PAX A35

— User Manual — & Setup Guide

Overview

Introducing a smart desktop companion, the PAX A35 credit card machine. This dynamic pin pad features a customer-oriented interface designed for integration with existing POS systems. With its 13-key keypad, front-facing camera, and robust connection options, the PAX A35 is tailored for a range of businesses, from retail to grocery stores and beyond. It's built to ensure dependable performance in any setting. Choose consistency with the PAX A35 today. Check out our quick reference guide for troubleshooting tips and tricks here!

Click here to purchase the PAX A35 Credit Card Terminal from our online shop.

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Setup

How To Turn On/Off

1. The terminal does not have a power button. To turn on, connect the multi-function cable to the terminal, secure the back cover, and then turn the terminal over.
2. Insert the power cord's male USB Type-C plug in the open female USB Type-C power connector on the multi-function cable.
3. Connect the cable's USB plug to the AC adapter's USB port.
4. Plug the adapter into an AC outlet. The terminal will power on automatically and make a sound to indicate it is starting.
5. To turn the terminal off, disconnect the AC power supply.
6. To reboot, hold the red and green buttons simultaneously until the terminal turns off, and keep holding until it powers on.

How To Set Up an Ethernet or Wifi Connection

Ethernet:
1. Select the menu icon in the upper left-hand corner.
2. Select DEVICE SETTINGS and enter your merchant password if prompted.
3. Select ETHERNET CONFIGURATION.
4. Choose your network and configure your individual settings.
5. When you are connected, return to the Start screen.

WiFi:
1. Select SETTINGS.
2. Select PLEASE INPUT PASSWORD. (default: pax9876@@).
3. Select the CHECKMARK and press the GREEN ENTER KEY to confirm.
4. Back in Settings, select NETWORK AND INTERNET.
5. Select WIFI.
6. If WiFi is off, turn it on. If WiFi has been enabled, the terminal will display a list of available networks.
7. Select the network you'd like to connect to. Enter the password for the chosen network and select CONNECT to confirm.

PAX A35 - Default Password

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

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Accept Payments

How To Process a Sale

Credit Sale or Debit Sale
1. Tap on 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 display, allowing you to enter and confirm the tip amount.
4. The customer can now use their card or contactless payment method.
5. The transaction is processed. If the terminal declines the transaction, retry the process.

Manual Entry Credit Sale
1. Tap the CARD icon.
2. Enter the transaction amount.
3. You or the customer can enter the card information (number, expiration date, CVV) manually using the MANUAL ENTRY option.
4. Once all necessary information has been entered, confirm the total amount by selecting the GREEN button.
5. The transaction is processed. If the terminal declines the transaction, retry the process.

How To Reprint Receipt

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

How To Process a Refund
1. Tap the MENU icon and enter your merchant password.
2. Select CREDIT and enter the merchant password.
3. Enter the entire repayment amount.
4. The customer can now use their card or contactless payment method where the refund is to be made.

Manual Entry
1. Tap the MENU icon and enter your merchant password.
2. Select CREDIT and enter the merchant password.
3. Select MANUAL ENTRY.
4. Enter the card details where the refund will be made (card number, CVV security code, validity period).
5. The total amount will be displayed. Confirm the amount.

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Accept Payments Cont.

How to Void Transaction
1. Use the payment method used to make the payment.
2. Select the MENU icon.
3. Select CANCEL.
4. Enter your merchant password.

How To Close a Batch
1. Select the MENU icon.
2. Select REPORTS.
3. Select END OF DAY SETTLEMENT.
4. That day's transactions are sent to the acquirer, and the display will show a confirmation.

To Manually Close a Batch
1. Press the icon in the upper right-hand corner of your screen. If this fails, tap all four corners of your screen in a clockwise sequence.
2. When prompted, enter the password for your device. Your password may or may not be the current date to be entered in the MM/DD/YYYY format.
3. Once directed to Settings, select HOST SETTINGS.
4. Select the BATCH CLOSE option. This will automatically close the batch of any outstanding transaction you have still pending in your system.

How to Change the Batch Number
1. From the idle screen, select FUNC.
2. Select SETTINGS.
3. Enter the Operator Password (Current or Next day's date in the format of MM/DD/ YYYY).
4. Tap HOST SETTINGS.
5. Tap BATCH NUMBER.
6. Increase the current batch number by one.
7. Use the back arrow at the top left of the screen to back out, then follow the instructions to batch and verify that the batch will close.

How To Scan Barcodes
You can use the terminal's front-facing 0.3MP camera to scan items.

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Settings

How To Change the Date and Time
1. Select the GEAR icon to access settings.
2. Scroll down to SYSTEM.
3. Tap DATE & TIME.
4. Toggle AUTOMATE DATE AND TIME and ensure it's grayed out.
5. Tap SELECT TIME ZONE.
6. Choose the appropriate time zone.
7. Select SET DATE and set the appropriate date.
8. Select SET TIME and set the appropriate time.

How To Adjust Volume Control
1. Press the red button on the left to exit out of the payment app.
2. Tap SETTINGS.
3. Enter the password (default: pax9876@@).
4. Press OK to confirm.
5. Tap SOUND.
6. You can adjust MEDIA VOLUME, RING VOLUME, and ALARM VOLUME by pulling the bar to the right to increase volume and to the left to decrease.

How To Download Firmware and Software
1. After setting up the Terminal Profile Number (TPN) in the STEAM system, you need to download the necessary firmware, software, and encryption keys to the terminal to function.
2. Using the Wi-Fi connection, the terminal will connect to the PAX terminal management system (PAXSTORE).
3. The device will automatically install all necessary software and encryption keys.
4. A brief sound will indicate the installation is being processed.
5. The terminal screen will display a message indicating what is being downloaded during the download.

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Settings Cont.

How To Configure a Static IP
1. In the Home Screen, select SETTINGS.
2. Enter the password (default: pax9876@@), then tap OK.
3. SELECT NETWORK & INTERNET.
4. Select WIFI.
5. Select your network name.
6. Tap the PENCIL icon in the top right-hand 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.

How To Find the IP Address
1. After setting up the WiFi, select ADVANCED and scroll up on the screen.
2. The app will display the network settings.
3. Record the IP address.

How To Change the Password
In the Device section, tap PASSWORD. Follow the prompts to change the password.

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Troubleshooting & Tips

How To Do a Factory Reset

Note: A factory reset erases all data on the device, including transaction history and customized settings. Therefore, it is recommended that you back up any important data before proceeding with a factory reset.

1. On the Home screen, tap SETTINGS. Enter the system password (default: pax9876@@). Tap the CHECKMARK icon to access the settings screen.
2. Tap SYSTEM.
3. Select RESET OPTION.
4. Select ERASE ALL DATA (FACTORY RESET).
5. Tap RESET DEVICE.
6. Tap ERASE EVERYTHING. The reset process will start on the terminal.

How To Clear Database

1. Press all four corners in sequence.
2. You will be prompted to enter a password. Typically, the password is today's date.
3. Tap OK.
4. Tap OTHER SETTINGS.
5. Tap CLEAR ALL.
6. You'll be prompted to confirm. Press OK.

How To Find the Serial Number

Turn the device around to view the bottom and locate a sticker to find the serial number.

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Troubleshooting & Tips Cont.

PAX A35 Common Error Messages

Below is a list of some other common messages you may receive on your PAX A35 screen, alerting you of an error that needs to be addressed. These usually appear along with their corresponding error codes:

1. Transaction Error: Connect Error: Switch to an ethernet connection and try again. The POS register setting (in the communications tab of BroadPos) is not turned on. The protocol type is not TCP/IP, or the primary communication type is not LAN.
2. Transaction Error: invalid card reader counter: PAX needs to be updated to v1.11.
3. Transaction failed: Fail to obtain approval for online transaction.
4. 000100(Decline); Message; SEQ ERR PLS CALL: Please refer customers to the payment processor and tell them they must force their batch through. No need to purge them as they are already showing 0.00 in their PAX.
5. Invalid msg fmt: This message can appear if you swipe too fast and the reader can't read, the black part of the card is worn out, or when a terminal ID or other information from the VAR sheet has been entered incorrectly into the config.
6. Payment Result Code: 100009 (RECEIVE ERROR); Message: RECEIVE ERROR: This can be caused by the terminal reaching out to the processor while unable to complete the process, by entering an error in the config, by an older application on the PAX, or by a firewall blocking the connection.
7. There is no default payment device: Sync your register completely and try again. If this doesn't solve the issue, press on the I icon and tap on RESTART.
8. PAX error - Check Lan Cable: This can be caused by not having a LAN cable plugged into the PAX device or if the black connector cable from the PAX device is defective.
9. PAX error - RECV ACK ERROR: Can be caused by trying to access the menu of the PAX while sending a transaction or if the communication between the POS and PAX cannot be established.
10. PED Tamper: The tamper sensor of the terminal was tripped after an attempt to get into the device, possibly during shipping. The device must be returned to the merchant provider and replaced.
11. PAX error—so open error uai: Requires an update on the PAX device. Follow the instructions below to contact customer service.

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Troubleshooting & Tips Cont.

How To Handle the Terminal Being Unable to Reboot
Some steps you can take if your A35 is not turning on or not working include:
1. Restart the device: To reboot, hold the red and green buttons simultaneously until the terminal turns off, and keep holding until it powers on.
2. Check the power: Unplug and plug the power cord.
3. Check the network connection: Ensure the network cable is connected to the terminal and a network jack or hub.
4. Check for communication issues: Press and hold F and 1 together to access the main menu.
   - a. Select COMMUNICATION.
   - b. Select LAN PARAMETERS.
   - c. Select LAN TYPE.
   - d. Ensure it's set to 1 (DHCP). You can also run a ping test to check that the device is connected to a network.
   - e. If you continue to have issues, contact support: See below instructions to contact customer service.

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

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