

PAX A35

Installation and Configuration Guide



December, 2023

PAX A35..... 1
Installation and Configuration Guide1
1
Introduction 3
Terminal Overview 4
 A35 Terminal Overview4
 Terminal Hardware5
 A35 Communication Ports6
Terminal Setup and Configuration..... 7
 Connect the Multi-Function Cable7
 Power On the Terminal10
 Configure the Terminal Display Language11
 Configuring the Terminal Network Connections.....13
 Configuring the Terminal Ethernet Connection14
 Configuring the Terminal Wi-Fi Connection.....15
Terminal Activation 17
 Terminal Activation17
 Overview 17
 Activate Terminal18
 Set Passwords21
Working with the Terminal 22
 Powering the Terminal On or Off22
 Terminal Input Options.....23
 Card Payment Options.....24

Introduction

The PAX A35 countertop payment terminal is perfect for retail and restaurant applications. This setup guide describes the following topics:

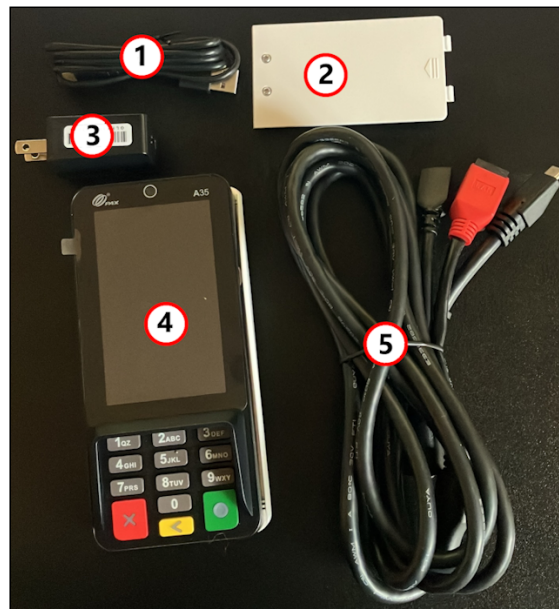
- [A35 Terminal Overview](#)
- [Terminal Hardware](#)
- [A35 Communication Ports](#)
- Initial terminal configuration
 - [Connect the Multi-Function Cable](#)
 - [Power On the Terminal](#)
 - [Configure the Terminal Display Language](#)
 - [Configuring the Terminal Network Connections](#)
 - [Configuring the Terminal Ethernet Connection](#)
 - [Configuring the Terminal Wi-Fi Connection](#)
- Activating the terminal
 - [Terminal Activation](#)
 - [Activate Terminal](#)
 - [Set Passwords](#)
- Working with the terminal
 - [Powering the Terminal On or Off](#)
 - [Terminal Input Options](#)
 - [Card Payment Options](#)

Terminal Overview

A35 Terminal Overview

This document will introduce you to your payment terminal as well as guide you through the process of preparing and configuring it in order to quickly begin processing payments.

Your PAX A35 payment processing terminal comes with the following:

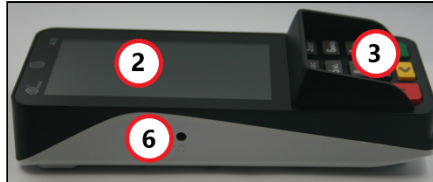


1. USB Type-C power cord
2. Back cover
3. AC power adapter
4. Payment terminal
5. Multi-function cable

Terminal Hardware

The following illustrations show the location of the main terminal features and hardware:

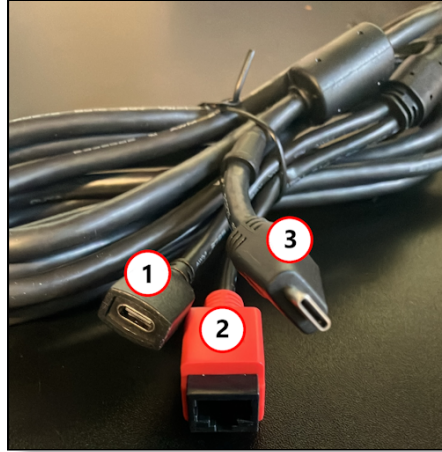
- 1. Front-facing camera (not used)
- 2. Color touchscreen / Contactless payment reader
- 3. Physical keypad
- 4. Chip card reader
- 5. Magnetic stripe reader
- 6. 3.5mm audio jack



A35 Communication Ports

There are multiple communication ports available through the multi-function cable. The cable allows you to connect the terminal to:

1. USB Type-C (female) power connector (for AC supply)
2. Wired network using the Ethernet connector
3. Multi-function connector (USB Type-C male)



Terminal Setup and Configuration

Connect the Multi-Function Cable

The terminal uses a multi-function cable to provide access to the supported connections. Countertop terminals generally require AC power and Ethernet connections. Your configuration may also include a connection to a POS system.

To connect the multi-function cable:

1. On the back of the terminal at the top, use a #1 Phillips screwdriver to loosen the two screws securing the cover.



NOTE: You do not need to remove the screws from the cover; they are designed to remain attached.


2. Remove the cover from the back of the terminal and locate the USB Type-C plug between the slots for the MicroSD and SAM cards.



3. Insert the multi-function cable's USB Type-C connector into the terminal's corresponding plug.



4. After you connect the multi-function cable to the terminal, make sure that the strain relief sleeve is seated in the slot at the top of the terminal.

 **NOTE:** You can move the strain relief sleeve along the multi-function cable to position it correctly.



5. Re-install the cover and tighten the two screws to complete the cable installation.



Power On the Terminal

The terminal does not have a dedicated power on/off button; it turns on automatically when you connect it to an AC power source and turns off when disconnected from a power source.

To power on the terminal:

1. After you connect the multi-function cable to the terminal and secure the back cover, 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 into the AC adapter's USB port.



4. Plug the adapter into an AC outlet. The terminal powers on automatically and makes a sound to indicate it is starting.

Configure the Terminal Display Language

By default, the terminal displays all information in English. This procedure explains how to change the terminal's display language if necessary.



IMPORTANT! Selecting a different language changes all text that appears on the terminal.

To change the terminal display language:

1. On the terminal's main screen, touch the **Settings** icon.



2. On the *Settings* screen, touch the **Please Input Password** field and use the keypad to type the password: **pax9876@@**.
3. Touch the checkmark icon on the keypad when you are done and touch **OK**.

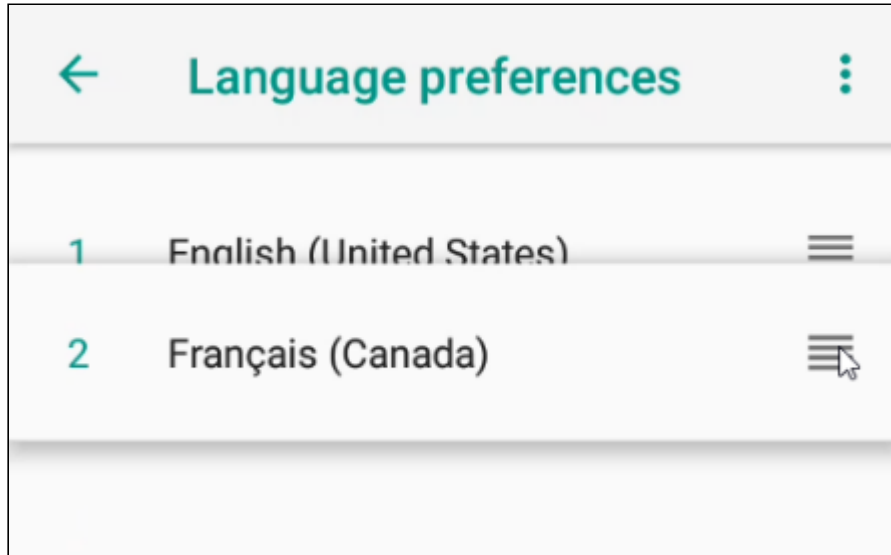


4. On the *Settings* page, scroll to the bottom and touch **System**.
5. On the *System* page, touch **Languages & input**.
6. On the *Languages & input* page, touch **Languages**.
7. On the *Language preferences* page, touch **Add a language**.
8. On the *Add a language* page, scroll to and touch the desired language.



NOTE: If the language has localized variants, select the appropriate regional option for your country.

9. If the selected language does not appear automatically, you can drag the language to the top of the list, as shown below:



Configuring the Terminal Network Connections

The terminal requires a network connection to communicate with the payment processor server to process transactions.

The PAX A35 is a countertop payment terminal that can connect to wired (Ethernet) and wireless (Wi-Fi) networks.

- [Configuring the Terminal Ethernet Connection](#)
- [Configuring the Terminal Wi-Fi Connection](#)

Configuring the Terminal Ethernet Connection

This section explains how to enable an Ethernet connection and connect to your network.

To connect to your Ethernet (wired) network:

1. Ensure your network cable is connected in the red Ethernet adapter on the multi-function cable and make sure the other end of the network cable is connected to a network jack or hub.
2. On the terminal's main screen, touch the **Settings** icon.



3. On the *Settings* screen, touch the **Please Input Password** field and use the keypad to type the password: or **pax9876@@**.
4. Touch the checkmark icon on the keypad when you are done and touch **OK**.



5. On the *Settings* page, touch **Network & Internet**.
6. On the *Network & internet* page, touch **Ethernet**.
7. If **Ethernet** is **Off**, touch the toggle to turn it on.
8. After you toggle **Ethernet** to **On** (or if **Ethernet** is already on), the connected network settings appear.
9. If necessary, you can change the network connection parameters manually by scrolling to the bottom and touching **Ethernet Configuration** to select and configure the **Connection Type**.



IMPORTANT! Changing the network connection parameters incorrectly will prevent the terminal from communicating with the payment processing server.

10. Touch the **Back** icon to return to the *Network & Internet* page.



Configuring the Terminal Wi-Fi Connection

This section explains how to turn Wi-Fi on and connect to your network.

To connect to your wireless network:

1. On the terminal's main screen, touch the **Settings** icon.



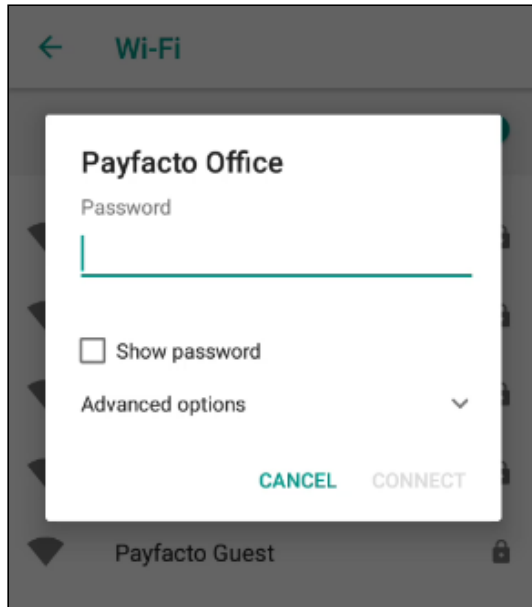
2. On the *Settings* screen, touch the **Please Input Password** field and use the keypad to type the password: **pax9876@@**.
3. Touch the checkmark icon on the keypad when you are done and touch **OK**.



4. On the *Settings* page, touch **Network & Internet**.
5. On the *Network & Internet* page, touch **Wi-Fi**.
6. If **Wi-Fi** is **Off**, touch the toggle to turn it on. If **Wi-Fi** is already on, a list of available networks appears.
7. From the list of available networks, touch the name of the network you want to connect to.
8. Enter the password for the selected network and touch **CONNECT**.



TIP: You can touch **Show password** before typing to ensure you are entering the password correctly.



9. After the terminal displays **Connected** for the selected network, touch the **Back** icon to return to the *Network & Internet* page.



Terminal Activation

Terminal Activation

PayFacto uses a self-service terminal activation procedure designed to save time while also providing better security. The new activation procedure applies only to countertop and mobile PAX payment terminals using the Android operating system. The new procedure applies to:

- All new merchants activating their terminals for the first time
- Any existing merchants adding new payment terminals
- Any existing merchants receiving replacement terminals

Overview

After you configure the terminal's network connection(s) and power on the terminal, the procedure comprises of 2 parts:

- [Activate the terminal with a One Time Passcode \(OTP\)](#)
- [Set the Administrator and Merchant passwords](#)



NOTE: If you have multiple new payment terminals, you need to perform the activation procedure on each terminal individually.

Activate Terminal

After configuring the terminal's network connection, you need to start the PayFacto payment application to complete the remaining steps. Terminal activation requires you to input a One Time Passcode (OTP) that PayFacto sends to the email address or telephone number registered to your account.



IMPORTANT! To receive the OTP on your phone, your registered phone number must be able to receive text messages (SMS). If you cannot receive text messages, select the email option to get the OTP.

To activate the payment terminal:

1. Touch the **PAYMENT** icon on the main screen. The *Welcome To Your Payment Terminal* screen appears.



NOTE: The terminal may need to download host and security parameters; this can take a few moments.

2. In the top right corner of the screen, your terminal ID (TID) appears; confirm that the number on the screen matches the TID on the label on the back of your terminal. The TID will not appear on your terminal screen after you complete the activation process.

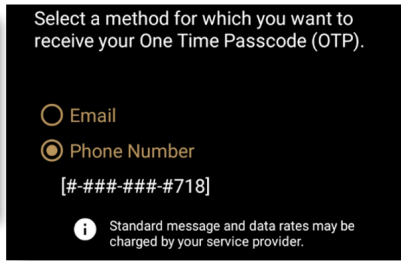
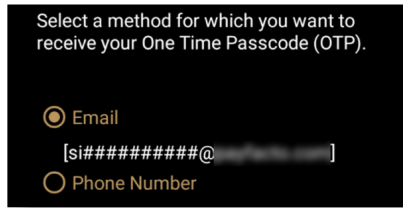


IMPORTANT! If the TID does not match, call PayFacto immediately.


3. Touch anywhere on the screen to begin the activation process.
4. Touch the desired option to receive the OTP.

Email

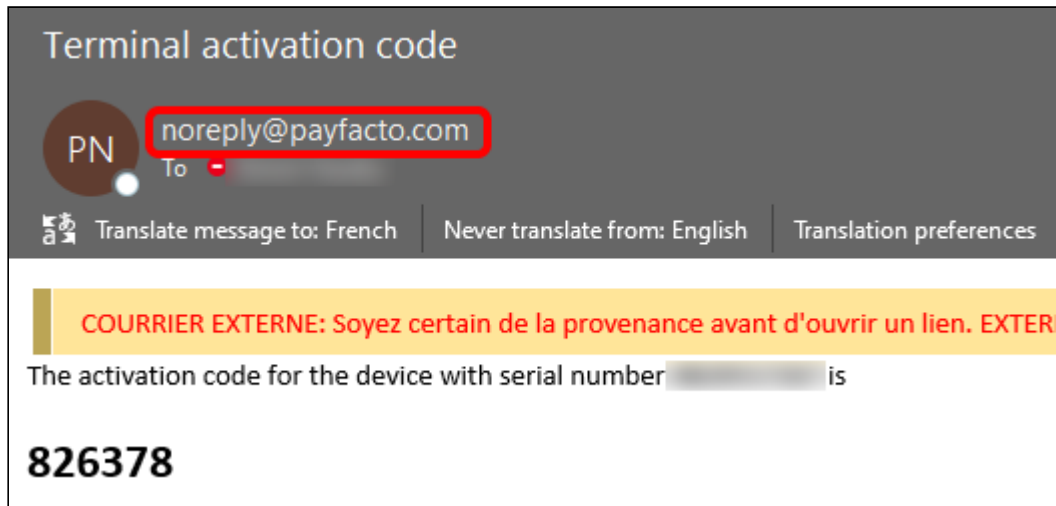
Phone Number



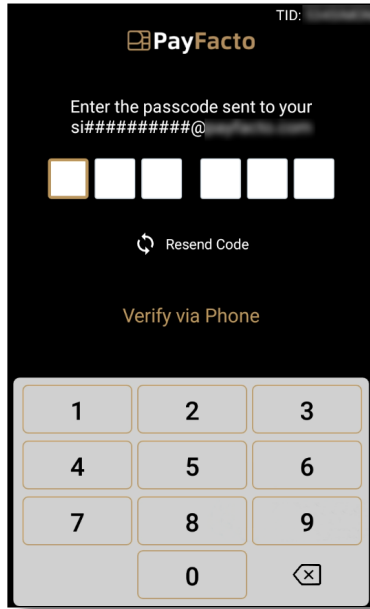
5. Touch the **Send Code** button.

 **IMPORTANT!** The OTP code is valid for **15 minutes** after you receive it. If you wait more than 15 minutes to enter the OTP, the terminal will display an error and you will have to request a new OTP.

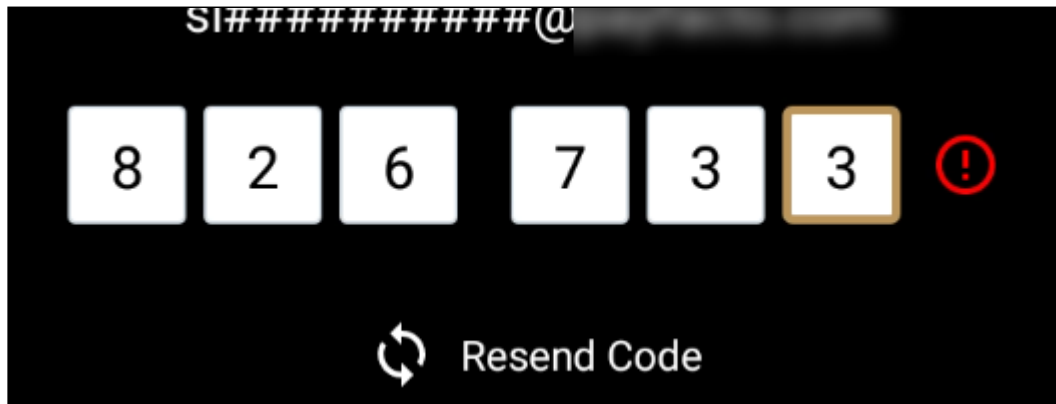
6. If you select **Email**, look for a message from **noreply@payfacto.com**.



7. After you receive the 6-digit activation code, use the on-screen keypad to enter the code on the terminal screen.



8. If you enter the code incorrectly, a red exclamation mark appears to indicate that the code is incorrect.



9. Re-enter the code, or touch **Resend Code** to obtain a new OTP.
10. After you enter the OTP correctly, the payment application displays the *Set Administrative Password* screen to [configure your terminal passwords](#).

Set Passwords

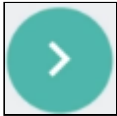
To prevent unauthorized individuals from changing the terminal's configuration, you need to set the Administrator and Merchant passwords. These passwords restrict access to certain functions on the terminal.

When setting your passwords, you must respect the following parameters:

- Passwords must be 6 characters long
- The Administrator and Merchant passwords cannot be the same (can't match)
- You cannot use the same digit 6 times consecutively (for example: 111111 or 777777)
- You cannot use 6 consecutive numbers, either ascending or descending (for example: 123456 or 987654)

To set your Administrator and Merchant passwords:

1. On the *Set Administrative Password* screen, use the on-screen keypad to enter a 6-digit password in the **Admin Password** field and touch the **Next** icon on the keypad.



2. On the *Confirm Administrative Password* screen, re-enter the password in the **Admin Password** field and touch the **Next** icon on the keypad.
3. On the *Set Merchant Password* screen, use the on-screen keypad to enter a 6-digit password in the **Merchant Password** field and touch the **Next** icon on the keypad.
4. On the *Confirm Merchant Password* screen, re-enter the password in the **Merchant Password** field and touch the **Next** icon on the keypad.

Your payment terminal is now ready for use.

Working with the Terminal

Powering the Terminal On or Off

The terminal powers on automatically when you connect it to an AC power supply. To power off the terminal, disconnect the AC power supply.



IMPORTANT! Disconnecting the AC power immediately powers off the terminal and any transaction that was in progress is cancelled.

Terminal Input Options

The PAX A35 terminal offers an on-screen keypad as well as a physical keypad to enter transaction amounts. Your terminal operators and customers enter information and respond to prompts using either the terminal's touch screen or physical keypad.

To enter an amount or a PIN, you can use either the on-screen or physical keypad.

There are three (3) colored function keys on the physical keypad that you can use to confirm, correct, or cancel an operation:

- To confirm an entry, touch **OK** on the screen or press the green **O** key
- To correct an entry, touch **BACK** on the screen or press the yellow **<** key
- To cancel a function, touch **CLEAR** on the screen or press the red **X** key



Card Payment Options

There are three (3) ways for a customer to use their payment card with the terminal:

Insert the chip card and enter a PIN



Swipe the card's magnetic strip



Tap the card for contactless payment

