PAX E600

— User Manual —
& Setup Guide
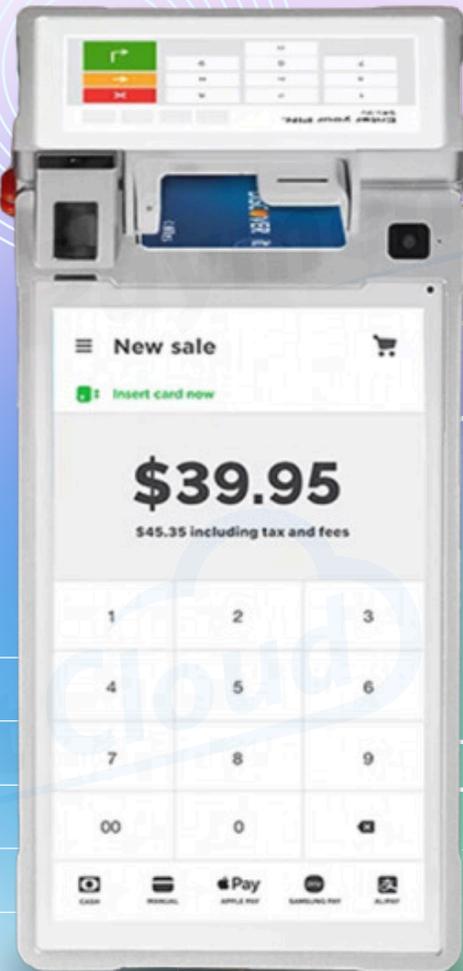
Overview

With the PAX E600 Smart Flex terminal, you won't need to choose between an advanced point-of-sale system and a practical card reader. This high-performance PAX E600 terminal offers maximum flexibility for merchants on the go or at traditional countertops. With its merchant and customer-facing displays, the E600 PAX ensures you'll deliver a seamless checkout experience for your customers!

Click here to purchase the PAX E600 Smart Flex Terminal from our online shop.

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Setup

How To Load Paper Roll
1. Position the terminal so that the customer screen is facing the merchant.
2. Press and hold the printer cover button and open the printer door from the top.
3. Load the 2.25" thermal receipt paper roll into the open slot. Leave about two inches of receipt paper hanging out from the printer door.
4. Close the door until it fastens into place.

How To Turn On/Off
1. Power On: Press and hold the power button on the right side of your device until you see your PAX E600 Smart Flex power ON.
2. Power Off: Press and hold the power button on the right side of your device. You may see a prompt appear on your screen allowing you to shut down your E600 Smart Flex. If you see this prompt, select it to power OFF.

How To Set up an Ethernet or Wi-Fi connection
Connect to WiFi
1. From your POS menu, select SETTINGS.
2. Select NETWORK & INTERNET.
3. Select WIFI.
4. Select your WiFi network. When prompted, enter your personalized network password.
5. Select CONNECT.

PAX E600 Smart Flex - Default Password
The PAX E600 Smart Flex's default password will be 9876 or pax9876@@.

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Accept Payments

The PAX E600 Smart Terminal accepts EMV Chip, magstripe, PIN-based payments, and specific NFC contactless options. It is equipped with an eight-inch merchant-facing HD touchscreen and a customer-facing screen to optimize transactions at checkout. It has dual cameras, Android processing capabilities, and a high-end fingerprint scanner for enhanced security.

The PAX E600 Smart Terminal also accepts all the major card brands: Visa, Mastercard, Discover, and American Express. It may accept gift cards if the merchant has access to the apps and functionality needed to process. If you are uncertain whether or not your PAX E600 Smart Terminal can accept international credit cards, check with your provider or contact PAX support directly.

How To Process a Sale

Chip Credit Sale
1. From the home menu, select SALE.
2. Enter the total amount for the sale, then confirm.
3. Merchants will flip their PAX E600 Smart Terminal around to access the smaller screen.
4. When asked to select card type, select CREDIT.
5. If this is a restaurant sale, the cardholder will be asked if they wish to leave a tip. Before proceeding, they will select the on-screen option that corresponds to the tip volume they wish to leave.
6. After a prompt asks them to INSERT/TAP CARD/DEVICE, cardholders will insert their credit card chip into the E600 Smart Flex's EMV chip reader.
7. Cardholders may be prompted to sign for their purchase. To sign, trace your finger along the E600 Smart Terminal screen using the device's signature capture capabilities. When ready to proceed, select ACCEPT.
8. Upon approval of the transaction, the merchant can print, email, or text the purchase receipt.

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Accept Payments Cont.

Debit Sale

1. From the home menu, select SALE.
2. Enter the total amount for the sale, then confirm.
3. Merchants will flip their PAX E600 Smart Terminal around to access the smaller screen.
4. When asked to select card type, select DEBIT.
5. If this is a restaurant sale, the cardholder will be asked if they wish to leave a tip. Before proceeding, they will select the on-screen option that corresponds to the tip volume they wish to leave.
6. After a prompt asking them to INSERT/TAP CARD/DEVICE, cardholders swipe or insert their debit card before being prompted to enter PIN card details on the E600 touchscreen (a display that reads "PLEASE ENTER PIN" will alert them).
7. Cardholders may be prompted to sign for their purchase. To sign, trace your finger along the E600 Smart Terminal screen using the device's signature capture capabilities. When ready to proceed, select ACCEPT.
8. Upon approval of the transaction, the merchant will have the option to print, email, or text the purchase receipt.

Note on Processing a Refund

The individual merchant's POS system will determine how to properly administer refunds via credit card, debit card, or mobile payment. If you have additional questions about refund details and how they affect your E600 Smart Flex, contact PAX support directly.

How To Reprint Receipt

1. From the home screen, select MENU.
2. Select REPRINT.
3. Merchants will then have the option to select REPRINT LAST RECEIPT or PRINT TRANSACTION NUMBER. Upon selecting the relevant option, the merchant will be asked if they wish to reprint a MERCHANT COPY of the receipt, a CUSTOMER COPY, or BOTH. Select the appropriate option.
4. Receipts will then be reprinted.

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Accept Payments Cont.

How To Void Transaction
Void Credit Transaction (Card Not Present)
1. From the home screen, select MENU.
2. Select VOID.
3. You will see a prompt on your screen that reads PLEASE ENTER TRANSACTION NUMBER just above a small text box. Enter the number for the transaction you wish to void and select SEARCH to proceed. The transaction number can generally be found on a copy of the original transaction receipt.
4. A copy of the transaction details will appear on your screen. If correct, select VOID.
5. The merchant will have the option to print merchant and/or customer receipts for the void. To do this, select YES when asked to PRINT [CUSTOMER/MERCHANT] RECEIPT.

How To Print Reports
1. From the home screen, select MENU.
2. Select BATCH.
3. Select PRINT REPORT.
4. A daily batch report will then be printed for the merchant's records.

How To Close a Batch
1. From the POS menu, select BATCH.
2. Review details of the relevant batch report. If correct, select CLOSE BATCH.
3. The merchant will have the option to print a receipt for the closed batch.

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Settings

How To Change the Date and Time
1. From the home menu, select SETTINGS.
2. Select DATE & TIME.
3. Modify and save the regionally correct date and time details. Once approved, the correct date and time should be displayed on your PAX E600 Smart Flex.

How To Charge Your PAX E600 Smart Flex
Your E600 Smart Flex can be charged in one of two ways: with or without your charging dock.

With Charging Dock:
1. Link the USB cable to your power adaptor.
2. Plug into the power source.
3. Link your charging cord to the charging dock. Alternatively, merchants can plug into their accessory hub's working power port.
4. Link charging dock to accessory hub cord. The terminal will indicate charge when successful.

Without Charging Dock:
1. Link the charging cord to your device's power port. The port is located on the right side of your E600 Smart Flex.
2. Merchants can use the accessory hub without the charging dock by connecting to power via the terminal's power port and then linking the charging cord to the accessory hub's power port.

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Troubleshooting & Tips

How To Reboot Your E600 Smart Flex
To reboot your PAX device in accordance with Android settings, follow these instructions:
1. Select SETTINGS.
2. Enter password (pax9876@@).
3. Select SECURITY AND LOCATION.
4. You will see an opportunity to schedule a reboot on your PAX device. When ready, select SCHEDULED TIME REBOOT. Ensure that this option is turned ON on your PAX device.
5. To confirm, select SET REBOOT TIME.
6. Select a specific time you would look to reboot your PAX payments tool.

How To Do a Factory Reset
Note: Performing a factory reset will erase all data on the device, including transaction history and customized settings. Be sure to back up any important data before proceeding with a factory reset.

It is strongly advised that any PAX user hoping to factory reset their PAX E600 Smart Flex should do so with the assistance of their merchant service provider.

How To Reach Customer Service
If you have any customer service issues related to your PAX device, contact PAX support via email (support@pax.us) or telephone (877-859-0099).

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