



PAXSTORE

PAXSTORE Terminal Replacement QRG

Date: 11-11-2020

Version: 1.1

Preface

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Technical Support

If there is a problem while installing, registering or operating this product, please make sure to review the documentation. If unable to resolve the issue, please contact PAX.

9 am–1 am EDT Monday–Friday

9 am–5 pm EDT Saturday

Sunday Closed

Hours Subject to Change

The level of access to this Service is by the support plan arrangements made between PAX and the Organization. Please consult this support plan for further information about entitlements, including the hours when telephone support is available.

Technical Support Contact Information

Phone: (877) 859-0099

Email: support@pax.us

URL: www.pax.us

Revision History

Date	Version	Description
02-3-23-2020	V1.0	<ul style="list-style-type: none">• Initial Release
11-11-2020	V1.1	<ul style="list-style-type: none">• Fixed document formatting to resolve missing #2 step.• Updated the Preface page• Updated the Support page

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Introduction

Terminal replacement is one of the many features PAX Terminals offer. Should a terminal require replacement, PAX has streamlined the process for customer convenience. The process is simple and time efficient. This guide provides more information about the settings required to complete this task and provides a detailed breakdown of the steps required to complete replacement.

Purpose

This quick reference guide provides information about:

- PAXSTORE and modifying terminal settings
- Initiating the replacement process
- Completing the replacement process

Intended Audience

This guide is intended for use by:

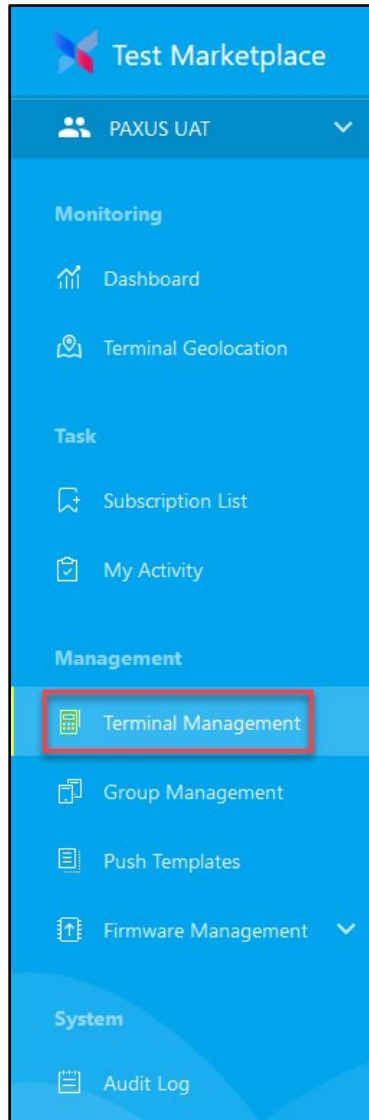
- Representatives intending to learn more about the terminal replacement process.
- Sales Executives and Sales Support who sell and support the device.
- Independent Sales Organizations that sell terminals and conduct end-user terminal training.
- Merchants currently using PAX products.

Settings Configuration (PAXSTORE)

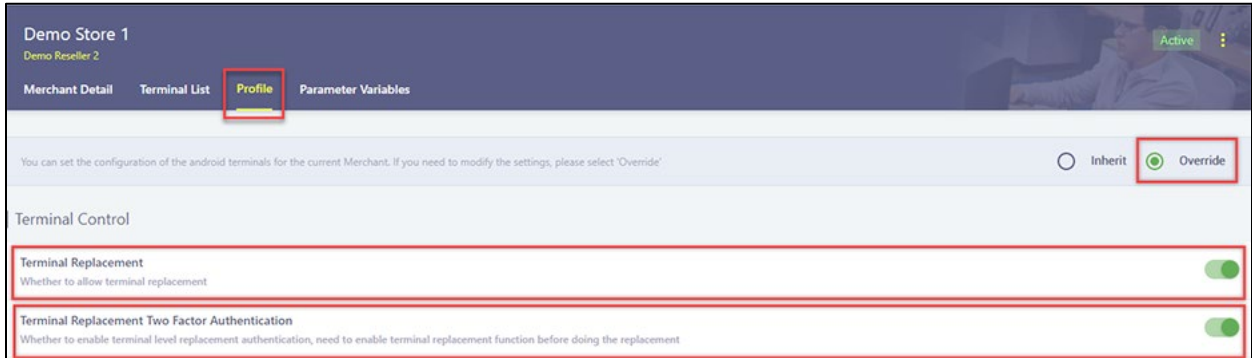
To initiate this process, first, the user must access PAXSTORE to ensure the proper configuration has been selected. After accessing the PAXSTORE home page, login using the PAXSTORE credentials provided.

PAXSTORE home page: <https://www.paxstore.us/portal/#/home>

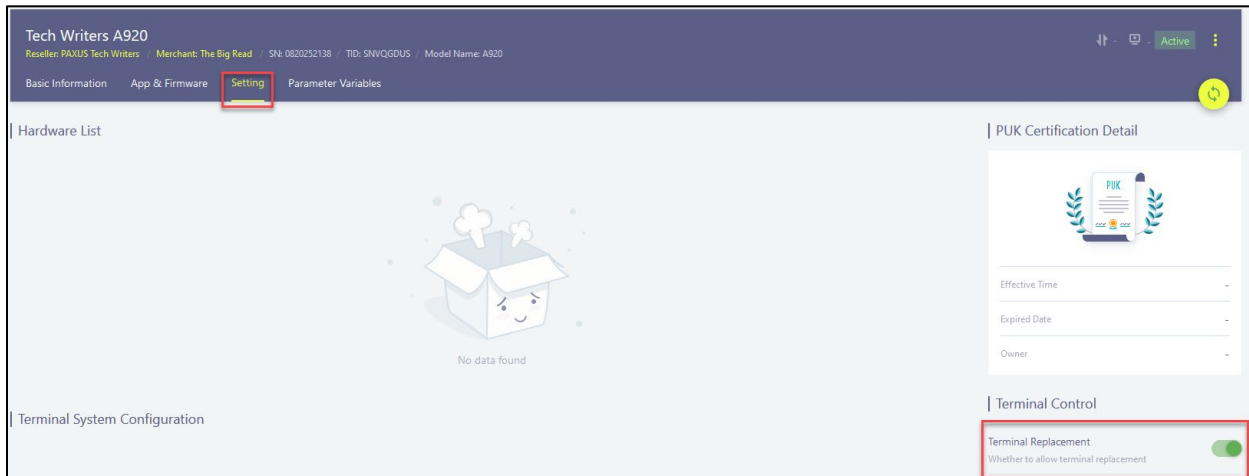
Step 1: Go to the Terminal Management tab.



Step 2: On the Reseller or Merchant tab, select **[Profile]**, then **[Override]** and then enable **[Terminal Replacement]** and **[Terminal Replacement Two Factor Authentication]**.



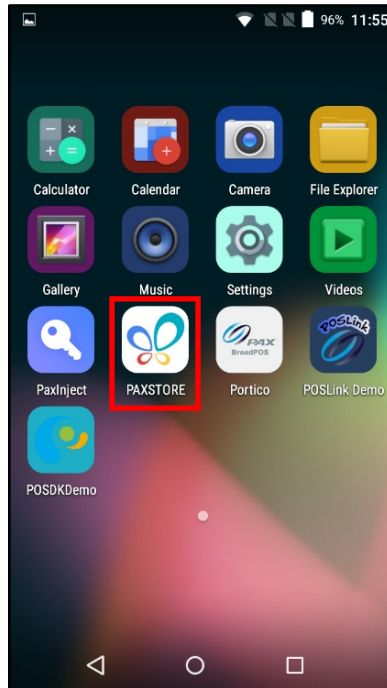
Step 3: Access the specific terminal through the terminal list and ensure the “Terminal Replacement” feature has been activated for the terminal.



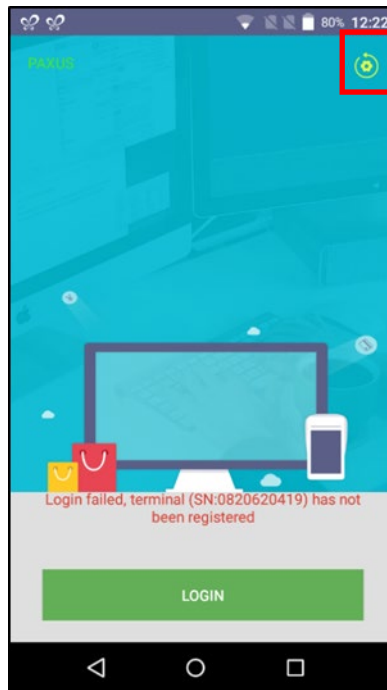
Initiating the Replacement

Once the settings have been configured to ensure the terminals are capable of replacement, the replacement process may be initiated. To begin, follow these steps.

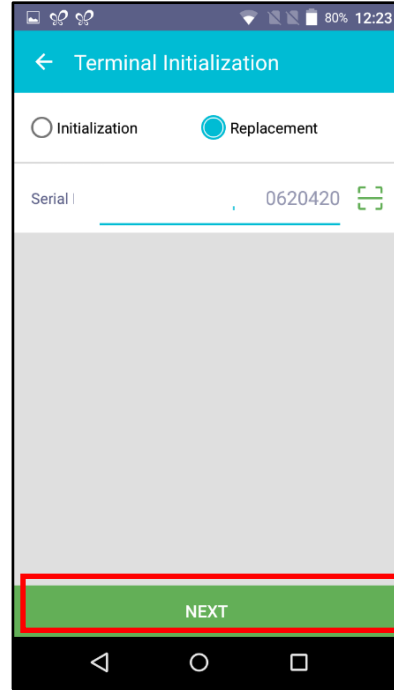
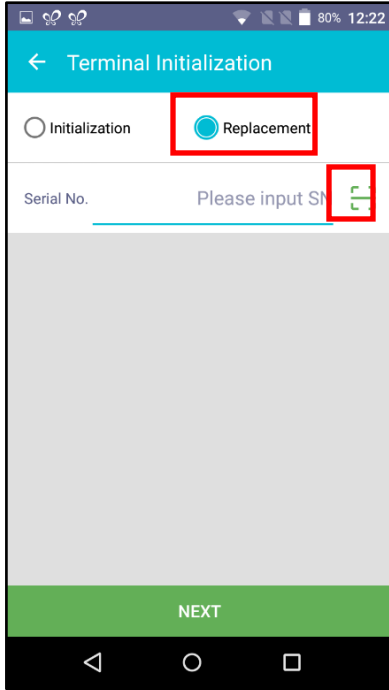
Step 1: From the home screen of the terminal, select the **[PAXSTORE]** application.



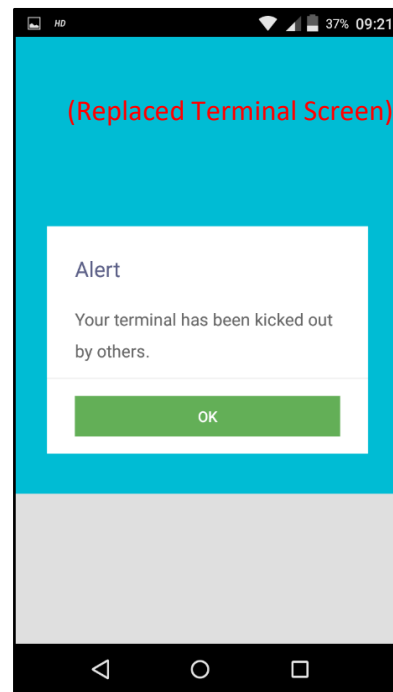
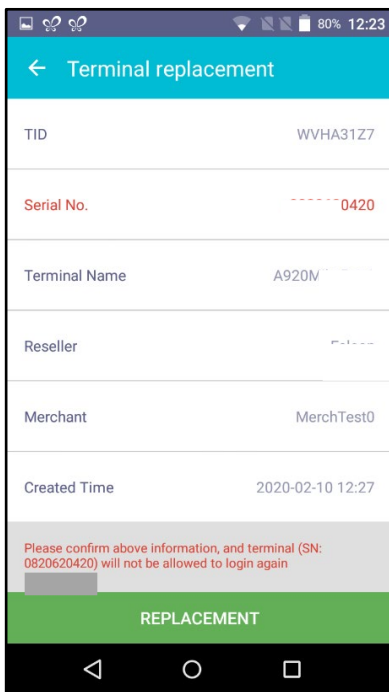
Step 2: Go to the top settings tab.



Step 3: The terminal will default to the “Initialization” option. Select “Replacement” and either scan or manually input the serial number of the new terminal. You may scan by pressing the green icon next to the “Please Input SN” prompt. Once either option has been completed, you will see the serial number appear in this field. Click “Next”.

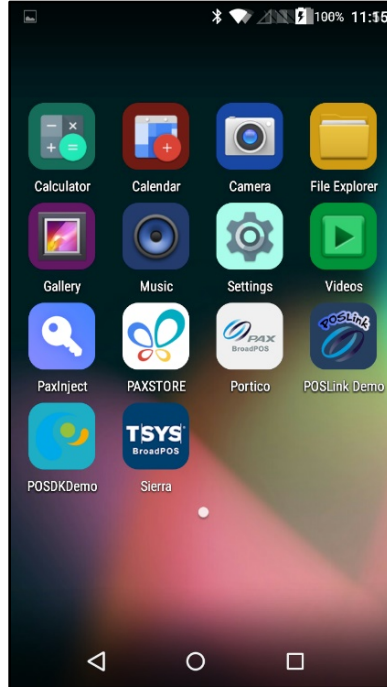


Step 4: Verify all the information is accurate and select “Replacement”. Upon completing this step, the terminal being replaced will prompt an alert notifying the user the terminal has been kicked.



Finalizing the Replacement

Once the terminal replacement has been completed, the replacement terminal can be found in the PAXSTORE while the terminal being replaced will no longer be in PAXSTORE. The replacement terminal may then be used as the one being replaced was previously.



Customer Support

For questions or help with the PAXSTORE please contact your service provider or PAX customer support.

9 am–1 am EDT Monday–Friday

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Sunday Closed

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Contact Information

support@pax.us

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