. Insert the SIM and/or Micro-SD card into the slots and replace the battery and rubber foot.



SIM/SD Ports

## 10 Hybrid Card Reader

The Q20 on the consumer facing side of the E700 includes a reader that can be used as an EMV card reader and an NFC/Contactless card reader.



Q20

### 10.1 Magnetic Stripe Reader

To use the Magnetic Stripe reader, insert the Magnetic Stripe card with the magnetic stripe down into the card reader slot located on the top of the Q20. The terminal reads the information from the magnetic stripe card when the magnetic stripe is inserted into the card slot.

### 10.2 EMV Card Reader

To use the EMV card reader, insert the EMV card with the front of the card facing you, chip side up, and chip end down into the card slot located on the top of the Q20. Leave the card inserted until the terminal provides a message to remove the card.

### 10.3 NFC/Contactless Card Reader

To use the NFC/Contactless card reader, tap the NFC/Contactless card to the Q20 screen when prompted. The terminal uses an antenna device that detects and retrieves information from the card.

## 11 Replacing Battery



### WARNING

Remove all power from the E700 before you replace the battery.

To replace the battery:

1. Carefully position the E700 so you have access to the bottom of the unit.
2. Remove the left foot by pulling the foot to the left.



Rubber Foot on Left Side



Rubber Foot Removed

3. Lift the battery and carefully separate the white connector from its socket.



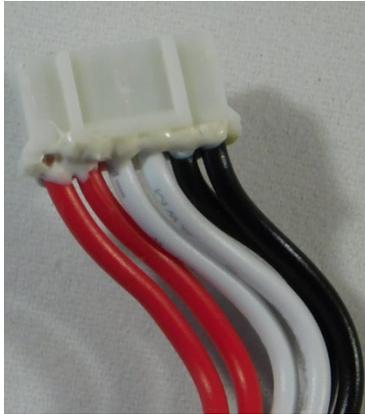
Battery Connector

4. Pull the connector straight out from the socket to remove.

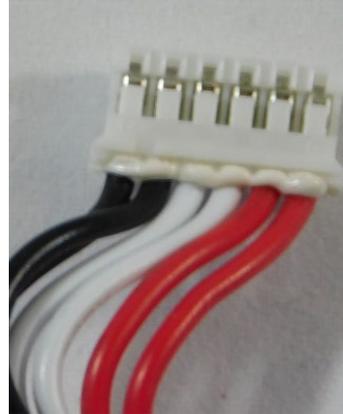
**IMPORTANT**

When removing the battery, avoid pulling on the battery wires.  
The connector or battery could be damaged.

5. Insert the new battery's connector into the slot. Ensure you are inserting the battery connector with the metal connector pins facing up.



Correct Orientation to Insert



Underside of Connector

6. Firmly seat the battery connector into its socket. Do not press on the wires to force the connector into place.
7. Replace the rubber foot.

## 12 Cleaning the Device



### WARNING

Do not use industrial strength or abrasive cleaner as it may damage or scratch the screen.

- Do not immerse device in water (or liquid).
- Do not spray water or cleaner into the EMV card reader or ports.
- To clean the screen, apply distilled water or mild glass cleaner onto a soft, lint-free cloth and gently wipe the terminal screen.
- To clean the terminal, apply distilled water or plastic-safe cleaner onto a soft, lint-free cloth and gently wipe the terminal.

## 13 Screw Locations

The location of the screws on the underside of the E700 are shown below:

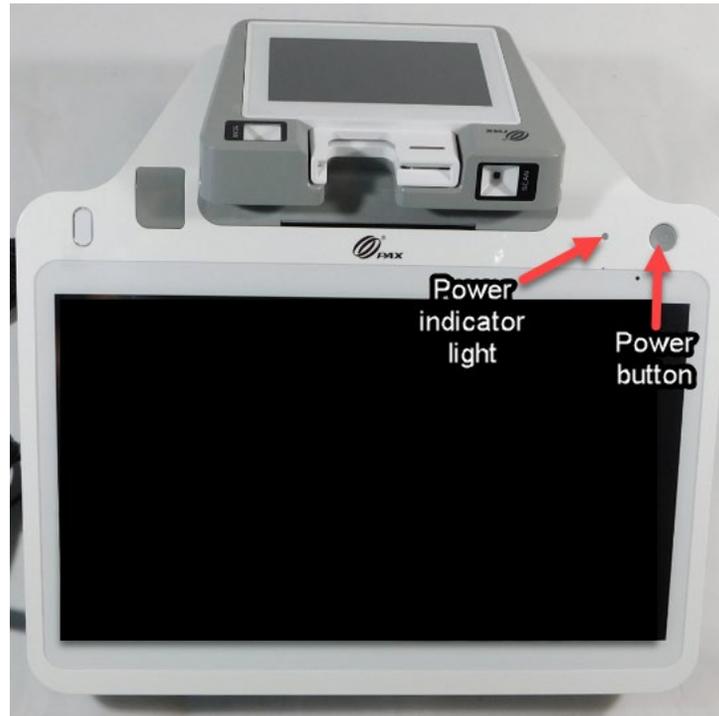


Screw Locations

## 14 Basic Operating Instructions

### 14.1 Power On

Press and hold the power button for three seconds until the screen display lights up and the terminal successfully turns on.



### 14.2 Power Indicator Light

The E700 power indicator light is in the upper right corner of the large screen to the left of the power button. The power indicator light turns green when the terminal is on and the battery is charged.

- Red light – device is charging.
- Green light – charging is complete.
- Red and green light flashing alternately – charging problem.
- Yellow light flashing – check printer paper.

## 14.3 Power Off

Press and hold the power button for three seconds until the shutdown menu displays:



Select Power off. The screen display goes dark and the terminal turns off after a few seconds.

### NOTE

The power indicator light on the E700 remains on if the terminal is connected to power via the power adapter and power cord.

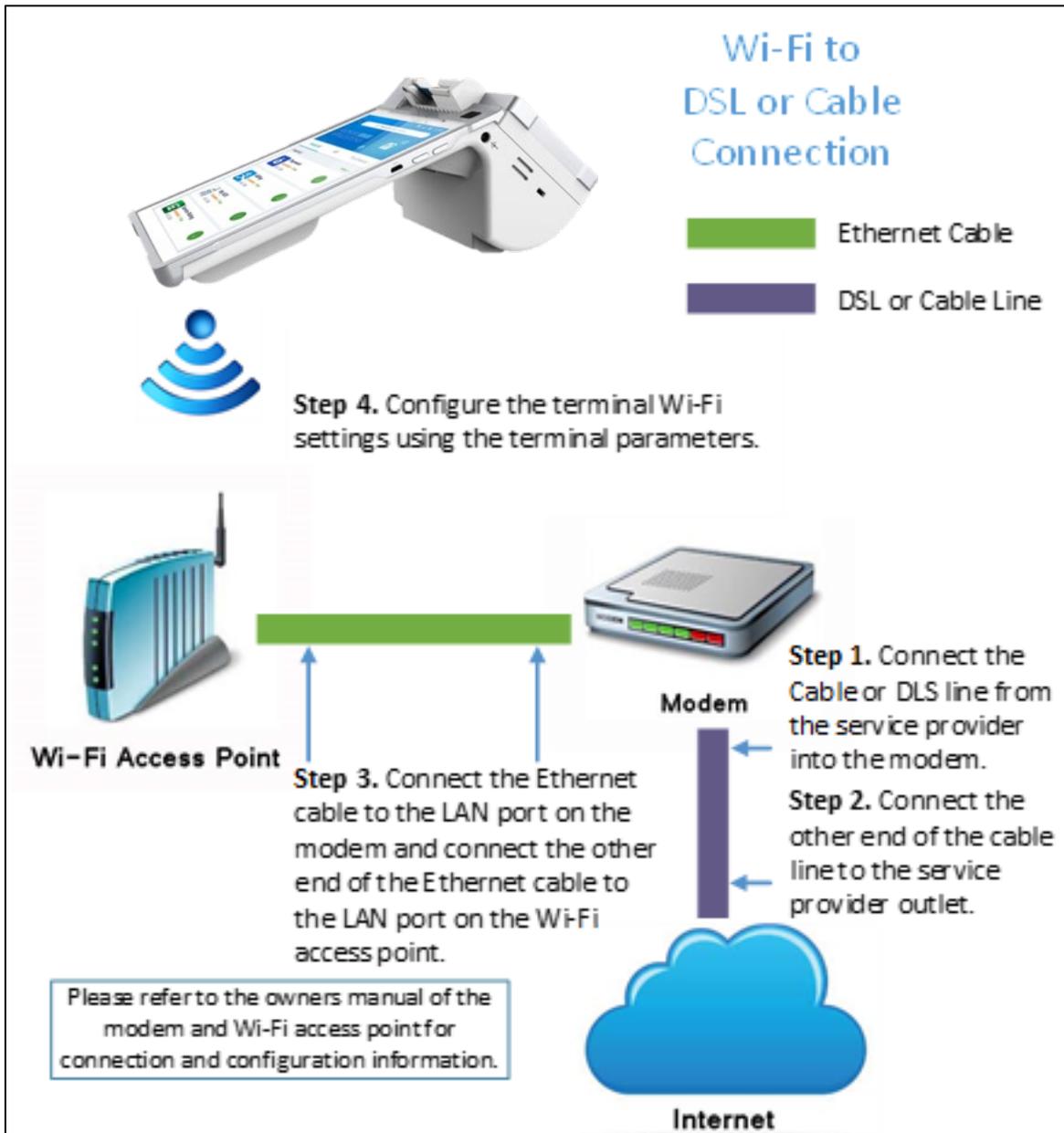
## 15 Default Software Applications

The E700 comes with the following set of default software applications installed:

Application	Icon	Description
PAXBiz	<b>PAXBiz</b>	Operating system powered by Android.
PAXSTORE Client		PAX Application Marketplace. PAX-signed Android and ProLin applications can be released through the PAXSTORE.
PDM		Payment Device Management. Assists customers with software management of POS and Smart POI devices.
PaxInject Proxy		Used for Local Key Injection.
ProLin Application	<b>ProLin</b>	Installed on the customer facing Q20.

## 16 Setting Up Communications

For the terminal to communicate with the host or other devices, or to download applications, the terminal communication method must be configured in advance. This section includes step-by-step instructions for Wireless Local Area Network (WLAN) and Ethernet communications.



## 16.1 Wi-Fi Configuration

The E700 supports Wi-Fi for network and internet access. Wi-Fi is a wireless computer network that links two or more devices using wireless communication to a local area network (LAN) within a limited area, such as a store or office building.

Available access types of Wi-Fi on the E700 are DHCP, Static IP, Manual Static IP, and Manual Proxy. The following sections include step-by-step procedures for setting up each of these communication types.

### 16.1.1 DHCP

The E700 supports DHCP setup for network and internet access. DHCP stands for Dynamic Host Configuration Protocol. DHCP is a network management protocol used in IP networks. The DHCP server dynamically assigns an IP address and other network configuration parameters to each device on the network.

To set up DHCP:

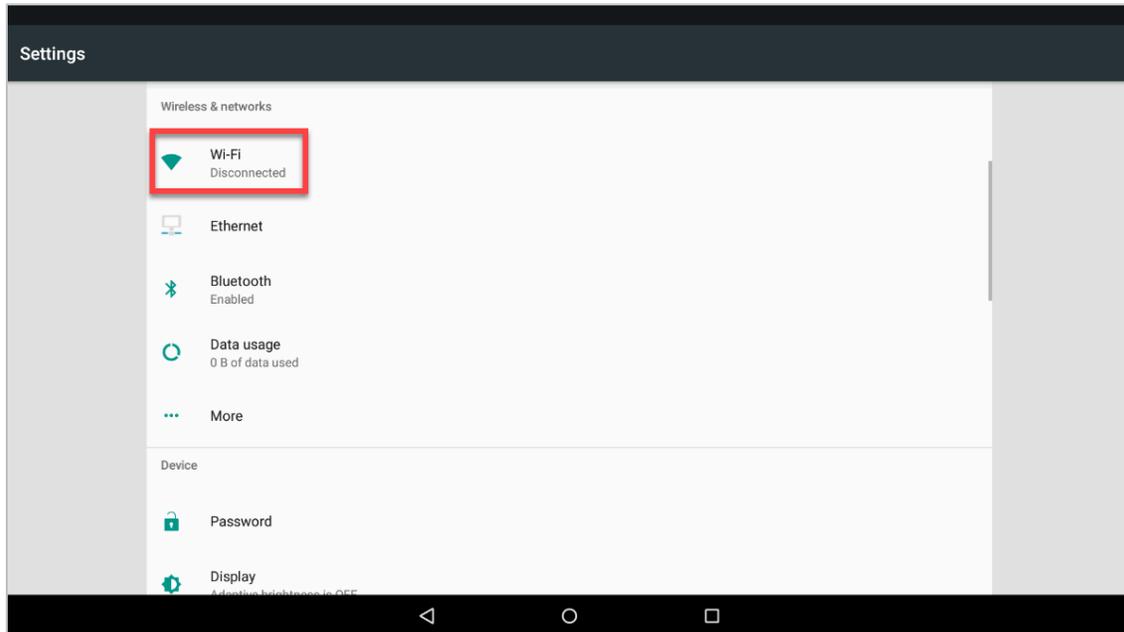
1. From the Main Menu, select Settings.



Settings on Main Menu

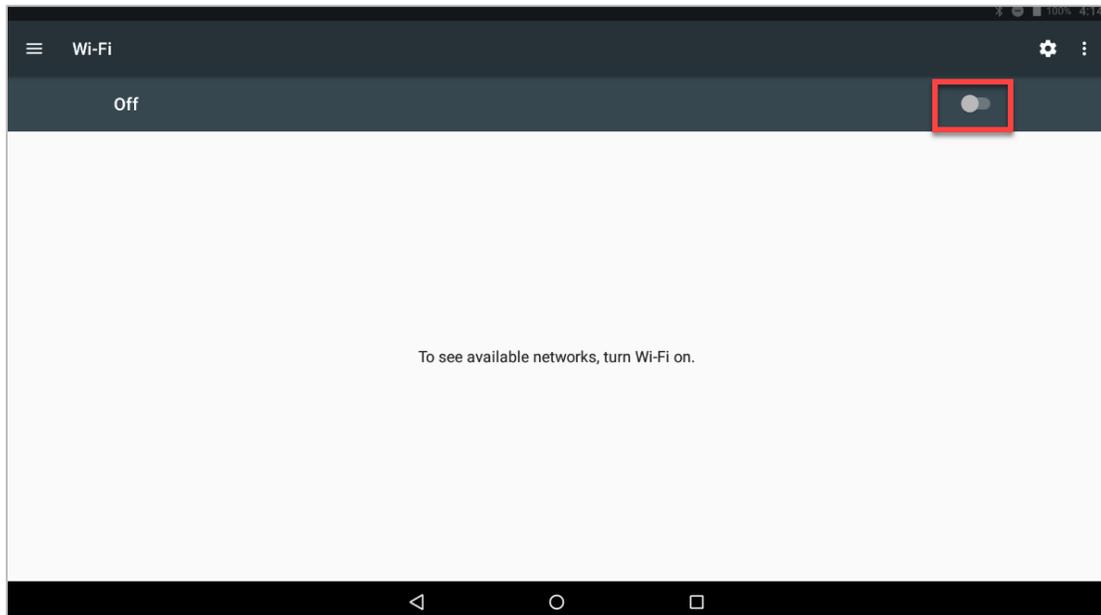
2. If a password is required, enter the password, press the green check mark button (✓), and press OK.

### 3. Select Wi-Fi.



Wi-Fi

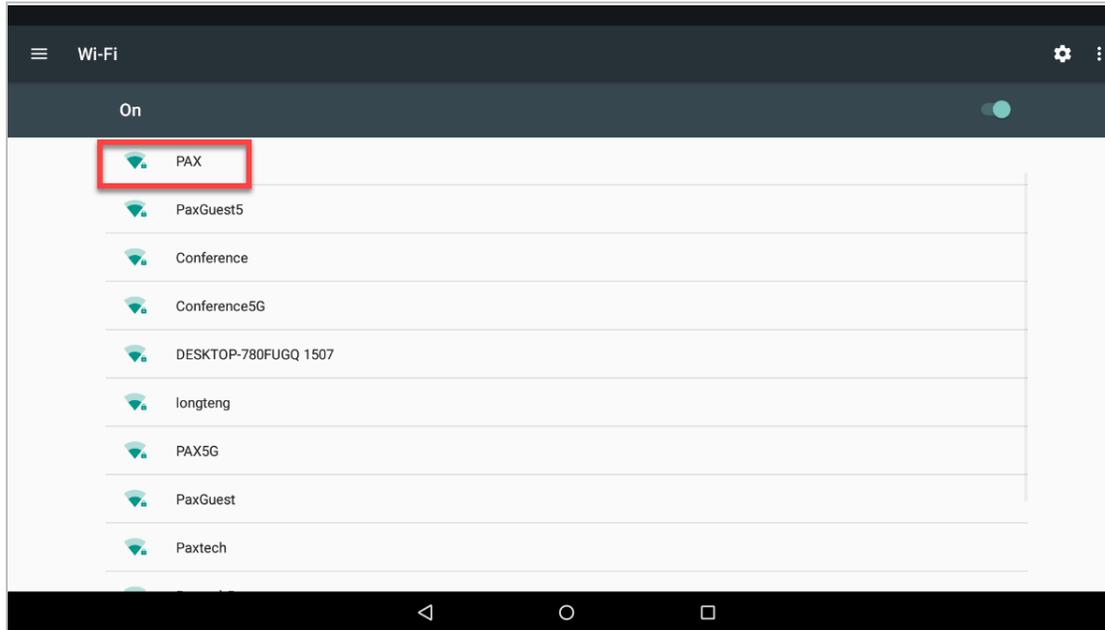
### 4. Turn on Wi-Fi.



Turn On Wi-Fi

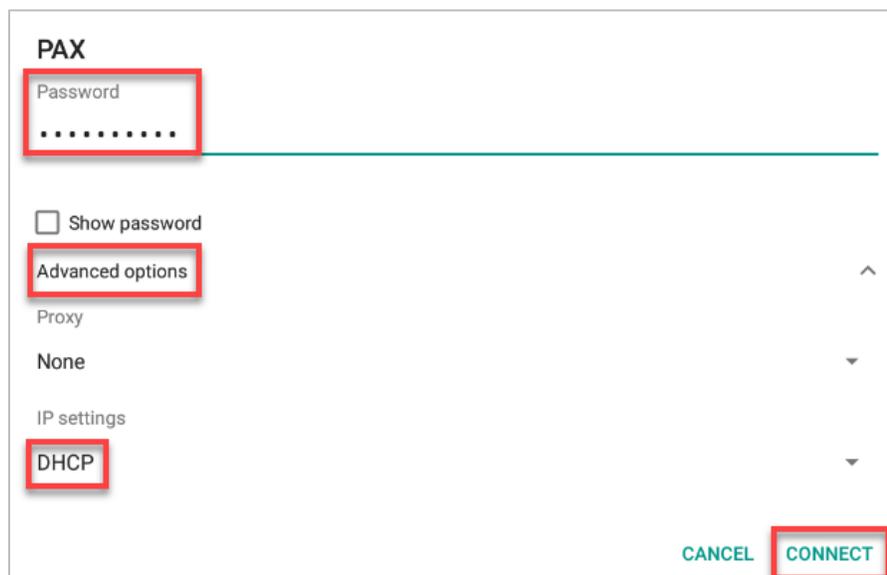
After you turn on Wi-Fi, you will see a list of available Wi-Fi networks. Only local networks that have the SSID broadcast option enabled will display.

5. Select the desired Wi-Fi network.



Available Wi-Fi Networks

6. Enter the Wi-Fi case-sensitive password.
7. Select Advanced options.
8. Select DHCP from the IP settings menu.
9. Press CONNECT. The selected Wi-Fi network is reported as “Connected” on the Wi-Fi menu.



Enter Network Password/DHCP Settings/Connect

### 16.1.2 Static IP

The E700 supports static IP setup for network and internet access. Static IP addresses allow network devices to keep the same IP address all the time, instead of automatically assigning IP addresses such as in a DHCP setup.

To set up a static IP:

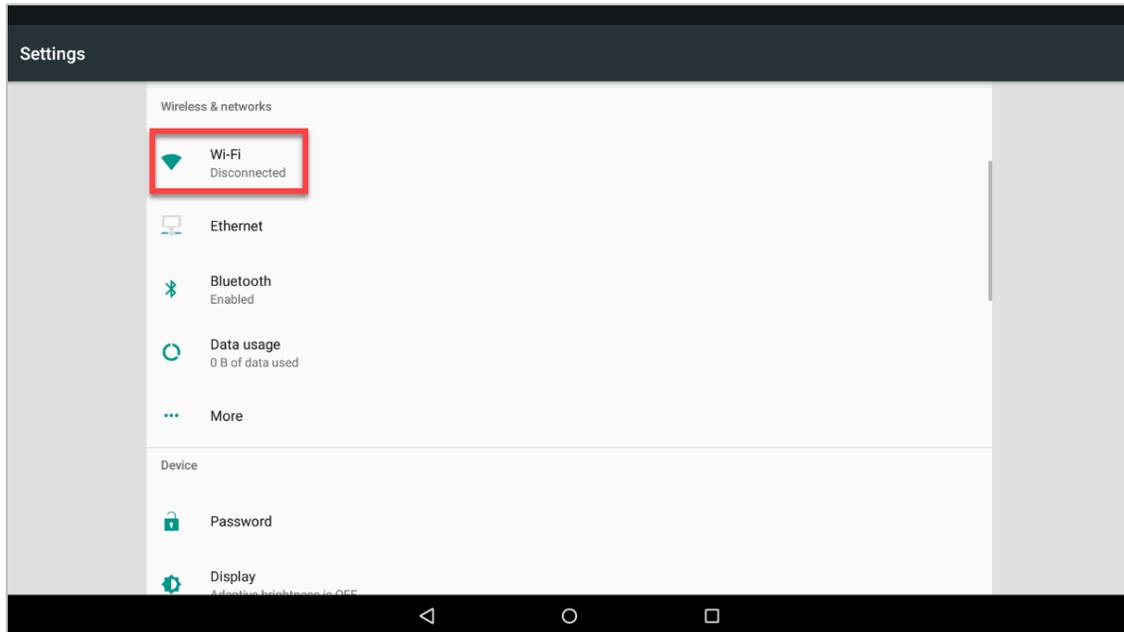
1. From the Main Menu, select Settings.



Settings on Main Menu

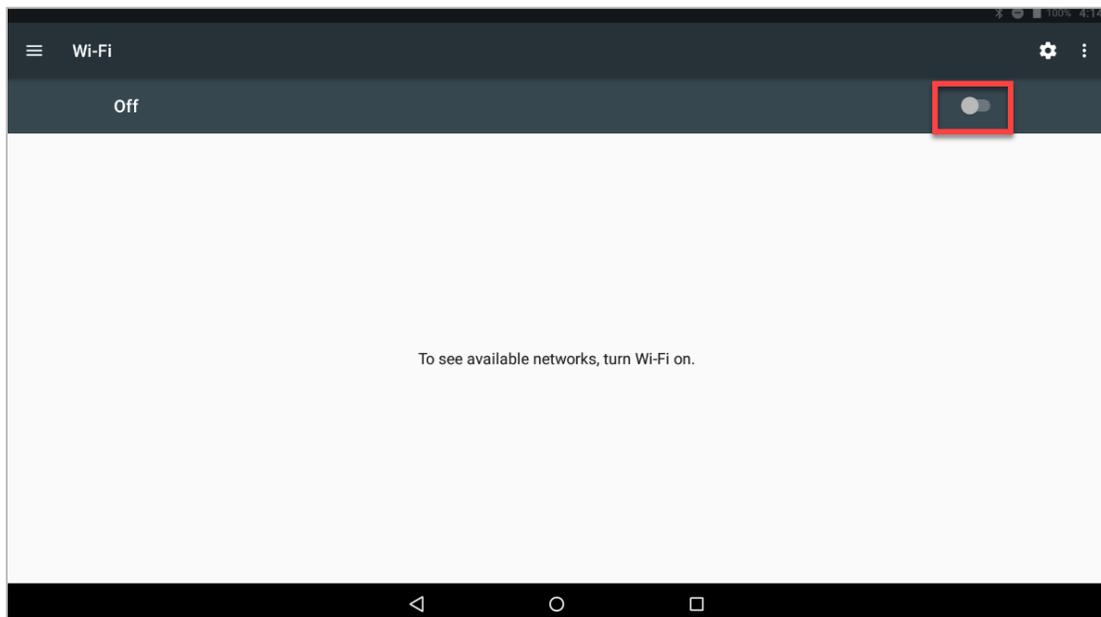
2. If a password is required, enter the password, press the green check mark (✓) button, and press OK.

### 3. Select Wi-Fi.



Wi-Fi Icon

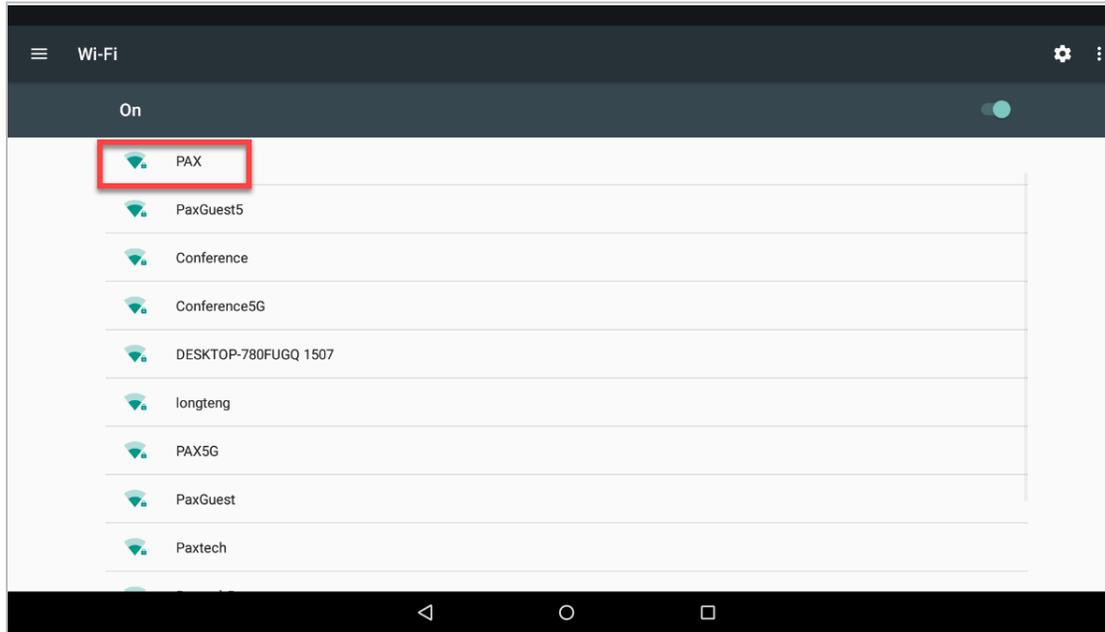
### 4. Turn on Wi-Fi.



Turn On Wi-Fi

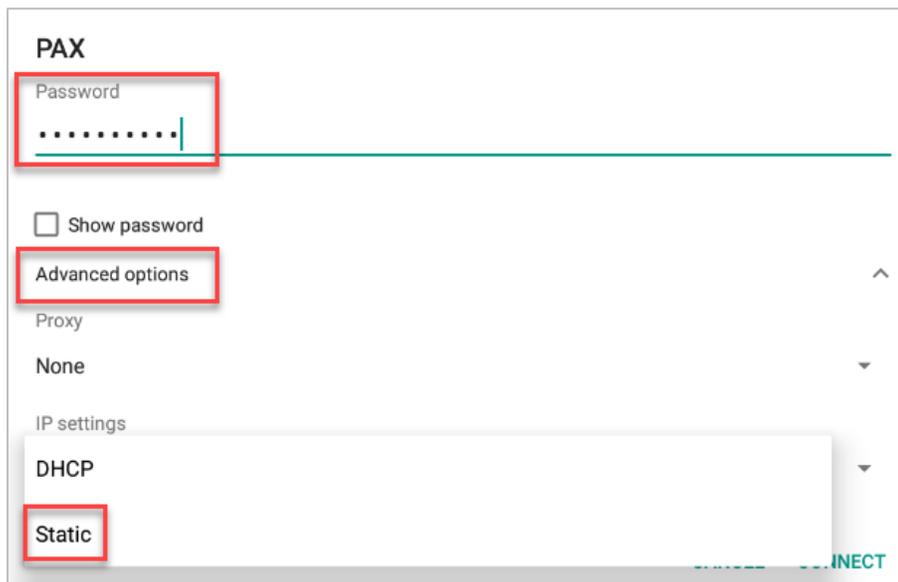
After you turn on Wi-Fi, a list of available Wi-Fi networks displays. Only local networks that have the SSID broadcast option enabled are listed.

5. Select the desired Wi-Fi network.



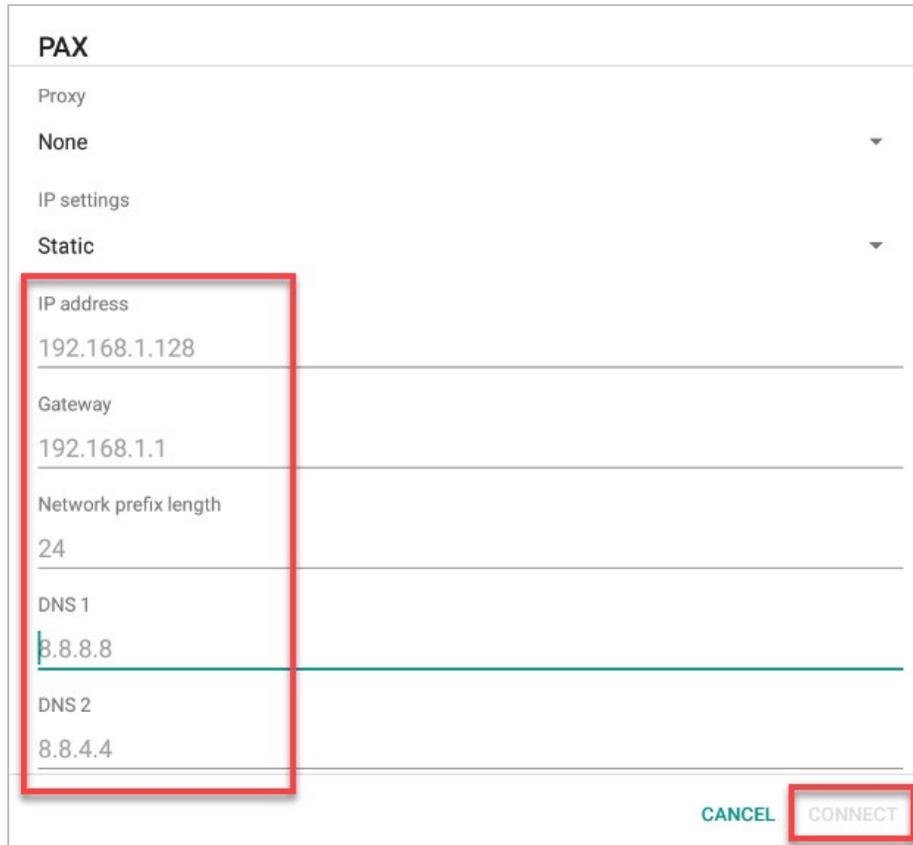
Available Wi-Fi Networks

6. Enter the Wi-Fi case-sensitive password.
7. Select Advanced options.
8. Select Static from the IP settings menu.



Enter Password/Select Static IP Setting

9. Enter the IP address, Gateway, Network prefix length, DNS 1, and DNS 2.
10. Select CONNECT.



The screenshot shows the PAX network settings interface. At the top, the word "PAX" is displayed. Below it, there are two dropdown menus: "Proxy" set to "None" and "IP settings" set to "Static". A red rectangular box highlights the input fields for "IP address" (192.168.1.128), "Gateway" (192.168.1.1), "Network prefix length" (24), "DNS 1" (8.8.8.8), and "DNS 2" (8.8.4.4). At the bottom right, there are two buttons: "CANCEL" and "CONNECT", with the "CONNECT" button also highlighted by a red rectangular box.

Static IP Settings/Connect

### 16.1.3 Manual Static IP

If the broadcast SSID is disabled on an access point, the terminal will not display the SSID under available Wi-Fi network listings. In this case, it is necessary to manually configure the terminal for Static IP connection types.

To set up a manual static proxy:

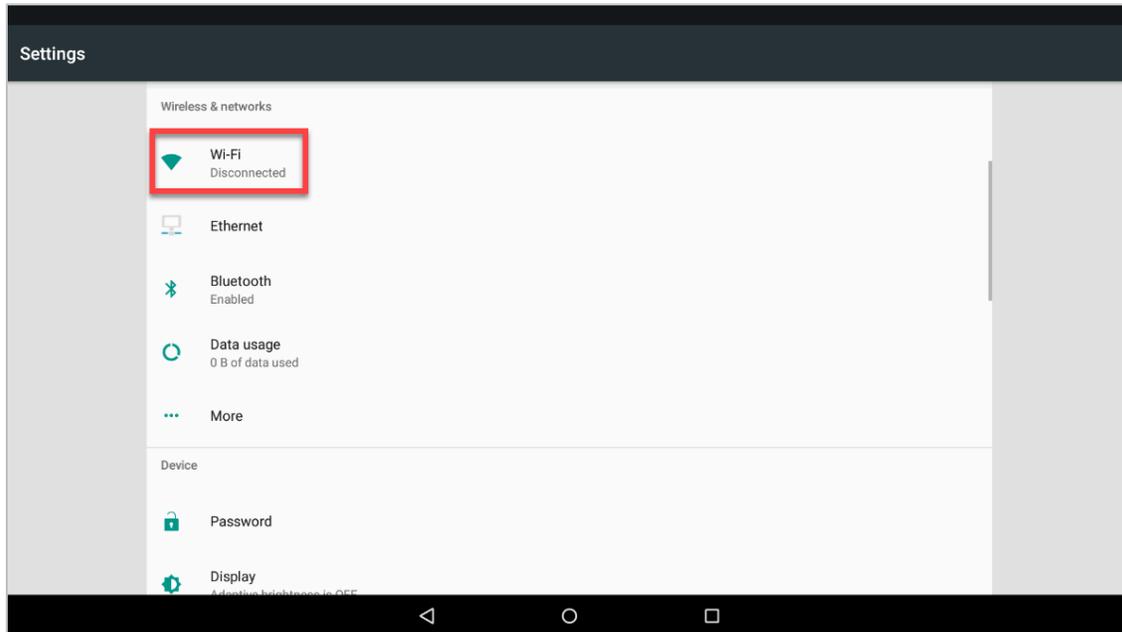
1. From the Main Menu, select Settings.



Settings on Main Menu

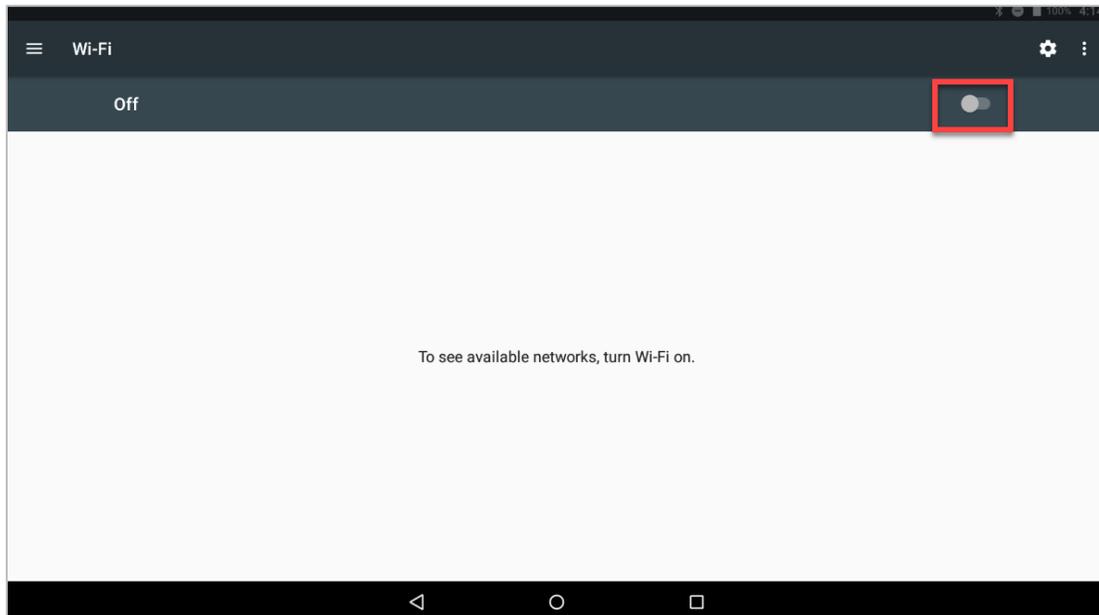
2. If a password is required, enter the password, press the green check mark (✓) button, and press OK.

### 3. Select Wi-Fi.



Wi-Fi Icon

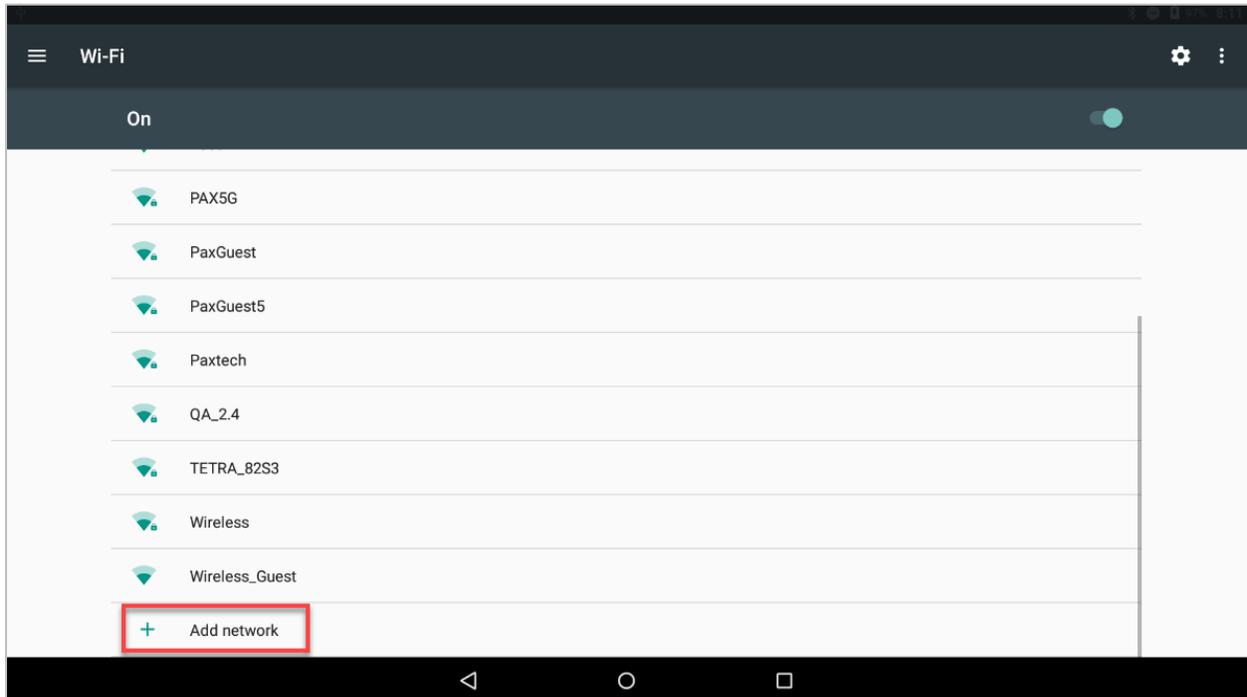
### 4. Turn on Wi-Fi.



Turn On Wi-Fi

After you turn on Wi-Fi, a list of available Wi-Fi networks displays. Local networks that have the SSID broadcast option enabled are listed, but if the desired network you need is not listed, you will need to manually configure the network.

5. Scroll to the bottom of the Wi-Fi screen and select Add network.



Add Network

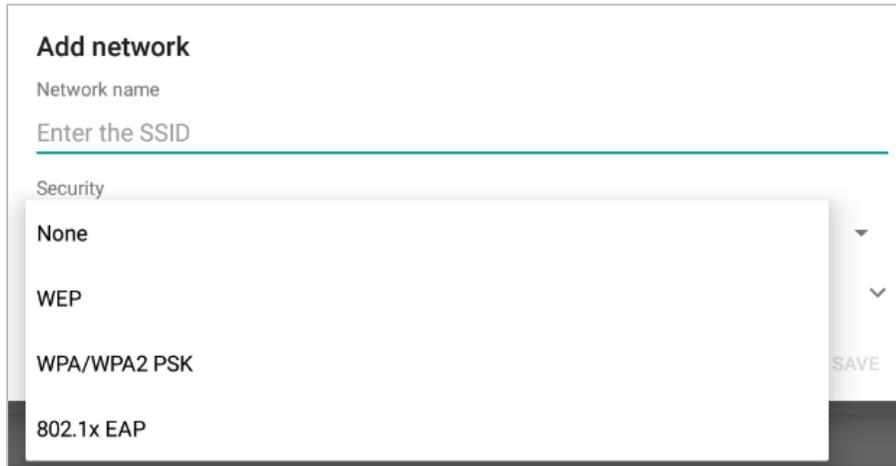
6. Enter the case-sensitive network SSID.



The screenshot shows the 'Add network' dialog box. The 'Network name' field is highlighted with a red box and contains the placeholder text 'Enter the SSID'. Below this field, there are sections for 'Security' (set to 'None') and 'Advanced options'. At the bottom right, there are 'CANCEL' and 'SAVE' buttons.

Enter SSID

- Under Security, select the security type from the pull-down menu. Selections include WEP, WPA/WPA2 PSK, and 802.1x EAP.



**Add network**

Network name  
Enter the SSID

Security

- None
- WEP
- WPA/WPA2 PSK
- 802.1x EAP

SAVE

Security Types

- Enter the Wi-Fi case-sensitive password.
- Select Advanced options.



**Add network**

Network name  
Enter the SSID

Security  
WPA/WPA2 PSK

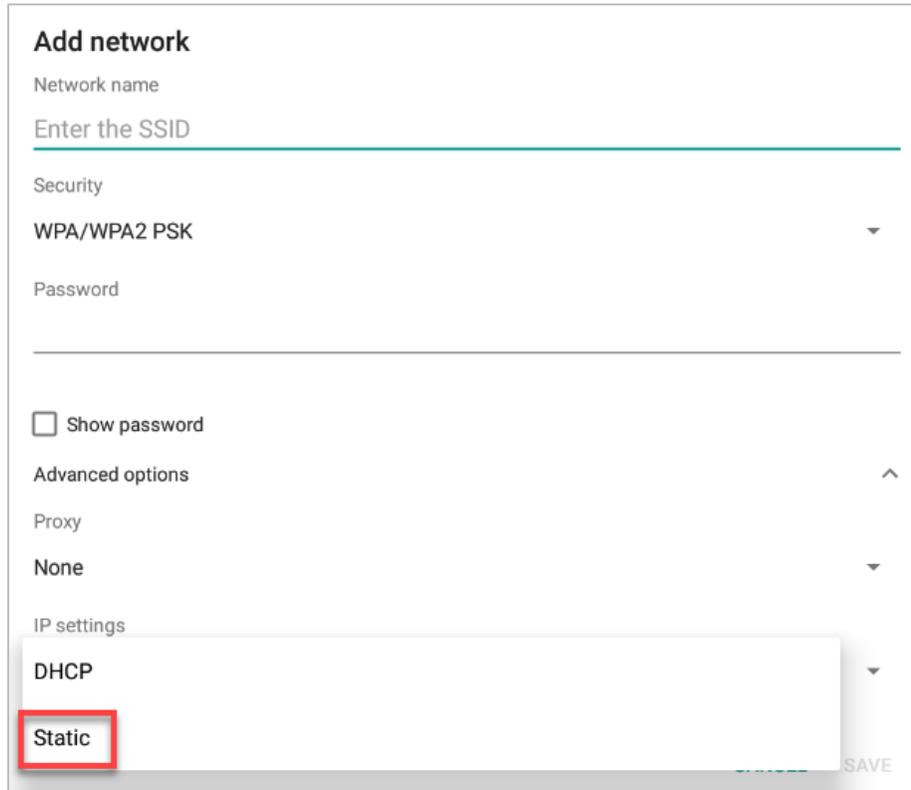
Password

Show password

Advanced options

Advanced Options

10. Under IP settings, select Static.



**Add network**

Network name

Enter the SSID

Security

WPA/WPA2 PSK

Password

Show password

Advanced options

Proxy

None

IP settings

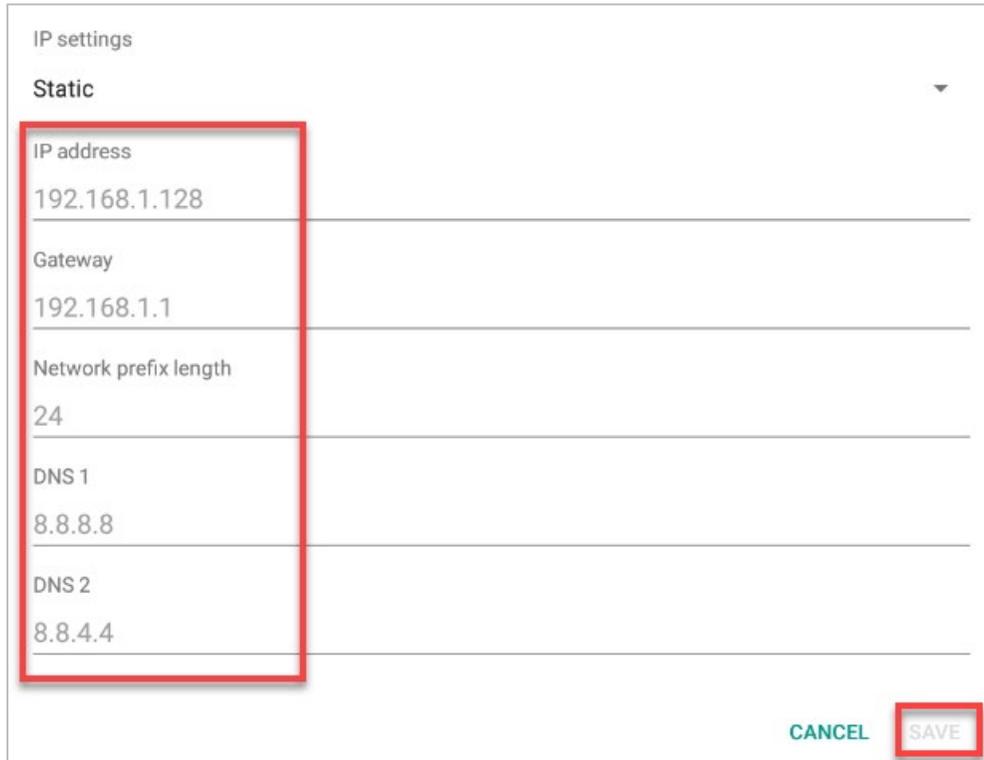
DHCP

**Static**

SAVE

Static IP Selection

11. Scroll down to enter the IP address, Gateway, Network prefix length, DNS 1, and DNS 2.



The screenshot shows a 'Static IP settings' configuration window. A red rectangular box highlights the input fields for 'IP address', 'Gateway', 'Network prefix length', 'DNS 1', and 'DNS 2'. The values entered are 192.168.1.128, 192.168.1.1, 24, 8.8.8.8, and 8.8.4.4 respectively. At the bottom right, there are 'CANCEL' and 'SAVE' buttons, with the 'SAVE' button also highlighted by a red box.

IP settings
Static
IP address
192.168.1.128
Gateway
192.168.1.1
Network prefix length
24
DNS 1
8.8.8.8
DNS 2
8.8.4.4
CANCEL SAVE

Static IP Settings

12. Select SAVE.

### 16.1.4 Proxy

The E700 supports a proxy setup. In this case, another computer, or proxy server, acts as a hub through which the internet requests for the E700 are processed. By connecting through the server, the E700 sends its requests to the server which, in turn, processes the request and then returns the response to the E700. In this way, the server acts an intermediary between the E700 and the internet.

To set up a Wi-Fi proxy:

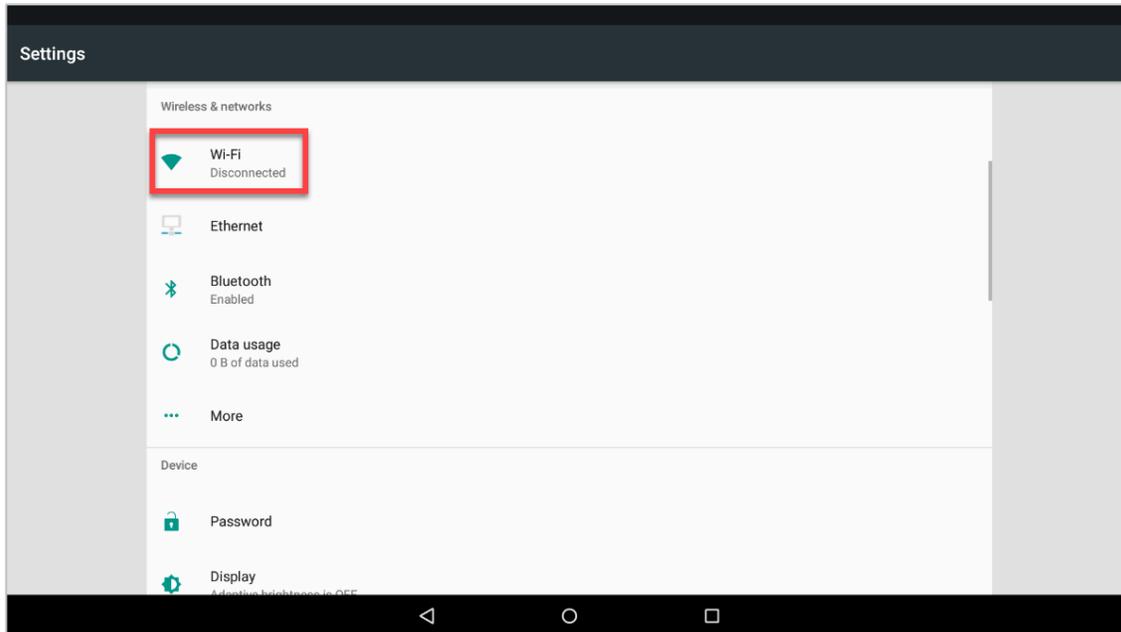
1. From the Main Menu, select Settings.



Settings on Main Menu

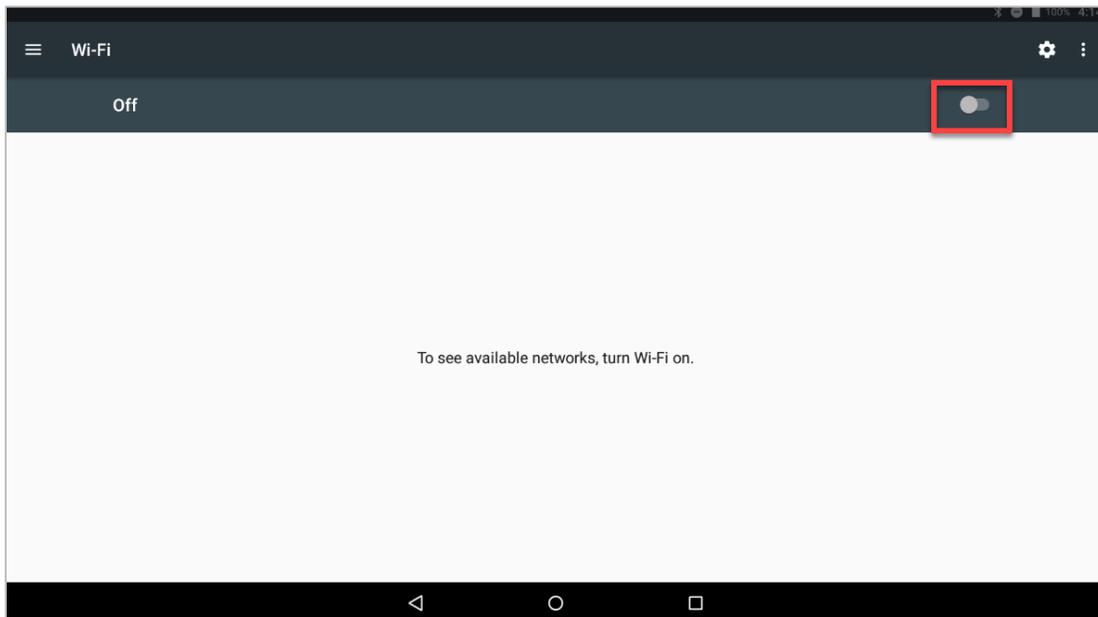
2. If a password is required, enter the password, press the green check mark (✓) button, and press OK.

### 3. Select Wi-Fi.



Wi-Fi Icon

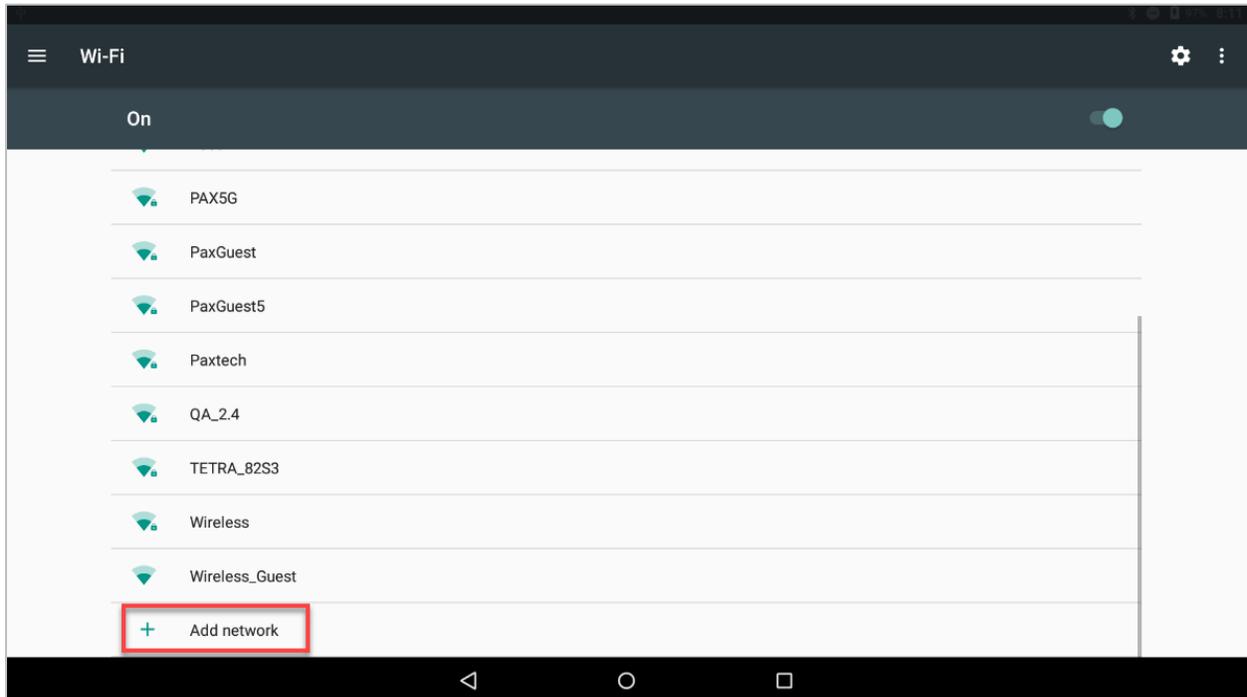
### 4. Turn on Wi-Fi.



Turn On Wi-Fi

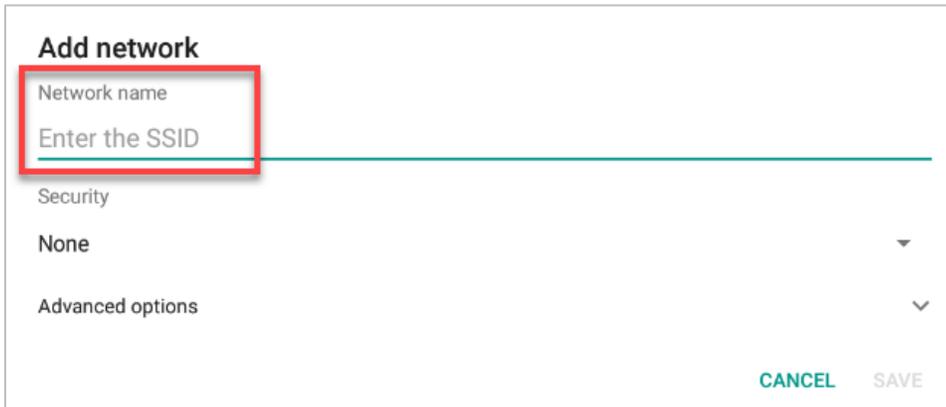
After you turn on Wi-Fi, a list of available Wi-Fi networks displays. Local networks that have the SSID broadcast option enabled are listed, but if the desired network you need is not listed, you will need to manually configure the network.

5. Scroll to the bottom of the Wi-Fi screen and select Add network.



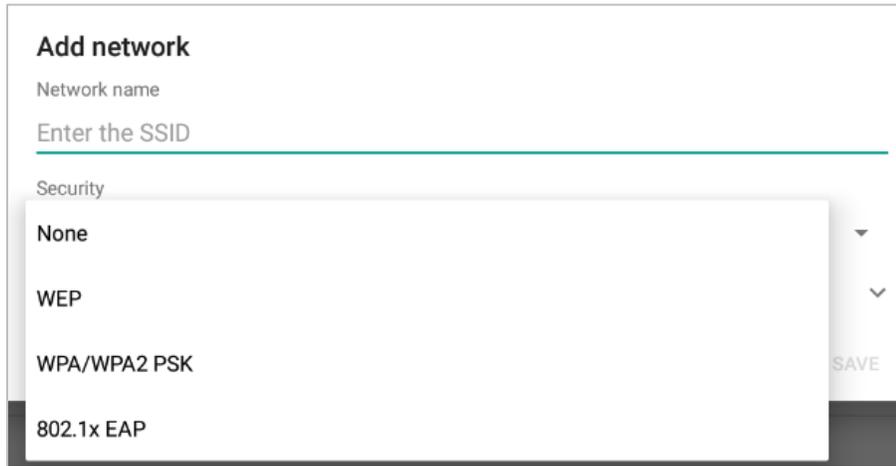
Add Network

6. Enter the case-sensitive network SSID.



Enter SSID

- Under Security, select the security type from the pull-down menu. Selections include WEP, WPA/WPA2 PSK, and 802.1x EAP.



**Add network**

Network name

Enter the SSID

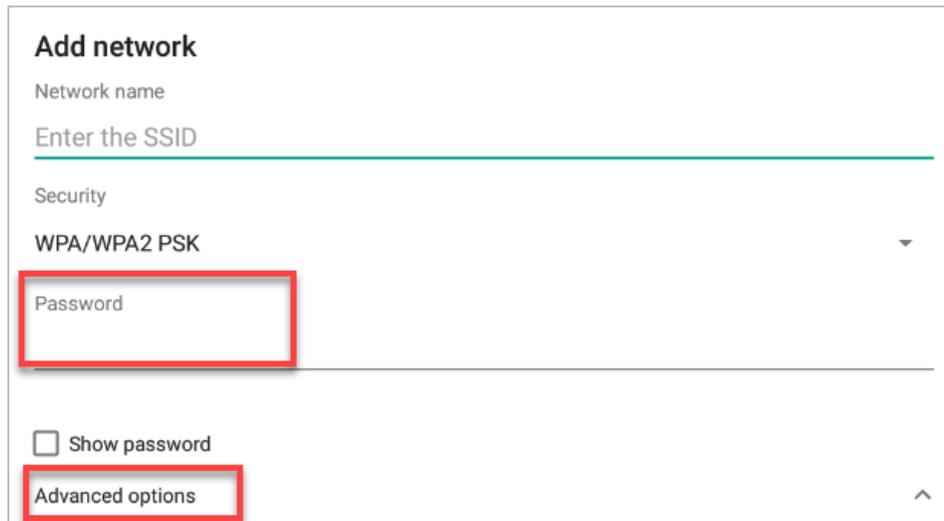
Security

- None
- WEP
- WPA/WPA2 PSK
- 802.1x EAP

SAVE

Security Types

- Enter the case-sensitive network password.
- Select Advanced options to scroll down.



**Add network**

Network name

Enter the SSID

Security

WPA/WPA2 PSK

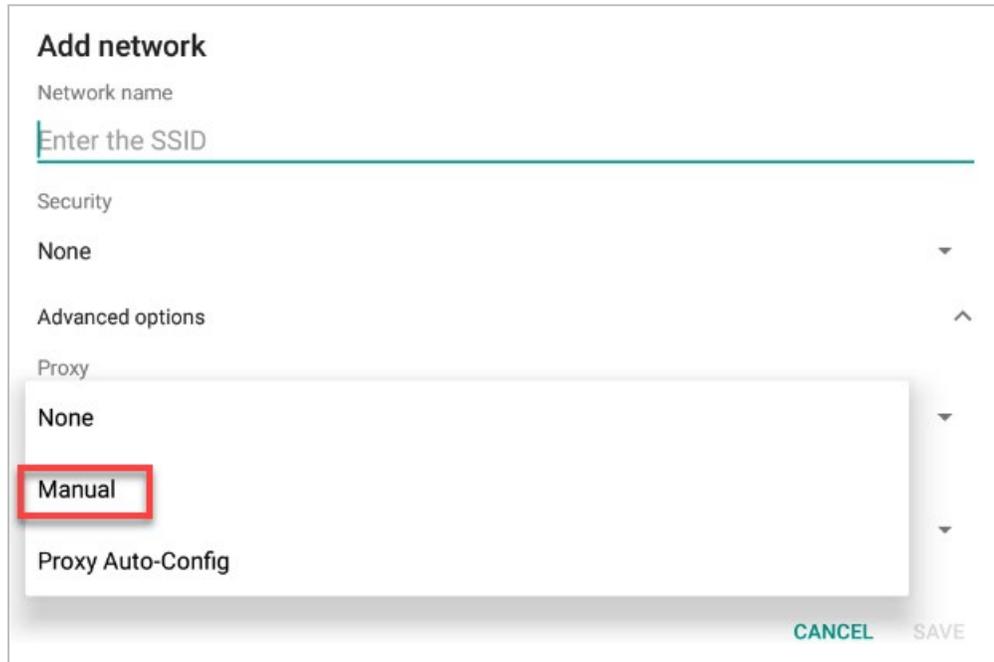
Password

Show password

Advanced options

Advanced Options

13. Under Proxy, select Manual.



**Add network**

Network name  
Enter the SSID

Security  
None

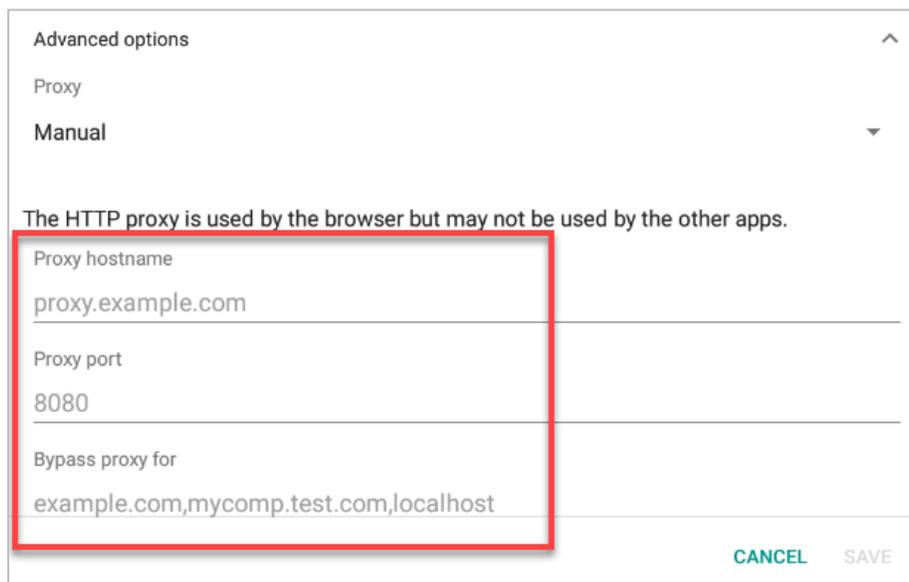
Advanced options

Proxy  
None  
**Manual**  
Proxy Auto-Config

CANCEL SAVE

Manual Proxy

14. Scroll down to enter the Proxy hostname, Proxy port, and Bypass proxy.



Advanced options

Proxy  
Manual

The HTTP proxy is used by the browser but may not be used by the other apps.

Proxy hostname  
proxy.example.com

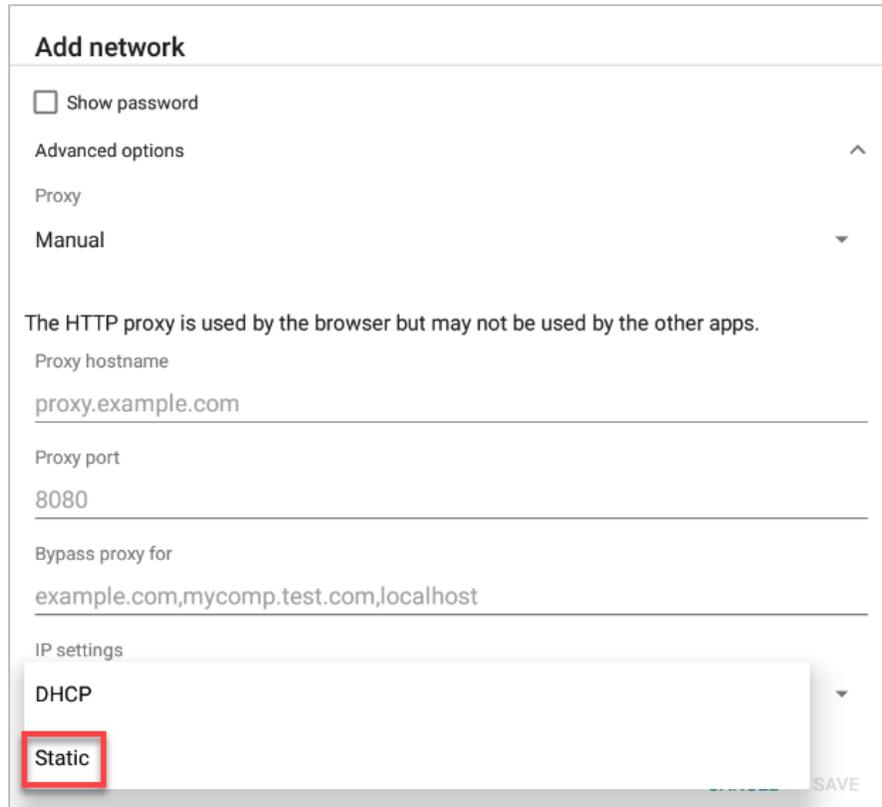
Proxy port  
8080

Bypass proxy for  
example.com,mycomp.test.com,localhost

CANCEL SAVE

Proxy Settings

15. Under IP settings, select Static.



**Add network**

Show password

Advanced options ^

Proxy

**Manual** v

The HTTP proxy is used by the browser but may not be used by the other apps.

Proxy hostname  
proxy.example.com

Proxy port  
8080

Bypass proxy for  
example.com,mycomp.test.com,localhost

IP settings

DHCP v

**Static**

SAVE

Static IP

16. Scroll down to enter the IP address, Gateway, Network prefix length, DNS 1, and DNS 2.

### Add network

Bypass proxy for  
example.com,mycomp.test.com,localhost

IP settings  
**Static**

IP address  
192.168.1.128

Gateway  
192.168.1.1

Network prefix length  
24

DNS 1  
8.8.8.8

DNS 2  
8.8.4.4

**CANCEL** **SAVE**

IP Settings

17. Select SAVE.

## Cellular Communication

The E700 supports cellular communications. An AT&T® or T-Mobile® SIM card is required to support cellular communication. Your E700 may come with the SIM card already installed and ready to use when you receive your terminal.

In order for the terminal to communicate with the host or to download applications, the terminal communications method must be configured properly. Please consult your cellular carrier for additional configuration questions.

### 16.1.5 Setting Up Cellular Service

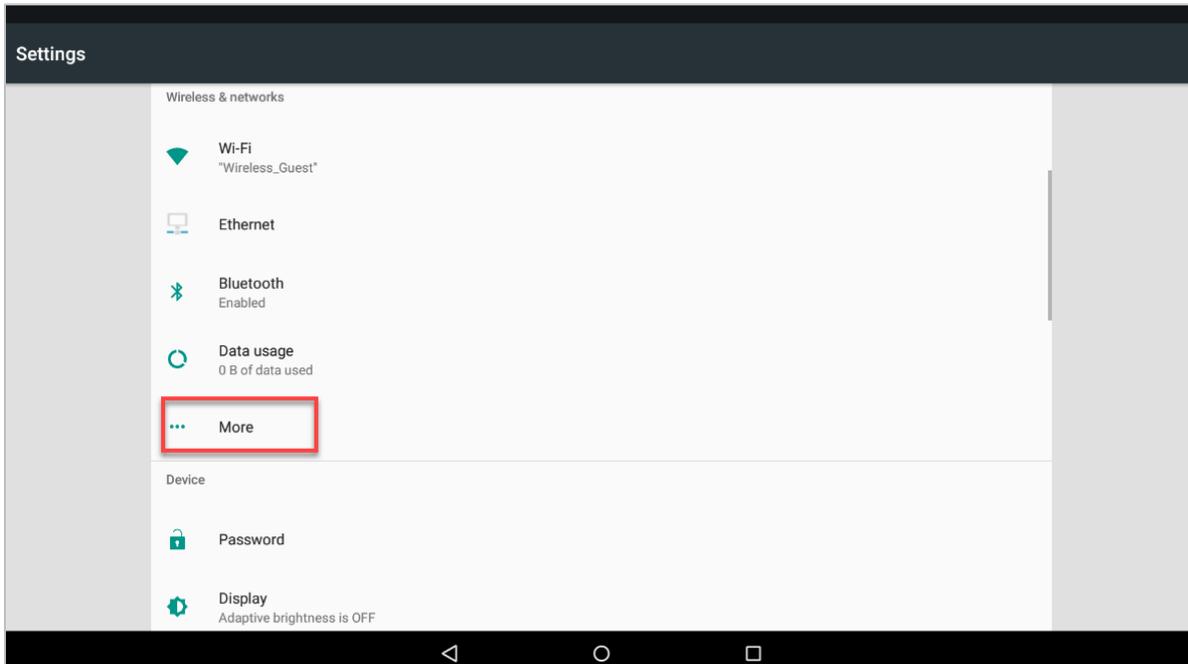
To configure the terminal for cellular service:

1. From the Main Menu, select Settings.



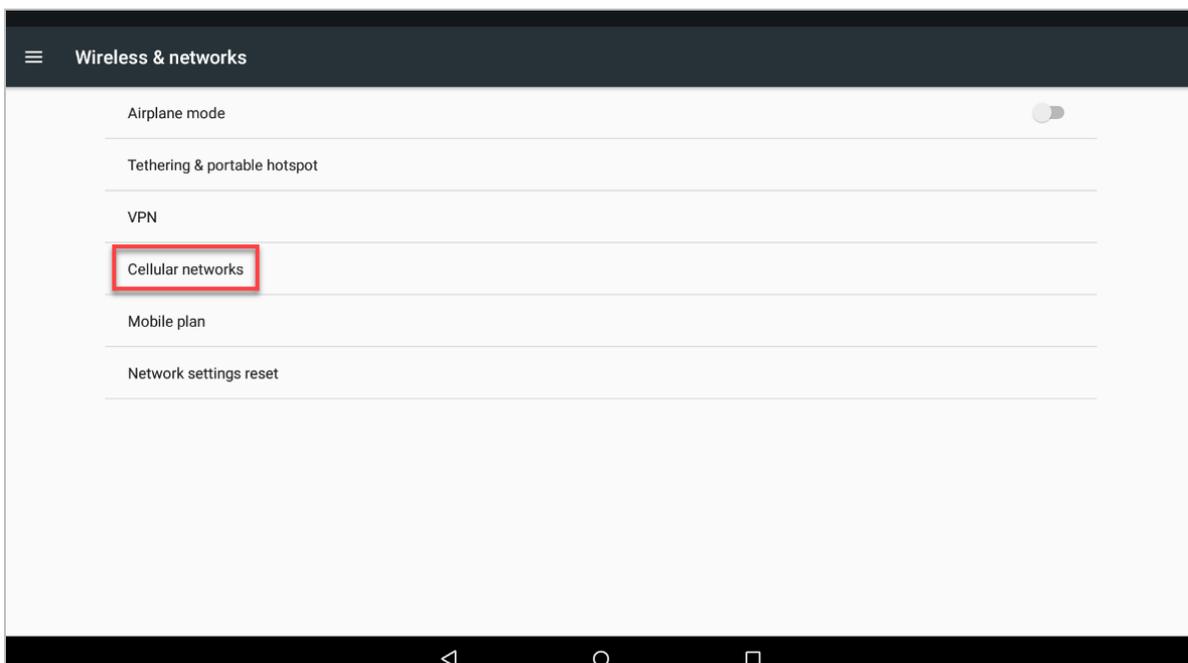
Settings on Main Menu

## 2. Select More.



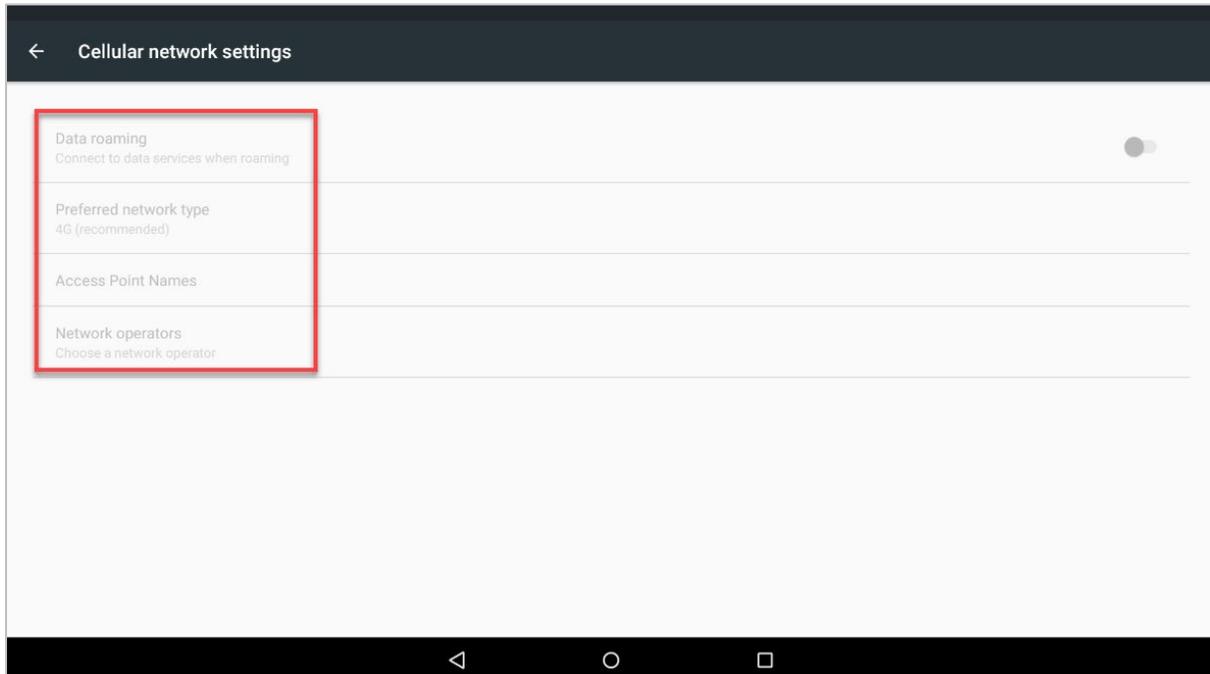
More Wireless and Network Settings

## 3. Select Cellular networks.



Cellular Networks

4. Enter required cellular settings.



5. Press the Back Arrow three times to return to the Main Menu.

## 17 Frequently Asked Questions

### 17.1 Does the E700 support Bluetooth communication and peripherals?

The E700 supports Android Bluetooth communications and standard Android type Bluetooth protocol. Application developers can code to the Android type Bluetooth format.

### 17.2 What is the E700 operating system?

The E700 OS is PAXBiz powered by Android.

### 17.3 Does PAX use Android Enterprise or standard Android in its terminals?

PAX uses the standard Android version.

### 17.4 What type of processor does the E700 have?

The E700 processor is a Quad-core Cortex-A53, 1.8GHz.

### 17.5 What size is the thermal paper roll?

The thermal paper roll is 3 inches wide and has a 3-inch diameter. The paper roll length is 108.3 feet long. PAX Technology recommends purchasing additional paper rolls from an office supply store.

### 17.6 What is the speed of the E700 printer?

The E700 print speed is 2.76 inches per second.

### 17.7 Is the E700 printer field replaceable?

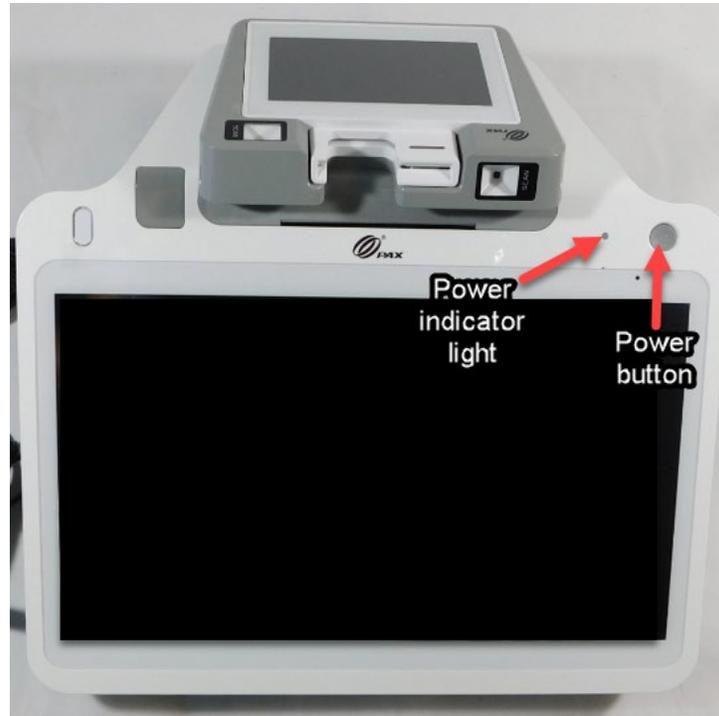
No, the E700 printer is not replaceable in the field. The unit must be returned to PAX for service for printer replacement.

### 17.8 Is the printer on the E700 a standard feature or is it optional?

The E700 printer is a standard feature included on all E700s.

## 17.9 How do I turn the E700 on and off?

The power button is on the upper right side of the E700 screen, as shown below.



E700 Power Button

Press and hold the button for 3 seconds and the E700 will turn on.

To turn the E700 off, press and hold the button for 3 seconds and then select "Power off" from the E700 screen.

For a mandatory shutdown, press the power button for 10 seconds.

### 17.10 Is the E700 available in other colors?

The standard color for the E700 is white. Custom color plastics are available for the E700 for an additional charge and minimum order quantity.

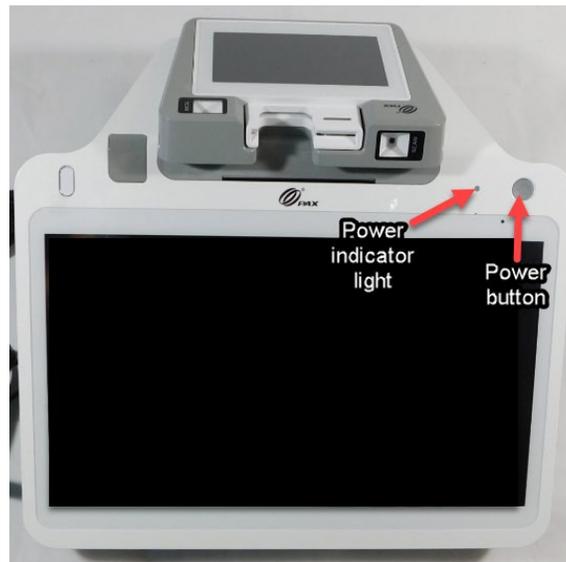


White E700 Terminal

### 17.11 How do I check the battery level on the E700?

The E700 terminal has a power indicator light near the top right corner of the E700 clerk-facing screen.

- A red indicator shows that the device is charging.
- A green indicator shows that charging is complete.
- Red and green indicators flashing alternately indicates a charging problem.



Checking E700 Battery Level

### 17.12 When I hold down the power button, my E700 won't power up. What should I do?

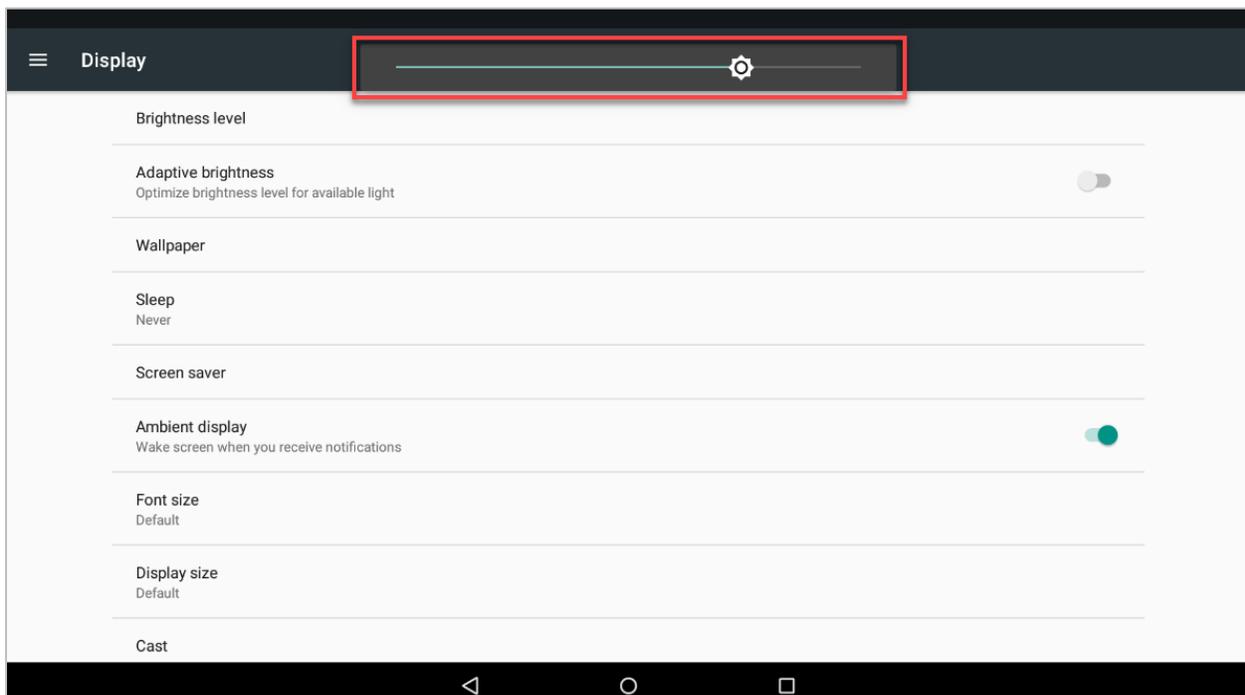
Ensure your E700 is plugged into its power source and that the power plug is firmly seated. A red power indicator light above the E700 display screen confirms that the unit is charging.

If the power indicator light flashes red and green alternately, there is a charging problem.

### 17.13 How do I adjust the brightness of the display?

On the E700, the display brightness can be adjusted within the Settings mode. From the terminal idle screen, select Settings, scroll down to the Device section, select Display, then select Brightness level. Move the slide to the right to brighten the display or to the left to darken the display.

There is also a selectable “Adaptive brightness” option, below the Brightness level slide, which optimizes the brightness level based on available light.



Adjusting E700 Brightness Level

### 17.14 What is the screen resolution? Can I change the screen resolution?

The screen resolution for the 12.5" clerk-facing E700 screen is 1920 x 1080 pixels. The E700 screen is in landscape format. The screen resolution for the 4.3" Q20 screen is 480 x 272 pixels. The Q20 screen is in landscape format. The screen resolution for the E700 and the Q20 are fixed and cannot be changed.

### 17.15 How do I change the volume on an E700?

To raise or lower the volume on an E700, press the Volume Up and Volume Down buttons located on the right side of the E700, as shown below:



Volume Control Buttons

As you adjust the volume up or down, a volume control bar displays at the top of the E700 display screen. Click the pull-down menu to set the volume for the ringer, media, or alarm.



Volume Control Settings

### 17.16 How are the ports on the communication box, like the cash drawer, configured?

The communication ports on the E700 do not need to be configured. The LAN, USB, RS232, HDMI, and Cash Drawer ports are plug-and-play.



### 17.17 What type of maintenance, if any, needs to be performed on the E700 printer?

Clean the print head and paper roll confetti, if any, on a weekly basis.

### 17.18 How should the E700 be cleaned? What cleaner should be used?

Use a dry cloth to wipe the E700 on a regular basis. PAX recommends cleaning the E700 every 2 to 3 days.

### 17.19 What are the dimensions of an E700?

The dimensions of an E700 terminal box are 14.16 inches x 13.77 inches x 8.26 inches (36 cm x 35 cm x 21 cm). A terminal box weighs approximately 7.71 lbs. (3.5 kg).

### 17.20 I need to set up communications on my E700. What is the difference between WLAN and Wi-Fi?

You configure WLAN settings on the E700. Technically, WLAN means any wireless local area network no matter what technology is used and Wi-Fi is a specific type of WLAN that follows IEEE 802.11 standards. Most WLANs use IEEE 802.11, so that is why the terms are often used interchangeably. Wi-Fi is a trademark of the Wi-Fi Alliance, WLAN is not.

### 17.21 What is the PAXSTORE?

The PAXSTORE is an online marketplace for terminal applications and provides terminal management solutions. The PAXSTORE connects merchants and their PAX terminals with the opportunity to purchase and download applications. It also provides application developers a way to upload applications to be available online. It also supports terminal management with download control and parameter configuration.

### 17.22 Can the E700 download applications from the PAXSTORE?

Yes, the E700 uses the PAXSTORE client application installed on the E700 terminal to access the PAXSTORE. It will display available applications on the PAXSTORE for download and supports applications configured to be pushed from the PAXSTORE which may or may not be displayed on the store.

### 17.23 What software comes loaded on the E700 when it is delivered from the factory?

PAXSTORE Client, PDM, PaxInject Proxy, and a BroadPOS basic application are loaded. For more information on how each of the applications is used, see the Default Software Applications section.

### 17.24 What is PDM?

PDM stands for Payment Device Management. It displays software and hardware information and helps customers manage their terminals. It displays external device information and facilitates remote updates, local updates, key downloads, PPN authorization, and interface support. In the case of the E700, PDM provides information about the state of the USB connection between the E700 and the Q20.

## 18 PAX Customer Support

For questions or help with the terminal installation please contact your service provider or PAX technical support.

PAX Technology Inc.  
8880 Freedom Crossing Trail  
Building 400  
3<sup>rd</sup> Floor, Suite 300  
Jacksonville, FL 32256

Technical Support Contact Information  
Phone: (877) 859-0099  
Email: [support@pax.us](mailto:support@pax.us)  
URL: [www.pax.us](http://www.pax.us)

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