

PAX IM20

— User Manual — & Setup Guide





Overview

Revolutionize your payment experience with the PAX IM20. With an intuitive touchscreen interface, secure encryption, and adaptable design, this unattended self-service card terminal offers customers a clear and efficient checkout process under any circumstances. Learn more about the PAX IM20 and why it's the ideal choice to upgrade your payment solution.

Click here to [purchase the PAX IM20 terminal](#) from our online shop.

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Setup

How to Load Paper Roll

The PAX IM20 does not come with a built-in printer. Merchants cannot load receipt paper rolls of any type or size into this device.

How to Turn On/Off

- **Power On:** Plug your PAX IM20 into a power source using the MDB port.
- **Power Off:** Unplug the PAX IM20 from its power source.

A Note About Connectivity

The PAX IM20 supports WiFi, Bluetooth, and 4G connectivity options. It also comes equipped with a front-facing 0.3MP camera and robust, PCI-enhanced security. Merchants are encouraged to use a communication box for more advanced connectivity options.

PAX IM20 - Default Password

The default password for PAX devices purchased in 2020 is 9876. For devices purchased after 2021, the default password will be pax9876@@.

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Accept Payments

Accepting Multiple Payments on the PAX IM20

The PAX IM20 is compatible with most payment types, including EMV chip and contactless options. It supports payments from all the leading card brands: Visa, Mastercard, Discover, and American Express. The IM20 can also accept certain mobile wallet options and QR-based payments.

The PAX IM20 is powered by a Prolin operating system and comes equipped with a smart card and magnetic stripe card reader, an MDB port, a SAM card cover, and a status indicator light.

How to Process a Sale

Chip Credit Sale

1. Customers will start by inserting the card chip first into the device.
2. The customer may be asked to confirm the card number as the transaction is authorized.
3. If the card number is correct, select CONFIRM.
4. An alert will appear on the IM20 display to indicate that the sale was successful.

Manual Entry Credit Sale

1. Instead of swiping, tapping, or inserting a card, the cardholder manually enters the card number details near the text box that reads ENTER CARD NUMBER MANUALLY. Cardholders may also be asked to enter their card's expiration date, CVV number, and billing zip code details.
2. When ready, confirm to proceed.
3. An alert will appear on the IM20 display to indicate that the sale was successful.

Debit Sale

1. Customers will swipe or insert the debit card.
2. The customer may be asked to confirm the card number as the transaction is authorized.
3. If the card number is correct, select CONFIRM.
4. The cardholder will enter PIN details to confirm the transaction.
5. An alert will appear on the IM20 display to indicate that the sale was successful.

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Accept Payments Cont.

A Note on Refunds and Voided Transactions

The PAX IM20 can be used with various congruent POS systems. The individual merchant's POS system will determine how they can issue refunds and void transactions.

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Settings

Note: Time changes are automatic with the PAX IM20. The instructions listed below are for manual use

How to Change the Date and Time

1. Select FUNC.
2. Select SERVICES.
3. Select ADMINISTRATION.
4. Select LOGIN.
5. Modify date and time details as needed.

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Troubleshooting & Tips

Note on Performing a Factory Reset

It is strongly advised that any PAX user wanting to factory reset their PAX IM20 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 directly via email (support@pax.us) or telephone (877-859-0099).

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