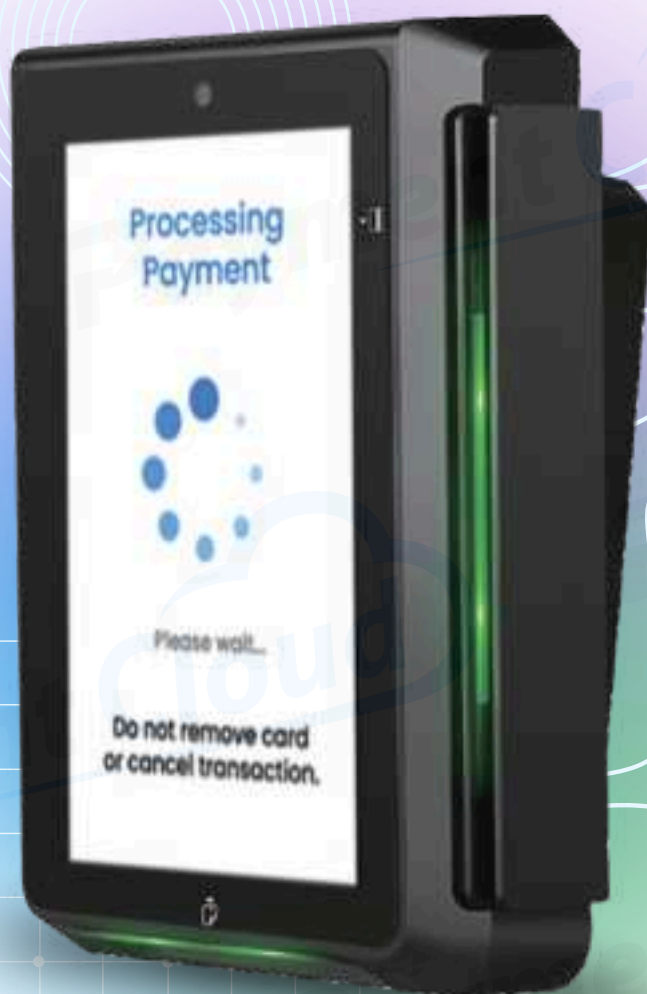# PAX IM30

— User Manual —
& Setup Guide

Overview

Introducing PAX's most advanced payment system — the self-service PAX IM30 card reader. Deliver an engaged, user-friendly payment experience to your customers no matter where they are located. This all-in-one terminal, perfect for businesses of all sizes, thrives in any environment with a sleek and functional design. PAX has partnered with Vourity, a uniquely simple cloud-based platform for unattended payments, to create a powerful POS terminal your customers will feel comfortable using.

Click here to purchase the PAX IM30 terminal from our online shop.

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Instructions for Mounting

The PAX IM30 can be integrated with numerous systems and used in locations ranging from gas stations to vending machines. Merchants will need to mount their PAX vending device following the instructions below:

1. The PAX IM30 package comes with a small plastic bag containing M4 screws and nuts. Use these nuts to fasten the mounting bracket to the accompanying screws.
2. Any I/O or MDB cables should be connected to their corresponding ports on the back end of the terminal before merchants proceed any further.
3. Once the screws and nuts are connected, the IM30 can be secured to the mounting bracket.

This vending device has been custom-fitted and designed for outdoor use. However, merchants should refrain from exposing their PAX IM30 to liquid, dirt, or excessive heat. Depending on the exact Android software, its IP ratings range from IP54 to IP65.

How to Load Paper Roll

The PAX IM30 is a self-service payment device without a built-in printer, so it does not use thermal receipt paper.

How to Turn On/Off

- Power On: Connect the IM30 to a power source and wait for it to power on. This process can be initiated via Executive, MDB, or RS232-A ports.
- Power Off: Disconnect the IM30 from your host power source.

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How to Set Up an Ethernet or Wifi Connection

Connect to Ethernet
1. From the main screen, select the HOME icon.
2. Select SETTINGS or CONFIG/CONFIGURATION.
3. Upon seeing PLEASE ENTER PASSWORD, enter the default password, then confirm.
4. In SETTINGS, select NETWORK or WIRELESS & NETWORKS.
5. Select ETHERNET.
6. Make sure the Ethernet toggle is turned on.
7. Ensure your Ethernet cable is securely connected to your terminal's Ethernet port.

Connect to WiFi
1. From the main screen, select the HOME icon.
2. Select SETTINGS or CONFIG/CONFIGURATION.
3. Upon seeing PLEASE ENTER PASSWORD, enter the default password, then confirm.
4. In SETTINGS, select WIRELESS & NETWORKS.
5. Select WIFI or WLAN.
6. Make sure the WiFi toggle is turned on.
7. You will be presented with a series of available network options. Select your home network and confirm.
8. When prompted, enter your personalized network password and confirm.
9. Select CONNECT or CONFIG.

PAX IM30 - Default Password

The default password for PAX devices purchased in 2020 is 9876. For devices purchased after 2021, the default password will be pax9876@@.

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Accept Payments

The PAX IM30 is compatible with most payment types, including EMV chip, magstripe, and contactless options. It supports payments from all the leading card brands: Visa, Mastercard, Discover, and American Express. The IM20 can also accept popular mobile wallet options like Apple Pay. It comes equipped with dual cameras and 1D/2D scanning capabilities.

How to Set Up Payments
1. Select PAYMENT from the home screen. You will see a display reading WELCOME TO YOUR PAYMENT TERMINAL. Later, you may be asked to download security and host parameters.
2. Your TID, or Terminal ID, will appear in the upper right-hand corner of your screen. Take a moment to confirm that your terminal ID matches the ID number listed on your PAX IM30. After completing this setup process, the Terminal ID will no longer appear on your screen.
3. Touch the screen to continue.
4. Select OTP.
5. Select SEND CODE.
6. At this point, you will receive a 6-digit activation number, which you can redeem via email. Upon receiving the code, please enter into the keypad. Incorrect input of this data will cause a red exclamation mark to appear on your screen.
7. To obtain a new one-time code, press RESEND CODE.
8. Upon successful completion of these steps, you will be asked to SET ADMINISTRATIVE PASSWORD.

How to Process a Sale
Chip Credit Sale
1. Cardholders may be prompted to specify that this is a CREDIT transaction on the IM30 display.
2. Cardholders will insert the credit card to make a purchase and verify sale details.
3. An alert will appear on the IM30 display to indicate the successful sale.

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Accept Payments Cont.

Manual Entry Credit Sale
1. Cardholders may be prompted to specify that this is a CREDIT transaction on the IM30 display.
2. Instead of tapping, swiping, or inserting the card, cardholders will receive a prompt on the IM30 display instructing them to enter their card number manually, plus accompanying details (billing zip code, expiration date, etc).
3. Following the successful manual input of card details, an alert will appear on the IM30 display to indicate that the sale was successful.

Debit Sale
1. Cardholders will swipe or insert the debit card to make a purchase and verify sale details.
2. The cardholder will enter PIN details to confirm the transaction.
3. An alert will appear on the IM30 display to indicate the successful sale.

Contactless Sale
1. You will know your PAX IM30 is ready to accept contactless payments when you see a CONTACTLESS icon appear on your 5-inch color touchscreen.
2. Adjust the card or NFC device parallel to your display. Hold it an inch to an inch-and-a-half from the contactless icon.
3. The display will alert the cardholder when their contactless payment has been confirmed.

A Note on Refunds and Voided Transactions
The PAX IM20 can be used with congruent POS systems. The individual merchant's POS system will determine how they can issue refunds and void transactions.

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Settings

Enhancing Your PAX IM30 via MAXSTORE

With the IM30, you can display ads or guides on your vibrant color touchscreen with minimal fuss. MAXSTORE, Pax Technology's in-house administrative functionality platform, allows for multimedia management directly from your vending device, thus allowing merchants to enhance and optimize the point-of-sale experience.

Note on Changing the Date and Time

Since the PAX IM30 is an Android-bolstered terminal, any date and time changes should be automatic. Android supports all existing versions of the IM30 (7.1, 10, and 10 Indoor). Unlike traditional, non-Android terminals, the PAX IM30 has been optimally designed for security, efficiency, and ease of use.

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Troubleshooting & Tips

Note on Performing a Factory Reset
It is strongly advised that any PAX user wanting to factory reset their PAX IM30 should do so with the assistance of their merchant service provider.

Note: Performing a factory reset will erase all data on the device, including transaction history and customized settings. Be sure to back up any important data before proceeding with a factory reset.

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

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