



PAX E500 FAQs & Troubleshooting Guide

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PREFACE

PAX E500 FAQs & Troubleshooting Guide

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REVISION HISTORY

Date	Version	Description
2017/11/20	v0.1	1. Initial draft.
2017/11/21	V0.2	<ol style="list-style-type: none"> 1. Regroup PAXSTORE-related FAQs. 2. Add clarification that PDM is not loaded, but rather a system application that is included with the platform. 3. Add PDM FAQ. 4. Add PaxInject, Proxy FAQ.
2017/12/12	V0.3	1. Add box dimension, weight, and pallet FAQs.
2018/09/07	V0.4	<ol style="list-style-type: none"> 1. Combine FAQs and Troubleshooting Guide into one document. 2. Update image of E500 on cover. 3. Add paper roll length. 4. Add explanation of how the audio jack port is used. Add an image that shows the location of the audio jack. 5. Add description and image of Paper Out indicator light. Explain that the color of the paper roll changes as it nears the end of the roll. 6. Add K-Slot® information and image. Clarify that the slot is not reinforced with metal. 7. Add disclaimer for use of E500 as a hot spot. 8. Explain that overlays are not permitted per PCI PED requirements. 9. Add that the E500 should not be used outdoors. 10. Remove 4-hour battery statement. 11. Update length of battery use information.
	v1.0	1. Initial release.

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1 Purpose

This document provides frequently asked questions and answers and troubleshooting information for the PAX E500 terminal.

2 FAQs and Troubleshooting Questions

2.1 What is the PAXSTORE?

The PAXSTORE is an online marketplace for terminal applications and provides terminal management solutions. The PAXSTORE connects merchants and their PAX terminals with the opportunity to purchase and download applications. It also provides application developers a way to upload applications to be available online. It also supports terminal management with download control and parameter configuration.

2.2 Can the E500 download applications from the PAXSTORE?

Yes, the E500 uses the PAXSTORE client application installed on the E500 terminal to access the PAXSTORE. It will display available applications on the PAXSTORE for download and supports applications configured to be pushed from the PAXSTORE which may or may not be displayed on the store.

2.3 Can the E500 download applications from BroadPOS?

Currently the E500 does not support terminal application downloads from BroadPOS.

2.4 What software comes loaded on the E500 when it is delivered from the factory?

PAXSTORE and PAXInject Proxy applications are loaded on the E500. PDM, a system application that is included with the platform software, is also loaded.

2.5 What is PDM?

PDM stands for Payment Device Management. It displays software and hardware information and helps customers manage their terminals. It displays external device information and facilitates remote updates, local updates, key downloads, PPN authorization, and interface support. In the case of the E500, PDM provides information about the state of the USB connection between the E500 and the Q20.

2.6 What is PAXInject Proxy?

The PAXInject Proxy is an application developed by PAX for Android terminals. It comes loaded on the E500. The utility is used for manually loading keys.

2.7 Does the E500 support Bluetooth communication and peripherals?

The E500 supports Android Bluetooth communications and standard Android type Bluetooth protocol. Application developers can code to the Android type Bluetooth format.

2.8 How do I turn the E500 on and off?

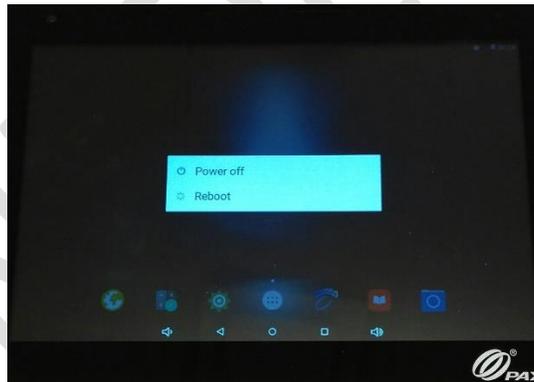
On the lower right side of the E500, there is a power button.



E500 Power Button

Press and hold the button for 3 seconds and the E500 will turn on.

To turn the E500 off, press and hold the button for 3 seconds and then select Power off on the E500 screen.



Powering Off the E500

For a mandatory shutdown, press and hold the button for 10 seconds.

2.9 Is the E500 available in other colors?

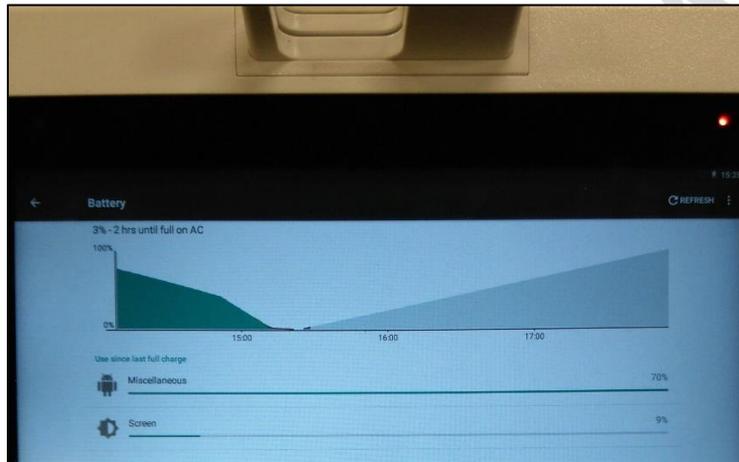
The standard color for the E500 is white. Custom color plastics are available for the E500 for an additional charge and minimum order quantity. As an example, PAX manufactures E500s with red custom plastics for Scholastic, Inc.

2.10 Will the E500 operate, both the Android tablet and the Q20, if the power plug is removed? How long would it operate?

If the power plug is removed, it will operate at least 30 minutes, but the RJ11 (cash drawer), USB, and HDMI would be unusable.

2.11 How do I check the battery level on the E500?

You can check the battery level within the Settings mode. From the terminal idle screen, select Settings > Battery. The Battery screen displays the percentage of battery remaining and the approximate hours and minutes of battery power left. The screen also provides details about battery usage, such as what percentage of the battery has been used for screen display, and battery charging progress.



Checking E500 Battery Level

2.12 The terminal battery is dead. Can I still use the terminal?

The terminal must have a battery installed to function properly but can still be used as long as the power cable is connected and is powering the unit. The terminal should work and charge the battery at the same time.

2.13 Does the E500 support front and rear cameras?

Yes, E500 includes both a 2-megapixel front-fixed focal camera and a 5 megapixel rear auto zoom camera for 1D and 2D code scanning.

2.14 What is the screen resolution? Can I change the screen resolution?

The screen resolution for the 8" E500 screen is 1280 x 800 pixels. The screen resolution for the 4.3" Q20 screen is 480 x 272 pixels. The screen resolution for the E500 and the Q20 are fixed and cannot be changed.

2.15 How do you change the volume on an E500?

To raise or lower the volume on an E500, press the Volume Up and Volume Down buttons located on the right side of the E500, near the middle of the E500 display.

2.16 How are the communication ports, like the cash drawer, configured on the E500?
 The communication ports on the E500 do not need to be configured. They are plug-and-play.

2.17 Why is there an audio jack port?

The audio jack port is included so that the hearing impaired can connect an assistive listening device to the terminal.



2.18 What size is the thermal paper roll?

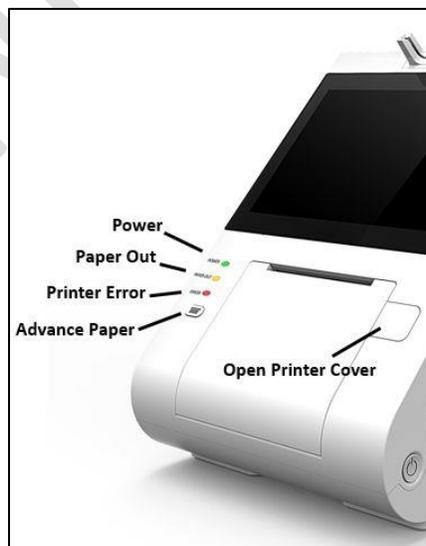
The thermal paper roll is approximately 3" (80 mm) wide, has a 3" (80 mm) diameter, and is approximately 267 feet long. PAX Technology recommends purchasing additional paper rolls from an office supply store.

2.19 What type of maintenance, if any, needs to be performed on the E500 printer?

Clean the print head and paper roll confetti, if any, on a weekly basis.

2.20 How can I tell if the E500 needs to have a new paper roll installed?

The color of the paper roll changes when the paper roll is near its end. Also, when the yellow Paper Out indicator lights, a new paper roll needs to be installed.



2.21 The printer paper comes out, but nothing is printing. What should I do?

If the paper is coming out of the terminal but nothing is printed, this usually means the thermal paper is installed backwards and needs to be turned around. Open the paper door on the front of the terminal, remove the paper roll, reseal the paper so that the paper pulls from the top of the roll, then pull approximately 3" of paper out from the roll. Close the paper door and the excess paper will be automatically cut. Reprint the transaction and verify the transaction is printed on the receipt.

2.22 How should the E500 be cleaned? What cleaner should be used?

Use a dry cloth to wipe the E500 on a regular basis. PAX recommends cleaning the E500 every 2 to 3 days.

2.23 How are SIM cards installed? How are they configured?

Using a flat head screwdriver, loosen the captive screw from the SIM cover on the back of the E500. Remove the SIM cover and insert the card. Reinstall the cover plate. T-Mobile and AT&T SIM cards do not need to be configured.

2.24 What is the maximum size MicroSD card supported by the E500?

The E500 supports up to a 32GB MicroSD card.

2.25 What are the dimensions of an E500 box?

A single E500 box is approximately 42 cm x 26 cm by 27 cm.

2.26 How much does an E500 box weigh?

A single E500 box weighs approximately 5.06 kg.

2.27 How many terminals can fit on a single pallet? By air? By boat?

All large terminal orders will ship on pallets, whether they go by air or by boat. More terminals can fit on a pallet that is transported by boat, than by air, because they can stack the terminals higher and there are less weight restrictions than on air shipments.

Using a standard pallet size of 100 cm x 100 cm as an example:

- By air, approximately 60-63 E500s could fit on a single pallet.
- By boat, approximately 100-104 E500s could fit on a single pallet.

2.28 Why can't I download applications from BroadPOS to the E500?

Currently the E500 does not support terminal application downloads from BroadPOS.

2.29 When I try to login in using the PAXSTORE client on the terminal, the following error message displays: Login failed, terminal (SN:nnnnnnnnn) not registered. What is wrong?

This error message usually means that the terminal serial number has not yet been added to the PAXSTORE or that the serial number may require additional attention on the PAXSTORE. Please contact customer support to resolve this error message.

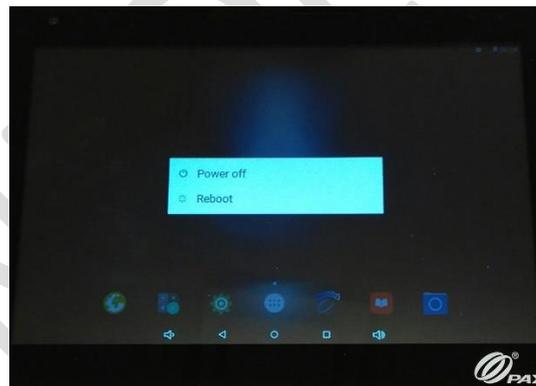
2.30 My terminal froze up. How do I reset the terminal?

To try to reboot the E500, press and hold the power button for 3 seconds.



E500 Power Button

Select Reboot on the E500 screen.



Rebooting the E500

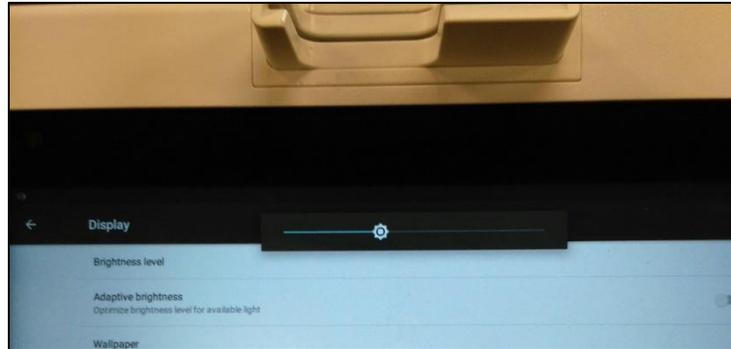
If the reboot isn't successful, perform a mandatory shutdown. Press and hold the power button for 10 seconds. Once the E500 has shut down, press and hold the power button for 3 seconds to restart the terminal.

2.31 Can I use my E500 as a secure hot spot?

The E500 ships without a browser installed. If you were to implement a hot spot, you would assume liability for its use.

2.32 How is the display brightness adjusted?

On the E500, the display brightness can be adjusted within the Settings mode. From the terminal idle screen, select Settings > Display > Brightness level. Move the slide to the right to brighten the display or to the left to darken the display.



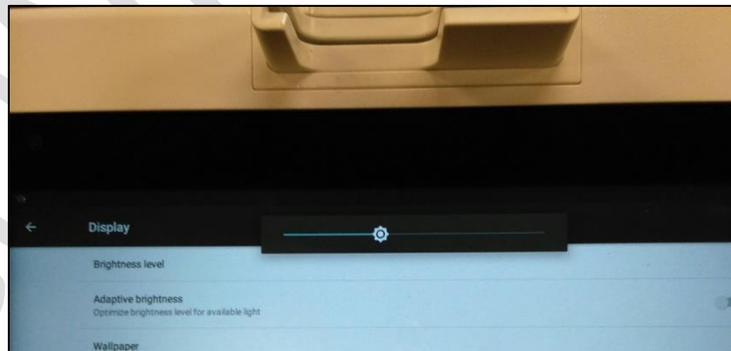
Adjusting E500 Brightness Level

There is also a selectable “Adaptive brightness” option which optimizes the brightness level based on available light.

On the Q20, from the TM Main Menu, select System Config. Enter the password. Press Enter. Select Media > Brightness. Press the Up Arrow to brighten the display or the Down Arrow to darken the display.

2.33 The display is very dark. How can I brighten the display?

On the E500, the display brightness can be adjusted within the Settings mode. From the terminal idle screen, select Settings > Display > Brightness level. Move the slide to the right to brighten the display or to the left to darken the display.



Adjusting E500 Brightness Level

There is also a selectable “Adaptive brightness” option which optimizes the brightness level based on available light.

To adjust the Q20 screen brightness, from the TM Main Menu, select System Config. Enter the password. Press Enter. Select Media > Brightness. Press the Up Arrow to brighten the display or the Down Arrow to darken the display.

2.34 The screen times out and goes dark too soon. How do I adjust the display timeout?

The display time out sleep mode can be adjusted to change the amount of time the display stays on after no activity. The display time out mode can be adjusted within the Settings mode. From the terminal idle screen, select Settings > Device > Display > Sleep. Select one of the displayed options: 15 seconds, 30 seconds, 1 minute, 2 minutes, 5 minutes, 10 minutes, 30 minutes, or Never, or select Cancel to exit without any changes. Your selected Sleep setting displays.

2.35 The volume is too low. I can't hear anything. How can I adjust the volume?

To change the volume, press the Volume Up or Volume Down buttons located on the right side of the E500, near the middle of the E500 display.

2.36 Should I keep the terminal plugged into the power supply during use?

Yes, leave the power cord plugged into an AC power source for full functionality. If the E500 is not plugged in, the printer, RJ11 (cash drawer), USB, and HDMI would be unusable.

2.37 How long can the E500 run on battery before the battery is dead?

The E500 can run continuous transactions for approximately 30 minutes before the battery needs to be recharged.

2.38 What is the E500 battery life? How many recharge cycles can be performed before the battery must be replaced?

The battery can be recharged more than 300 times before it should be replaced.

2.39 When should I replace the battery?

You should replace the battery when it can only be recharged to 30% of its original power. Do not wait to replace it until it only recharges to 15 or 20 % of its original power.

2.40 Can I use the E500 outside?

No. Although the E500 has a hardened, water resistant design, it was not designed to be used as an outdoor terminal.

2.41 Can I apply an overlay to the E500?

No. In general, overlays are not supported by the PCI PED device approval program because of the potential for keypad tapping or hiding tamper evidence. They are considered an "additional security risk".

2.42 The terminal is not able to connect to the internet.

If the terminal is not connecting to the internet, please review all the Wi-Fi settings in the terminal to match the Wi-Fi network. Another step is to turn off the power to the access point and the terminal for about 3 minutes and then turn back on the power. Wait approximately 2 minutes and then check the connection. Also, the SSID and the password are case sensitive so please be sure to check these. If all the settings are correct, verify that there is Wi-Fi coverage where the terminal is located. Try moving the

terminal closer to the Wi-Fi access point to see if the terminal connects. If it connects when the terminal is relocated, then either another Wi-Fi access point needs to be added to the network or the existing access point needs to be relocated to support good Wi-Fi coverage for the terminal location.

2.43 The terminal has intermitted Wi-Fi connectivity.

If the terminal has intermitted Wi-Fi connectivity, verify the terminal has good Wi-Fi coverage. If the coverage is good in all places the terminal is used, then please check the Wi-Fi access point channel to see if it competes with other Wi-Fi access points nearby using the same channel. If there are other Wi-Fi access points nearby with the same channel, then changing to a channel not used by any of the nearby access points will help minimize dropped connections. If the coverage is not good, then try relocating the terminal or access point for better coverage. Another step is to turn off the power to the access point and the terminal for about 3 minutes and then turn back on the power. Also, check to see if power to the Wi-Fi access point is not interrupted. If the access point is using a switched power source, please consider a power source that is always on. Some equipment such as microwave ovens and curling irons can impact Wi-Fi coverage.

2.44 Why can't I load my application onto the E500?

Verify that the application you are trying to load is signed. Unsigned applications cannot run on the Android tablet.

2.45 How can I secure the E500?

You have the option to use a cable lock to secure the terminal. Insert a customer-provided cable lock into the K-Slot[®] on the terminal and loop the cable around a permanent object to secure in place.



Note: The K-Slot is not metal reinforced.

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