



PAX A35 User manual

User manual for the basic functions
of the PAX A35 device

PostFinance 

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Device overview

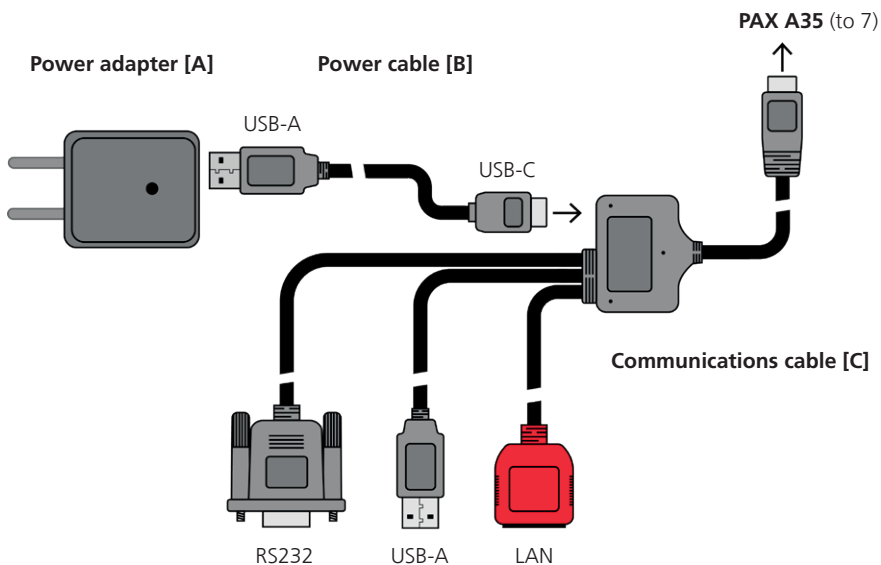
The PAX A35 is a cutting-edge, Android-based terminal offering numerous options and intuitive operation. With its integrated reader for contactless payment methods, the card reader mechanism and the combination of touchscreen and haptic PIN pad, the compact and robust device is the perfect choice for accepting modern payment methods in your shop.



Connecting your terminal

Note on power supply

For charging, please use the USB-A to USB-C cable supplied with the adapter and connect this to the communications cable as illustrated. This is the only way to charge the device.



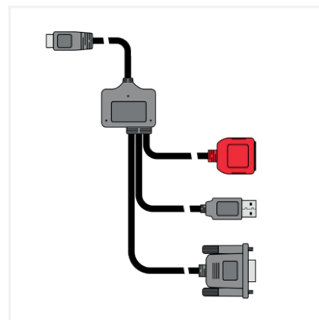
Delivery contents



Device
PAX A35



Adapter [A] + power cable [B]
USB-A / USB-C



Communications cable [C]
RS232, USB-A, LAN / USB-C

Setup

The initial setup and installation of your new PAX A35 is very simple. In just a few steps, your device will be ready to use for carrying out payment processes. If you have questions during setup, our Support team will be happy to help you.

1. Connecting the cables




Two cables are included in the delivery: a USB-A to USB-C power cable [B] with adapter [A] and the communications cable [C] for the terminal's data connection.

Please only connect the cables as illustrated on page 2. Connect the power cable [B] to the USB-C port on the communications cable [C]. Then connect the USB-C plug on the communications cable [C] to the communicationsport (7) on the rear side of your PAX A35. To do this, remove the attached cover panel. This can be reattached after connection – it has a recess for the cable.

Then connect the communications cable [C] to your Ethernet/LAN cable to integrate the terminal into your network. Further data connections (e.g. to your checkout system) can be used via USB-A or RS232.

2. Setting up Ethernet/LAN connection

As soon as your device is switched on, you must set up your Ethernet/LAN connection before you can enter the activation code (step 3).

- Select the menu icon  in the upper left-hand corner
- Choose "Device settings"  and enter your merchant password if applicable
- Select "Ethernet configuration" 
- Select your network and configure your individual settings if necessary
- As soon as you are connected, return to the Start screen and continue with the activation of your account (step 3).

3. Account activation

As soon as you have a LAN connection with your network, you can activate your account. Return to the Start screen and enter the activation code you received from PostFinance. You will find the code in the "Space" section of your Checkout back office tool, under "Terminals". The current configuration may be loaded automatically onto the device. Please do not interrupt this process until you see the Start screen again. If you have questions about setup, our Support team will be happy to help you.

Perfect!


You have completed the initial setup of your PAX A35 and can now start accepting modern payment methods with your terminal.

Accepting payments


Many functions on your PAX A35 can be found intuitively via the modern touchscreen and are easy to operate. Now you can find the basic functions for payment processing directly via the terminal (stand-alone use). When you integrate it into your checkout system, you receive usage instructions directly from the manufacturer.

Accepting a payment

To accept a payment and/or carry out a sale on your device:



- Click on the card icon  on the Start screen
- Enter the payment amount and confirm it
- If the tip function has been activated, you will see a second entry window where you can enter and confirm this (optional)
- Now the customer can present their card or contactless payment method
- The transaction is carried out

Manual entry of payment data (optional)



Accept a new payment by clicking on the card icon  on the Start screen and entering the payment amount. Then click on "Manual entry". Your customer then has the option to enter their card details one after another (card number, CVV security code, validity period). Finally, the total amount is shown again, and this must be confirmed. (The functionality for manual entry is optional and must be authorized by PostFinance.)

Refunding a payment

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

- Click on the menu icon  and enter your merchant password
- Select the menu item "Credit"  and enter the merchant password
- Enter the entire repayment amount
- Now the customer can present their card or contactless payment method where the refund is to be made

Refunding via manual entry (optional)

Click on the menu icon , enter your merchant password, select the menu item "Credit"  and confirm again as required with your merchant password. Then select "Manual entry". You can then enter the card details of the card where the refund is to be made (card number, CVV security code, validity period). Finally, the total amount is shown again, and this must be confirmed. (The functionality for manual entry is optional and must be authorized by PostFinance.)

End-of-day settlement

All individual slips, reports and much more can be accessed conveniently at any time in your account in the Checkout back office. The end-of-day settlement is created on your terminal:

- Select the menu icon ☰
- Now choose “Reports” 📄 and then “End-of-day settlement” ☑

That day's transactions are sent to the acquirer, and a confirmation is shown on the display. The report can then be viewed in the Checkout back office. Reports should be compiled every day!

Cancelling the last transaction

The last transaction can be cancelled in a particularly easy way. To do this, you need the payment method used to make the payment:

- Select the menu icon ☰
- In the menu, select “Cancel” ✕
- Enter your merchant password

Payment reservation (pre-auth)¹

If required, you can pre-debit a payment method and/or reserve the payment:

- Select the menu icon ☰
- Now select the “Reservations” section 🛡️ and then “Reservation” 🗝️
- Enter the amount and present the card or contactless payment method (or optionally enter the card details manually if they are available)

Adjust the payment reservation (incremental auth)¹

To adjust an existing payment reservation:

- Select the menu icon ☰
- Now select the “Reservations” section 🛡️ 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 relevant Transaction Reference Number (Trx. Ref-No) and confirm these

Completing a payment reservation (pre-auth compl.)¹

To complete an existing payment reservation:

- Select the menu icon ☰
- Select the “Reservations” section 🛡️ and then “Reservation entry” ✓
- Now enter the acquirer ID (Acq-ID) and the Transaction Reference Number (Trx. Ref-No) for the original reservation and confirm it

Cancelling a payment reservation (pre-auth cancellation)¹

To delete an existing payment reservation:

- Select the menu icon ☰
- Now select the “Reservations” section 🛡️ and then “Cancel reservation” ✕
- Now enter the acquirer ID (Acq-ID) and the relevant Transaction Reference Number (Trx. Ref-No) and confirm these



¹ Note on the pre-auth functions

The functions for pre-auth / payment reservations are available only for certain sectors, e. g. hotels, and must be authorized by your acquirer. For completing, adjusting or cancelling the payment reservation, you need the acquirer ID (Acq-ID) and Transaction Reference Number (Trx. Ref-No). Ensure that you make a note of these numbers and/or keep the receipt for the reservation.

More settings

Changing the merchant password

If required, you can change your merchant password for the terminal directly via the terminal. As a general rule, we recommend that you update the merchant password via the Checkout back office. However, if you wish to change the merchant password directly via the terminal:

- Select the Settings icon 
- Now select the “Change password” section  and enter your current merchant password
- Now enter a new password and confirm it by pressing Enter / the green button

Integration into your checkout system

After integration into your network, your PAX A35 functions as a stand-alone, which means you can manage all payment transaction functions directly on the terminal and use all Checkout back office options.

If you want to use and control the terminal within your checkout solution, please contact your checkout manufacturer for further information and assistance with this integration.

Any questions?

We are available from 8 a.m. to 12 noon and from 1 p.m. to 5 p.m., Monday to Friday, to answer your questions and enquiries.

Telephone: 0848 382 423 (max. CHF 0.08/min. in Switzerland)
E-mail: checkout@postfinance.ch

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