Manuals+ — User Manuals Simplified.

PAX Q25 PoS Terminal User Guide

Contents

PAX Q25 PoS Terminal

Product Information

- Product Name: Q25
- Version: 1.0
- Release Date: April 10, 2020
- End of Support Date: December 24, 2021
- Model Number: 200312000000510

Product Usage Instructions

1. Ensure that you have the Q25 product.
2. Check the version of your Q25 product. It should be version 1.0.
3. The Q25 product was released on April 10, 2020. Please note this for reference.
4. The Q25 product will receive support until December 24, 2021.

   After this date, support will no longer be available.
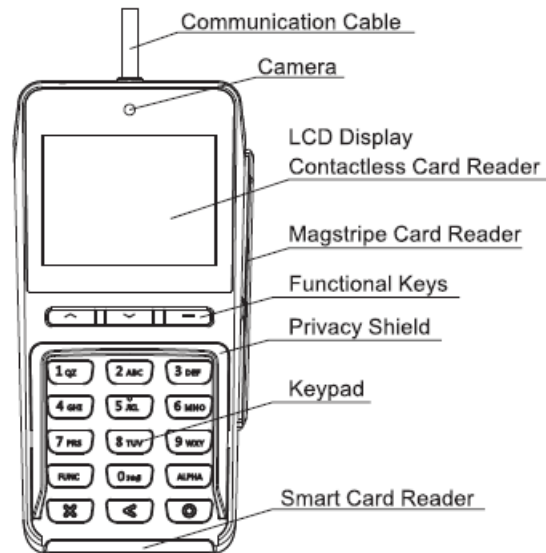5. Identify the model number of your Q25 product. The model number is 200312000000510.

If you have any further questions or need assistance, please refer to the user manual or contact our customer support.

Contents Checklist

Please check the components after unpacking. If any one of them is missing, or if there is a page missing from the product manual.etc.please contact the dealer.

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Q25 POS Terminal	1
Communication Cable	1
Quick Setup Guide	1
Cable AC Power Adapter (Optional)	1

Product Description

Instruction

Q25 connects to a POS or an ECR by a communication cable for entering passwords, taping a contactless card, swiping a magstripe card, inserting smart card or reading 1D/2D code during the transaction process. To use it correctly, you should refer to the following instructions:

1. **Power Connections**
   1. Power can be supplied to the Q25 by connecting the AC power adapter to the communication cable, as in the case of RS232 or USB configurations, or via a powered USB cable (12V Powered USB) where the connected POS terminal provides the power.
   2. Power can also be supplied to the Q25 by connecting the AC power adapter to the USB port.
2. **Reset**

    Q25 provides two levels reset:

   1. When the application is down, press and hold the 'X' button for 3 seconds, and confirm on the LCD screen, the operating system and application will reset.
   2. When the operating system is down, please disconnect the power from the device and connect to power on again to restart the device.
3. **Communication cable**
   1. Remove the back cover (At the bottom of the terminal).
   2. Put the communication cable head to the 2×7 pin interface.
4. **SAM Card**
   1. Remove the back cover (At the bottom of the terminal).
   2. Insert the SAM card to the corresponding card slot.
5. **IC card reader**

    To use the IC card reader, put IC card chip side upward, push in IC card slot and to the bottom.
6. **Contactless card reader**

    To use the contactless card reader, tap the contactless card on the LCD screen area of the Q25, indicated by the universal contactless icon on the screen, when prompted.
7. **1D/2D code reader**

To use the 1D/2D code reader, put the 1D/2D code toward the top center area of the LCD.

8. **Electronic signature**

   Q25 supports electronic signature in touch screen configuration.

   Please be sure to use your finger to sign, do not use metal or sharp objects to operate the touch screen, so as not to damage the touch screen.

9. **Terminal Anti-theft**

   Q25 provides a Kensington security hole on the rear side of the terminal, the end users can lock the terminal on the countertop with a Kensington lock if necessary.

10. **Audio Jack**

    If required, a visually disabled person can connect a headphone to the terminal for audio prompting if the terminal application supports this using the 3.5mm output audio jack.

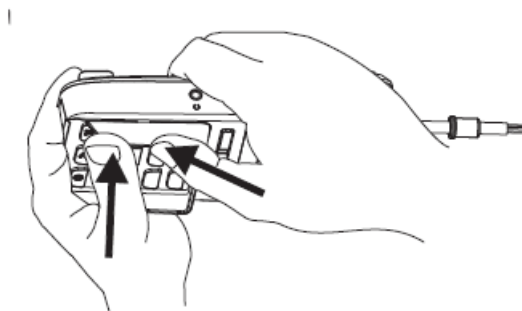11. **USB device connection selection**

    Both the 2x7pin communication port and the USB port of Q2! support USB data connection to the ECR or POS system, ar the 2x7pin communication port is the default port for USB connection. The end users can make the selection in the sys settings main menu and the settings will be valid after syster reset.

    Note: In the USB download mode, the device will detect automatically the connection port but no need to make the selection in the system settings.

Privacy shield Instruction

Assembly privacy shield
As below photo, left thumb push the tail of privacy outward, meantime, right thumb press down obliquely the middle of privacy shield

Disassembly privacy shield
As the below photo, two thumbs push the middle of the privacy shield inward together.

Installation and Usage Tips

1. Avoid putting the terminal in direct sunlight, high temperature, moist, or dusty environment.
2. Forbid non-professionals to repair the terminal.
3. Before insert the card, please check the internal and around of IC card slot. when you found some suspicious objects, must report to related administrator.

Password Entering Tips

It is highly recommended to enter the password as the following ways:

1. Set up anti-peep shields. Enter a password with shield by the structures of the cashier desk.

2. Place the POS terminal at an appropriate angle and make sure it is difficult to peer the password. For example, the POS was installed above the movable bracket.
3. In enter password perspective, avoid surrounding video surveillance.
4. Paste text instructions to remind the customers to shelter with body or palm when enter a password.
5. Merchants can also choose other ways to protect the customer input password.

Important Safety Warning

1. Do not place the terminal or battery in direct sunlight nor in environments with excessively high temperatures, smoke, dust, or dampness.
2. Do not attempt to disassemble the battery, nor insert or use foreign objects to penetrate the casing. Never place the battery in a fire or on excessively hot surfaces. Take care not to drop the battery. Excessive external shocks or pressure could cause battery liquid leakage or result in the battery catching fire or even exploding. Keep the battery well away from children and animals.
3. Immediately replace any battery which appears to be deformed, expanded or in an overheated state.
4. We recommend you only use power adaptors supplied by
   PAX Technology. If you must use 3rd party supplier accessories, please ensure specifications meet exactly those recommended for our products, which must comply with international and local regulations & standards. Non-compatible power supplies, chargers or batteries could cause fires or even explosions and will invalidate any product warranty.
5. Charge the battery when the indicator level is low, but make sure to never charge a battery continuously for more than 24 hours. If a battery is not used for a long time, please charge it at least once every 6 months to avoid overcharge or discharge damage. For long-term optimal product performance, it is recommended that a battery be replaced after 2 years of continual usage.
6. When disposing of the device, battery, or accessories, please do so responsibly and according to local regulations.
   These are not household waste items. Improper disposal of the battery could cause a fire or explosion, and any liquid leakage could be damaging to the environment and toxic to humans & animals.

Certifications

The Q25 passed the following certifications:

- PCI PTS 5.X, SRED
- EMV L1 & L2
- EMV CLL1
- Mastercard PayPass
- Visa PayWave
- American Express Expressway
- Discover D-PAS
- JCB J/Speedy
- Interac Flash
- qUICS
- UL

- FCC
- IC
- CE
- RoHS
- TQM

Declaration of Conformity

The full text of the EU Declaration of Conformity is available at the following internet address:
https://www.pax.com.cn/ProductCE/index.aspx

FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE:
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.
This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

   To comply with RF exposure requirements, a minimum separation distance of 20mm must be maintained

   between the user's body and the handset, including the antenna.

IC STATEMENT
This device complies with Industry Canada Unlicence-exempt RSS standard(s) Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the

   device.

   This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. End user

   must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter must not

   be co-located or operating in conjunction with any other antenna or transmitter.

Documents / Resources

	PAX Q25 PoS Terminal [pdf] User Guide Q25 PoS Terminal, Q25, PoS Terminal, Terminal