Manuals+ — User Manuals Simplified.
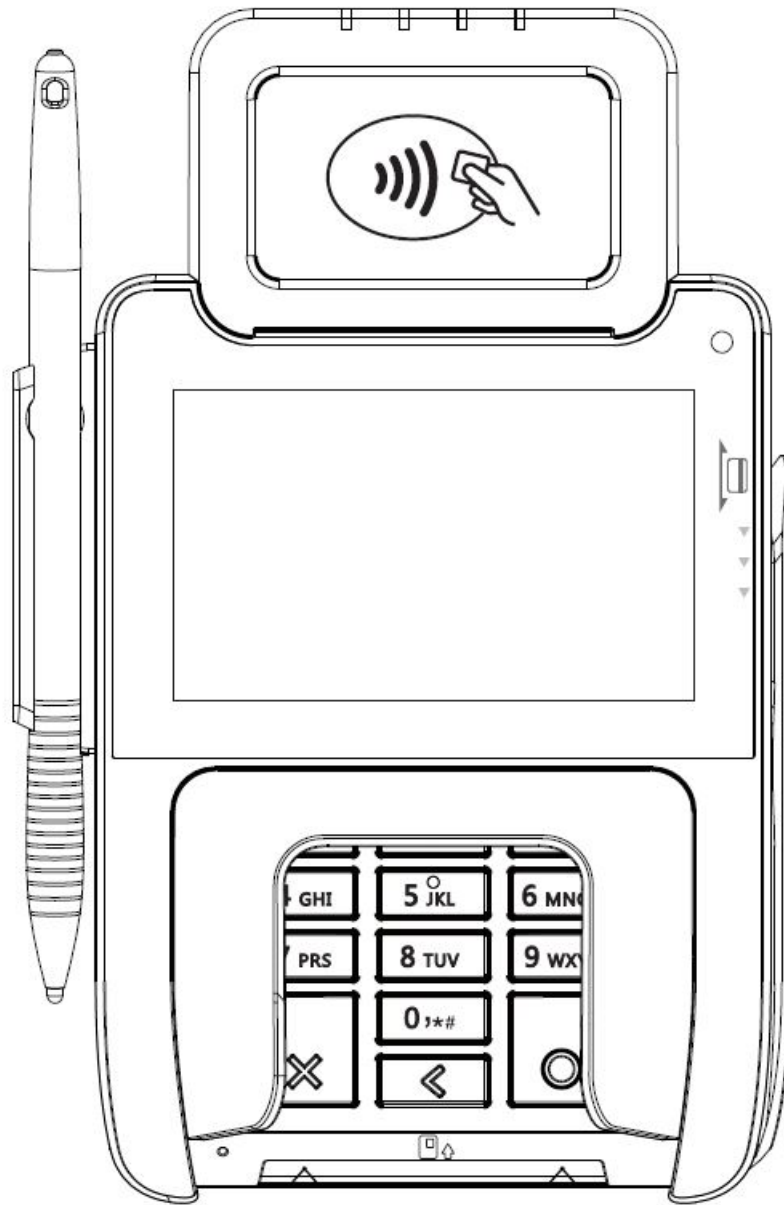
PAX Q30 Payment Terminal User Guide

Contents

PAX

PAX Q30 Payment Terminal

Box Contents
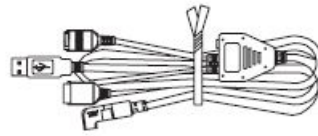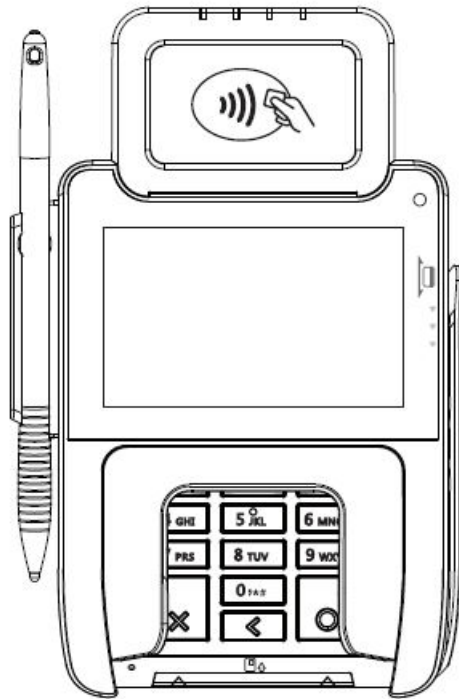
Communication cable
(cable type varies by configuration)
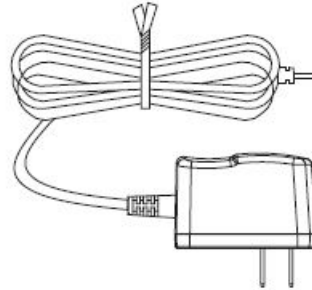
AC power adapter
(included in some configurations)

Privacy shield

- 1 – PAX™ Q30 payment terminal
- 1 – Communication cable (varies by configuration)
- 1 – AC power adapter (not included with PUSB configurations)
- 1 – Privacy shield
- 1 – Quick Setup Guide

Product Description
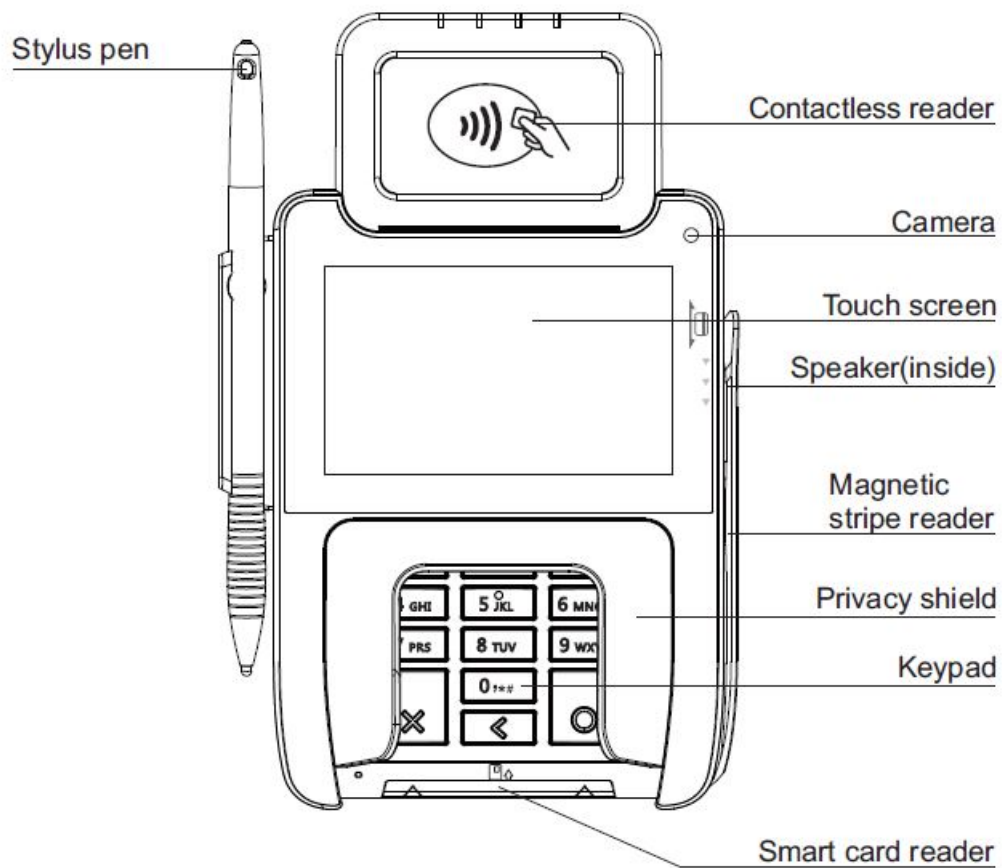
Note: Stylus pen is an optional configuration for the terminal, it may be not support on actual product received.
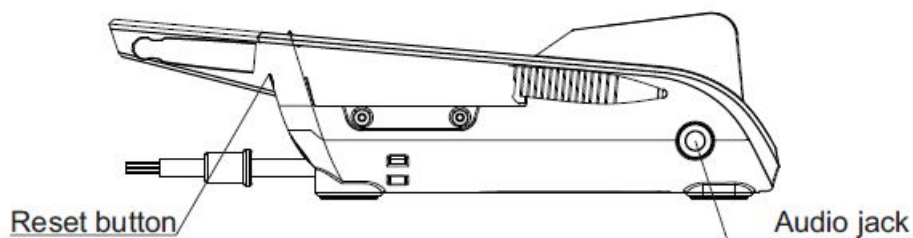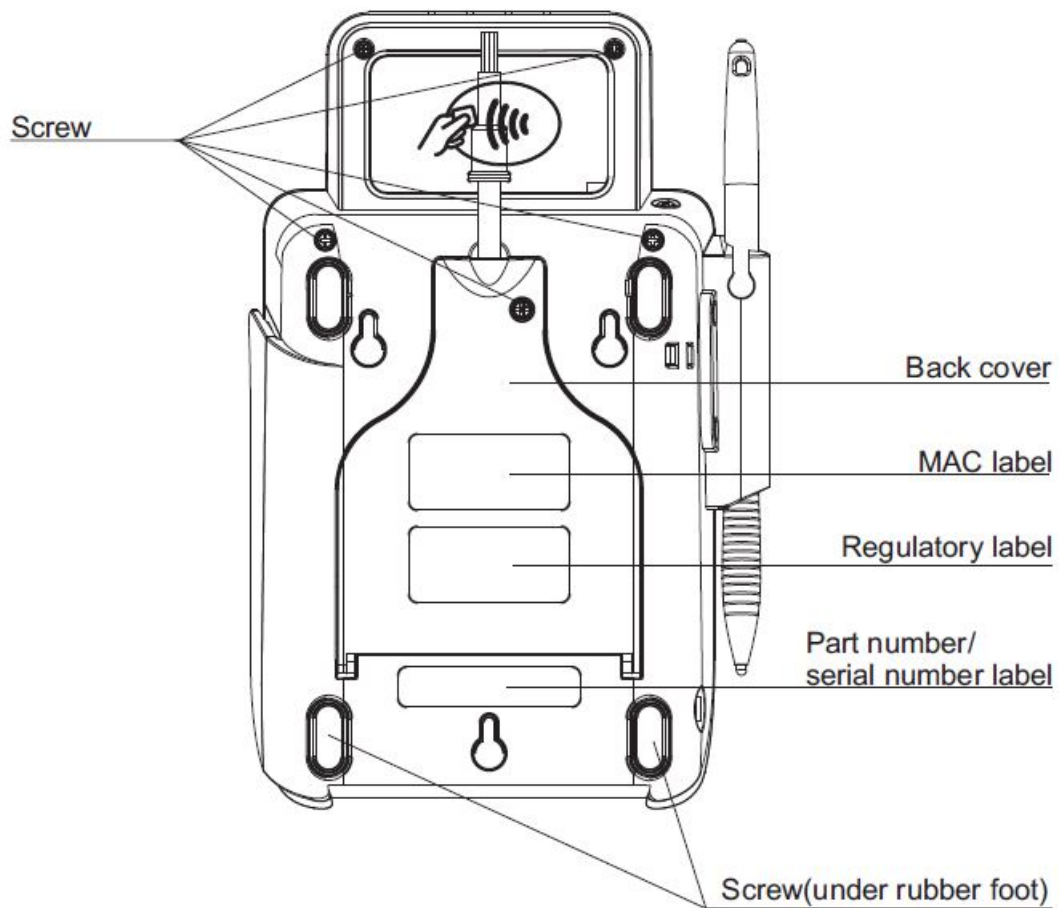
Cable Connectors

The 2x7P connector end of the provided communication cable c onnects to the underside of the Q30.

2x7P connector

Cable connectors at the other end of the cable provide an interface to other systems for communications, to allow

local downloading and to provide power. Additionally some cables allow connecting peripherals such as check readers and printers. All of the cable connectors are labeled and color-coded, as follows: A combination of the following ports are available on the communication cable (depending on the Q30 configuration):

- DC Power – Connects AC power adapter to the Q30
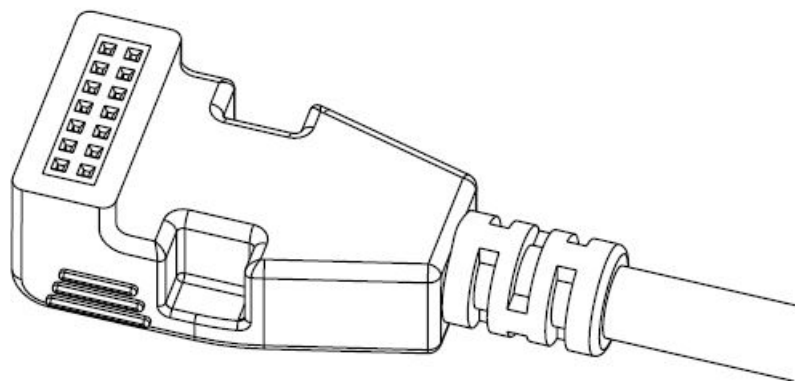- RS232A (Blue, RJ11 6P4C), RS232B (Yellow, RJ11 6P4C), or RS232 on C302 hub cable (RJ11 6P6C) – Connects an external POS device or check reader
- RS232 (Black, DB9-F) – Used to connect to POS terminal
- USB-Host (Type A) or Micro USB 2.0 – Used for local terminal downloads or external peripherals LAN (Red, Ethernet, RJ45-F) – Used for bi-directional Ethernet connections, TMS, and/or payment processing
- Powered USB – to connect to POS/ECR systems

Attach 2x7P Connector
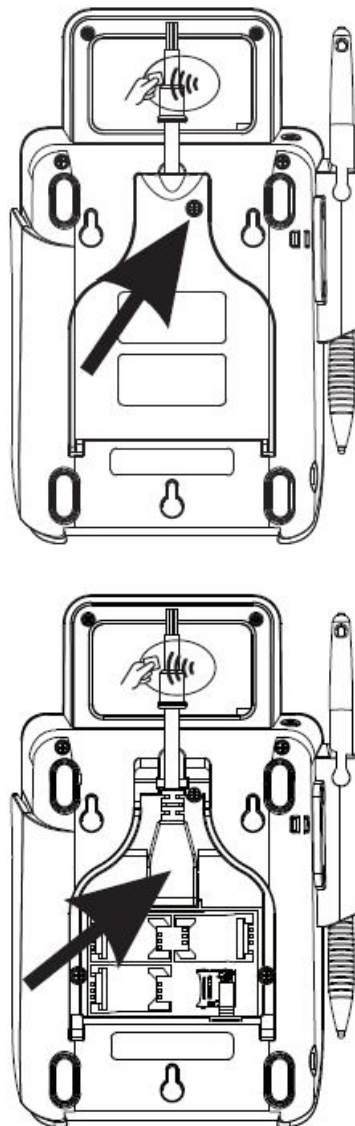
1. Loosen the screw on the underside of the Q30 using a Philips head screwdriver.
2. Open the back cover.
3. Place the 2x7P end of the provided communication cable over its port, but do not push into place.
4. Align rubber sliding pull restraint so that it seats into its notch on the Q30.
5. Firmly press the 2x7P end of the cable into the port.
6. Close the back cover and tighten the screw, ensuring the gasket is properly seated in the opening.

WARNING: DO NOT connect the other end to the AC power source until all the other cables are connected first. Plugging in the AC power cord to the power source before the other cables are installed may result in damage to the terminal or connected devices.

Power Connections

Power can be supplied to the Q30 by connecting the AC power adapter to the data 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.

Terminal Communications

The Q30 supports the following types of communications:

- RS232
- High Speed Ethernet
- USB 2.0
- Powered USB
- Bluetooth BLE 4.0 + Wi-Fi (optional)

Privacy Shield Installation

CAUTION: If the privacy shield is not installed, you must use PCI-approved alternative methods to protect PIN entry privacy. To install the non-removable privacy shield, insert tabs to left and right of keypad and snap shield firmly in place.
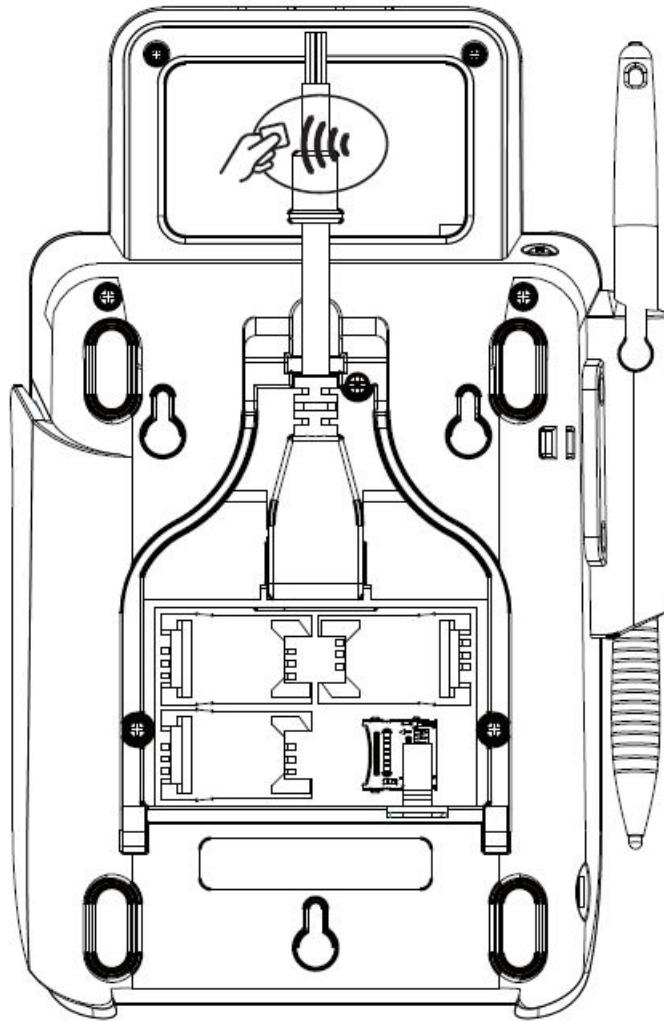

Privacy shield

SIM and Micro SD CD Card Installation

WARNING:
Power down the terminal before installing SIM cards or Micro SD cards. If the terminal is still powered on during an attempted SIM or SD card installation or removal, both the terminal and the card can be damaged irreparably.

To install a SIM and/or Micro SD card: Power down and remove all power from the Q30. Unscrew and open back cover. Gently press and slide SIM or Micro SD door toward outer edge of terminal and open hinged door. Seat card with gold connectors down into slot, aligning with opening. Gently press and slide door toward center of terminal to lock door closed. Close Q30 back cover and tighten back cover screw.

Reset Button
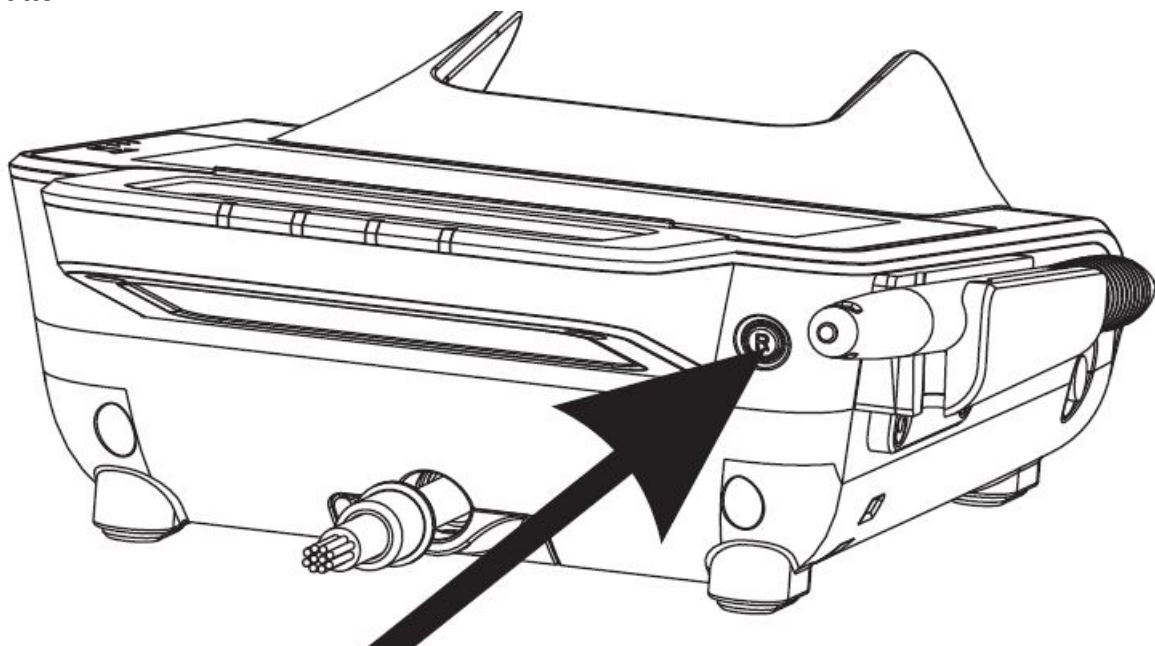
To reset the terminal, press and hold the reset button for 4-6 seconds. using a pen or similar item. An example of

when this may be used is when you are performing a download via USB stick.

Audio Jack

Audio Jack is an optional configuration for the terminal, it may be not support on actual product received. 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.
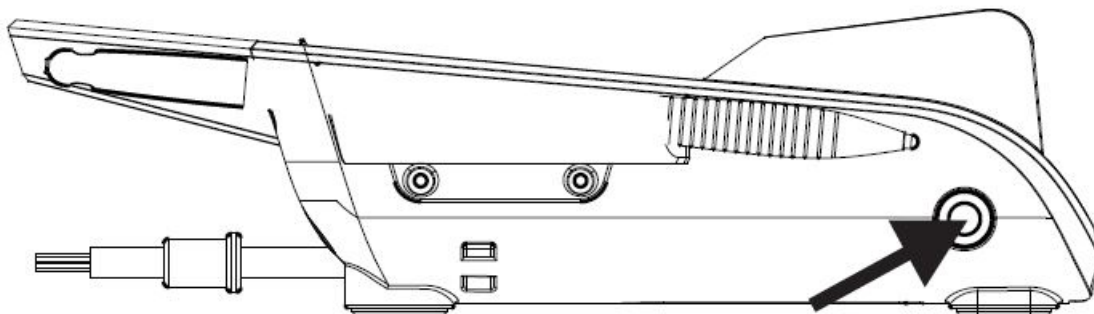
Terminal Location

Locate the terminal on a counter top, desktop, or table top. It is recommended to keep the terminal away from direct sunlight, excessive dust, moisture, and heat. Avoid locating the terminal near electrical devices that might introduce interference such as microwave ovens and blow dryers.

Stand Installation
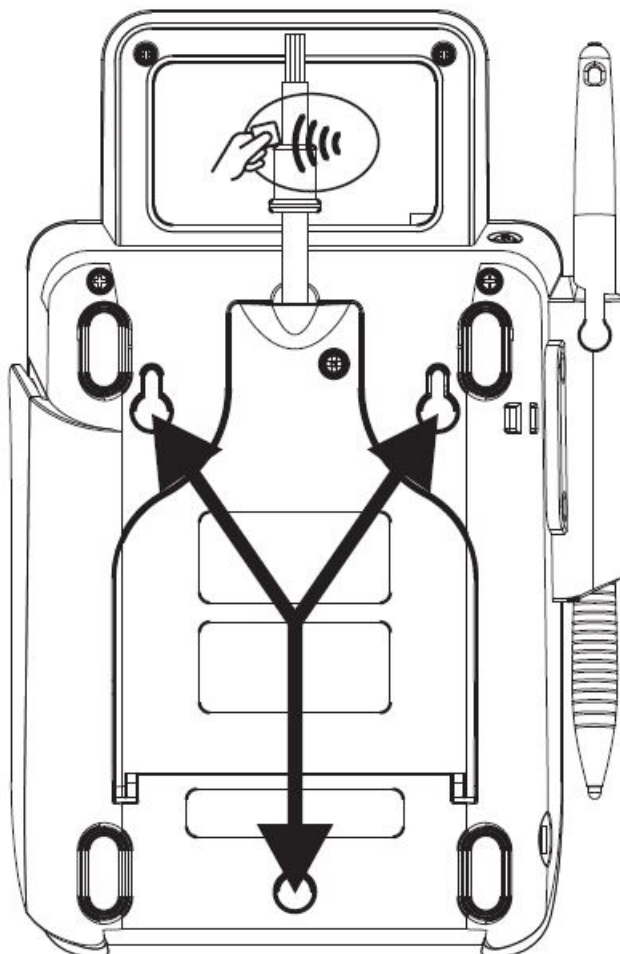
Insert metal stand prongs into three stand slots on underside of terminal. Slide terminal firmly into place on stand.

Cleaning the Device

WARNING: Do not use industrial strength or abrasive cleaner as it may damage or scratch the screen.

- Do not immerse device in water (or liquid).
- Do not spray water or cleaner into EMV Card Reader or ports.
- To clean screen, apply distilled water or mild glass cleaner onto
- To clean terminal, apply distilled water or plastic-safe cleaner onto a soft, lint-free cloth and gently wipe terminal. Caution: Changes or modifications not expressly approved by PAX Technology could void the user's authority to operate the equipment. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

Certifications

The Q30 passed the following certifications:

- PCI PTS 5.x, SRED
- EMV L1 & L2
- EMV CL L1
- Mastercard PayPass
- American Express Expresspay
- Discover D-PAS
- Visa payWave
- JCB J/Speedy
- Interac Flash
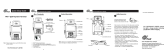- FCC
- IC
- CE
- UL
- RoHS

FCC Statement

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: This device may not cause harmful interference. 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 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. Body-worn Operation This device was tested for typical body-worn operations. To comply with RF exposure requirements, a minimum separation distance of 0mm must be

maintained between the user's body and the handset, including the antenna. Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-worn accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided. Use only the supplied or an approved antenna.

IC STATEMENT

This device complies with Industry Canada licence-exempt RSS standard(s) Operation is subject to the following two conditions: This device may not cause interference, and 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. To comply with RF exposure requirements, a minimum separation distance of 0mm must be maintained between the user's body and the handset, including the antenna. Third-party belt-clips, holsters, and similar accessories used by this device should not contain any metallic components. Body-work accessories that do not meet these requirements may not comply with RF exposure requirements and should be avoided. Use only the supplied or an approved antenna.

Documents / Resources

	PAX Q30 Payment Terminal [pdf] User Guide Q30LRC, V5PQ30LRC, Q30 Payment Terminal, Payment Terminal