



E800 Reference Guide

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Technical Support

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Preface

E800 Reference Guide

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Revision History

Date	Version	Description
20190411	V0.1	<p>Initial draft</p> <ol style="list-style-type: none"> 1. Consolidate information previously published in <i>E800 Installation Manual</i> and <i>E800 FAQs and Troubleshooting Guide</i>. 2. Add new section for setting up Wi-Fi and cellular connectivity. 3. Reference <i>E800 Ordering Guide</i> for accessories part number information in the Box Contents section.
20190425	V0.2	<ol style="list-style-type: none"> 1. Add Printer Module installation procedure. 2. Add LKI, OS, POI, PAXSTORE, and PDM to Acronyms and Terms table. 3. Add new Pre-Installed Default Software Applications section. 4. Replace line drawings in Product Description section with higher resolution images. 5. Add Router section.
20190426	V1.0	<p>Initial release</p> <ol style="list-style-type: none"> 1. Add note to the Power Connections and Power On sections that you need to connect the power supply for the printer and printer-related ports to work properly. 2. Add Android Enterprise versus standard Android FAQ. 3. Update default software applications FAQ.

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1 Introduction

Modernize your checkout areas by replacing old-fashioned cash register equipment with the stylish E800 workstation. The E800 is new generation electronic cash register solution. Its all-in-one integrated solution includes tablets, printer, PED, and ports for a seamless user experience.

1.1 Purpose

This reference guide provides information about:

- Installation
- Physical and wireless connectivity
- Answers to frequently asked questions
- Troubleshooting

1.2 Intended Audience

This guide is intended for use by:

- Point of Sale clerks who interact with the E800 daily.
- Software engineers who develop and maintain the payment application designs for the US payment card industry.
- Sales Executives and Support who sell and support the device.
- Independent Sales Organizations who sell terminals and conduct end user terminal training.

1.3 Acronyms and Terms

Name	Description
DHCP	Dynamic Host Configuration Protocol – A network management protocol used on IP networks. The DHCP server dynamically assigns an IP address and other network configuration parameters to each device on the network.
ECR	Electronic Cash Register
LKI	Local Key Injection
Micro SD	Removable flash memory card used to store information.
NFC	Near Field Communication – A form of contactless communication between devices.
OS	Operating System
PAXSTORE	PAX Application Management – PAX-signed Android and Prolin applications can be released through the PAXSTORE.
PDM	Payment Device Management – Assists customers with software management of POS and Smart POI devices.
POI	Point-of-Interaction
POS	Point of Sale or Point of Service
SIM Card	Subscriber Identity Module Card – A smart card that stores data GSM cellular network subscribers.
Smart Card	Chip card or integrated circuit card (ICC) that has a chip, is contactless, or both.
SSID	Service Set Identifier – The name for a Wi-Fi or WLAN network. Mobile devices look for all networks in range when they attempt to connect to local Wi-Fi.
TF	TransFlash – MicroSD memory cards were originally named TransFlash, T-Flash, or TF cards. TF and MicroSD cards are functionally identical so both types of cards can operate in devices made for the other.
USB-OTG	USB On-The-Go – Allows the E800 to act as a host and allows other USB devices to be attached to it.
WAN	Wide Area Network – Cellular phone data networks run on a WAN. It covers a broad area and many devices in that area.
Wi-Fi	A trademarked term used to describe the wireless networking technology that allows computers and other devices to communicate over a wireless signal. Based on IEEE802.11 standards.

2 Packaging

2.1 Terminal Box

The dimensions of an E800 terminal box are approximately 17.4 in x 17.4 in x 19.3 in (44 cm x 44 cm x 49 cm). A terminal box weighs approximately 26.5 lbs. (12 kg).



E800 Terminal Box

Before you remove the terminal from the box, please note there are labels with the part number and serial number of the E800 and the integrated Q20 affixed to the outside of the box. You can retain the original boxes and foam inserts in case the unit needs to be returned to PAX for service.

NOTE

Part number and serial number labels for the E800 and the integrated Q20 are also affixed to the E800 unit, under the back door near the communication ports.

2.2 Foam Inserts

Foam inserts inside the terminal box protect the E800 during shipping.



E800 Foam Inserts

3 Box Contents

The E800 terminal box includes:



- 1 – E800 with Integrated Q20 Customer-Facing Payment Module
- 1 – Power Adapter
- 1 – Power Cord
- 1 – Thermal Paper Roll

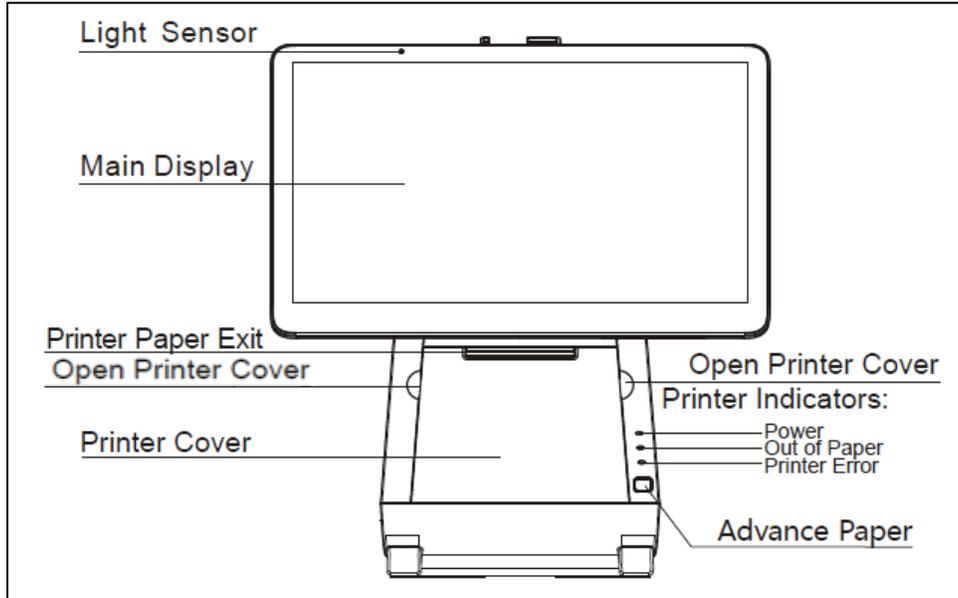
See the *E800 Ordering Guide* for information on all available accessories, including part numbers.

NOTE

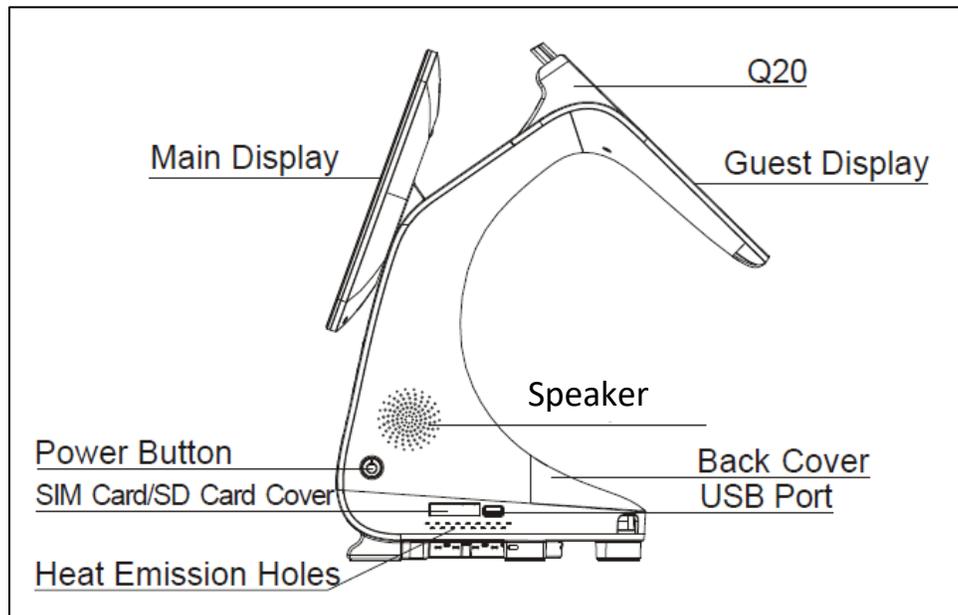
Product images shown may be different than actual product received.

4 Product Description

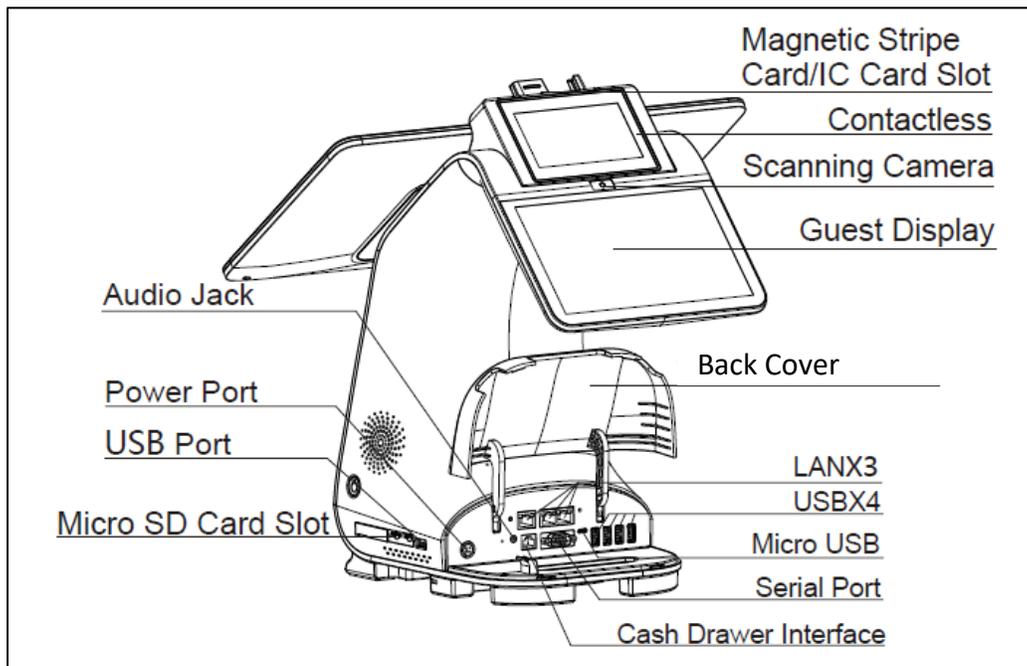
4.1 Front View



4.2 Right Side View



4.3 Back View



5 Ports

The E800 has ports that enable the terminal to add peripherals such as PIN pads, check readers, contactless readers, other external devices, to enable local terminal downloads and communications, and to provide power. These ports are located under the back cover and on the right side of the E800.

5.1 Ports Under Back Cover

The following ports are available under the back cover:

- Power – Used to connect the power supply to the E800
- WAN (RJ45 Ethernet) – Used to connect to the internet
- LAN A and LAN B (RJ45 Ethernet) – Used for bi-directional Ethernet connections using DSL or Ethernet cable
- Audio Jack (3.5mm) – Allows the hearing impaired to connect an assistive listening device to the terminal
- Cash Drawer (RJ11, 24V) – Used to connect to the cash drawer
- RS232 (DB9 Male) – Used to connect to an external POS device or check reader
- USB-OTG (Type C Connector) – Used for local terminals downloads or external peripherals
- USB-A Host, USB-B Host, USB-C Host, USB-D Host (Type C Connector) – Used to connect different USB devices such as a USB drive, USB keyboard, or mouse. The E800 host acts as a controller and the peripheral, such as a USB drive, responds to its commands.



Ports

5.2 Ports on Right Side

The following connectors are available on the right side of the E800:

- TF (Micro-USB) – Used for downloads and communication
- SIM Slot – Inserted SIM cards store data for GSM cellular network subscribers
- USB (Type A Connector) – Used for local terminals downloads or external peripherals

To access the TF and SIM slots:

1. Insert your finger into the notch above the SIM card slot.
2. Gently pull open the cover. The cover remains attached to the side of the E800 so that it can be reinstalled later.
3. Reinstall the cover to help protect the slots from dirt or moisture.



Right Side Ports with Closed Cover



Right Side Ports with Opened Cover

6 Terminal Location

Locate the terminal on a counter top, desktop or table top. 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.

7 Paper Roll

One roll of thermal paper is included in the E800 terminal box.

7.1 Dimensions

The paper roll dimensions are:

- Width – 3 inches (76.2 mm)
- Diameter – 3.15 inches (80 mm)
- Length – 266.7 feet (81.3 meters)

PAX Technology recommends purchasing additional paper rolls from an office supply store.

7.2 Load Paper

When the printer is out of paper, the “Out of Paper” indicator lights in yellow.

To load paper:

1. Open the external printer cover by pulling away from the printer with your fingers in the notches to the left and right of the door, as shown below:



Printer Cover

2. Open the built-in printer cover by pressing on the orange spring key. A label affixed to the built-in printer cover shows where the spring key is located.



Spring Key

3. Lower the built-in printer cover.
4. Insert the paper roll with the end facing up and extending out of the E800. (At the back of the opening, where the paper rests, there is an image showing the proper way to insert the paper.)
5. Ensuring that your fingers are away from the opening, firmly press and close the built-in printer cover.
6. Close the external paper cover.

7.3 Tear Paper

When connected to power, the E800 automatically cuts excess paper when the paper holder is closed. However, if the E800 is running on battery power, you can tear the paper by hand.

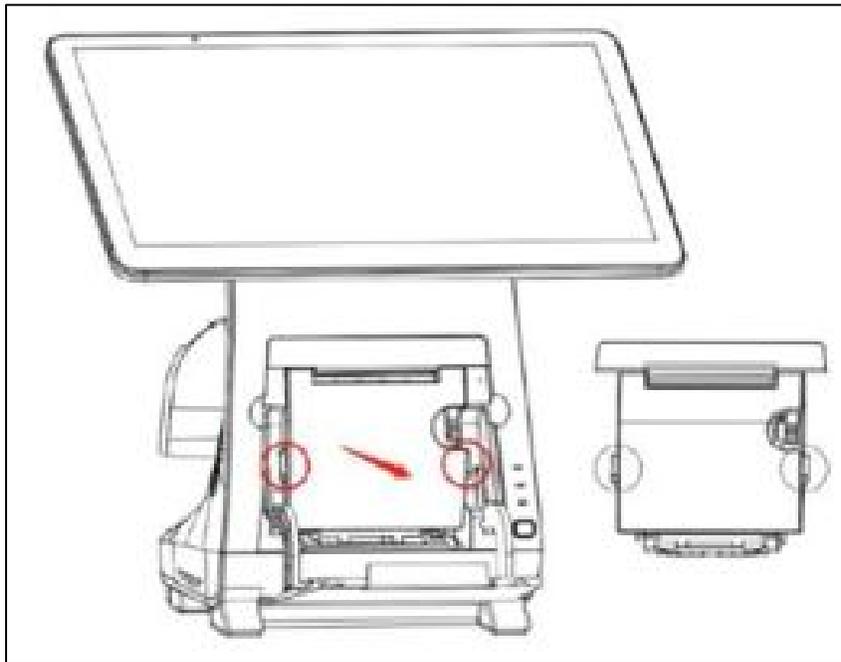
1. Tilt the paper toward the bottom of the terminal at about a 45-degree angle.
2. Pull the paper from the left or right across the tear off bar inside the terminal.

8 Replace Printer Module

You do not need to return the E800 to PAX to replace the printer. The E800 printer module may be replaced in the field.

To replace the printer module:

1. Power down the E800 and ensure that the printer is powered off.
2. Open the external printer cover.
3. Put your fingers on the clips on both sides of the printer module and squeeze the areas marked by red circles as shown in the figure below.

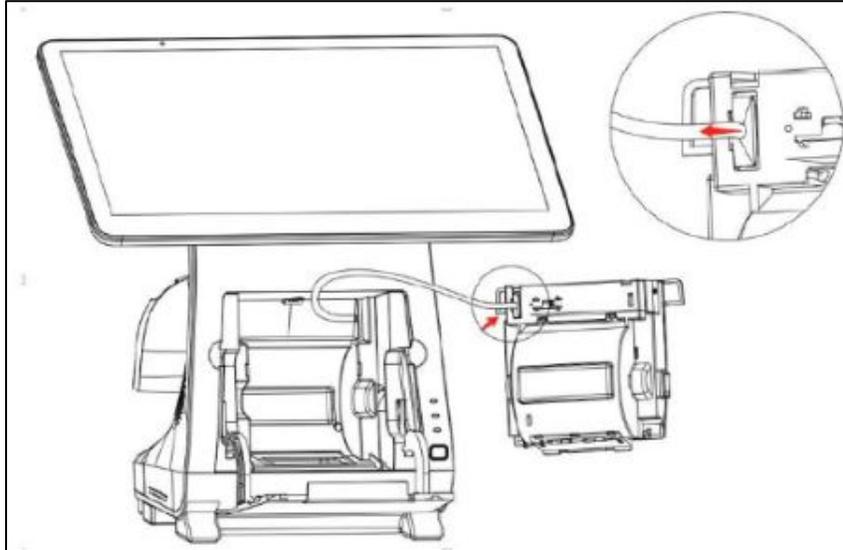


Press Clips on Sides of Printer Module

4. To remove the printer module, pull in the direction of the arrow, as shown in the above figure.

Note: Please remove the printer module gently so that you do not damage the attached cable.

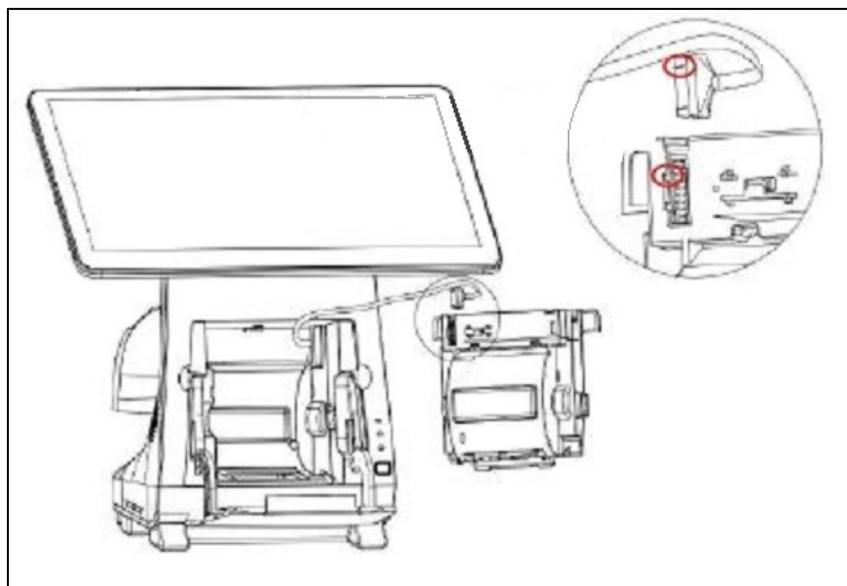
5. Disconnect the cable connector from the back of the printer module. See the figure below for the location of the cable connector and the direction that the cable connector must be removed.



Remove Cable Connector from Back of Printer Module

6. To attach a new printer module to the cable connector, line up the raised part of the cable connector with the notch on the slot of the printer module, as shown in the figure below.

Note: Do not force the cable connector. The connector can only be installed one way.



Attach Connector to New Printer Module

7. Push the cable connector into the slot and verify that it is firmly seated.
8. Install the new printer module by squeezing the clips on both sides of the printer module and inserting it into the unit.
9. Close the external printer cover and power up the E800.

9 Power Connection

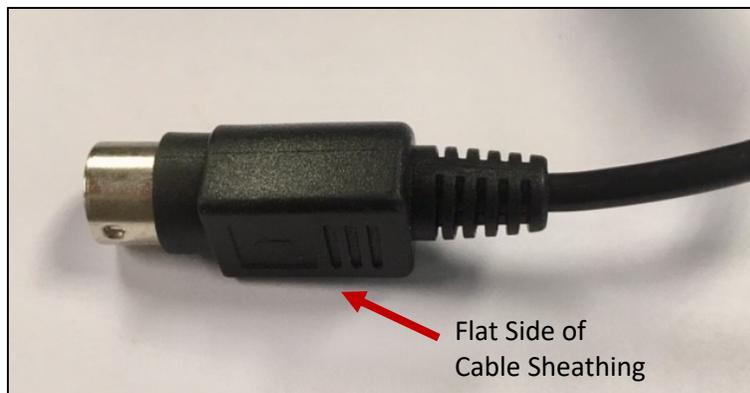
To connect power to the E800:

1. Plug the power adapter into the power port under the back cover.



Plug Power Adapter into Power Port

Note: The power cord connector can only fit one way into the power port. The flat side of the black plastic cable sheathing must face down toward the light green POWER sticker on the E800 base.



Power Connector



WARNING

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

2. After all terminal cables are connected, connect the power cable to the power adapter and plug the cable to the power source.



WARNING

Do not disconnect the power supply while applications are being downloaded to the terminal. The applications could be downloaded improperly, or the Flash memory could be damaged.

Note: If the power supply is not connected when the E800 is powered up, a message displays stating that you need to connect the power supply for the printer and printer-related ports to work properly.

10 Install SIM or Micro SD Card



WARNING

Power off the E800 and remove all power before you install a SIM or Micro SD card.

To install a SIM card or Micro SD card:

1. To open the port cover over the TF (Micro SD) and SIM slots, insert your finger into the notch above the SIM card slot and gently pull open the cover. The cover remains attached to the side of the E800 so that it can be reinstalled later.

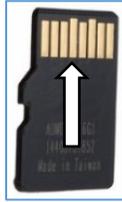


Right Side Ports with Cover Closed



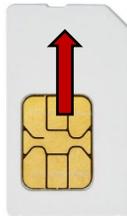
TF (Micro SD) and SIM Slots

2. If required, insert the Micro SD card with contacts facing up and toward the slot opening, as shown below:



Orientation of Micro SD Card

3. If required, insert the SIM card with the contacts facing up and the card cutout in the upper right corner, as shown below:



Orientation of SIM Card

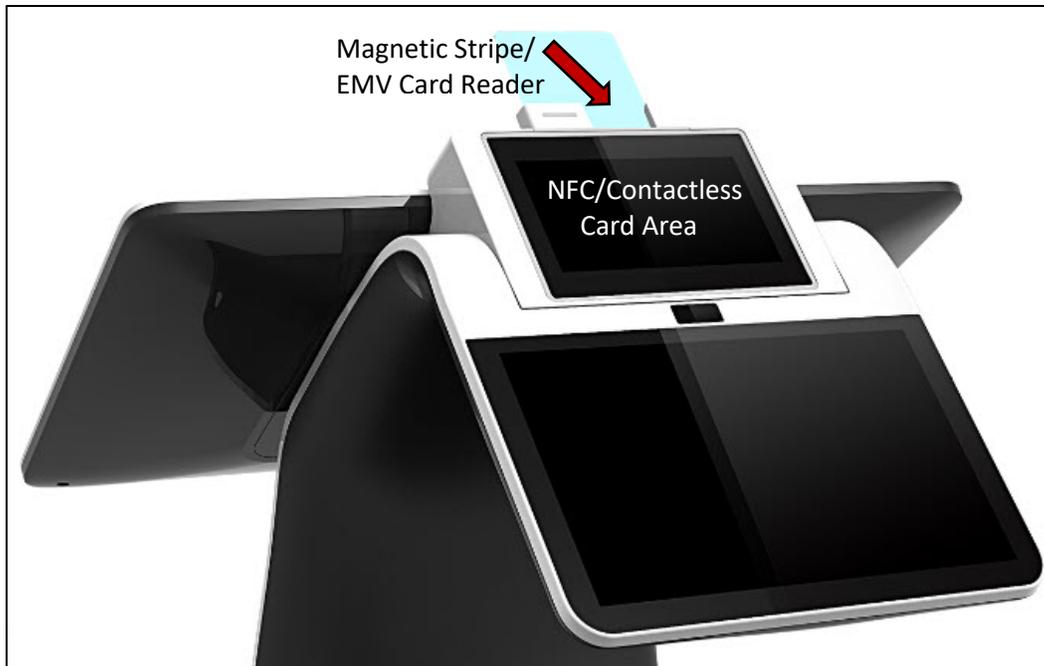
NOTE

T-Mobile and AT&T SIM cards do not need to be configured.

4. Reinstall the cover to help protect the slots from dirt and moisture.

11 Hybrid Card Reader

The Q20 on the consumer-facing side of the E800 includes a reader that can be used as an EMV Card Reader and an NFC/Contactless Card Reader.



Q20 Card Readers

11.1 Magnetic Stripe Reader

To use the Magnetic Stripe Reader, insert the Magnetic Stripe card with the magnetic stripe down into the card reader slot located on the top of the Q20. The terminal reads the information from the magnetic stripe card when the magnetic stripe is inserted into the card slot.

11.2 EMV Card Reader

To use the EMV Card Reader, insert the EMV Card with the front of the card facing you, chip side up, and chip end down into the card slot located on the top of the Q20. Leave the card inserted until the terminal provides a message to remove the card.

11.3 NFC/Contactless Card Reader

To use the NFC/Contactless Card Reader, tap the NFC/Contactless card to the Q20 screen when prompted. The terminal uses an antenna device that detects and retrieves information from the card.

12 Router

The E800 includes a built-in router. A router connects a modem to other devices to allow communication between those devices and the internet. The router provides a local IP address to each connected device, but all of the devices will have the same external IP address.

12.1 Configuring the Router

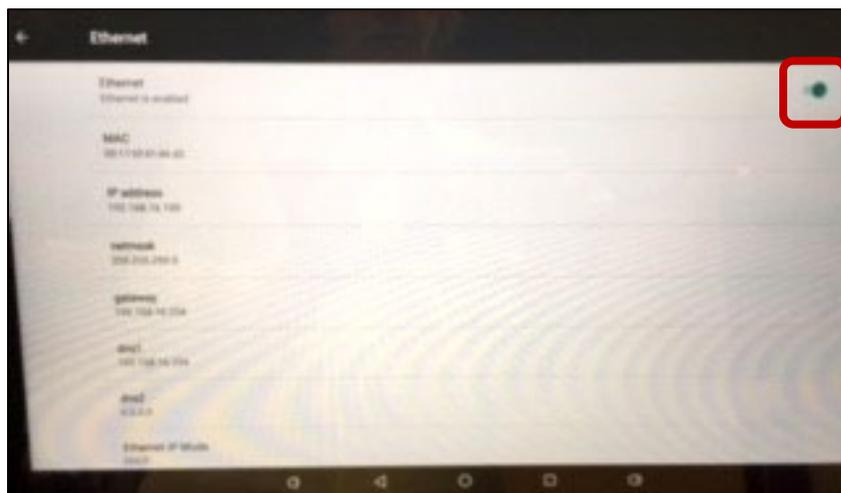
To configure the router:

1. Before you activate your router, you need to connect the E800 to the Ethernet. Connect an active Ethernet cable to the E800 WAN port.



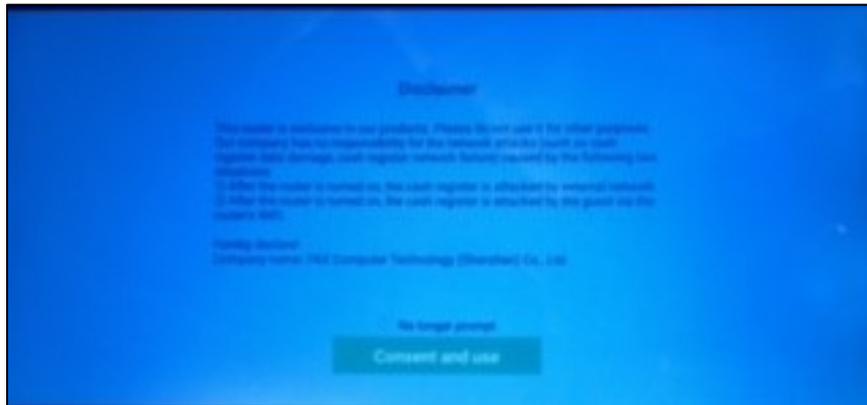
WAN Port

2. Select Settings > Wireless & networks > More > Ethernet.
3. Enable Ethernet in the upper right corner of the screen.



Enable Ethernet

4. Select Settings > Device > RouterSettings. The PAX disclaimer displays:



Router Disclaimer

The disclaimer states that the router is to be used only with PAX products and that PAX is not responsible for external network attacks on the cash register or when the cash register is attacked by the guest via the router's Wi-Fi.

5. If you agree with the disclaimer, click Consent and use.
6. When the router is activated, the router indicator lights green. If the router indicator light is not lit, see the Restarting the Router section, below.

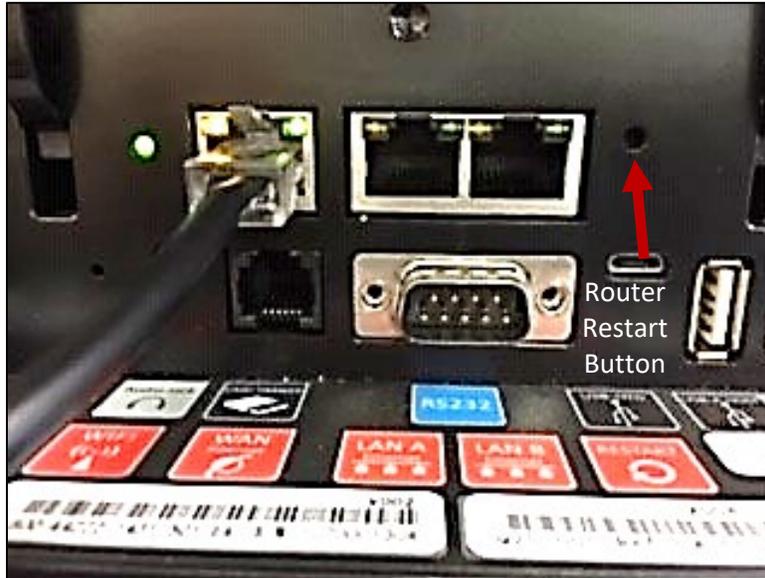


Router Indicator Light

12.2 Restarting the Router

To restart the router:

1. Use a bent paper clip or similar item to press and release the restart button for the router.



Restart Button for Router

2. Once the restart button is released, the yellow and green lights in the upper corners of the WAN (Ethernet) port turn off and then back on momentarily.



WAN Port

13 Cable Lock (If Required)

To install a cable lock:

1. Insert a customer-provided cable lock into the anti-theft hole on the terminal.



2. Loop the cable around a permanent object and secure in place.

NOTE

The anti-theft hole is not metal reinforced.

14 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 a soft, lint-free cloth and gently wipe terminal screen.
- To clean terminal, apply distilled water or plastic-safe cleaner onto a soft, lint-free cloth and gently wipe terminal.

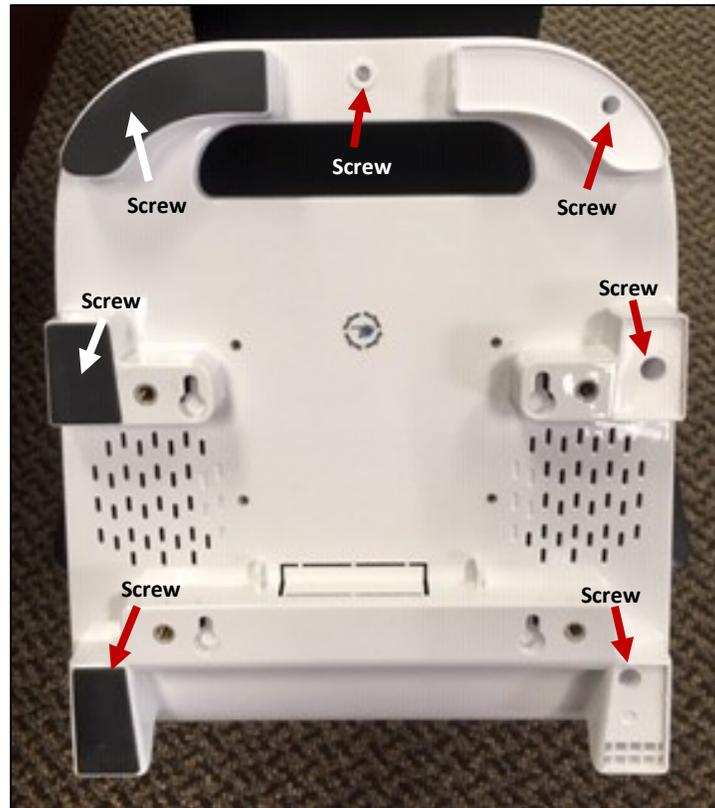


CAUTION

Changes or modifications not expressly approved by the party responsible for compliance 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.

15 Screw Locations

The location of the screws on the underside of the E800 are shown below:



Screw Locations on Underside

Six of the seven screws on the underside of the E800 are covered by rubber feet. To access these screws, pull back a corner of each rubber foot and remove the foot to expose the screws. Save the rubber feet you removed so you can reinstall them later.

16 Basic Operation Instructions

16.1 Power ON

Press and hold the power button for three seconds until the screen display lights up and the terminal successfully turns on.



Note: If the power supply is not connected when the E800 is powered up, a message displays stating that you need to connect the power supply for the printer and printer-related ports to work properly.

16.2 Power Indicator

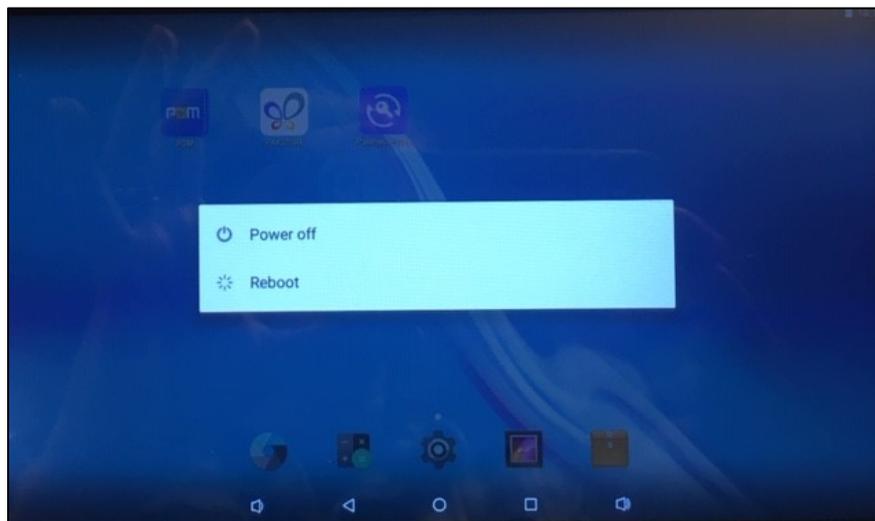
The E800 power indicator is in the upper right corner of the large screen to the left of the light sensor.



- Red light – Device is charging.
- Green light – Charging is complete.
- Red and green light flashing alternately – Charging problem.

16.3 Power OFF

Press and hold the power button for three seconds until the shutdown menu displays:



Select Power off. The screen display goes dark and the terminal turns off after a few seconds.

NOTE

The power indicator light on the E800 remains on if the unit is resting in the powered Charging Base or if the E800 is connected to power via the power supply and power cord.

Congratulations. You are now ready to use your terminal.

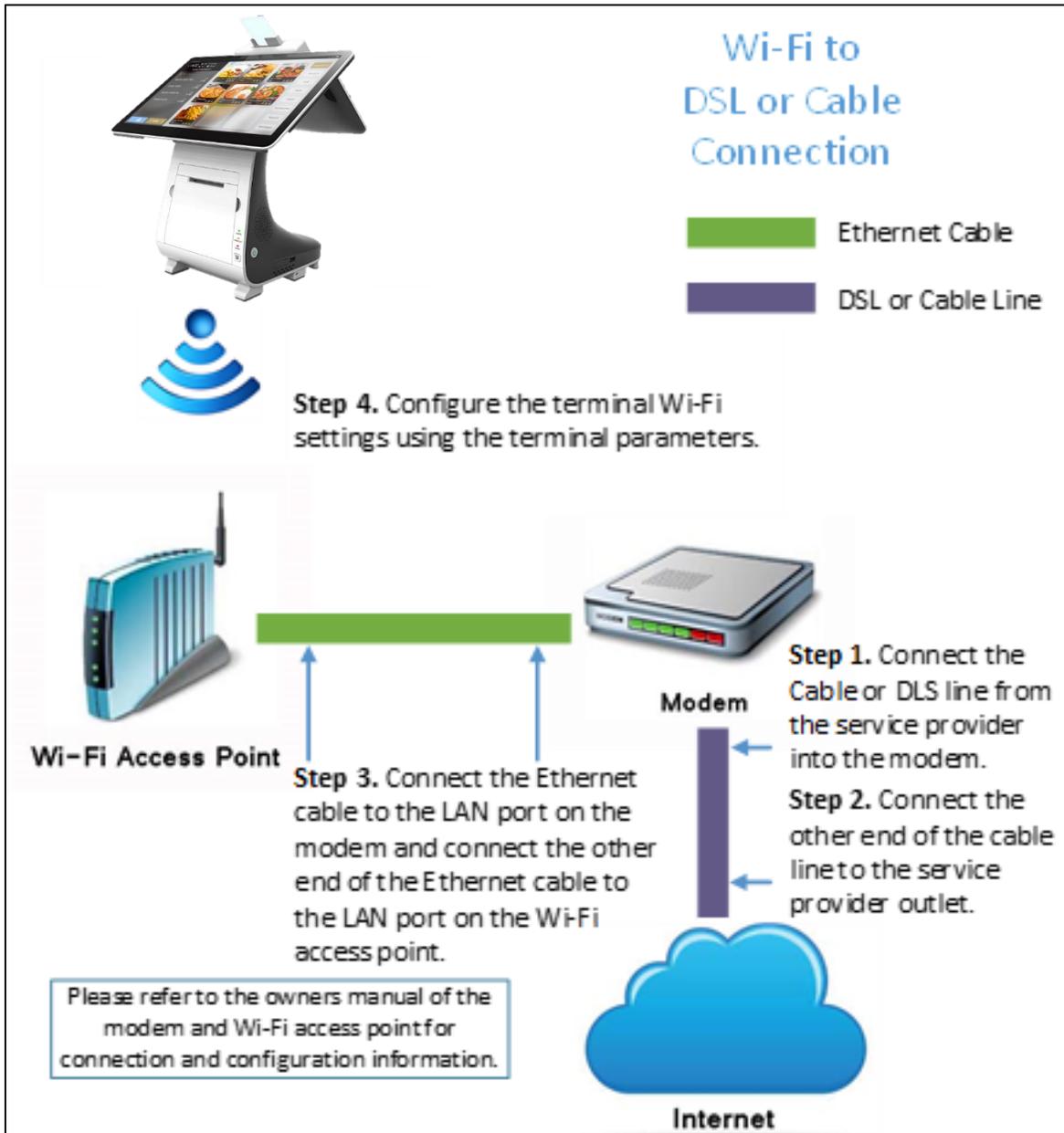
17 Default Software Applications

The E800 comes with the following set of default software applications installed:

Application	Icon	Description
PayDroid	N/A	Operating system. Powered by Android 6.0.
PAXSTORE Client		PAX Application Marketplace. PAX-signed Android and Prolin applications can be released through the PAXSTORE.
PDM		Payment Device Management. Assists customers with software management of POS and Smart POI devices.
PaxInject Proxy		Used for Local Key Injection.
BroadPOS Basic Application	N/A	Installed on the customer-facing Q20.

18 Setting Up Communications

For the terminal to communicate with the host or other devices or to download applications, the terminal communication method must be configured in advance. This section includes step-by-step instructions for Wi-Fi and Ethernet communications.



18.1 Wi-Fi Configuration

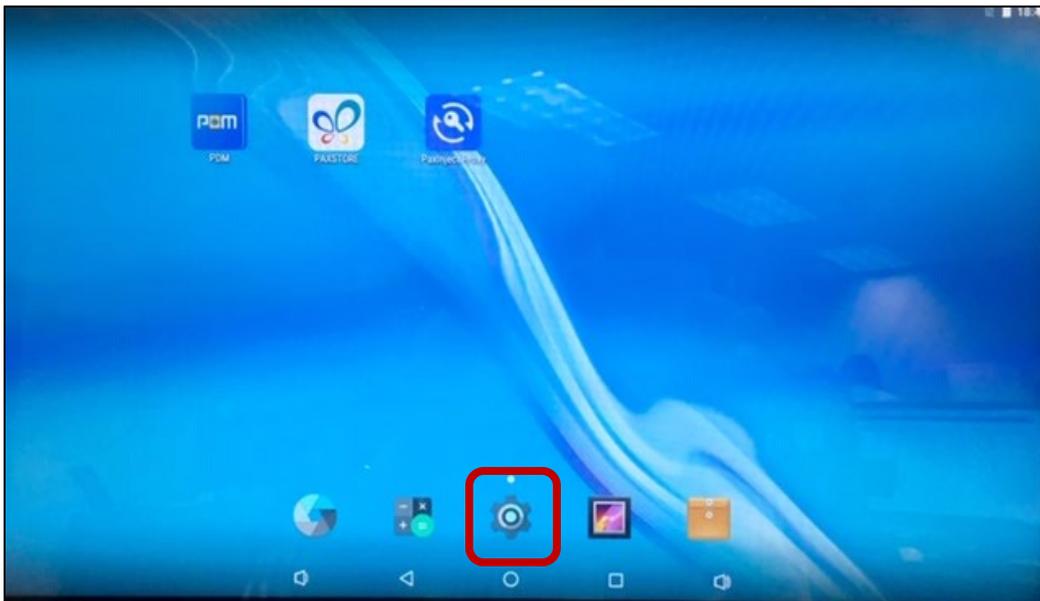
The E800 supports Wi-Fi for network and internet access. Available access types of Wi-Fi on the E800 are DHCP, Static IP, Manual Static IP, and Manual Proxy. The following sections include step-by-step procedures for setting up each of these communication types.

18.1.1 DHCP

The E800 supports DHCP setup for network and internet access. DHCP stands for Dynamic Host Configuration Protocol. DHCP is a network management protocol used in IP networks. The DHCP server dynamically assigns an IP address and other network configuration parameters to each device on the network.

To set up DHCP:

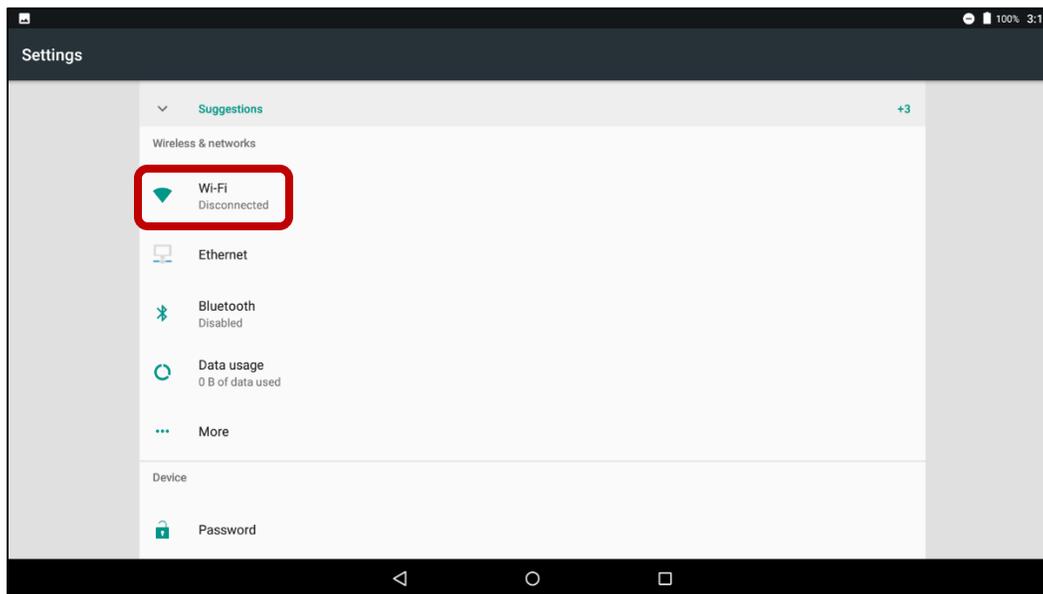
1. From the Main Menu, select Settings.



Settings on Main Menu

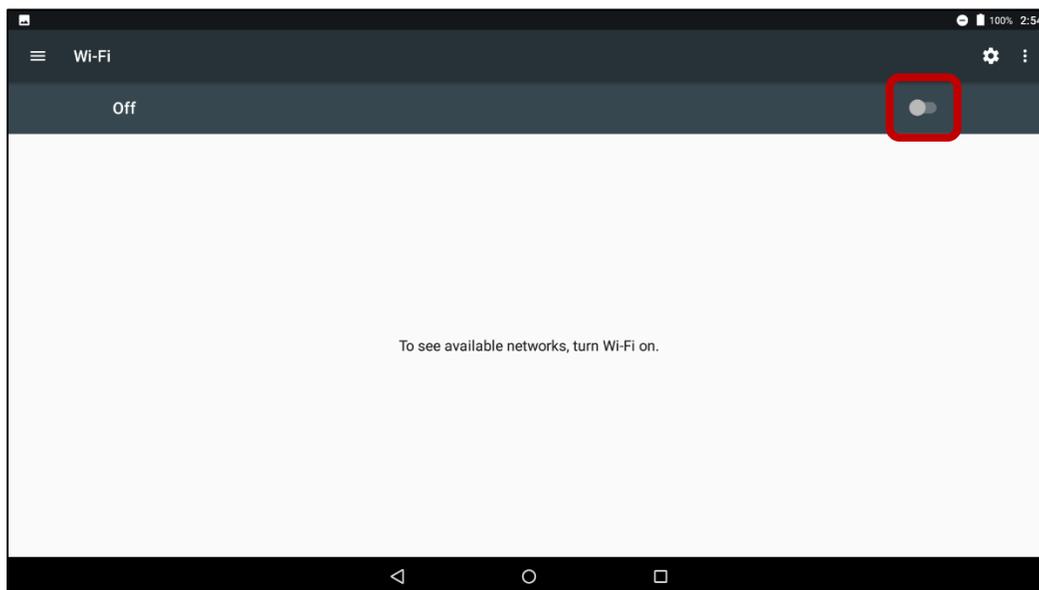
2. If a password is required, enter the password, press the green check mark (✓) button, and press OK.

3. Under Wireless & networks, select Wi-Fi.



Wi-Fi

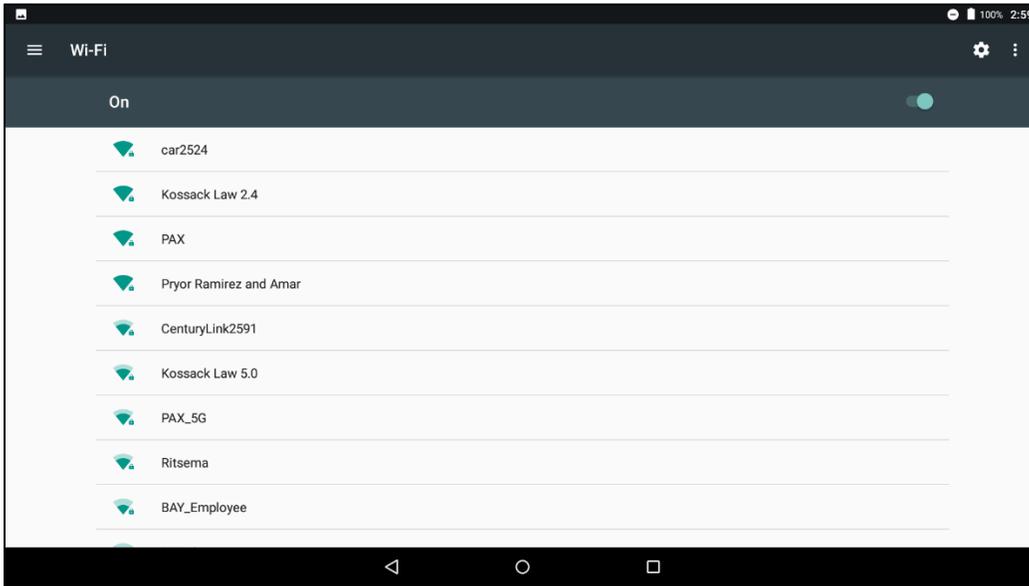
4. Turn on the Wi-Fi.



Turn On Wi-Fi

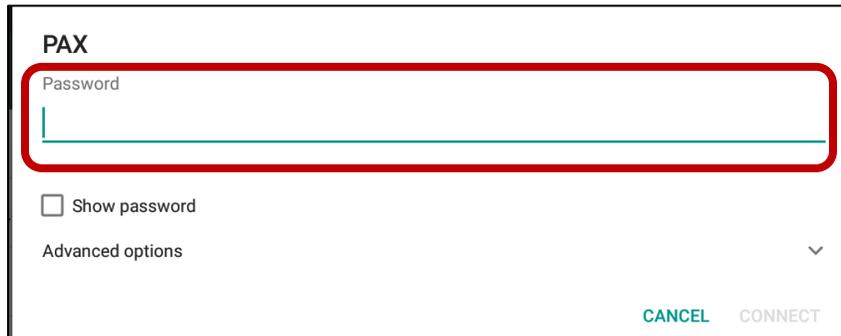
After you turn on Wi-Fi, you will see a list of available Wi-Fi networks. Only local networks that have the SSID broadcast option enabled will display.

5. Select the desired Wi-Fi network.



Available Wi-Fi Networks

6. Enter the Wi-Fi case-sensitive password.



Enter Network Password

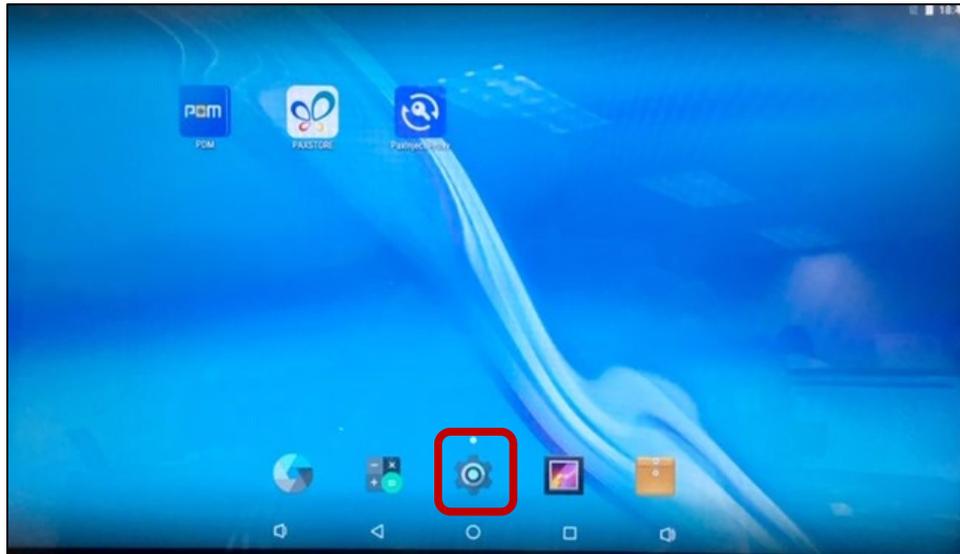
7. Press CONNECT. The selected Wi-Fi network is reported as “Connected” on the Wi-Fi menu.

18.1.2 Static IP

The E800 supports static IP setup for network and internet access. Static IP addresses allow network devices to keep the same IP address all the time, instead of automatically assigning IP addresses such as in a DHCP setup.

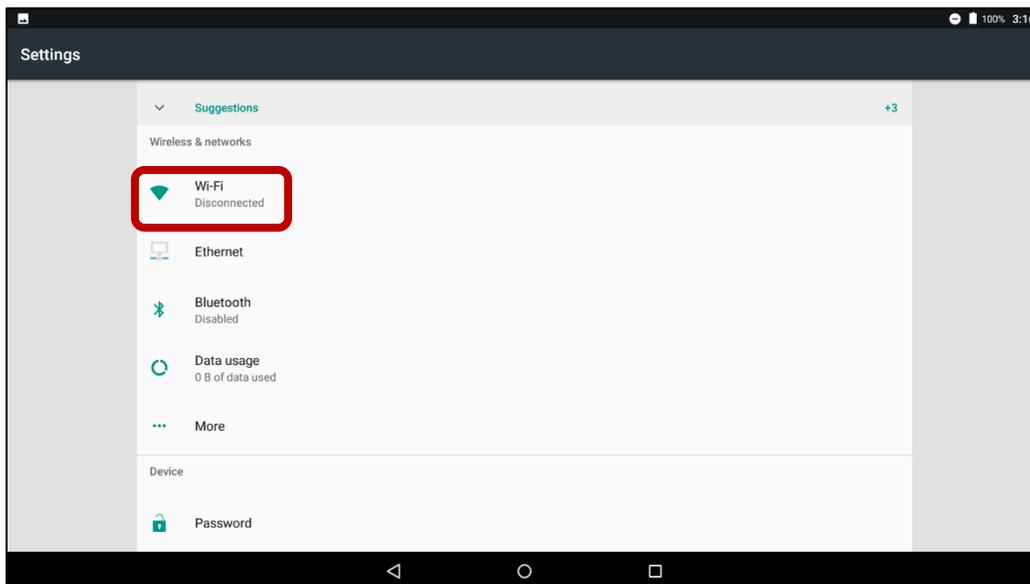
To set up a static IP:

1. From the Main Menu, select Settings.



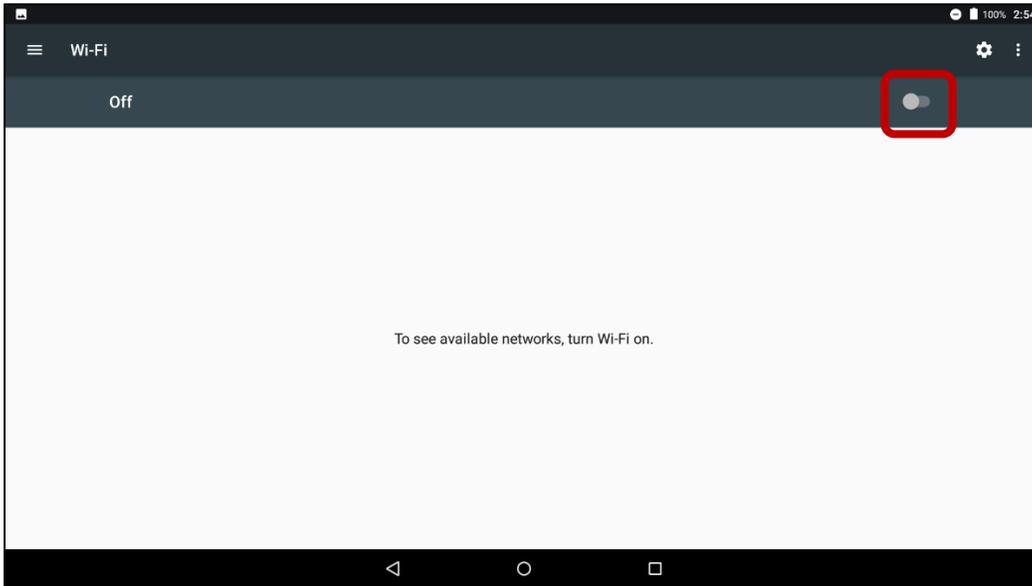
Settings on Main Menu

2. If a password is required, enter the password, press the green check mark (✓) button, and press OK.
3. Select Wi-Fi.



Wi-Fi Icon

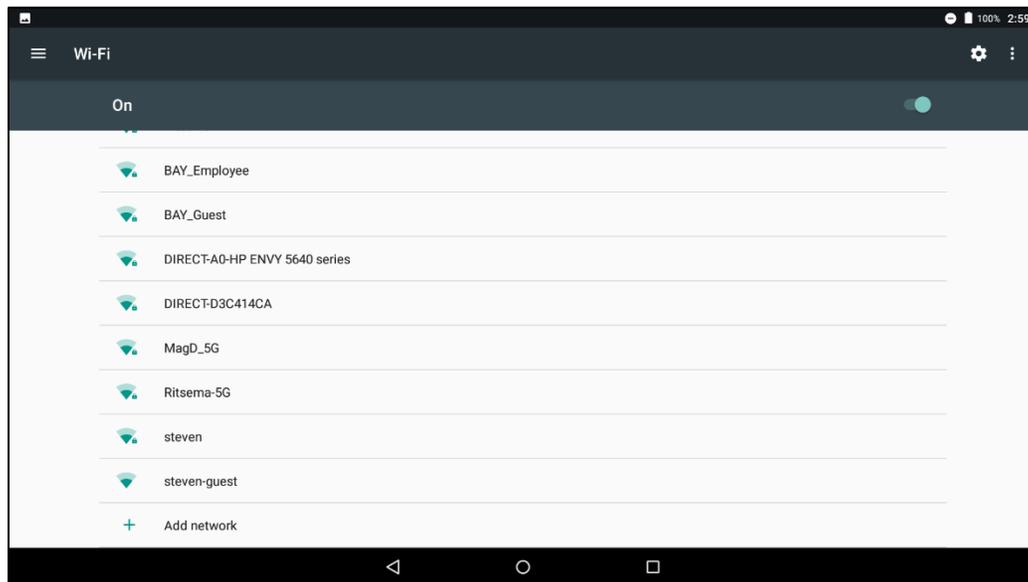
4. Turn on the Wi-Fi.



Turn On Wi-Fi

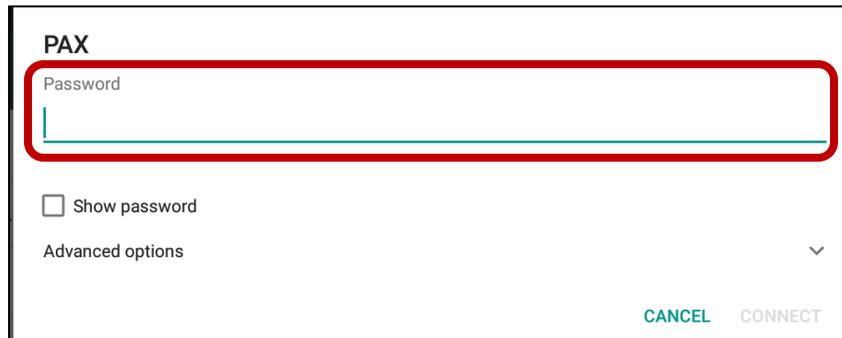
After you turn on Wi-Fi, a list of available Wi-Fi networks displays. Only local networks that have the SSID broadcast option enabled are listed.

5. Select the desired Wi-Fi network.



Available Wi-Fi Networks

6. Enter the Wi-Fi case-sensitive password.



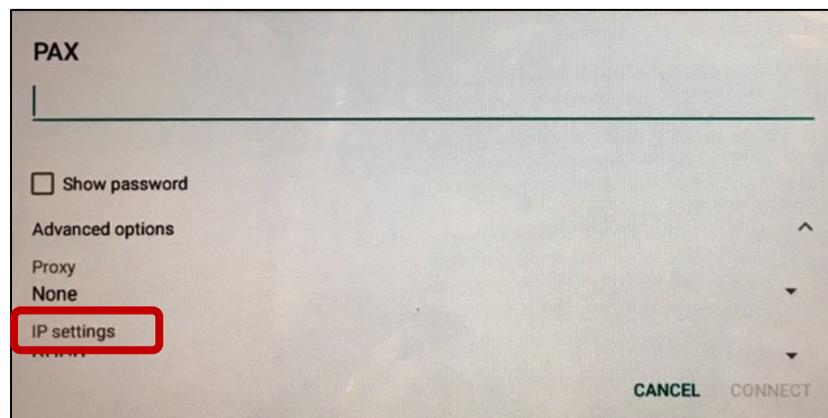
Password

7. Select Advanced options.



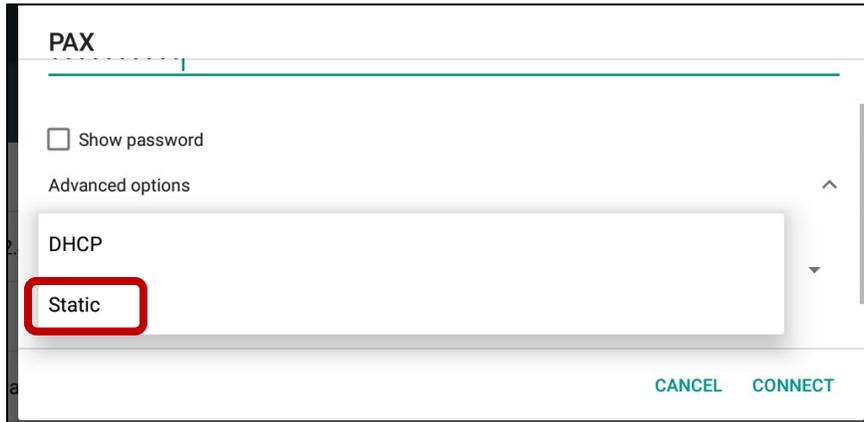
Advanced Options

8. Scroll down and select IP settings.



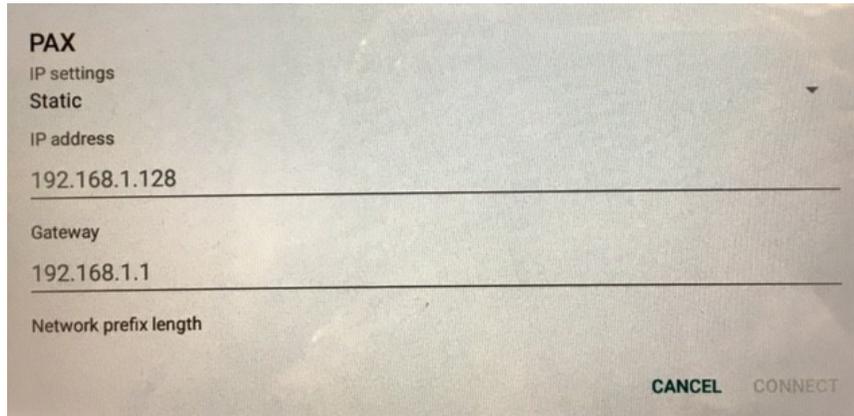
IP Settings

9. Select Static.



Static IP

10. Scroll down and enter the IP address, Gateway, Network prefix length, DNS 1, and DNS 2.



Static IP Settings

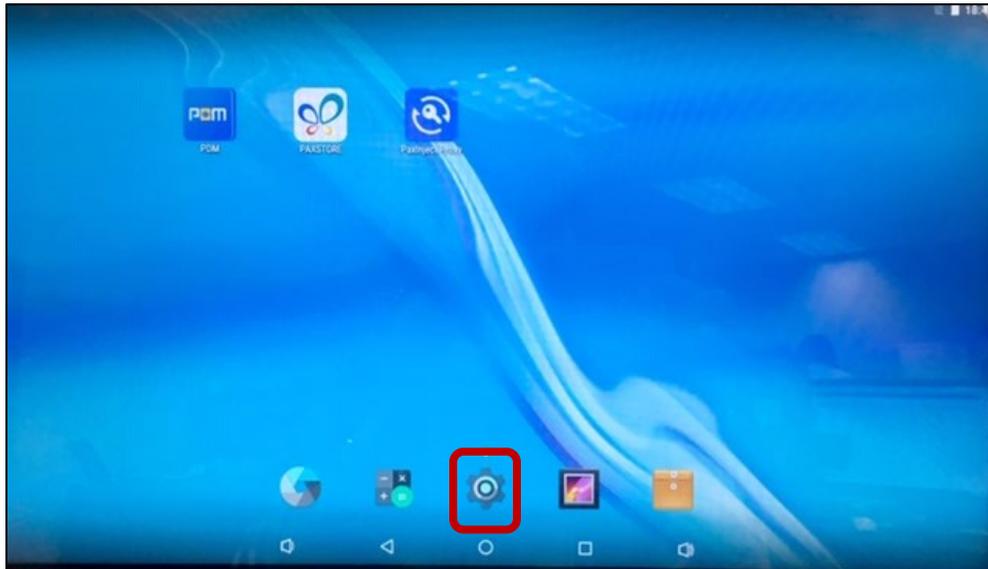
11. Select CONNECT.

18.1.3 Manual Static IP

If the broadcast SSID is disabled on an access point, the terminal will not display the SSID under available Wi-Fi network listings. In this case, it is necessary to manually configure the terminal for Static IP connection types.

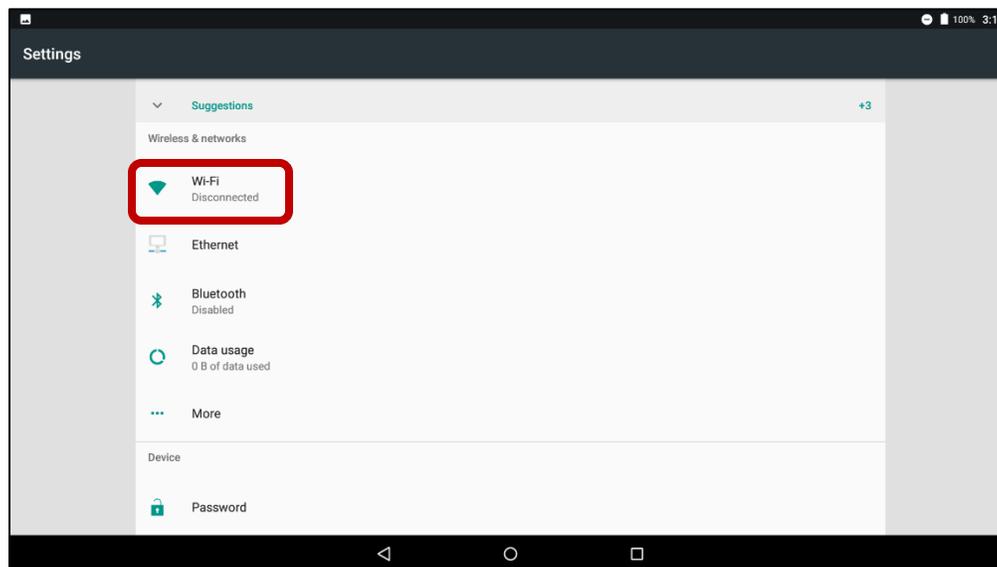
To set up a manual static proxy:

1. From the Main Menu, select Settings.



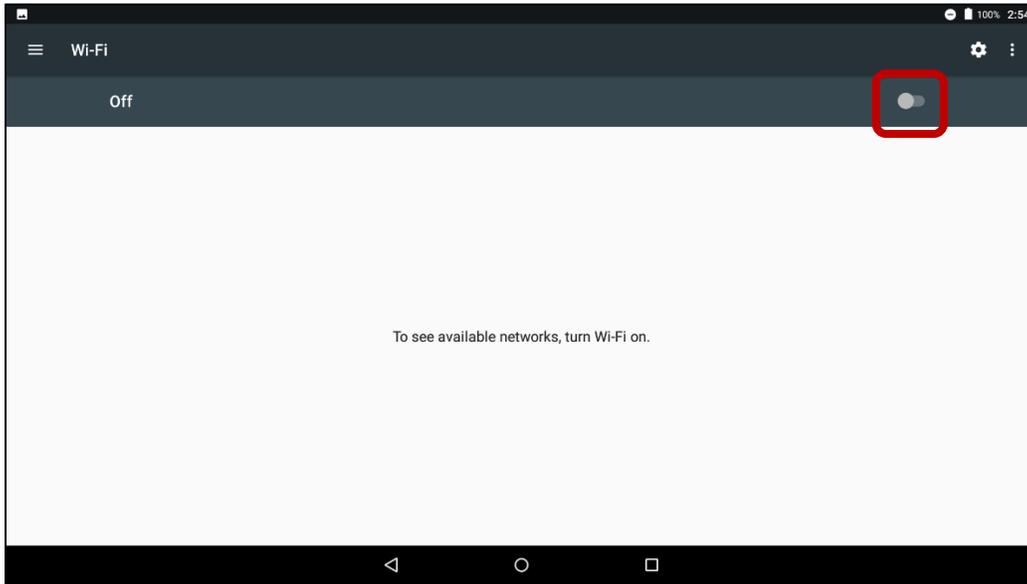
Settings on Main Menu

2. If a password is required, enter the password, press the green check mark (✓) button, and press OK.
3. Select Wi-Fi.



Wi-Fi Icon

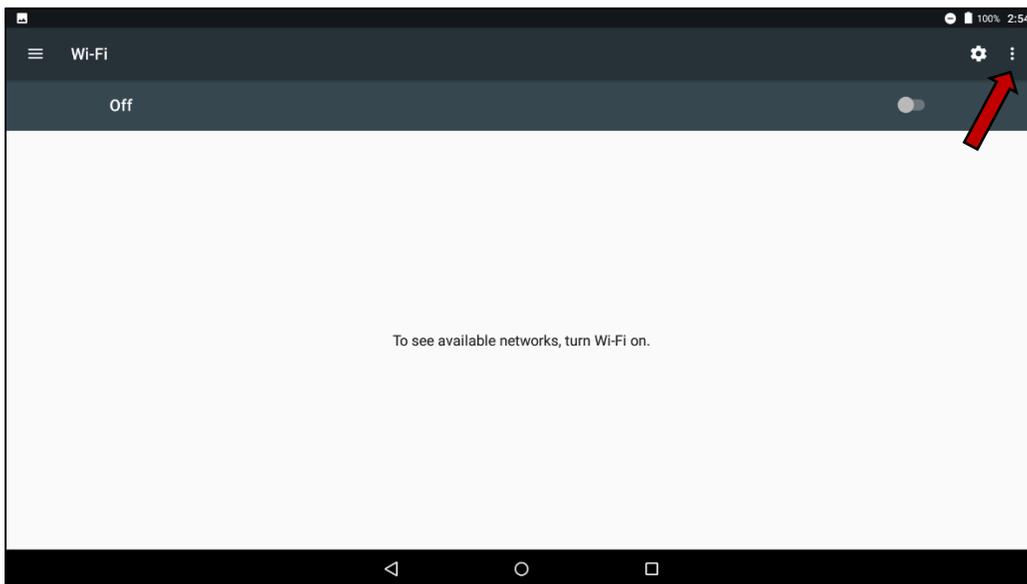
4. Turn on the Wi-Fi.



Turn On Wi-Fi

After you turn on Wi-Fi, a list of available Wi-Fi networks displays. Local networks that have the SSID broadcast option enabled are listed, but if the desired network you need is not listed, you will need to manually configure the network.

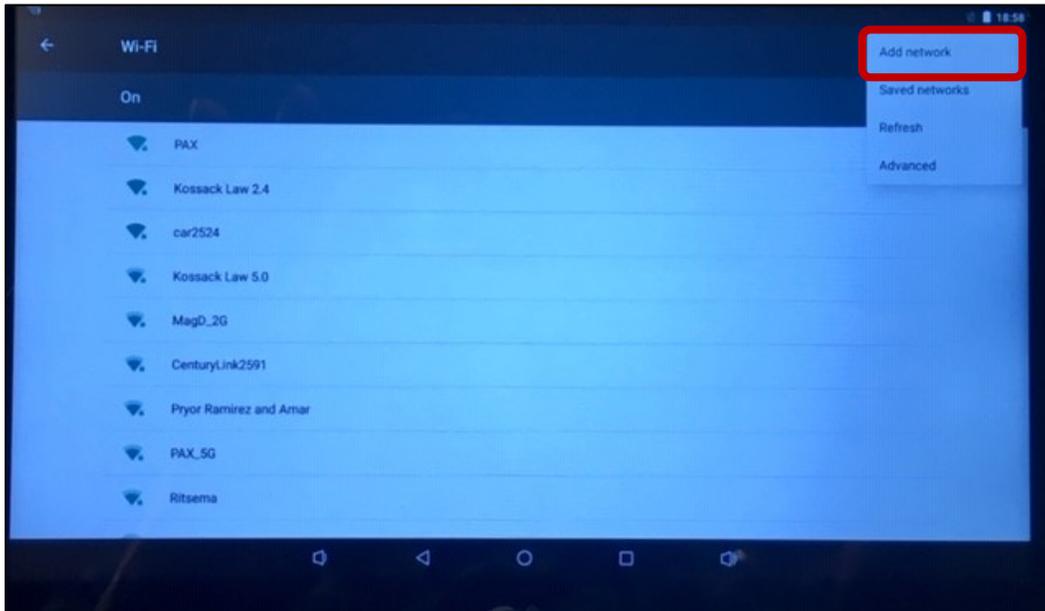
5. Select the three dots in the upper right corner of the screen.



Wi-Fi-Related Settings

The Wi-Fi settings dialog box displays.

6. Select Add network.



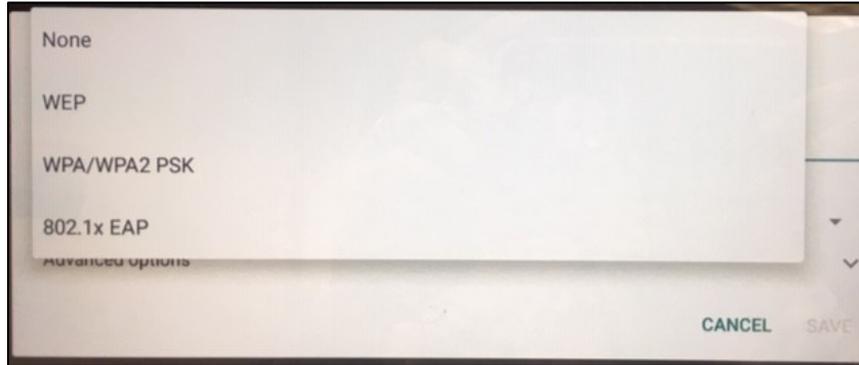
Add Network

7. Enter the case-sensitive network SSID.



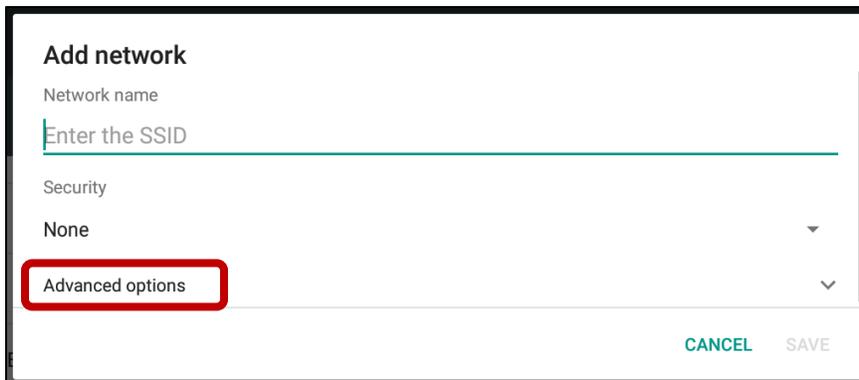
Enter SSID

- Under Security, select the security type from the pull-down menu. Selections include WEP, WPA/WPA2 PSK, and 802.1x EAP.



Security Types

- Scroll down to select Advanced options.



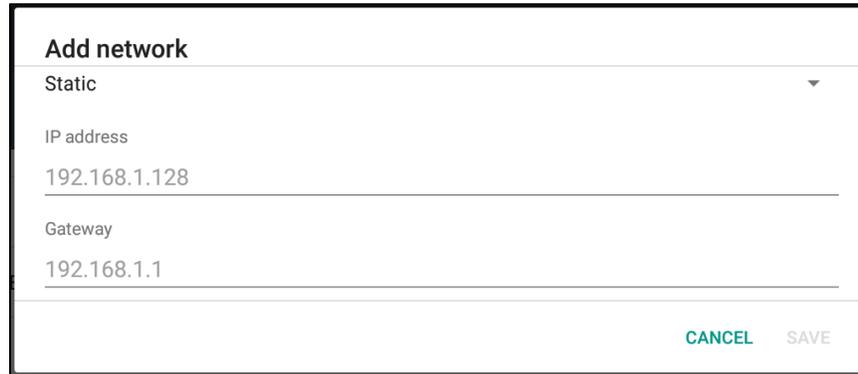
Advanced Options

- Under IP settings, select Static.



Static IP Selection

11. Scroll down to enter the IP address, Gateway, Network prefix length, DNS 1, and DNS 2.



Add network

Static

IP address
192.168.1.128

Gateway
192.168.1.1

CANCEL SAVE

Static IP Settings

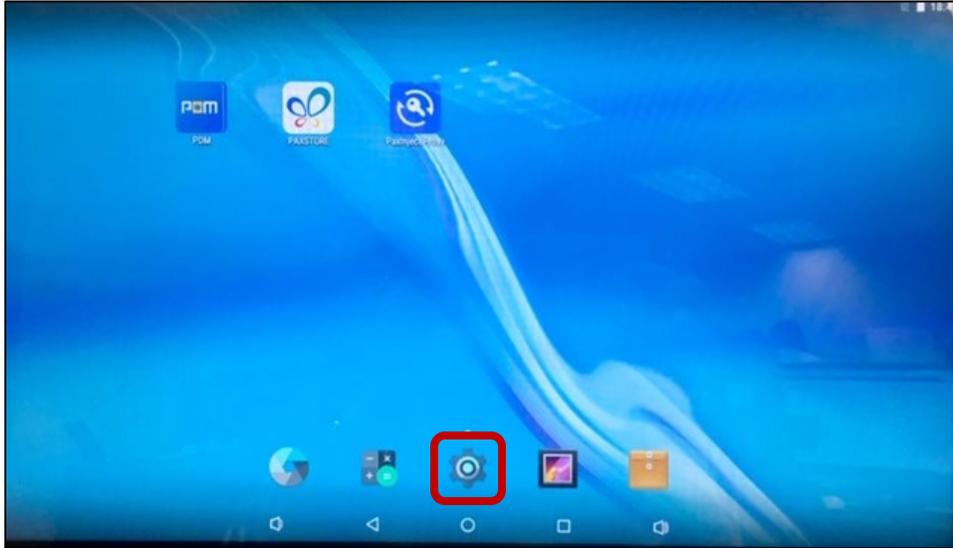
12. Select SAVE.

18.1.4 Proxy

The E800 supports a proxy setup. In this case, another computer, or proxy server, acts as a hub through which the internet requests for the E800 are processed. By connecting through the server, the E800 sends its requests to the server which, in turn, processes the request and then returns the response to the E800. In this way, the server acts an intermediary between the E800 and the internet.

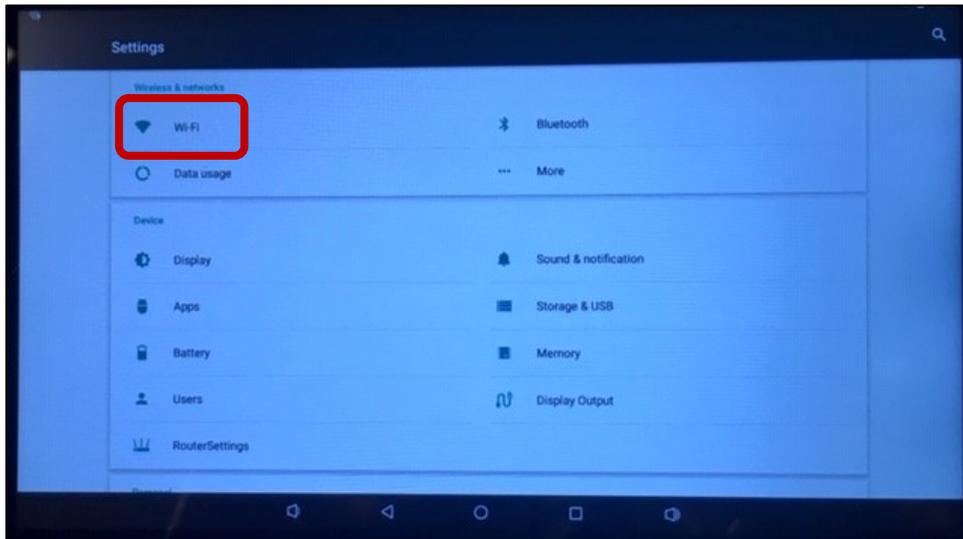
To set up a Wi-Fi proxy:

1. From the Main Menu, select Settings.



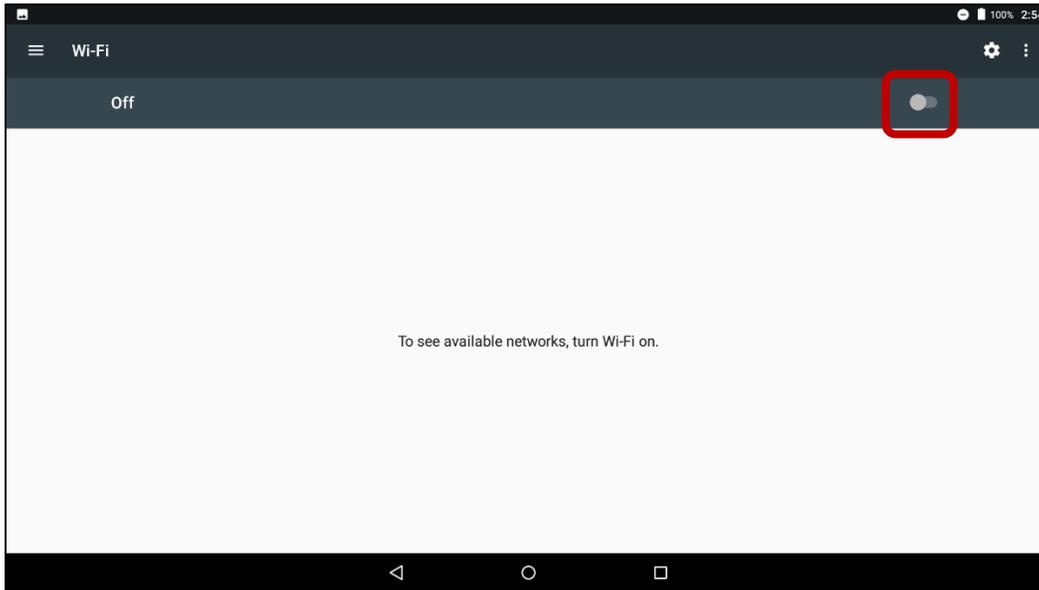
Settings on Main Menu

2. If a password is required, enter the password, press the green check mark (✓) button, and press OK.
3. Select Wi-Fi.



Wi-Fi Icon

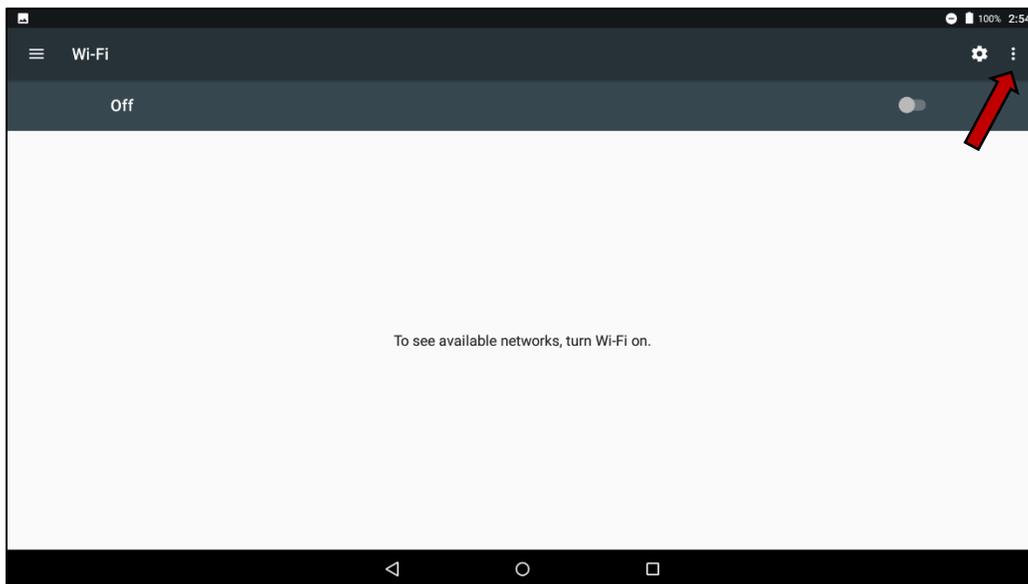
4. Turn on the Wi-Fi.



Turn On Wi-Fi

After you turn on Wi-Fi, a list of available Wi-Fi networks displays. Local networks that have the SSID broadcast option enabled are listed, but if the desired network you need is not listed, you will need to manually configure the network.

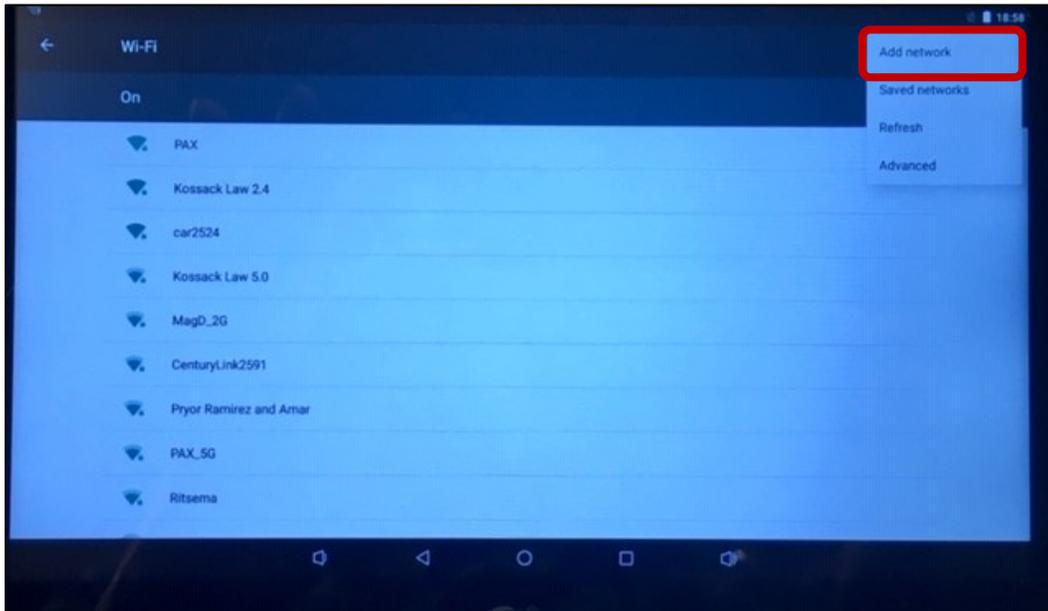
5. Select the three dots in the upper right corner of the screen.



Wi-Fi-Related Settings

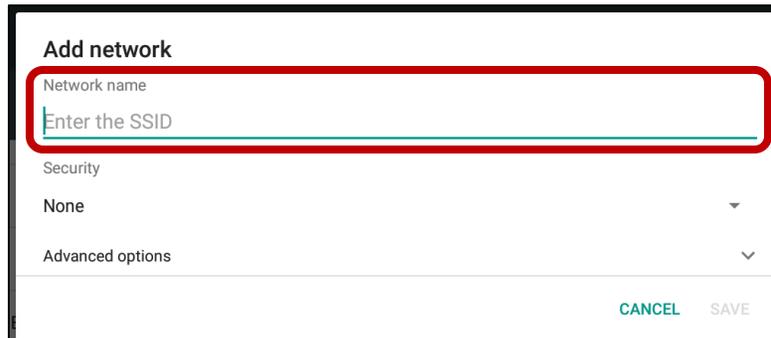
The Wi-Fi settings dialog box displays.

6. Select Add network.



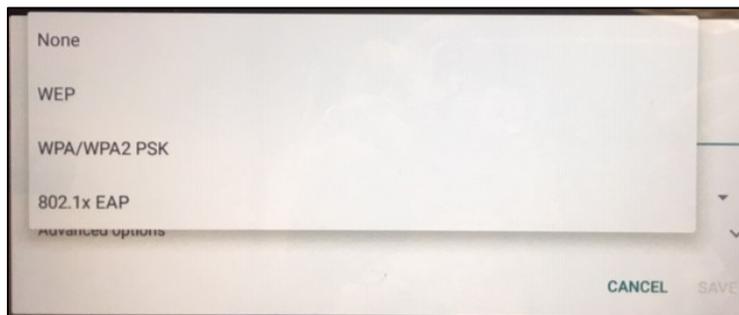
Add Network

7. Enter the case-sensitive network SSID.



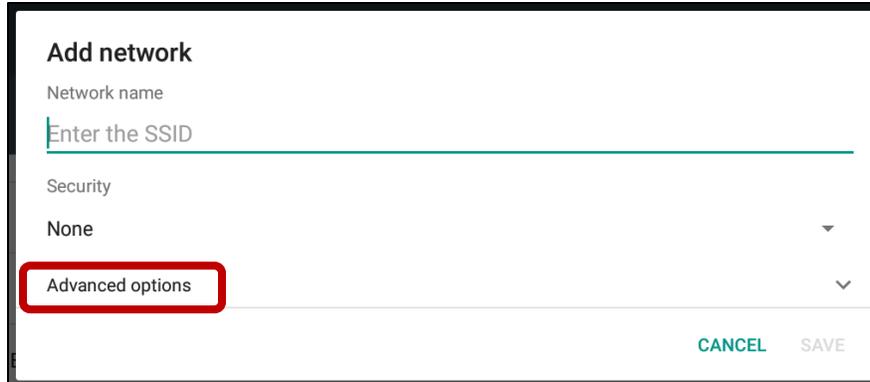
Enter SSID

8. Under Security, select the security type from the pull-down menu. Selections include WEP, WPA/WPA2 PSK, and 802.1x EAP.



Security Types

9. Enter the case-sensitive network password.
10. Scroll down to select Advanced options.



Add network

Network name
Enter the SSID

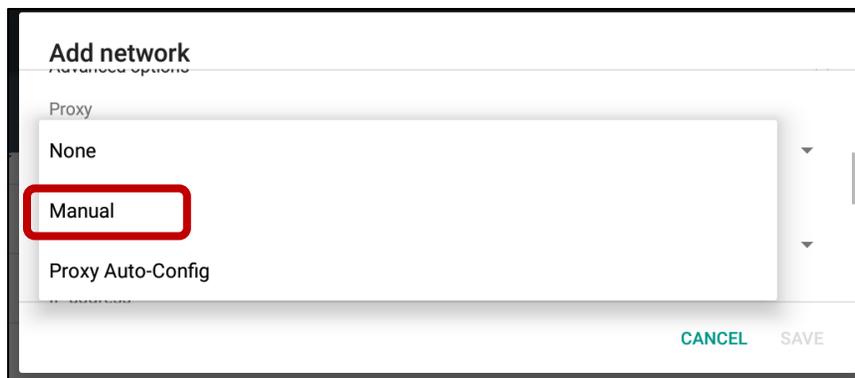
Security
None

Advanced options

CANCEL SAVE

Advanced Options

11. Under Proxy, select Manual.



Add network

Proxy
None

Manual

Proxy Auto-Config

CANCEL SAVE

Manual Proxy

12. Scroll down to enter the Proxy hostname, Proxy port, and Bypass proxy.



Add network

Proxy hostname
proxy.example.com

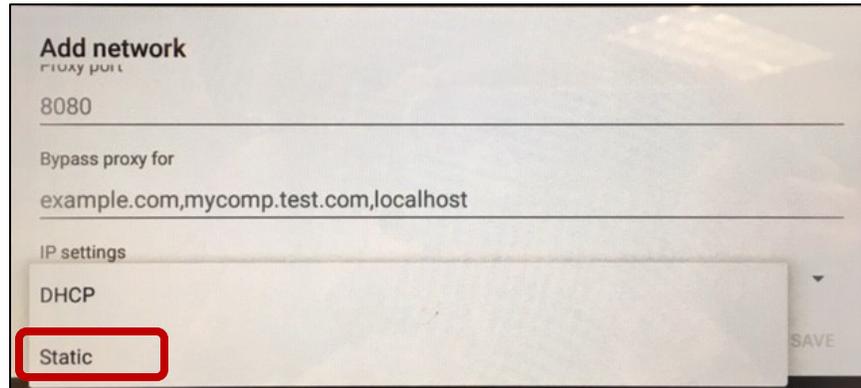
Proxy port
8080

Bypass proxy for

CANCEL SAVE

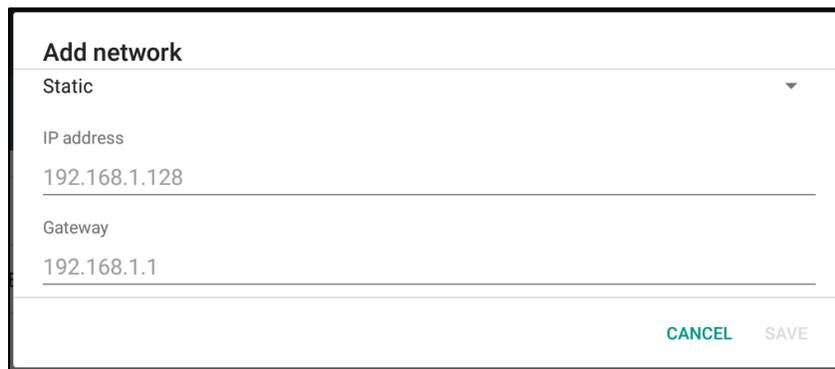
Proxy Settings

13. Scroll down to select IP settings and select Static.



Static IP

14. Scroll down to enter the IP address, Gateway, Network prefix length, DNS 1, and DNS 2.



IP Settings

15. Select SAVE.

18.2 Cellular Communication

The E800 supports cellular communications. An AT&T® or T-Mobile® SIM card is required to support cellular communication. This section includes information about installing a SIM card, but your E800 may come with the SIM card already installed and ready to use when you receive your terminal.

In order for the terminal to communicate with the host or to download applications, the terminal communications method must be configured properly. Please consult your cellular carrier for additional configuration questions.

18.2.1 Installing a SIM Card



WARNING

Power off the E800 and remove all power before you install a SIM or Micro SD card.

To install a SIM card:

1. To open the port cover over the SIM slot, insert your finger into the notch above the SIM card slot and gently pull open the cover. The cover remains attached to the side of the E800 so that it can be reinstalled later.

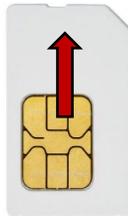


Right Side Ports with Cover Closed



SIM Slot

2. If required, insert the SIM card with the contacts facing up and the card cutout in the upper right corner, as shown below:



Orientation of SIM Card

NOTE

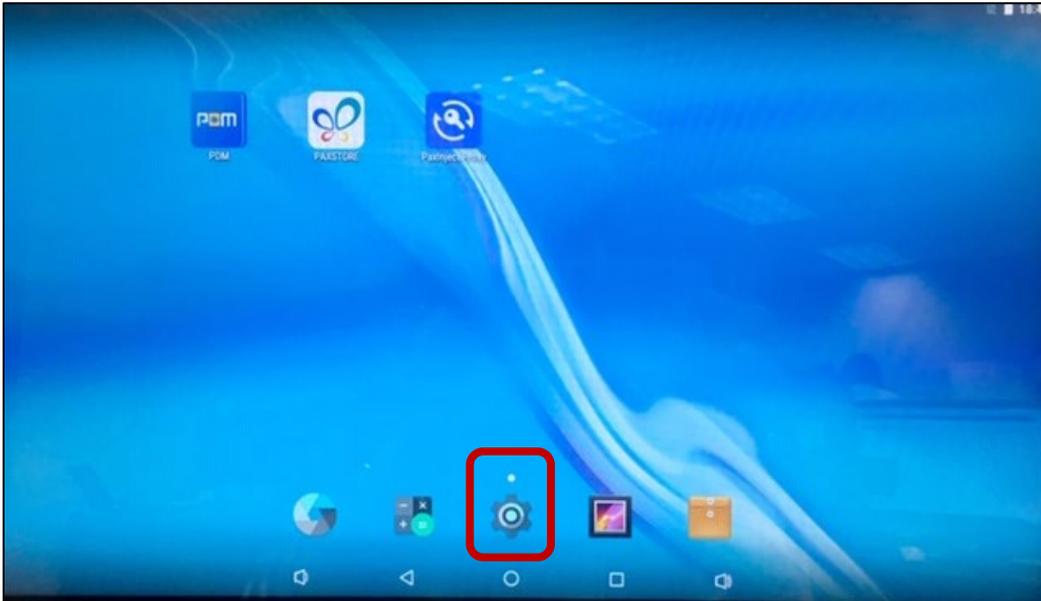
T-Mobile and AT&T SIM cards do not need to be configured.

3. Reinstall the cover to help protect the slots from dirt and moisture.
4. Power on the terminal.

18.2.2 Setting Up Cellular Service

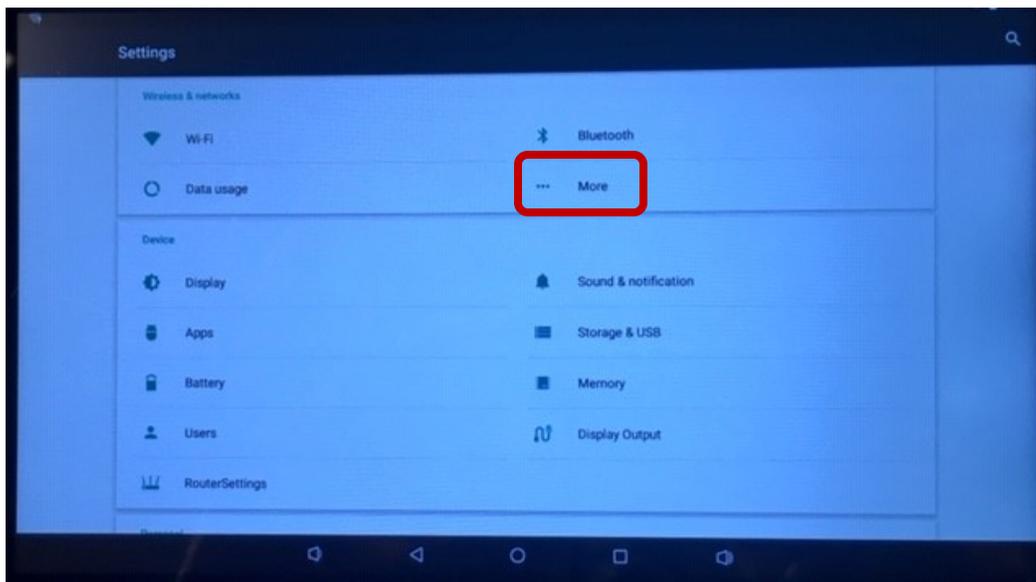
To configure the terminal for cellular service:

1. From the Main Menu, select Settings.



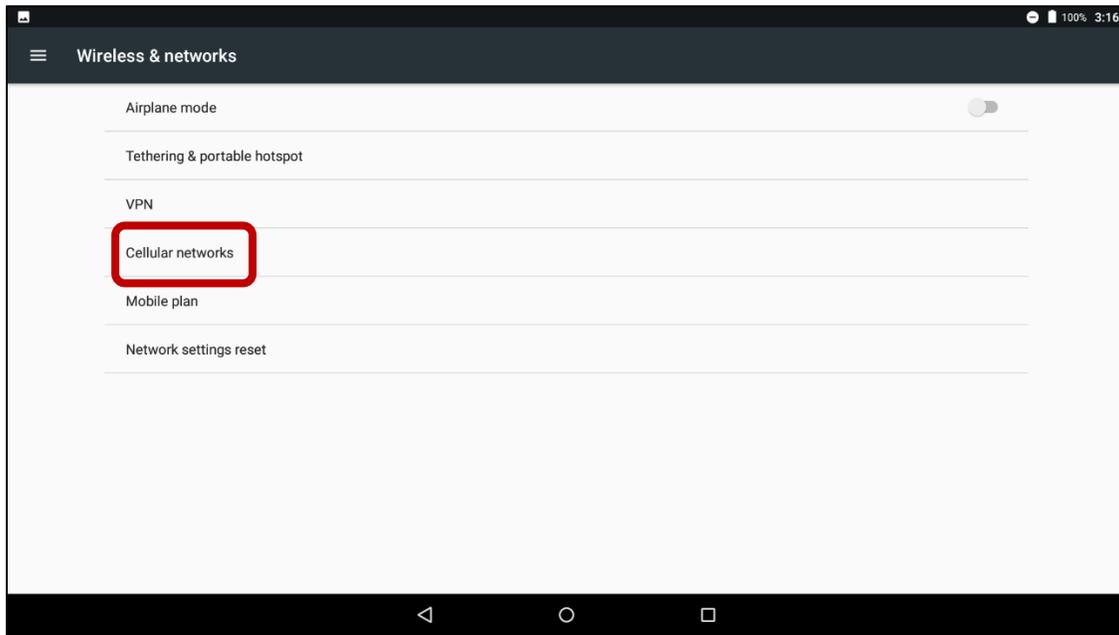
Settings on Main Menu

2. Select More.



More Wireless and Network Settings

3. Select Cellular networks.



Cellular Networks

4. Make changes to cellular settings, as required.
5. Press the Back Arrow three times to return to the Main Menu.

19 Frequently Asked Questions

19.1 Does the E800 support Bluetooth communication and peripherals?

The E800 supports Android Bluetooth communications and standard Android type Bluetooth protocol. Application developers can code to the Android type Bluetooth format.

19.2 What is the E800 operating system?

The E800 OS is PayDroid powered by Android 6.0.

19.3 Does PAX use Android Enterprise or standard Android in its terminals?

PAX uses the standard Android version.

19.4 What type of processor does the E800 have?

The E800 processor is a Quad-core Cortex-A17, 1.8GHz.

19.5 What size is the thermal paper roll?

The thermal paper roll is 3-inches wide (76.2 mm) and has a 3.15-inch (80 mm) diameter. The paper roll length is 266.7 feet (81.3 meters) long. PAX Technology recommends purchasing additional paper rolls from an office supply store.

19.6 Can I get a new printer installed on-site or do I need to return it to PAX for service?

The E800 printer is field-replaceable. Please contact PAX Support for details.

19.7 What is the speed of the E800 printer?

The E800 print speed is 5.9 inches (150 mm) per second.

19.8 Is the printer on the E800 a standard feature or is it optional?

The E800 printer is a standard feature included on all E800s.

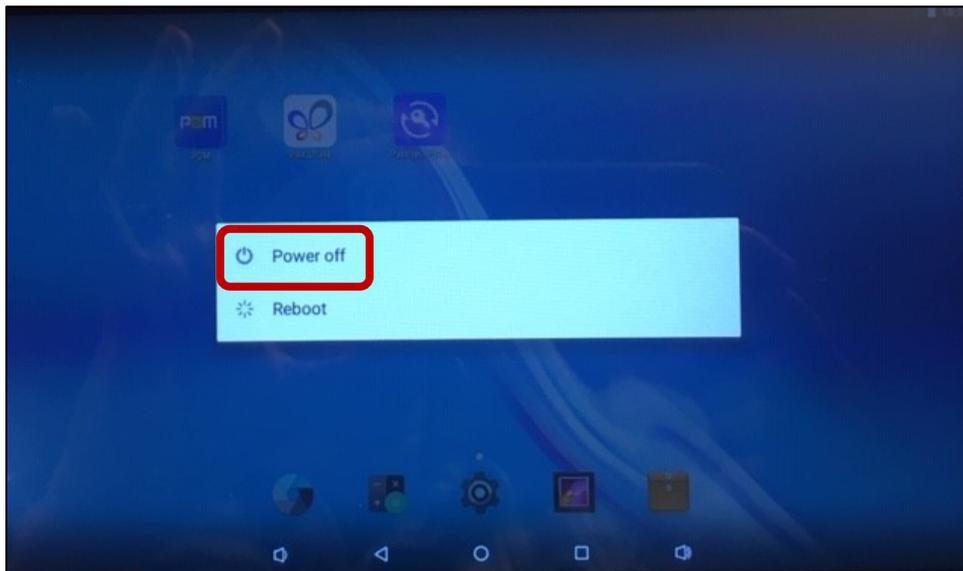
19.9 How do I turn the E800 on and off?

The power button is located on the right side of the E800, as shown below:



Press and hold the button for 3 seconds and the E800 will turn on.

To turn the E800 off, press and hold the button for 3 seconds and then select “Power off” on the E800 screen.



Powering Off the E800

For a mandatory shutdown, press and hold the power button for 10 seconds.

19.10 What kind of battery is inside the E800? Can I unplug the terminal and use battery power?

The E800 includes a 7.2 volt, 2600 mAH battery. The E800 can run for up to 30 minutes when it is running off battery power only.

19.11 Can I use the printer when the E800 is running on battery power?

No. When the E800 is running off battery power, the printer will not work. There is an on-screen warning that for the printer and related ports to work properly, you need to connect the power supply to the E800.

19.12 How long does the E800 battery take to recharge?

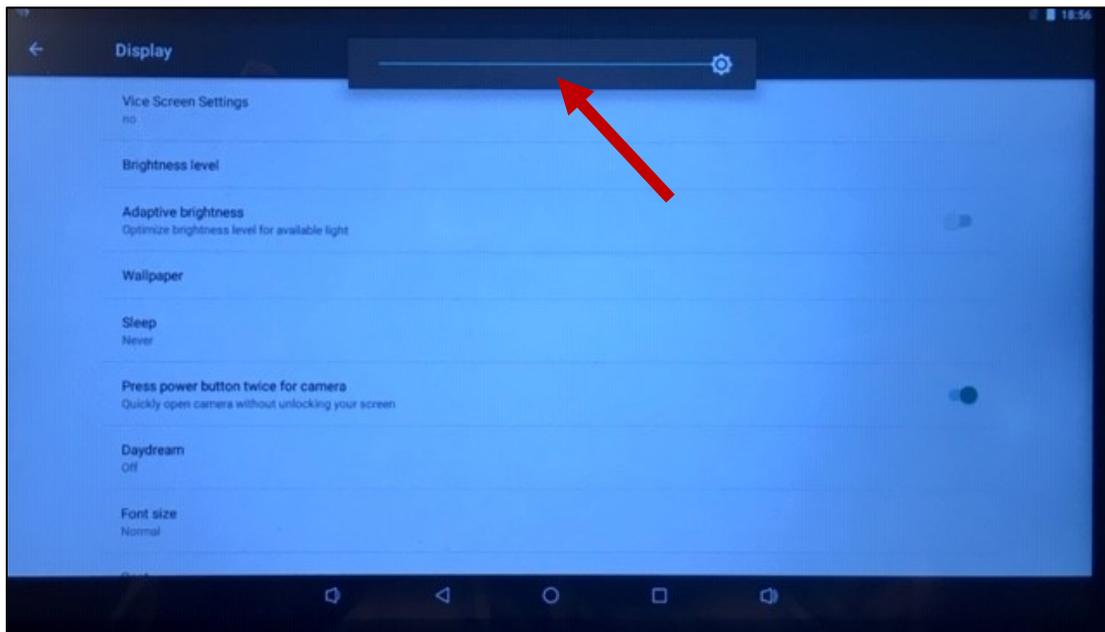
The E800 battery takes 4 hours to recharge.

19.13 Is the E800 available in other colors?

The standard color for the E800 is white and black. Custom color plastics are available for an additional charge and minimum order quantity.

19.14 How do I adjust the brightness of the display?

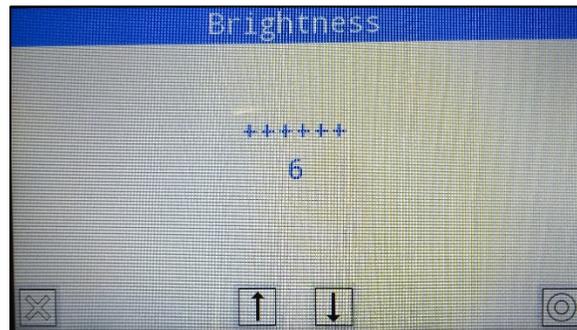
On the E800, the display brightness can be adjusted within the Settings mode. From the terminal idle screen, select Settings > Device > Display > Brightness level. Move the slide to the right to brighten the display or to the left to darken the display.



Adjusting E800 Brightness Level

There is also a selectable “Adaptive brightness” option, below the Brightness level slide, which optimizes the brightness level based on available light.

On the Q20, from the TM Main Menu, select System Config. Enter the password. Press Enter. Select Media > Brightness. Press the Up Arrow to brighten the display or the Down Arrow to darken the display.



Adjusting Q20 Brightness Level

Note: The Q20 default setting is “6”. The brightest setting available is “10”. The dimmest setting is “1”.

19.15 Does the E800 have a camera?

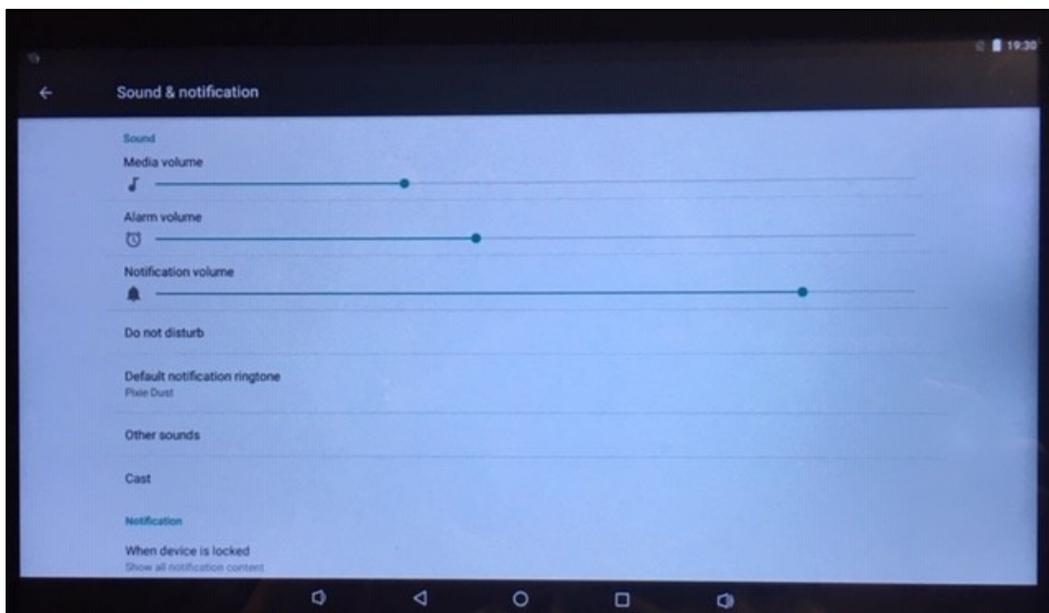
Yes, the E800 includes a 5-megapixel auto zoom read camera that can read 1D and 2D barcodes.

19.16 What is the screen resolution? Can I change the screen resolution?

The screen resolution for the 15.6-inch clerk-facing E800 screen is 1920 x 1080 pixels. The screen resolution for the 4.3” Q20 screen is 480 x 272 pixels. The screen resolution for the E800 and the Q20 are fixed and cannot be changed.

19.17 How do I change the volume on an E800? Where are the volume control buttons?

Under Settings, select Device > Sound & notification. Click the pull-down menu to set the volume for media, alarms, and notifications. There are no external volume control buttons on the E800.



Volume Control Settings

19.18 How are the ports on the communication box, like the cash drawer, configured?

The communication ports on the E800 do not need to be configured. The USB, RS232, LAN, and Cash Drawer ports are plug-and-play.

19.19 What type of maintenance, if any, needs to be performed on the E800 printer?

Clean the print head and paper roll confetti, if any, on a weekly basis.

19.20 How should the E800 be cleaned? What cleaner should be used?

Use a dry cloth to wipe the E800 on a regular basis. PAX recommends cleaning the E800 every 2 to 3 days.

19.21 How are SIM cards and Micro SD cards installed? How are they configured?

1. Power off the E800 and remove all power.
2. Open the port cover over the TF (Micro SD) and SIM slots.



TF (Micro SD) and SIM Slots

3. Insert the Micro SD and/or SIM card with contacts facing up. T-Mobile and T-Mobile and AT&T SIM cards do not need to be configured.
4. Reinstall the cover to help protect the slots from dirt and moisture.

19.22 What are the dimensions of an E800?

An E800 is approximately 14.9" (L) x 14.9" (W) x 16.1" (H).

19.23 How much does an E800 weigh?

The E800 weighs approximately 14.1 lbs.

19.24 What is the PAXSTORE?

The PAXSTORE is an online marketplace for terminal applications and provides terminal management solutions. The PAXSTORE connects merchants and their PAX terminals with the opportunity to purchase and download applications. It also provides application developers a way to upload applications to be



available online. It also supports terminal management with download control and parameter configuration.

19.25 Can the E800 download applications from the PAXSTORE?

Yes, the E800 uses the PAXSTORE client application installed on the E800 terminal to access the PAXSTORE. It will display available applications on the PAXSTORE for download and supports applications configured to be pushed from the PAXSTORE which may or may not be displayed on the store.

19.26 What software comes loaded on the E800 when it is delivered from the factory?

PAXSTORE Client, PDM, PaxInject Proxy, and a BroadPOS basic application are loaded. For more information on how each of the applications is used, see the Default Software Applications section.

19.27 What is PDM?

PDM stands for Payment Device Management. It displays software and hardware information and helps customers manage their terminals. It displays external device information and facilitates remote updates, local updates, key downloads, PPN authorization, and interface support. In the case of the E800, PDM provides information about the state of the USB connection between the E800 and the Q20.

20 PAX Customer Support

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

PAX Technology Inc.

8880 Freedom Crossing Trail

Building 400

3rd Floor, Suite 300

Jacksonville, FL 32256

E. support@pax.us

T. (877) 859-0099

W. www.pax.us

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