

Q25 Quick Setup Guide

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Contents Checklists

Congratulations on receiving your PAX Technology payment terminal. We do hope you enjoy it! Please check the contents after unpacking. If any components are missing or a page is missing from the Quick Setup Guide, please contact your PAX dealer. The box you have just opened should contain the following items:

Name	Qty.
Q25 POS Terminal	1

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

Product Description

The following section points out the various hardware features of the PAX Q25 PIN pad.

Front View:



[Q25 Data Sheet](#)

Basic Operating Instructions

The following section provides basic operating instructions for the PAX Q25 PIN pad.

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

Power Connections

- 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.
- Power can also be supplied to the Q25 by connecting the AC power adapter to the USB port.

Operating System Reset

The PAX Q25 provides two levels' reset:

- 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.
- When the operating system is down, please restart the device by disconnecting it from power and then reconnecting it.

Communication cable

- Remove the back cover at the bottom of the terminal.
- Put the communication cable head into the 2×7 pin interface.

SAM Card

- Remove the back cover at the bottom of the terminal.
- Insert the SAM card into the corresponding card slot.

IC card reader

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

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.

1D/2D code reader

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

Electronic signature

The PAX Q25 supports an electronic signature in the touchscreen configuration. Please use your finger to sign; do not use metal or sharp objects to operate the touchscreen, as this may damage it.

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.

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 the USB-C port supports download mode.

Privacy Shield Instructions

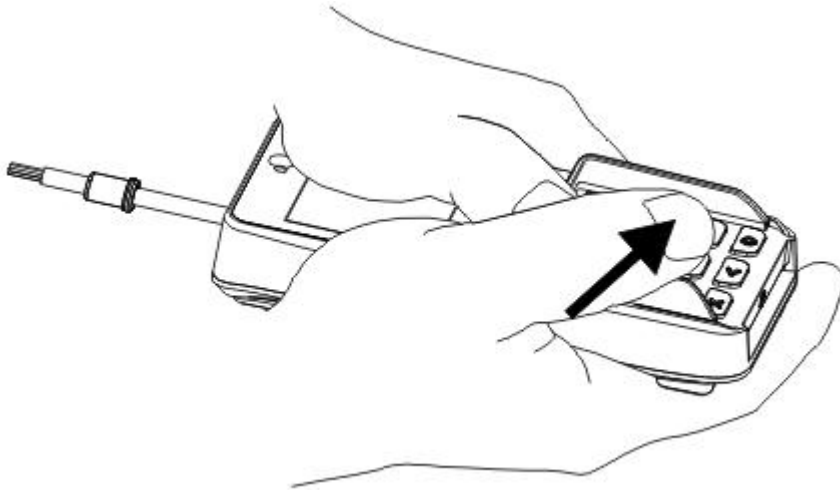
Privacy Shield Assembly

As shown in the photo below, use your left thumb to push the tail of the privacy shield outward, while simultaneously pressing down with your right thumb obliquely on the middle of the privacy shield.



Privacy Shield Disassembly

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



Cleaning the Device

- Do not use industrial-strength or abrasive cleaners, as they may damage or scratch the screen.
- Do not immerse the device in water or liquid.
- Do not spray water or cleaner into the EMV Card Reader or ports.

Terminal Installation & General Usage Tips

- Avoid putting the terminal in direct sunlight, high temperatures, moist, or dusty environments.
- Keep non-professionals from repairing the terminal.

- Before inserting the card, please check the internal and around of IC card slot. When you find some suspicious objects, you must report them to the related administrator.
- The terminal contains a button battery that is only used for safety purposes, which cannot make the POS machine work properly. The terminal can only be used on the desktop through the adapter. Please note that it cannot be moved away from the desktop while using it.



- DC voltage



- Recycling
 - This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European Directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment.
 - User has the choice to give his product to a competent recycling organization or to the retailer when he buys a new electrical or electronic equipment.

Password & PIN Entry Tips

It is highly recommended to enter password as following ways:

1. Set up anti-peep shields. Enter the password with the shield by the structure of the cashier's desk.
2. Place the POS terminal at an appropriate angle and make sure it is difficult for others to read the password. For example, the POS was installed above the movable bracket.
3. When entering the password, avoid surrounding video surveillance.
4. Post written instructions to remind the customers to hide their passwords and PINs with their body or palm when entering passwords.
5. Merchants can also choose other ways to protect the customer's 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. Incompatible 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 the risk of fire, please just connect the product to a power supply whose output capability is less than 15W
- For the product to be used without obstacle by persons with disabilities, cashiers in the merchants need to assist them to open the accessibility function, reset the volume, and perform other operations as guided.
- PAX does not provide any support services to any parties related to the above requirement.
- This document is intended for merchants, not consumers.

Compliance Statements

- Hereby, PAX Computer Technology (Shenzhen) Co., Ltd. declares that the radio equipment type Q25 is in compliance with Directive 2014/53/EU.
 - The full text of the EU declaration of conformity is available at the following internet address: <https://www.pax.com.cn/product/ce/list/>
 - This product complies with Directive 2019/882/EU.
 - The user manual of this product is intended for merchants, not consumers.
 - For the unattended scenario, the installation height should be greater than 800mm and less than 1100mm. The minimum horizontal distance should be 450mm.
 - For the attended scenario, the product requires merchants to assist disabled people by enabling accessibility functions and adjusting the volume and other settings. PAX does not provide support services to any party in connection with this request.
 - If this product needs to be fixed in place, or if it cannot be easily moved, the installation and placement standards follow the same requirements as those for the unattended scenario.
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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 Compliance Statement

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 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.

FCC Caution:

- Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.
- This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- This equipment must be installed and operated in accordance with the provided instructions, and the antenna(s) used for this transmitter must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter. End-users and installers must be provided with antenna installation instructions and transmitter operating conditions to satisfy RF exposure compliance.

FCC Supplier's Declaration of Conformity

POS Terminal /Q25

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.

Responsible Party: PAX Technology, Inc.

8775 Baypine Road Jacksonville, FL 32256 United States

Help-desk :1 877-859-0099

ISED Notice

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

L'émetteur/récepteur exempt de licence contenu dans le présent appareil est conforme aux

CNR d'Innovation, Sciences et Développement économique Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes :

1. L'appareil ne doit pas produire de brouillage;
2. L'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Cet émetteur ne doit pas être Co-placé ou ne fonctionnant en même temps qu'aucune autre antenne ou émetteur. Cet équipement devrait être installé et actionné avec une distance minimum de 20 centimètres entre le radiateur et votre corps.

The device for operation in the band 5150–5250 MHz is for indoor use only to minimize the potential for harmful interference to co-channel mobile satellite systems.

Le dispositif a été utilisé pour la construction de la bande 5150 à 5250 MHz pour la consommation de matériel pour réduire le potentiel pour les systèmes de télévision mobiles.

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.

Cet émetteur ne doit pas être Co-placé ou ne fonctionnant en même temps qu'aucune autre antenne ou émetteur. Cet équipement devrait être installé et actionné avec une distance minimum de 20 centimètres entre le radiateur et votre corps.

P/N:200312000000857

PAX Technology, Inc. reserves the right to change product technology specifications without prior notification.

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 through downloadable product brochures.



PAX Technology, Inc.

North American Headquarters:

[8800 Baymeadows Way West](#)
[Suite #500 / Floor 5](#)
[Jacksonville, FL 32256](#)

Phone: [+1 877 859 0099](#)

Email: ask@pax.us

Website: www.pax.us

