




# PAX V5PQ25S Q25 POS Terminal User Guide

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## PAX V5PQ25S Q25 POS Terminal User Guide



*Quick Setup Guide*

**Q25 POS Terminal**

**PAX TECHNOLOGY LIMITED**

## 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.

- Q25 POS Terminal
- Communication Cable
- Cable AC Power Adapter (Optional)

## Product Description



## Instruction

Q25 connects to a POS or an ECR by a communication cable for entering password tapping contactless card, swiping magstripe card, inserting smart card or reading 1D/2D code during transaction process. To use it correctly, you should refer to 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 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 operation system and application will reset.
- ② When the operation 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 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 the finger to sign, do not use metal or sharp objects to operate the touch screen, so as not to damage the touch screen.

#### **9) 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.

#### **10) USB device connection selection**

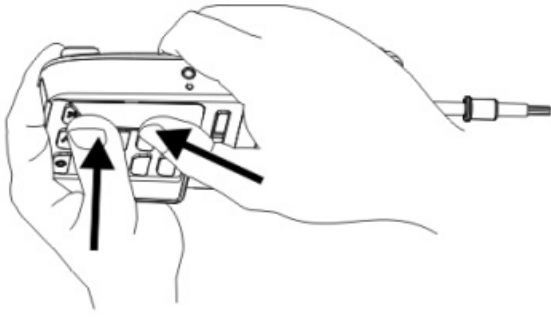
Both the 2x7pin communication port and the USB port of Q25 support USB data connection to the ECR or POS system, and the 2x7pin communication port is the default port for USB connection. The end users can make the selection in the system settings main menu and the settings will be valid after system reset.

**Note:** Only USB C port supports download mode.

### **Privacy shield Instruction**

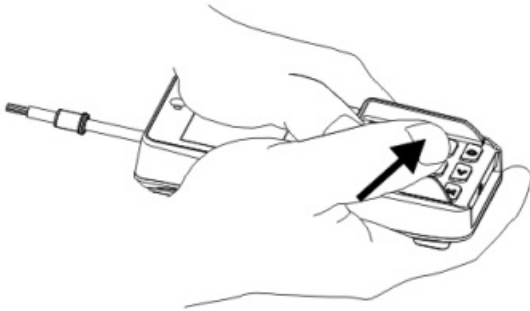
#### **1. Assembly privacy shield**

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



## 2. Disassembly privacy shield

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



## Installation and Usage Tips

- Avoid putting the terminal in direct sunlight, high temperature, moist, or dusty environment.
- Forbid non-professional to repair the terminal.
- Before insert the card, please check internal and around of IC card slot . when you found some suspicious objects , must report to related administrator.
- The terminal contains a button battery that is only used for safety purpose, which cannot make the POS machine work properly. The terminal can only be used on the desktop through the adapter, please be noted that it cannot be moved away from the desktop while using it.

## Password Entering Tips

- It is highly recommended to enter password as following ways:
- Set up anti-peep shields. Enter password with shield by the structures of cashier desk.
- 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.
- In enter password perspective, avoid surrounding video surveillance.
- Paste text instructions to remind the customers to shelter with body or palm when enter password.
- Merchants can also choose other ways to protect the customer input password.

## Important Safety Warning

- Do not place the terminal in direct sunlight, nor in environments with excessively high temperatures, smoke, dust, or dampness.

- 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 could cause fires or even explosions, and will invalidate any product warranty.
- When disposing of the device, or accessories, please do so responsibly and according to local regulations. These are not household waste items.
- To avoid risk of fire, please just connect the product to an power supply of which output capability is less than 15W

## **Certifications**

The Q25 passed the following certifications:

- PCI PTS 6.x,SRED
- EMV L1 & L2
- EMV CL L1
- Mastercard PayPass
- Visa PayWave
- American Express Expresspay
- Discover D-PAS
- JCB J/Speedy
- Interac Flash
- qUICS
- UL
- FCC
- IC
- CE
- RoHS
- TQM

## **FCC Regulations:**

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, and

(2) This device must accept any interference received, including interference that may cause undesired operation. This device 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 radiated 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.

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

#### **FCC RF Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20cm between the radiator and any part of your body.

#### **ISED compliance statement**

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference. (1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

FCC ID V5PQ25S  
IC ID 11689A-Q25S

#### **RF Exposure Statement**

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

#### **PAX Technology Limited**

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PAX continually invests to maintain its high quality products up to date with the latest certifications, therefore a comprehensive list can be requested via the website's contact form or on downloadable product brochures.

#### **Documents / Resources**



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### References

- [PAX Technology](#) | [Global Website](#) | [Payment Terminals](#)
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- [User Manual](#)

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