

PAX A50s

User Manual

User manual for the basic functions of the PAX A50s



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Overview of the device

With the PAX A50s, you have chosen a top-quality terminal based on Android that offers you numerous possibilities with intuitive operation. With its integrated reader for contactless payment methods, card reader, cameras and much more, the lightweight miniPOS is the perfect choice for accepting modern payment methods in your business.



Delivery contents



Device
PAX A50s



USB A adapter
Charging cable USB A to USB C

Setup

The initial setup and installation of your new PAX A50s is very simple. In just a few steps, your device is ready to handle your payment transactions. If you have any questions during setup, our support team will be happy to help.

1. Charging the device

Before using the unit for the first time, it should be fully charged. To do this you can charge the terminal directly via the USB cable supplied. Use the the USB-C port on the left side of the unit (5).

2. Switching the device on / off

Press and hold the Power on/off button (2) for 2 seconds. To switch the unit off again, press the same button until you see a button until you see a selection menu with four options (Flight mode, Silent mode, Restart, Power off) and select the option „Power off“.

3. Set up Wi-Fi®/WLAN

Once your device is fully charged and switched on, you must first set up your Wi-Fi® connection before you can enter the activation code (step 4).

- Select the menu icon  in the upper left-hand corner
- Select „Device settings“  and enter your merchant password if necessary
- Select „Configuration Wi-Fi“ 
- Select your Wi-Fi®/WLAN network, enter the password of your of your network and confirm
- Once you are connected to your WLAN, return to the start screen and return to the home screen and continue with the activation of your account (step 4).

4G data connection

All PAX A50s are equipped with a SIM card, already installed in advance and thus ready for use immediately when switching on. Therefore, you can also use the mobile data connection for activation.

4. Activate account



Activate your account in just a few steps and link the PAX A50s to the Checkout back office.

If you have any questions our support team will be happy to help you.

Perfect!

You have completed the initial setup of your PAX A50s and can now start using your terminal to accept modern payment methods.

Accept payments

Many functions on your PAX A50s are intuitive to find and easy to use thanks to the modern touchscreen. Below you will find the basic functions for processing payments directly via the terminal (stand-alone use). For integration into your POS system, you can obtain application instructions directly from the respective manufacturer.

Accept a payment

To accept a payment or make a sale on your device on your device:

- Click on the Card icon  on the home screen
- Enter the payment amount and confirm
- If the tip function has been activated, you will see a second input window in which you can enter and confirm the tip (optional)
- Now your customer can present the card or contactless payment method
- The transaction will be completed

Manual entry of payment details (optional)

Accept a new payment by clicking on the Card icon  on the home screen and entering the payment amount. Then click on „Manual entry“. Your customer then has the opportunity to enter his card details (card number, security code CVV, validity). Finally, the total amount is displayed once again and asked for confirmation.

The functionality for manual entry is not available for all payment methods, is optional and must be activated by PostFinance.

Refund a payment

To refund a payment to an existing card on your device:

- Click on the menu icon  and enter your merchant password when required
- Select the menu item „Credit“  and enter the merchant password if necessary
- Enter the total amount to be refunded
- Now your customer can present the card or contactless payment method to which the refund should be made

Refund for manual entry (optional)

Click on the menu icon , enter your merchant password, select the menu item „Credit“  and confirm again with your merchant password if necessary. Select „Manual entry“. You can then enter the card details of the card to which you want to refund (card number, security code, CVV, validity). Finally, the total amount will be displayed and you will be asked to confirm.

The functionality for manual entry is not available for all payment methods, is optional and must be activated by PostFinance.

Daily closing

You can call up all individual receipts, reports and much more at any time conveniently in your account in the checkout back-office-tool. The daily statement is created on your terminal:

- Select the menu icon 
- Now select „Reports“  and then „Daily closing“ 

The transactions of the day are now sent to the acquirer and you will see a confirmation on the display. You can then view the report in the checkout back-office-tool. The reports should be generated every day.

Cancel the last transaction

The last transaction can be cancelled very easily. To do this, you need the means of payment with which the payment was made:

- Select the menu icon 
- Select „Cancel“  from the menu
- Enter your merchant password

Payment reservation (Pre-auth)¹

If required, you can pre-authorise a means of payment or reserve the payment:

- Select the menu icon 
- Now select the area „Reservations“  and then „Reservation“ 
- Enter the amount and present the card or contactless payment method (or optionally enter the card details manually, as required).

Adjust a payment reservation (Incremental auth)¹

To adjust an existing payment reservation:

- Select the menu icon 
- Now select the area „Reservations“  and then „Increase Reservation“ 
- Enter the amount by which you want to increase the existing reservation
- Now enter the Acquirer Id (Acq-Id) and the corresponding relevant Transaction Reference Number (Trx. Ref-No) and confirm

Finalise a payment reservation (Pre-auth compl.)¹

To complete an existing payment reservation:

- Select the menu icon 
- Now select the area „Reservations“  and then „Booking Reservation“ 
- Enter the Acquirer Id (Acq-Id) and the Transaction Reference Number (Trx. Ref. No.) of the original reservation and confirm

Cancellation of a payment reservation (Pre-auth cancellation)¹

To delete an existing payment reservation:

- Select the menu icon 
- Now select the area „Reservations“  and then „Cancellation Reservation“ 
- Enter the Acquirer Id (Acq-Id) and the Transaction Reference Number (Trx. Ref. No.) of the original reservation and confirm

¹ Note on Pre-auth functions

The functions for pre-auth/payment reservations are only available to certain industries, e.g. hotels, and must be approved by your acquirer. In order to complete, adjust or cancel the payment reservation you will need the Acquirer Id (Acq-Id) and the Transaction Reference Number (Trx. Ref-No). Make sure that you make a note of these numbers or that you keep the receipt of the reservation.

Printer accessories

The PAX BP50, a practical desktop charging station with integrated Bluetooth printer, is available as an option for the PAX A50 and PAX A50s. Connect the printer to up to four terminals at a time to print receipts conveniently in your store.

Connecting a terminal to your printer (pairing)

Your terminal connects (pairs) to your PAX BP50 printer via **Bluetooth** . Bluetooth is activated automatically. Proceed as follows:

- Connect the printer to the power. The printer does not need to be switched on separately. It may take a moment to become active (see status LED)
- Select the **settings icon**  on your terminal
- Now select **“Connect Printer”** 
- The terminal will search for available printers. This may take a few minutes. You should then see a **list of available printers** nearby
- **Select the required printer** by its serial number.
You can find this on the bottom of your PAX BP50 Bluetooth printer

Active connection to the printer

You can see that your terminal has an active connection to your printer from the **symbol**  **at the top left of the status bar.**

You can connect up to four PAX A50 or PAX A50s to your PAX BP50 Bluetooth printer at the same time and use them in parallel.

Your devices will remain paired. After restarting, the connection will be re-established automatically.

Cancelling the connection to your printer (unpairing)

Once paired, your terminal will remain connected to your printer. To cancel the connection or connect another printer, proceed as follows:

- Select the **settings icon**  on your terminal
- Now select **“Connect Printer”** 
- The terminal will search for available printers. This may take a few minutes. You should then see a **list of available printers** nearby
- **Select “UNPAIR”** next to the connected printer to disconnect, and then select another printer from the list if required

Our tip:

In the Checkout back office, under Space → Terminals → “Details” configuration, you can access other functions such as tips or activate and configure headers and footers on receipts.

For the use of PAX BP50, the buttons “API Access”, “Cloud API” and “Attended with amount entry enabled” must be activated in the same menu item. You can choose here whether a receipt should be printed automatically or only at the customer’s request.

Further Settings

Changing the Merchant Password

If required, you can also change your merchant password of the terminal directly via the terminal. As a general rule we recommend that you update your merchant password via the checkout back-office-tool.

However, to change the merchant password directly via the terminal proceed as follows:

- Select the settings icon 
- Now select the area „Change password“  and confirm with your current merchant password
- Now enter a new password and confirm by pressing confirm with Enter / the green button

Change language settings

Language settings can be changed in the checkout back-office tool in the terminal configurations if necessary.

Any questions?

We are available to answer your questions and enquiries by phone around the clock.

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