PAX E700

— User Manual — & Setup Guide

Overview

Say hello to the PAX E700, the most advanced point-of-sale system from PAX. This terminal introduces a comprehensive mobile platform, delivering the ultimate payment experience and setting a new standard with its innovative features and competitive price. Discover why the PAX E700 POS is the preferred choice for businesses seeking efficiency and reliability in every transaction. Perfect for any business looking to modernize its checkout process, the E700's sleek design and user-friendly interface provide the most convenient way to take payments anywhere.

Click here to purchase the PAX E700 terminal from our online shop.

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Note: Regarding printing instructions, you will know your printer paper roll needs to be restocked when you receive a PAPER OUT indicator on your screen.

How to Load Paper Roll

1. To open the receipt paper roll cover, press the PRINTER BUTTON located on the left side of your PAX E700.
2. Load your 80mmx80m (WxD) thermal paper roll into the open printer compartment. Allow a small length of paper to extend outward from the printer.
3. Close the printer cover. The PAPER OUT indicator should disappear from your screen.
4. When the printer cover is closed, the E700 should automatically cut any length of paper hanging outward from the printer paper exit. To perform this task manually, adjust the paper roll toward the bottom of the terminal and pull it from the left or right until it tears.

How to Turn On/Off

- Power On: Press and hold the power button for three seconds. Your display should illuminate while the terminal powers on.
- Power Off: Press and hold down the power button for three seconds until a DISPLAY MENU appears on your screen. When prompted, select POWER OFF. At this point, the screen will go dark while the terminal powers off.

Note: The E700 has a power indicator light in the screen's upper righthand corner of the display screen. The yellow light indicates that the merchant should check the status of their printer roll.

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How to Set Up an Ethernet or WiFi Connection

<u>Connect to Ethernet</u>
1. Connect your Ethernet cable to the LAN port on the E700 terminal, as well as the modem and WiFi access point.
2. Select ETHERNET as a connectivity option under SETTINGS on your home screen.

<u>Connect to WiFi (DHCP)</u>
1. From the home screen, select SETTINGS.
2. If prompted, enter the default password, then confirm.
3. In the SETTINGS menu, select WIFI.
4. Make sure your WIFI toggle is turned ON.
5. Select your home WiFi network. Enter password when prompted, then confirm.
6. Select DHCP from the IP SETTINGS menu in ADVANCED.
7. Select CONNECT.

PAX E700 - Default Password
The default password for the PAX E700 will either be 1234 or the following day's date rendered in the MM/DD/YYYY format.

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Accept Payments

The PAX E700 accepts all major credit cards, including Visa, Mastercard, American Express, and Discover. It is fortified by PCI-compliant security measures and accepts EMV, magstripe, and contactless payment options. It weighs 4.6 lbs (battery included), and its dimensions are 12.5" (1920x1080), not including the integrated Q20 payment module that facilitates contactless payment, which is 4.3" (480x272). Cardholders hoping to pay with international cards are encouraged to contact support to see if their preferred payment method is congruent with the PAX E700.

The E700 is compatible with mobile payment options like Apple Pay and Google Wallet. Gift cards can also be redeemed using this PAX terminal, provided the appropriate settings are in place.

How to Process a Sale
Note: While performing refunds or sales with the PAX E700, merchants may be asked to enter the device's default password at certain intervals. For further information, see the section of the guide titled PAX E700 - DEFAULT PASSWORD.

Chip Credit Sale
1. From the home screen, select CREDIT (depending on what POS system you are using, your display for this sale may read as CARD. If so, select this option).
2. Select SALE.
3. Enter the total amount for the sale.
4. Review details and confirm if they are correct.
5. Cardholders will then insert the EMV chip card, chip-facing first, into the payment terminal.
6. Customers may be asked to sign for the transaction.
7. Select DONE to complete the transaction.
8. The merchant will have an option to print a receipt for the transaction.

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Manual Entry Credit Sale
1. From the home screen, select CREDIT.
2. Select SALE.
3. Enter the total amount for the sale.
4. Review details and confirm that they are correct.
5. The merchant or cardholder will then manually enter card details, including the card number, CVV, and expiration date.
6. Select DONE to complete the transaction.
7. The merchant will have the option to print a receipt for the transaction.

Debit Sale
1. From the home screen, select DEBIT.
2. Select SALE.
3. Enter the total amount for the sale.
4. Review details and confirm if they are correct.
5. Cardholders will then tap, swipe, or insert the card to proceed with the transaction. When prompted, cardholders will enter their PIN information.
6. Select DONE to complete the transaction.
7. Customers may be asked to sign for the transaction.
8. The merchant will have the option to print a receipt for the transaction.

Cash Sale
1. From the home screen, select CASH (depending on what POS system you are using, your display for this sale may read as CASH/AMOUNT TENDERED. If so, select this option).
2. Select SALE.
3. Enter the total amount for the sale.
4. Review details and confirm if they are correct.
5. Enter the total amount paid in cash.
6. Select PROCESS.
7. If necessary, select CLEAR to re-enter the cash amount.
8. If prompted, select DONE to complete the transaction.
9. Input total in cash drawer. If necessary, provide change.
10. The merchant will have an option to print a receipt for the transaction.

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Contactless Sale

To utilize the E700's NFC/contactless reader, you must have access to the device's integrated Q20 customer-facing payment module. To utilize the E700's contactless abilities:

1. Tap the NFC/contactless card on the Q20 screen.
2. The terminal will extract payment information.
3. The merchant will have the option to print a receipt for the transaction.

How to Reprint Receipt

1. Find and select the TRANSACTION LOGS MODULE.
2. Find and select the transaction for which you wish to print a receipt.
3. If prompted, select RECEIPT.
4. Confirm to print.

How to Process a Refund

Credit Card and Debit Return

1. Find and select the TRANSACTION LOGS MODULE.
2. Locate the exact transaction you wish to refund.
3. When prompted, select REFUND.
4. Enter the last four digits of the card used in the original transaction, then select NEXT. Alternatively, for debit-based refunds, the cardholder may or may not have to enter their PIN information to confirm the refund.
5. Tap, swipe, or insert the card used in the original transaction.
6. Select DONE to verify the refund.
7. The merchant will have the option to print a receipt for the refund.

Cash Return

1. From the home screen, select CASH.
2. From the CASH MODULE SCREEN, select REFUND.
3. Enter the total amount for the refund, then select NEXT.
4. Confirm details and provide customers with requisite change via cash drawer.
5. Select DONE to verify the refund.
6. The merchant will have an option to print a receipt for the refund.

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How to Void Transaction
1. From the home screen, select HISTORY.
2. Select the TRANSACTION LOGS MODULE.
3. You will be presented with a series of menu options for searching for transactions: ORDERS, INVOICES, RECEIPTS, etc. Select RECEIPTS.
4. Find and select the transaction you wish to void.
5. When ready, select VOID. You may be asked to select VOID twice to confirm.
6. You will get a notification reading TRANSACTION APPROVED, or SUCCESS: TRANSACTION WAS VOIDED.

To Void an Item That Is in the Process of Being Purchased
1. Select the arrow icon in the bottom right-hand corner of your screen (the exact details of this step may vary depending on the POS system the merchant is using).
2. Select VOID ITEM.
3. You may be presented with a prompt asking you to give a reason for why you are voiding this item (INCORRECT PRODUCT, PROXY SALE, etc.). Select the relevant option to proceed.
4. Select VOID to confirm.
5. You will be notified on your E700 screen that the item has been successfully voided.

How to Print Reports
1. From the home screen, select REPORTS.
2. Select CURRENT REPORT.
3. Select the specific report type you wish to print: Condensed, Totals, etc.
4. Select the relevant card payment type (CARD TYPE).
5. Select BY TRANSACTION #.
6. If prompted, confirm the relevant transaction type.
7. The merchant will have an option to print the report.

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Settings

How to Change the Date and Time

1. Select the arrow icon in the bottom right-hand corner of your screen (the exact details of this step may vary depending on the POS system the merchant is using).
2. If prompted, enter the default password, then confirm.
3. Select SETTINGS.
4. Select SYSTEM.
5. Select DATE & TIME.
6. You now have the choice to set AUTOMATIC TIME ZONE/ AUTOMATIC DATE AND TIME or to select the date and time manually.

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Troubleshooting & Tips

A Guide to LED Indicator Signals on the PAX E700
As mentioned, the PAX E700 comes equipped with an LED indicator to alert merchants to the status of their terminal. Here are a few indicators to look out for:
- Green: Terminal is functioning and battery is fully charged.
- Red: Device may be mid-charge.
- Yellow: Merchant should check status of the E700's printer roll.
- Red and green simultaneously: May indicate an issue with your charging source.

How to Reboot Your E700
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.
Note: PCI standards dictate that a 24-hour reboot, once initiated, cannot be undone.

Note on Performing a Factory Reset
It is strongly advised that any PAX user wanting to factory reset their PAX E700 should do so with the assistance of their merchant service provider.
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.

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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