

PAX S300 EMV with First Data Rapid Connect Processing



****NOTE:** As of 10/12/2020, CRE has concluded any further enhancement or improvement work around the PAX S300 and FirstData Rapid Connect Integration.** With this in mind, the existing features for FirstData Rapid Connect payment processing with EMV chip-enabled cards through the PAX S300 EMV PINpad device may continue to work as usual.

This document provides step-by-step instructions on set up and usage of the **PAX S300** with Cash Register Express.

Note: The PAX S300 requires Cash Register Express version **12.70021** or higher to work and version **12.70110** or higher for serial communications support. The device must have settings pre-configured and installed by your payment processor prior to integration with CRE.

****NOTE:** Settlements **MUST** be completed through CRE/RPE. If you receive an error when attempting to settle through CRE/RPE please contact technical support at 1-800-342-5729. **DO NOT** attempt any other form of settlement (either on the PAX device or through the Payment Processor).**

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Important Notes – Please Read!

- CRE must be on version **12.70021 or higher** to use the PAX device and **12.70110 or higher** for serial communications support. To install the required versions of CRE/RPE **Windows 7 or above** is required.
- Only Credit Card and Debit Card payment processing is currently certified and supported for this device.
- Each PAX device needs its own wired internet connection (unique IP address). It cannot use the same internet cable connected to the PC. Prior to installation, make sure there are enough additional internet connections for each PAX device you will be installing.
- Each register running card transactions must have its own PAX device; PAX devices may not be shared among registers.
- Credit card settlements must be done in CRE on every station where a PAX device is connected.
- The PAX device must have settings pre-configured and installed by your payment processor prior to integration with CRE.
- EBT isn't supported for First Data with PAX
- Newer versions of the PAX may require you to press the **BLUE** Function key and the **1** key at the same time to access the **Menu** instead pressing the on screen **Menu** button.
- **CRE supports tips for version 12.9024 and higher. Adjustment of a tip amount is not supported after post-auth transaction.**
- **CRE Supports the feature “prompt for tip immediately after sale “for Version 13.1001 and higher.**

Revision History

Document Version	Date	Author	Description of Changes
1.0	NA	MP	1st Release
1.1	July 12, 2019	JC	Adding new section for Pre/Post Auth functionality using PAX.
1.2	August 12, 2019	JC	Adding new section for prompt tip after sale feature.
1.3	May 7, 2020	BG	Updated screenshots

Installing the PAX hardware connections (3 configuration options supported)

Important: Every register processing card transactions **MUST** have its own PAX unit. Also, settlements need to be run through CRE on each register a PAX unit is connected and processing card transactions.

Standalone TCP/IP connection



1. Remove the back cover from the PINpad and locate the 14-pin connector.



2. Locate the included data/power cable and attach the single end to the 14-pin connector on the PINpad device.
3. Here is what the connection should look like.



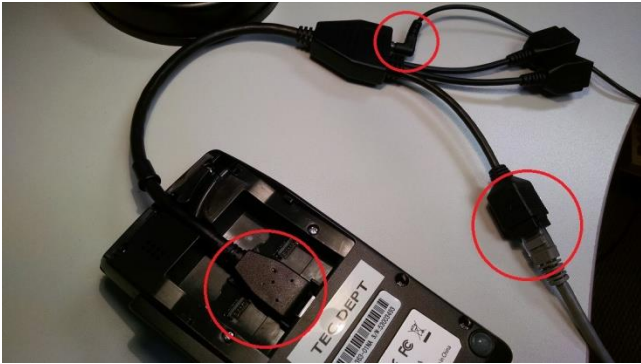
4. Locate the included DC power adapter.



5. Connect one end to your outlet/surge protector and connect the other end to the data/power cable.



6. Connect an Ethernet cable (with internet) to the port on the data/power cable that says "LAN". (The other 2 connections are not used.)



7. This is what your set up should look like when everything is properly connected.



8. Replace the back cover making sure to properly align the cable grommet into the channel.

Location of the built-in stylus



The stylus can be found inserted horizontally on the top right of the PAX.

TCP/IP connection and 9-pin serial connection (COM1 or COM2 only)

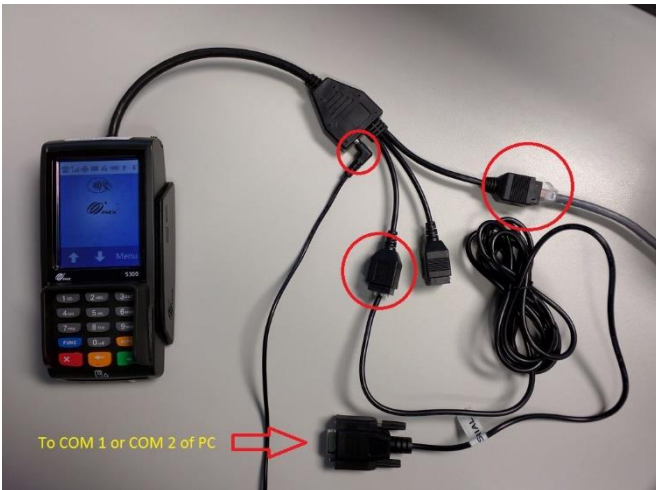


1. Locate the cable with a 9-hole serial connector and an RJ-11 connector that was included with the PAX device.



2. Attach the RJ-11 connector to the COM1 RS232 port. If you have an interface cable with colored tips it is the BLUE connector, otherwise attach it to the RS232 port that is closest to the power adapter input.

Note: If COM1 is not available on the PC, use COM2 – middle connector, Yellow (if colored).

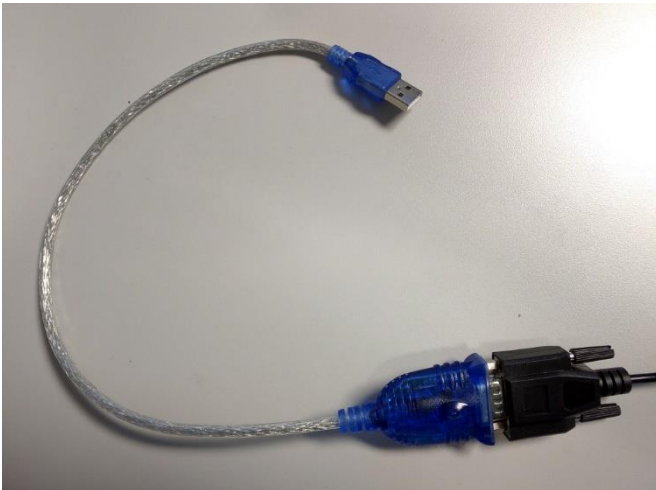


3. This is what your connections should look like when everything is properly installed.

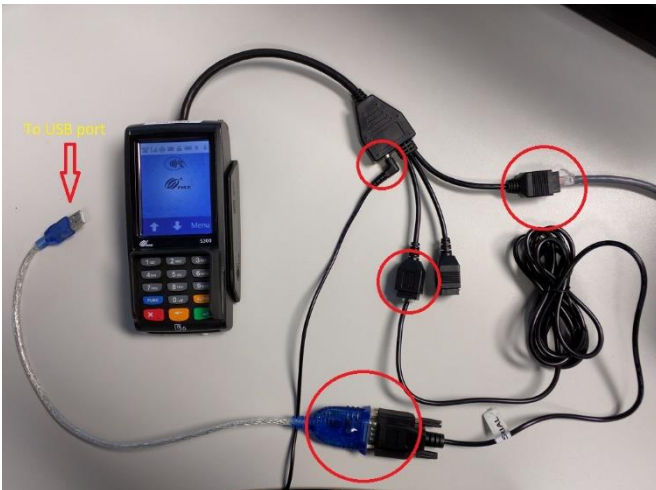
TCP/IP connection and 9-pin serial connection with C2G Serial to USB adapter



1. Locate the **Cables to Go serial to USB adapter; Model: 26886; UPC-A: 757120268864.**



2. Connect the 9-pin adapter to the 9-hole adapter on the Serial cable.

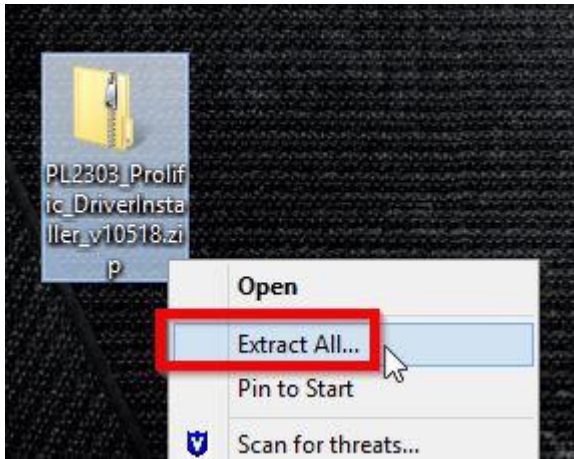


3. This is what your set up should look like when everything is properly connected.

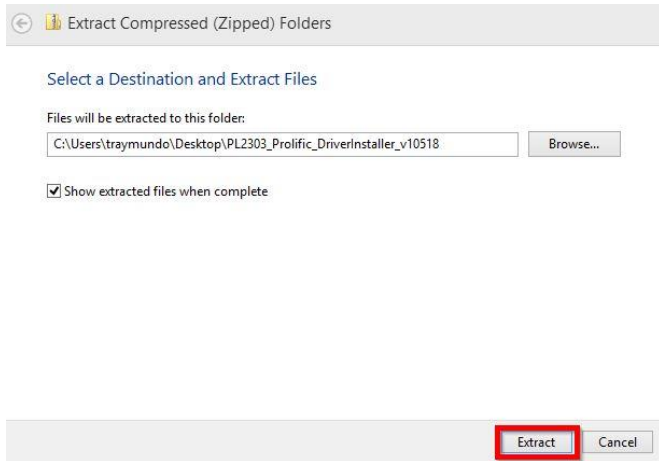
Make sure to install the PL2303 Prolific Driver prior to connecting the USB interface to the PC.

Download the serial to USB adapter from the link below:

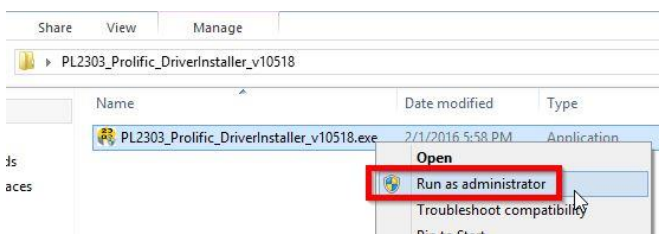
http://download2.pcamerica.com/drivers/Pinpad/PAX/PL2303_Prolific_DriverInstaller_v10518.zip



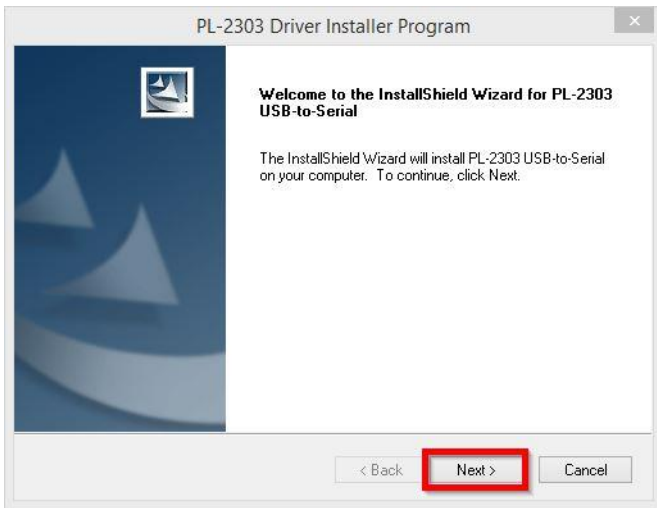
1. Right-click on the **PL2303_Prolific_DriverInstaller_v10518.zip** file you downloaded and select the option to **Extract All...**



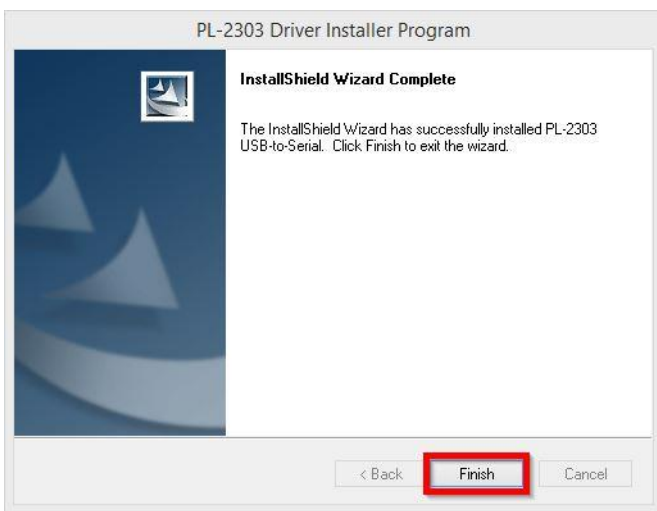
2. Click on **Extract**.



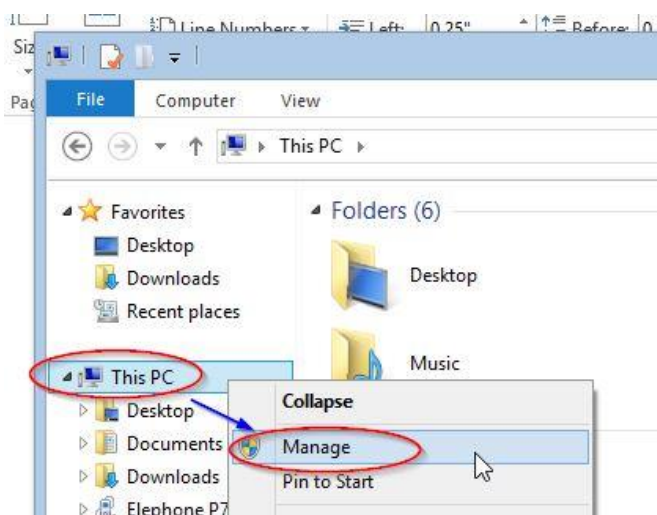
3. Right click on the **PL2303_Prolific_DriverInstaller_v10518.exe** and select **Run as administrator**.



4. Click on Next.

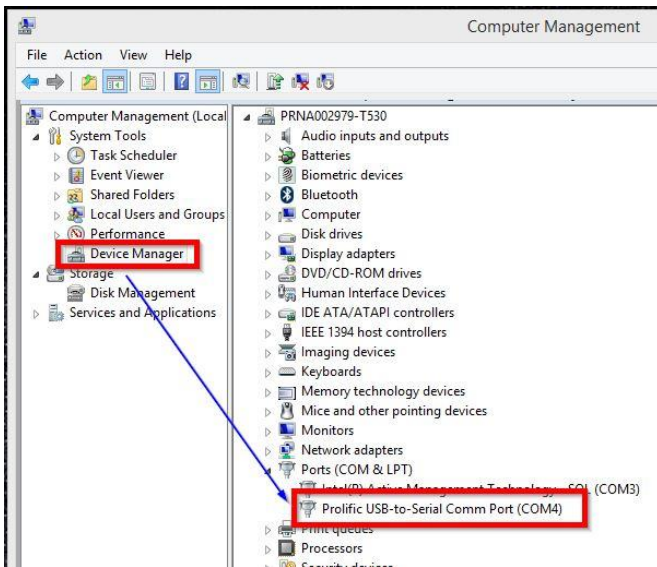


5. Click on **Finish**.

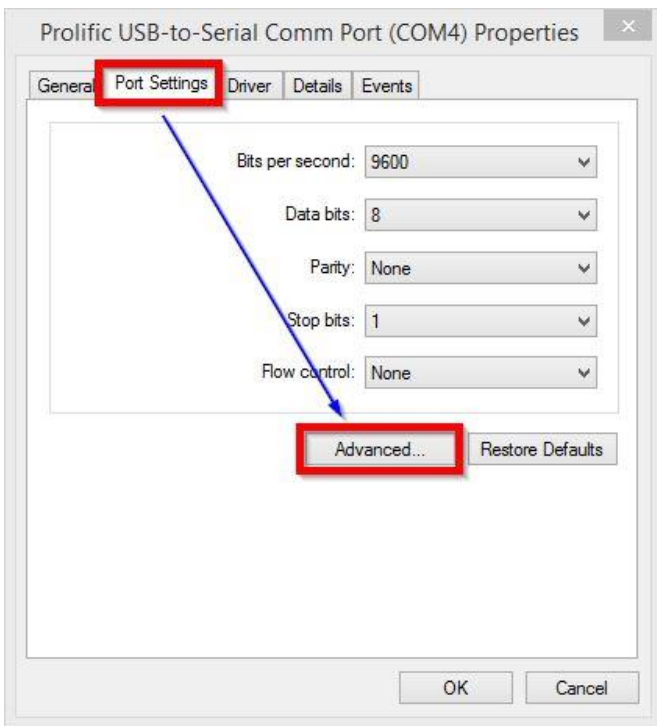


6. In Windows Explorer, right-click on **This PC** and select **Manage**.

(On older versions of Windows it may be called **Computer** or **My Computer**.)

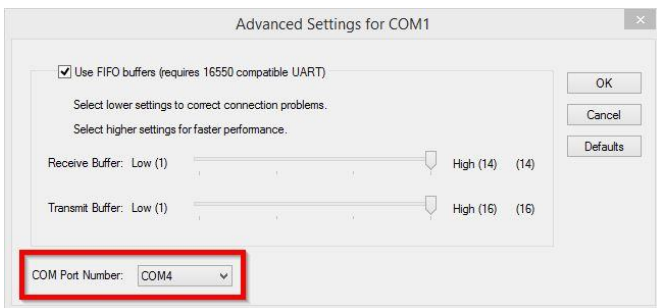


7. Click on **Device Manager**, expand the **Ports (COM & LPT)** branch, then right-click on **Prolific USB-to-Serial Com Port (COM*)** and select **Properties**.

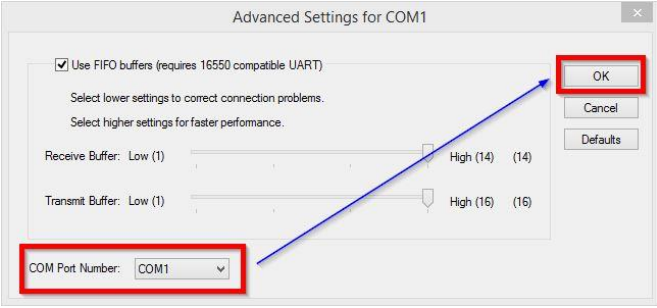


8. The PAX only supports serial communications on COM1 or COM2, so you will need to change the port to match.

Select the **Port Settings** tab, then click on **Advanced...**



9. Click on the **COM Port Number** drop down



Advanced Settings for COM1

Use FIFO buffers (requires 16550 compatible UART)

Select lower settings to correct connection problems.
Select higher settings for faster performance.

Receive Buffer: Low (1) High (14) (14)

Transmit Buffer: Low (1) High (16) (16)

COM Port Number: COM1

OK
Cancel
Defaults

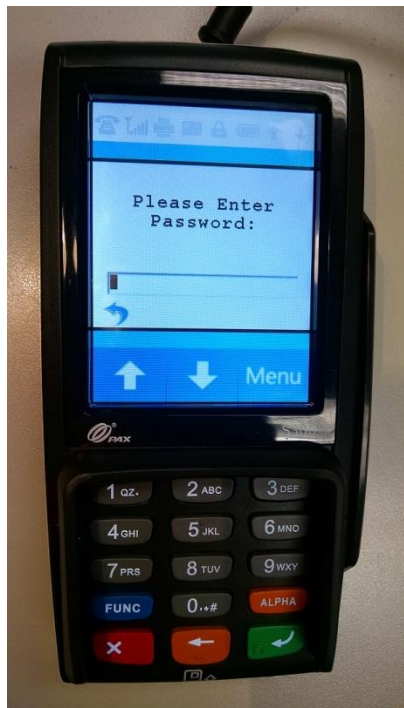
10. And change the setting to **COM1** (or COM2); click **OK** to save the changes, then close the **Computer Management** window.

Configuring the PAX communication port for TCP/IP only (no serial connection)

Communication between the PAX, PC, and payment processing done over TCP/IP.



1. Tap on the onscreen **Menu** button or press the blue **FUNC** button and the **1** key at the **same time**.

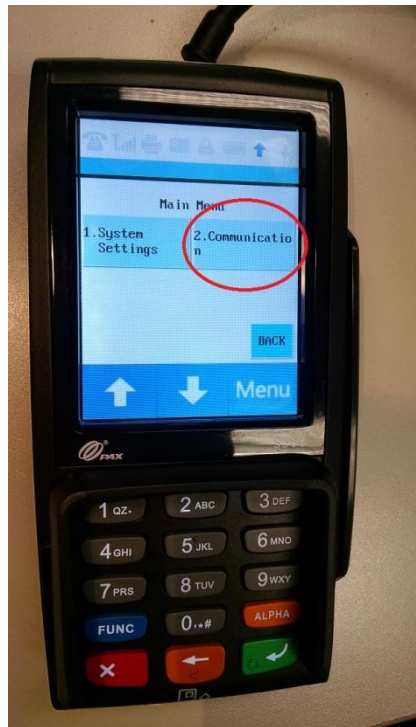


2. Enter the default password provided by your processor then press the green key on the key pad.

If you do not know the default password, you will need to contact your payment processor for assistance.



3. Tap on the down arrow to access additional selections.

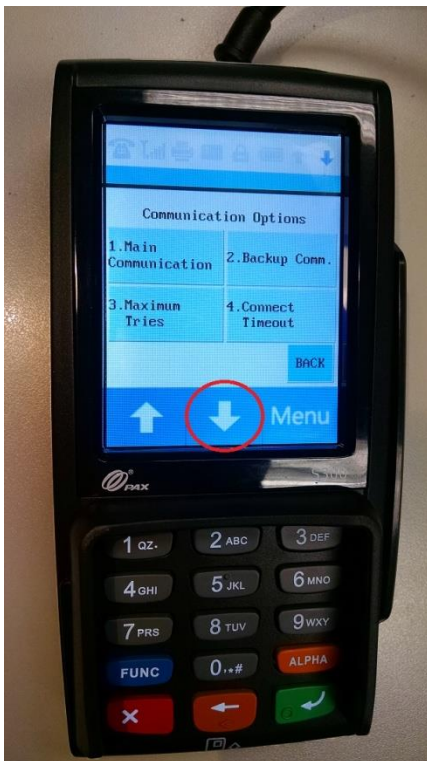


4. Tap on **Communication** or press **2** on the keypad.

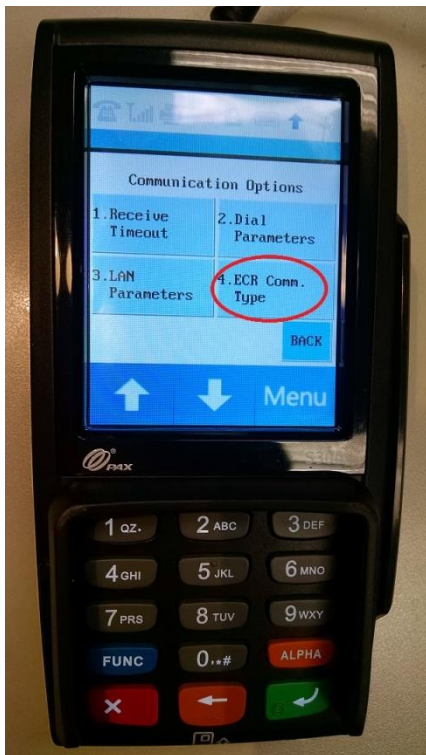


5. Enter the default password provided by your processor then press the green key on the key pad.

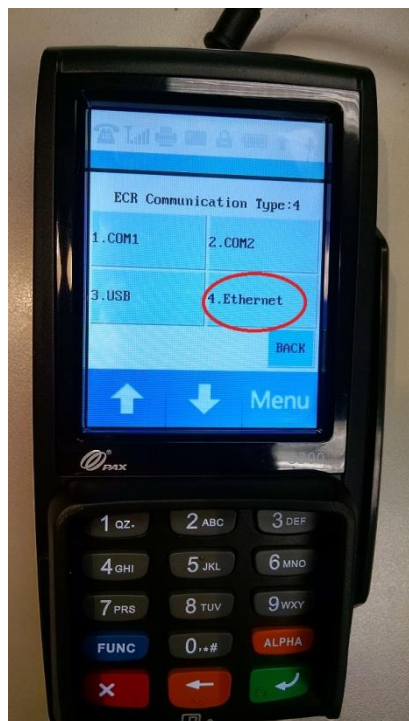
If you do not know the default password, you will need to contact your payment processor for assistance.



6. Tap on the down arrow to access additional selections.



7. Tap on **ECR Comm. Type** or press **4** on the keypad.

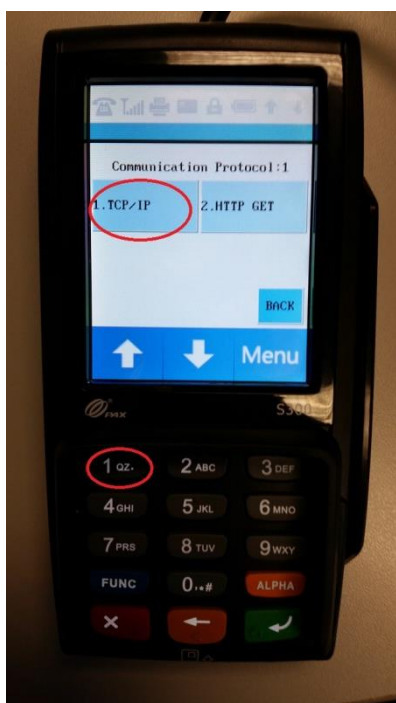


8. Tap on **Ethernet** or press **4** on the keypad.



9. Confirm the Communication Port is set to **10009** and make a note of this. We will need to enter this information into CRE later on.

Press the green key with the arrow.



10. Tap on **TCP/IP** or press **1** on the keypad.

Tap the **BACK** button or hit the red key until you are back at the INSERT/SWIPE ANYTIME screen.

Configuring the PAX with a Static IP Address (Standalone TCP/IP connection only)

The PAX S300 will come with DHCP configured so it can pull an IP address from your network automatically. We will need to set the device with a static IP which will then be used when configuring settings in CRE.



1. Tap on the onscreen **Menu** button or press the blue **FUNC** button and the **1** key at the **same time**.

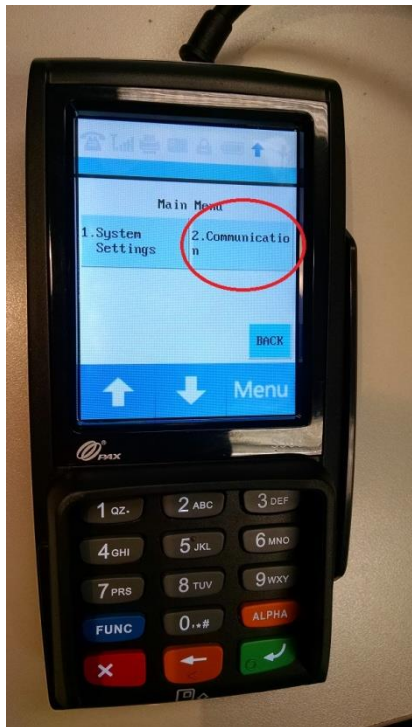


2. Enter the default password provided by your processor then press the green key on the key pad.

If you do not know the default password, you will need to contact your payment processor for assistance.



3. Tap on the down arrow to access additional selections.

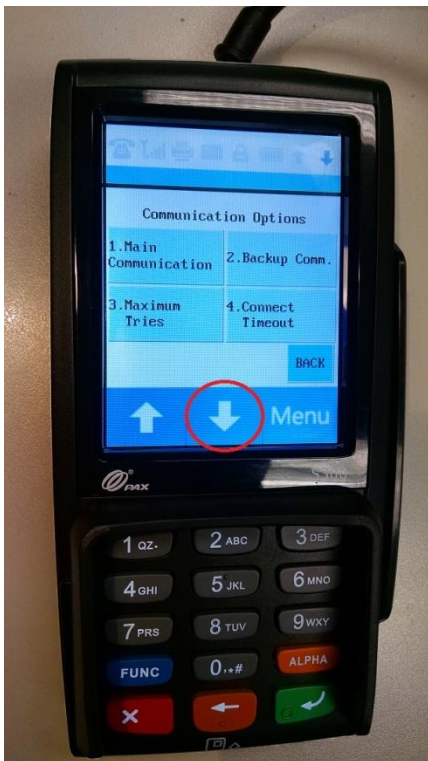


4. Tap on **Communication** or press **2** on the keypad.



5. Enter the default password provided by your processor then press the green key on the key pad.

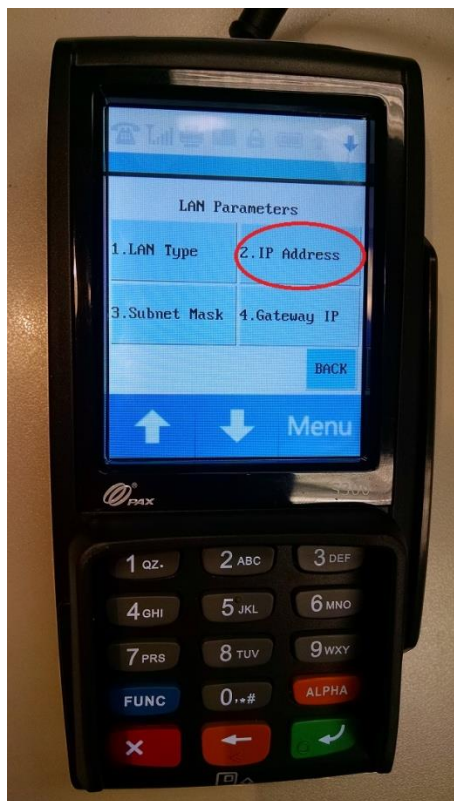
If you do not know the default password, you will need to contact your payment processor for assistance.



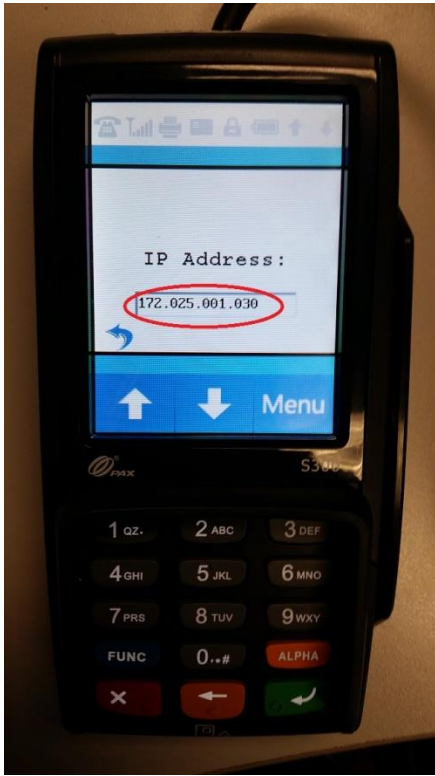
6. Tap on the down arrow to access additional selections.



7. Tap on **LAN Parameters** or press **3** on the keypad.

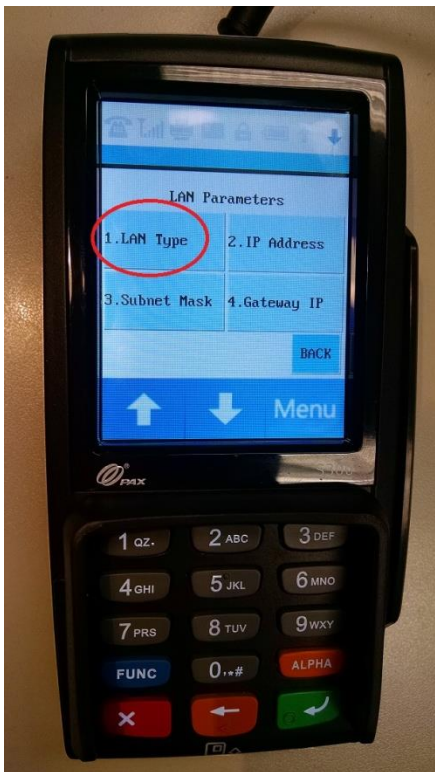


8. Tap on **IP Address** or press **2** on the keypad.

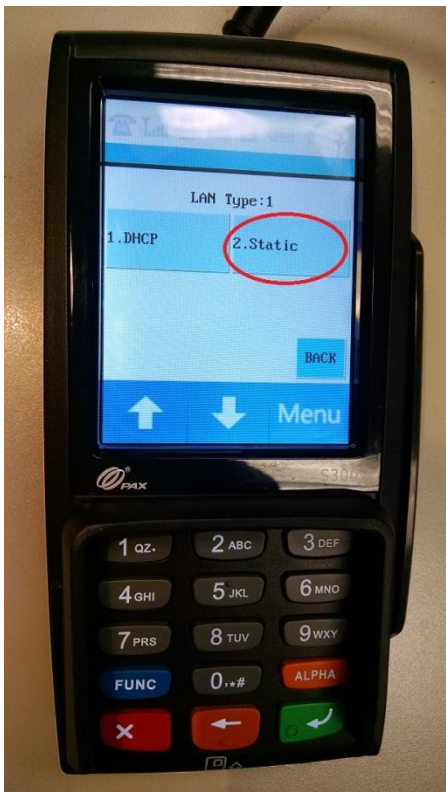


9. Make a note of the **IP Address** that is displayed in the box. We will need to enter this information into CRE later on.

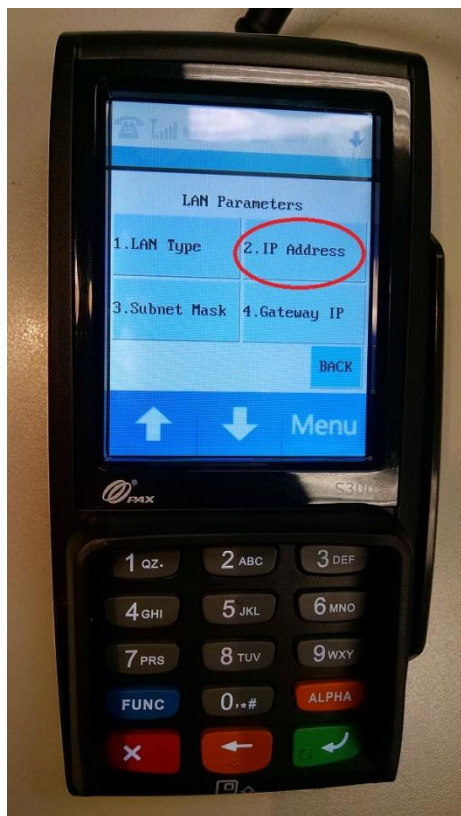
Tap twice on the blue arrow on the screen or press the red button with the X twice to go back to the previous menu.



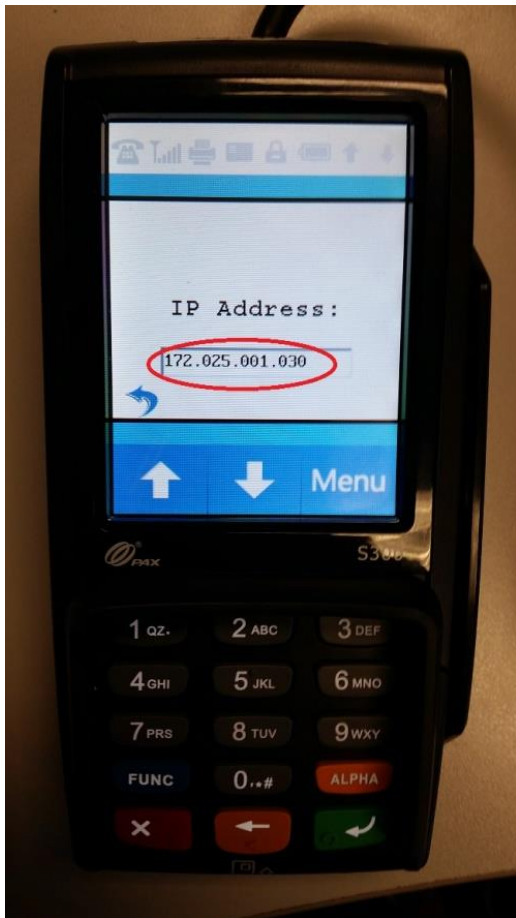
10. Tap on **LAN Type** or press **1** on the keypad.



11. Tap on **Static** or press **2** on the keypad.



12. Tap on **IP Address** or press **2** on the keypad.



13. Confirm the **IP Address** displayed is the same as what you noted in step 9.

Alternatively, you may assign a different IP address by tapping on the blue arrow once or pressing the red key with the X, then using the number pad to enter a new IP address; hit the green key to save your changes.

You will need to enter the **IP Address** as 12 digits, e.g. if the IP Address you are entering is 172.25.1.30, this will have to be keyed in as 172.025.001.030.

Take note of the new IP address then press the green key with the arrow to save your changes.

Press the red button with the X repeatedly until you are back at the **INSERT/SWIPE ANYTIME** screen.

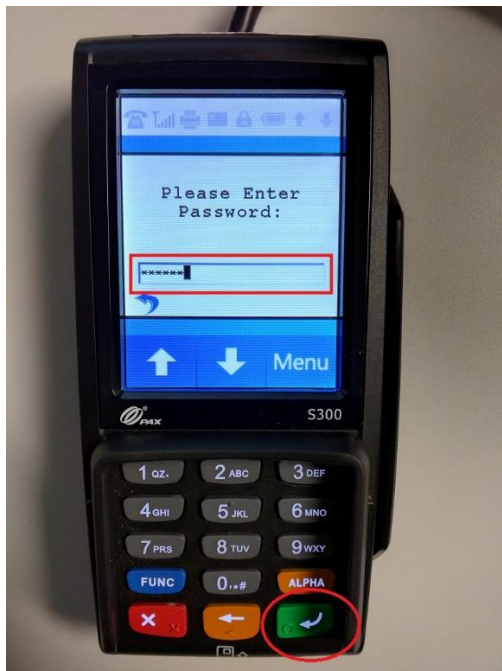
Note: If you do not know how to obtain an IP address, you may need to contact your network administrator.

Configuring the communication port for a serial connection (COM1 or COM2 only)

Communication between the PAX and PC are done through a serial connection, while payment processing is over TCP/IP. This configuration helps alleviate network traffic, since communications between the PAX and PC are not over the network. TCP/IP is dynamically assigned by the router automatically.



1. Tap on the onscreen **Menu** button or press the blue **FUNC** button and the **1** key at the **same time**.

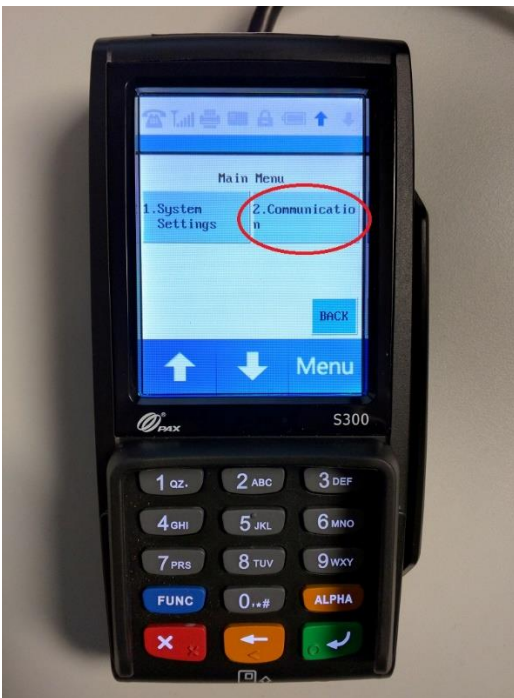


2. Enter the default password provided by your processor then press the green key on the key pad.

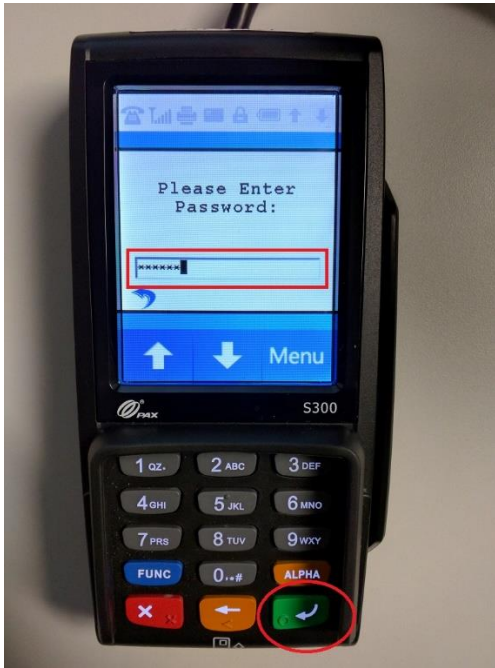
If you do not know the default password, you will need to contact your payment processor for assistance.



3. Tap on the down arrow.

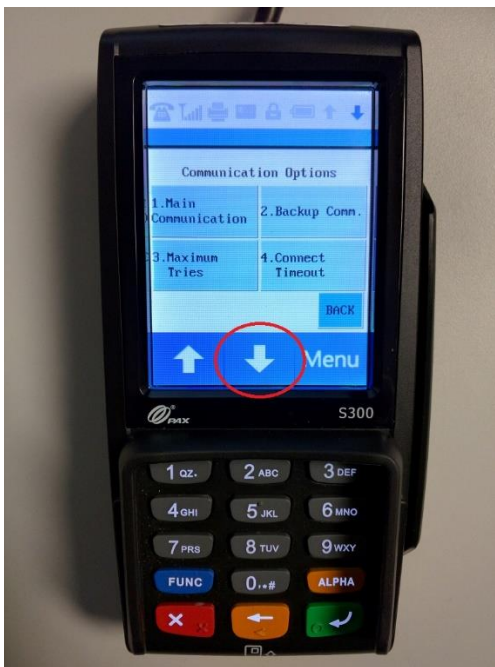


4. Tap on **Communication** or press **2** on the keypad.

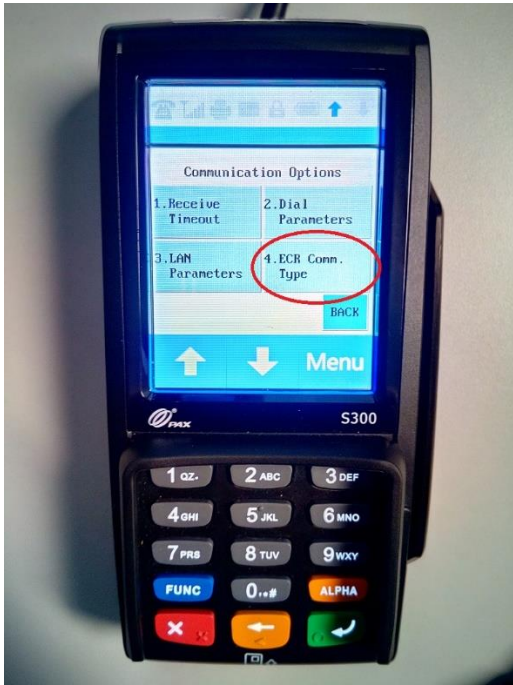


5. Enter the default password provided by your processor then press the green key on the key pad.

If you do not know the default password, you will need to contact your payment processor for assistance.



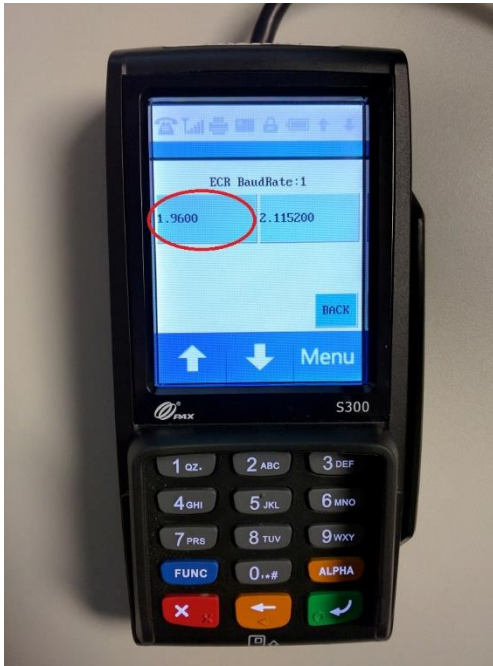
6. Tap on the down arrow.



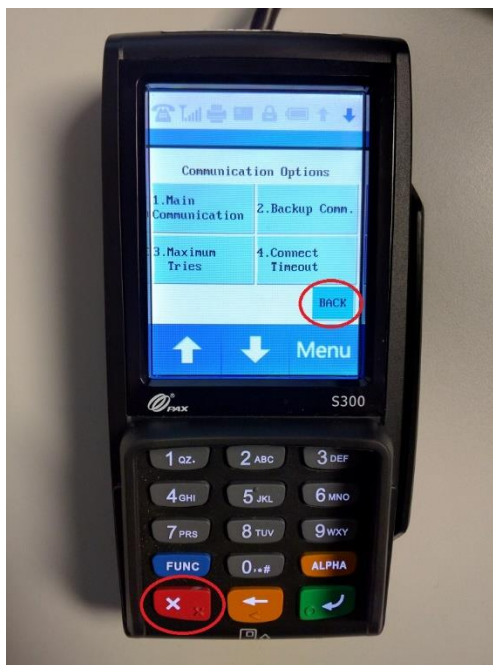
7. Tap on **ECR Comm. Type** or hit the **4** on the keypad.



8. Tap on **COM1** or press the **1** on the keypad.



9. Tap on **9600** or press **1** on the keypad.



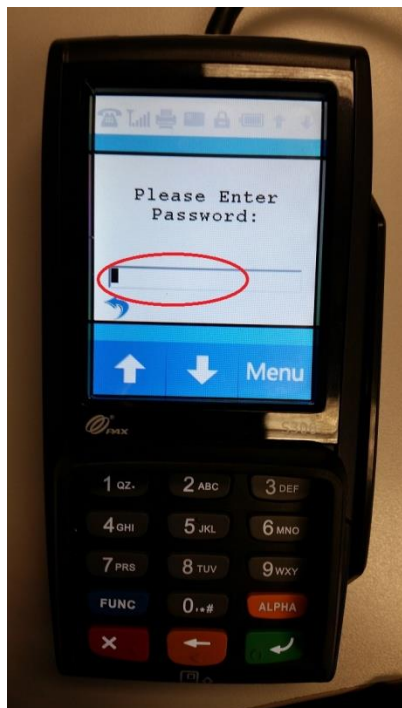
10. Tap on the **BACK** button, or press the red key on the keypad until you are back at the main screen.

Setting the Debit prompt to OFF – Required for version 12.8010 & older

If this step is not performed, when you select Credit in CRE and swipe the card on the PAX unit, the PAX unit will prompt again whether this a Credit or Debit sale.

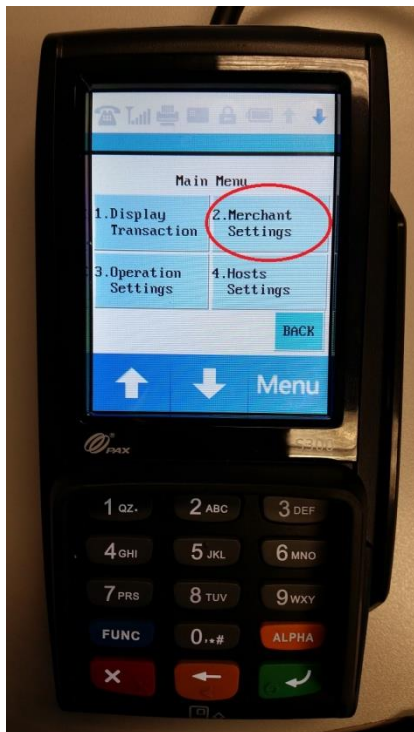


1. Tap on the onscreen **Menu** button or press the blue **FUNC** button and the **1** key at the **same time**.

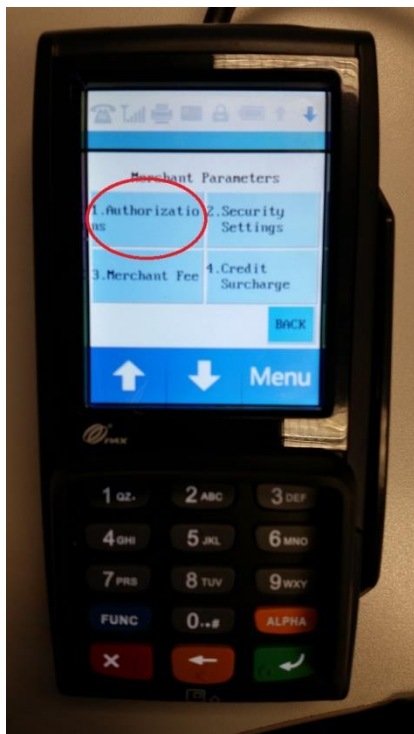


2. Enter the default password provided by your processor then press the green key on the key pad.

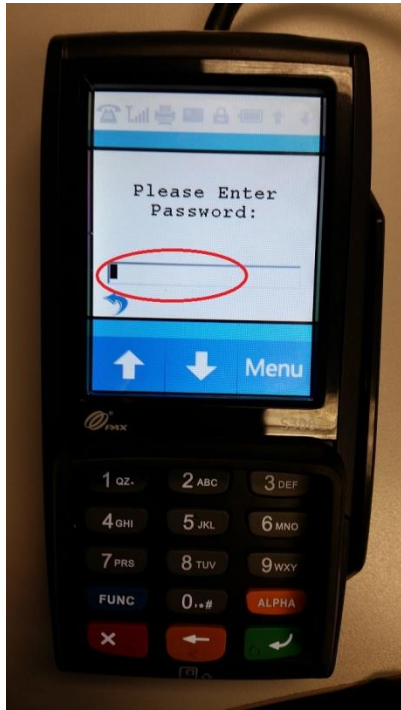
If you do not know the default password, you will need to contact your payment processor for assistance.



3. Tap on **Merchant Settings** or press **2** on the keypad.

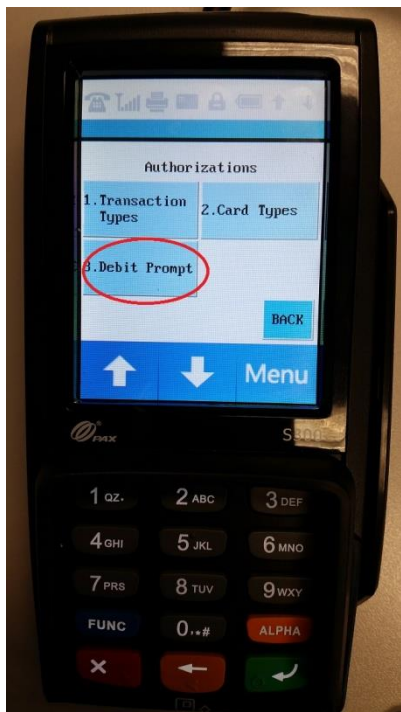


4. Tap on **Authorizations** or press **1** on the keypad.

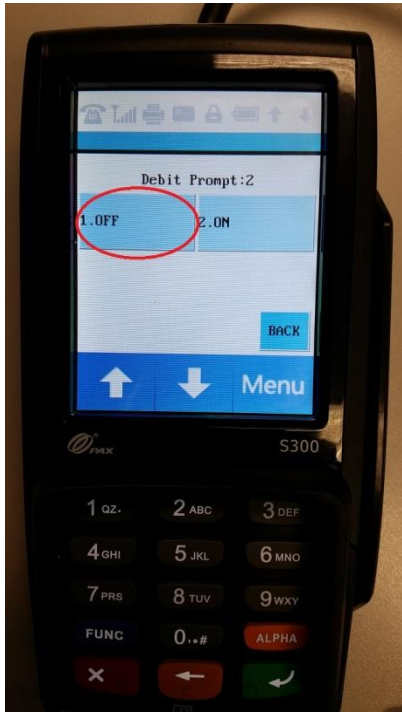


5. Enter the default password provided by your processor then press the green key on the key pad.

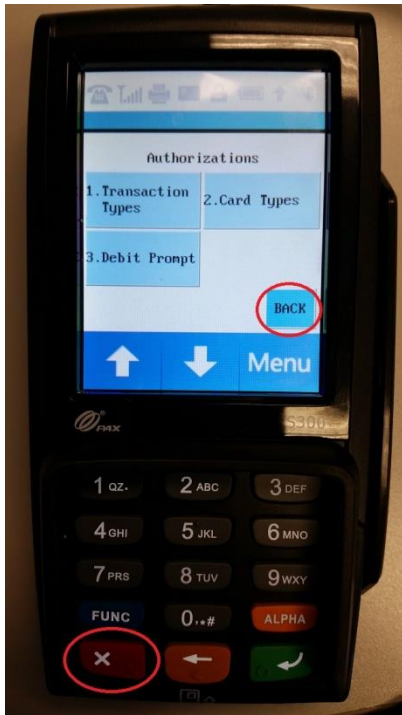
If you do not know the default password, you will need to contact your payment processor for assistance.



6. Tap on **Debit Prompt** or press **3** on the keypad.



7. Tap on **OFF** or press **1** on the keypad.



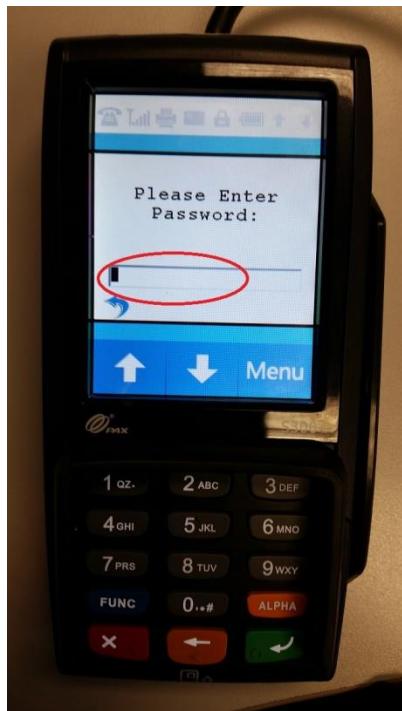
8. Tap the **BACK** button or hit the red key until you are back at the INSERT/SWIPE ANYTIME screen.

Configuring the PAX S300 to prompt for Credit or Debit in 12.8011 & newer (Optional)

In version **12.8011 & newer**, If you want the customer to choose credit or debit on the pinpad follow the steps below. *****NOTE: If the PAX is configured to prompt for Debit, then cashback with a debit sale cannot be performed regardless if cashback is enabled in the pinpad.*****

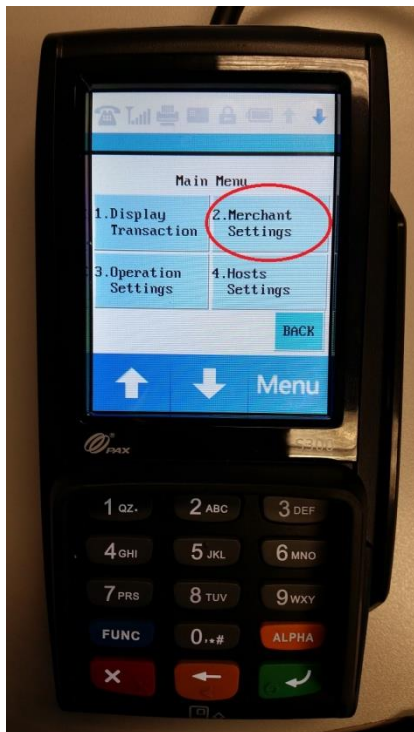


1. Tap on the onscreen **Menu** button or press the blue **FUNC** button and the **1** key at the same time. .

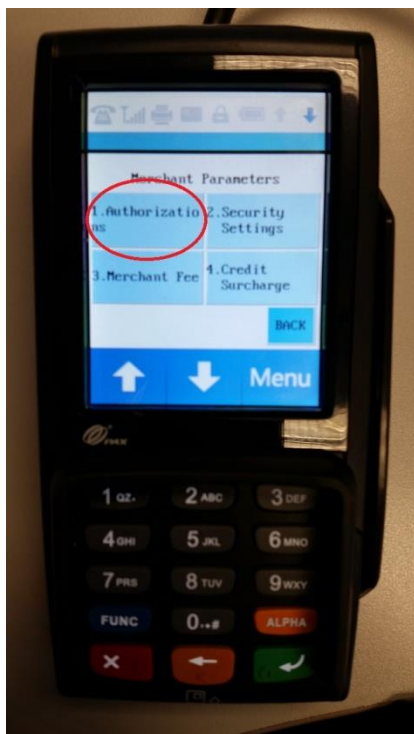


2. Enter the default password "**916860**" then press the green key on the key pad.

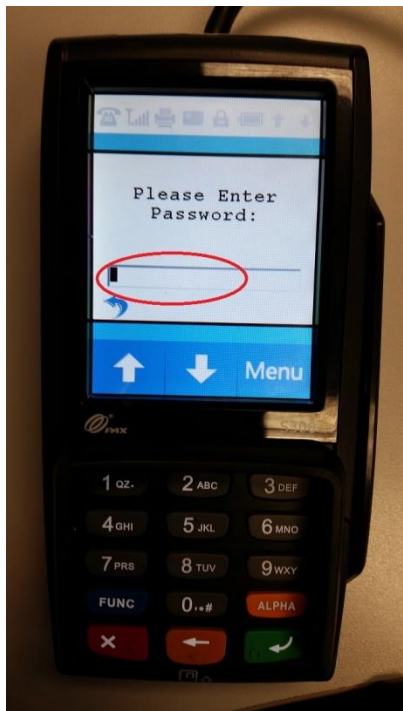
If the default password does not work, you will need to contact your payment processor for assistance.



3. Tap on **Merchant Settings** or press **2** on the keypad.

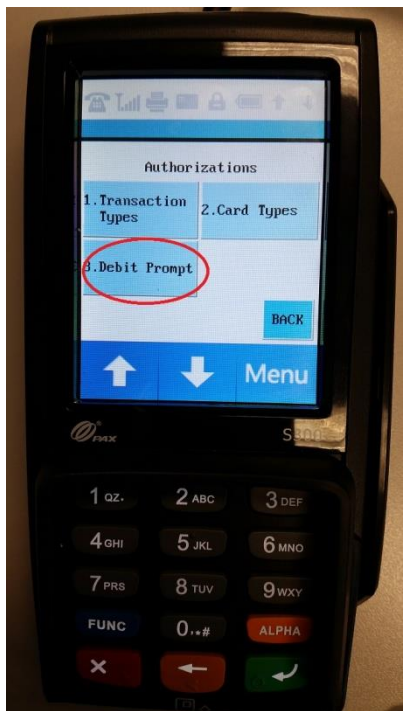


4. Tap on **Authorizations** or press **1** on the keypad.

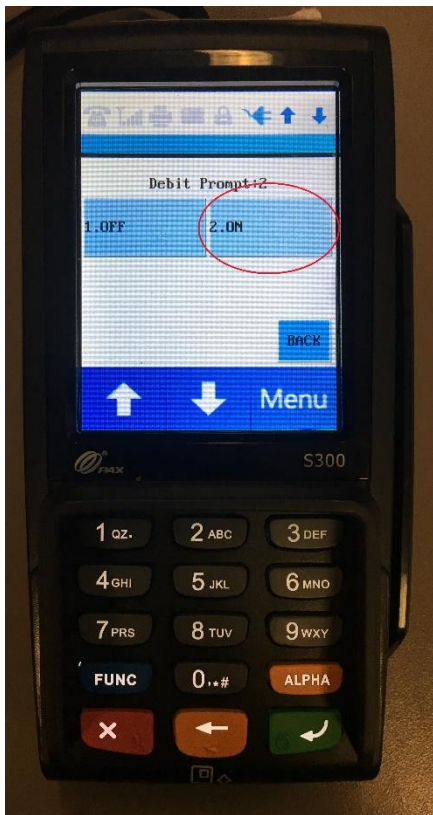


5. Enter the default password **"916860"** then press the green key on the key pad.

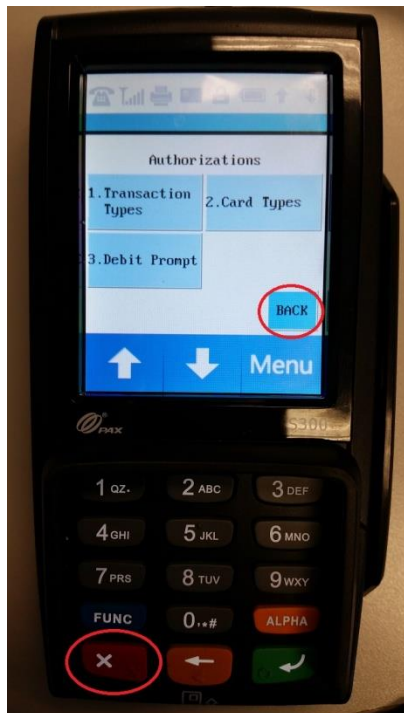
If the default password does not work, you will need to contact your payment processor for assistance.



6. Tap on **Debit Prompt** or press **3** on the keypad.



7. Tap on **ON** or press **2** on the keypad.



8. Tap the **BACK** button or hit the red key until you are back at the INSERT/SWIPE ANYTIME screen.



9. Disconnect the power from the adapter, wait 10 seconds, then reconnect the power cable to restart the pinpad.



10. Start CRE, select the **Options/Manager** button, select **Setup > Setup Screen**.

Setup Screen

Account Control | Company Info | Coupons | Hardware | Internet Features | Inventory | Invoice Settings

Payment Processing | Quick Invoicing & Alerts | Quick-Add | Receipt | Reports

Restaurant Features | Station Specifics | System Access | Touch Screen

Processing | Other Options | Tips | Donations

Credit/Debit

Check
EBT
Gift Card
Loyalty
RFID
Mobile

Payment Processor
Pax (TCP/IP Interface)

IP Address
172.25.2.19

Port No
10009

Timeout Seconds
90

Process Debit Cards through this Credit Card Processor

Scale | Update | Exit

11. Under the **Payment Processing > Processing** tab select **Credit/Debit**.

From the dropdown select **Pax (TCP/IP Interface)** or **PAX (Serial Interface)** depending on which interface you use.

12. Remove the check from the option **Process Debit Cards through this Credit Card Processor**

13. Hit **Update** to save your changes.

Setup Screen

Account Control | Company Info | Coupons | Hardware | Internet Features | Inventory | Invoice Settings

Payment Processing | Quick Invoicing & Alerts | Quick-Add | Receipt | Reports

Restaurant Features | Station Specifics | System Access | Touch Screen

Processing | Other Options | Tips | Donations

Credit/Debit

Check
EBT
Gift Card
Loyalty
RFID
Mobile

Processor Config | Unlock

Payment Processor
Pax (TCP/IP Interface)

IP Address
127.0.0.1

Processing Company
FirstData

Port No
10009

Timeout Seconds
90

Process Debit Cards through this Credit Card Processor

Support PoleDisplay for PX series

Scale | Update | Exit

Version 12.9024 and Higher

11. Under the **Payment Processing > Processing** tab select **Credit/Debit**.

From the dropdown select **Pax (TCP/IP Interface)** or **PAX (Serial Interface)** depending on which interface you use.

12. From the Processing Company dropdown select **FirstData**.

13. Remove the check from the option **Process Debit Cards through this Credit Card Processor**

14. Hit **Update** to save your changes.

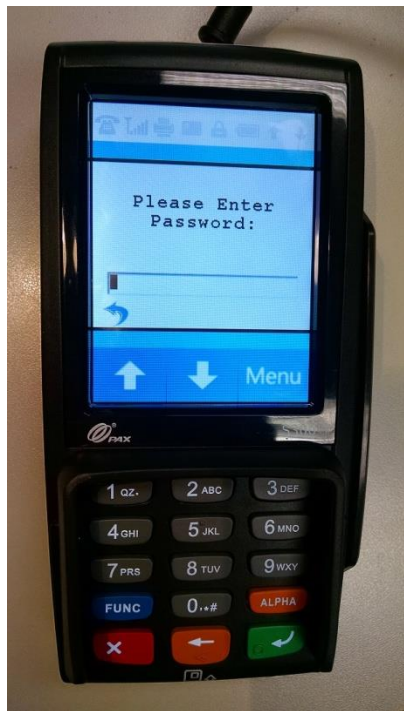
Important Notes:

- Support PoleDisplay is not available for this pinpad.
- Store and Forward is not available for FirstData.

Enabling Cash Back

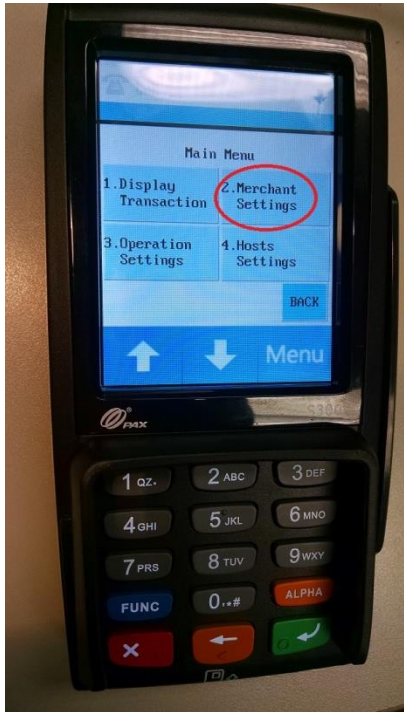


1. Tap on the onscreen **Menu** button or press the blue **FUNC** button and the **1** key at the **same time**.

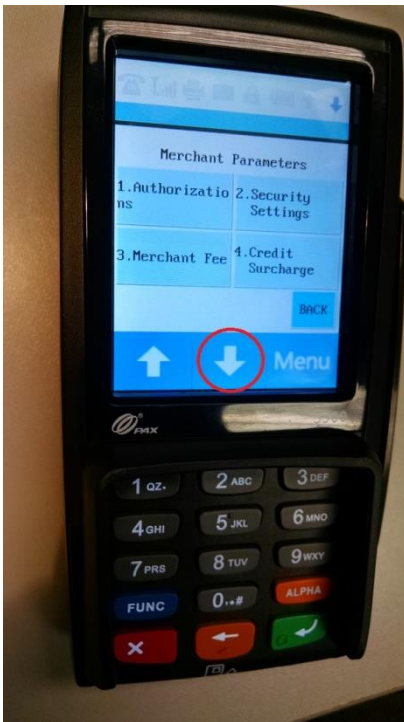


2. Enter the default password provided by your processor then press the green key on the key pad.

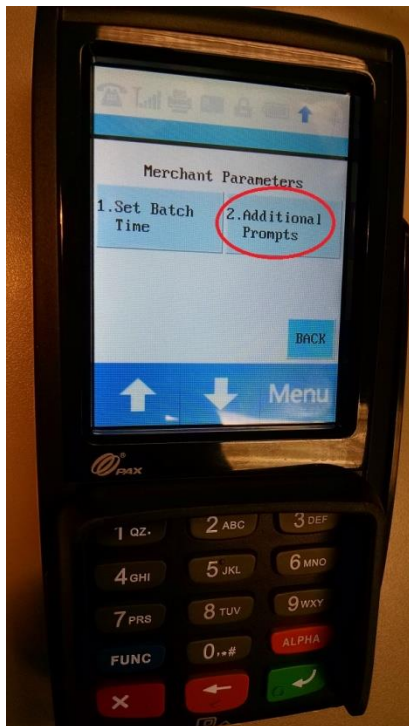
If you do not know the default password, you will need to contact your payment processor for assistance.



3. Tap on **Merchant Settings** or press **2** on the keypad.



4. Tap on the down arrow to access additional selections.

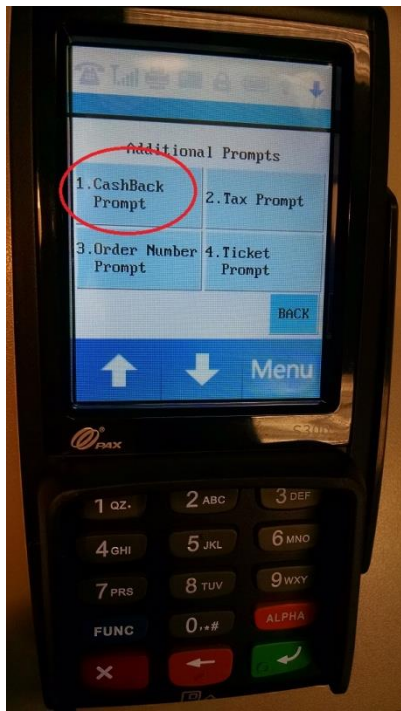


5. Tap on **Additional Prompts** or press **2** on the keypad.

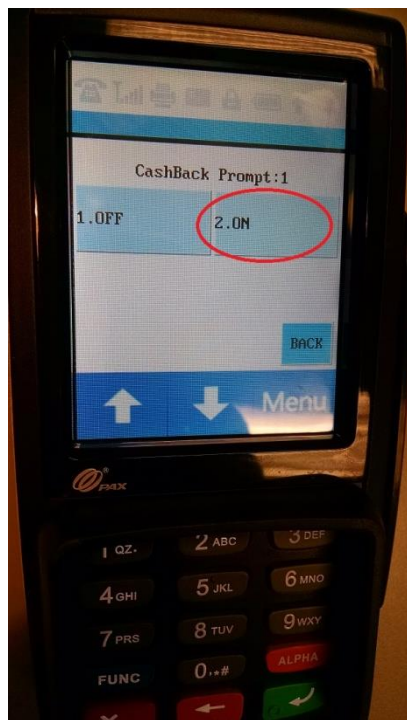


6. Enter the default password provided by your processor then press the green key on the key pad.

If you do not know the default password, you will need to contact your payment processor for assistance.



7. Tap on **CashBack Prompt** or press **1** on the keypad.



8. Tap on **ON** or press **2** on the keypad.
Tap the **BACK** button or hit the red key until you are back at the INSERT/SWIPE ANYTIME screen.

CashBack is now enabled.

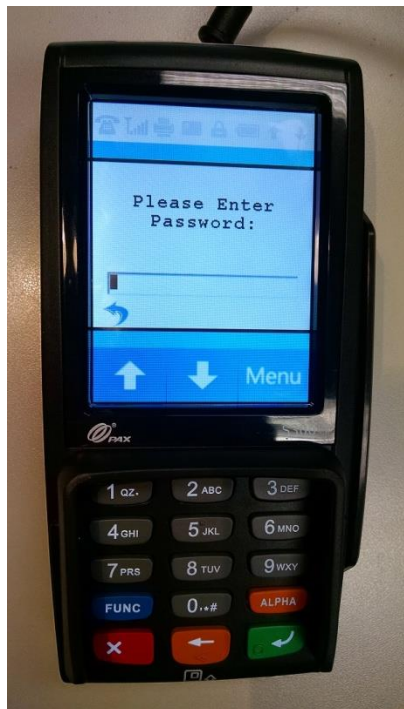
Enabling Contactless Payments

The PAX S300 supports Contactless Payment via contactless enabled cards, Apple Pay, and Google Wallet. For more information on setting this up, contact your payment processor or visit the following links:

<https://www.apple.com/apple-pay/>, <https://www.google.com/wallet/>.

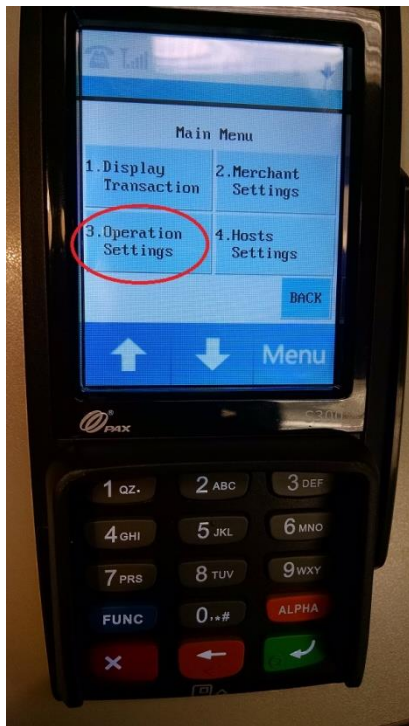


1. Tap on the onscreen **Menu** button or press the blue **FUNC** button and the **1** key at the **same time**.

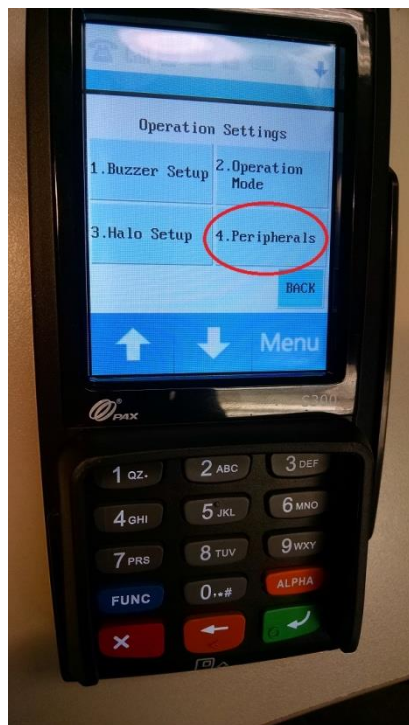


11. Enter the default password provided by your processor then press the green key on the key pad.

If you do not know the default password, you will need to contact your payment processor for assistance.



12. Tap on **Operation Settings** or press **3** on the keypad.

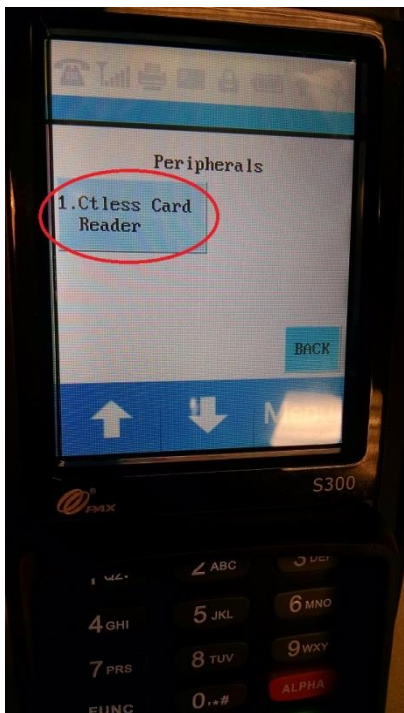


13. Tap on **Peripherals** or press **4** on the keypad.

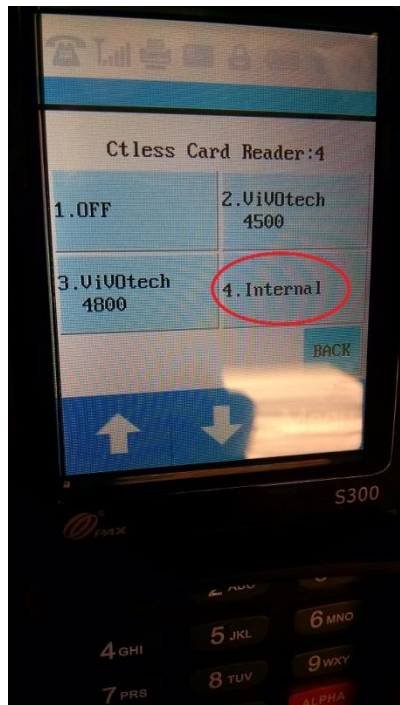


14. Enter the default password “**916860**” then press the green key on the key pad.

If the default password does not work, you will need to contact your payment processor for assistance.



15. Tap on **CTless Card Reader** or press **1** on the keypad.



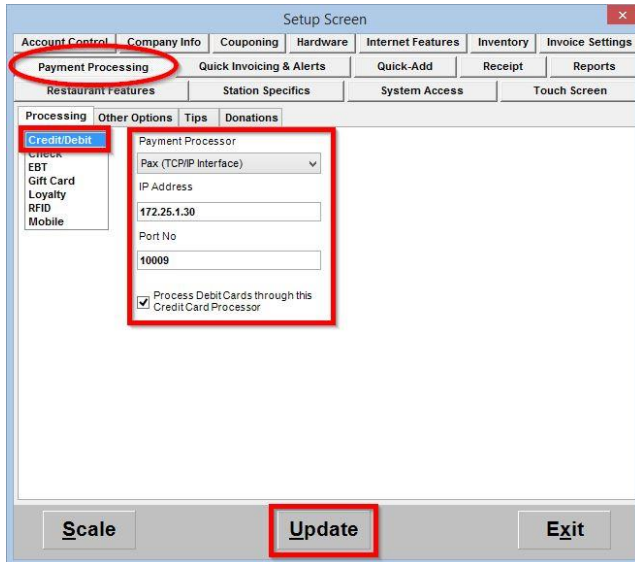
16. Tap on **Internal** or press **4** on the keypad. Tap the **BACK** button or hit the red key until you are back at the INSERT/SWIPE ANYTIME screen.

Contactless payments are now enabled.

Configuring the PAX S300 in CRE to accept Credit/Debit payments - TCP/IP Interface



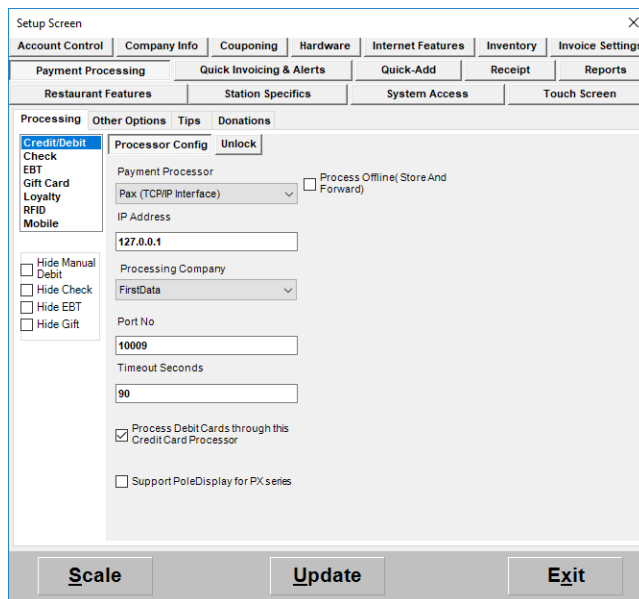
15. From the **Options/Manager** screen, select **Setup > Setup Screen**.



16. Under the **Payment Processing > Processing** tab select **Credit/Debit**.

From the dropdown select **Pax (TCP/IP Interface)**. Enter the Static **IP Address** you assigned to the PAX; for **Port No.** enter **10009**. Put a check in the box next to **Process Debit Cards**.

Hit **Update** to save your changes.



Version 12.9024 and Higher

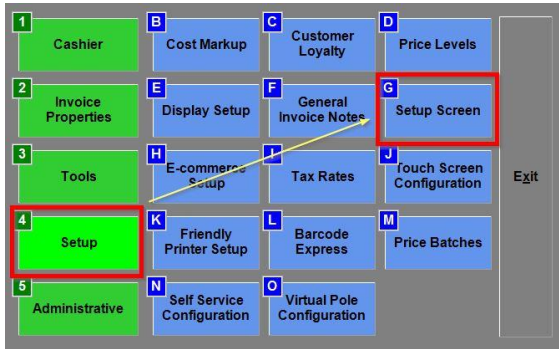
17. Under the **Payment Processing > Processing** tab select **Credit/Debit**.

- From the dropdown select **Pax (Serial Interface)**.
- From the Processing company dropdown select **FirstData**
- Under Serial COM Port Number, enter 1 (or 2 if you are using COM2).
- Put a check in the box next to **Process Debit Cards**.(optional)
- Hit **Update** to save your changes.

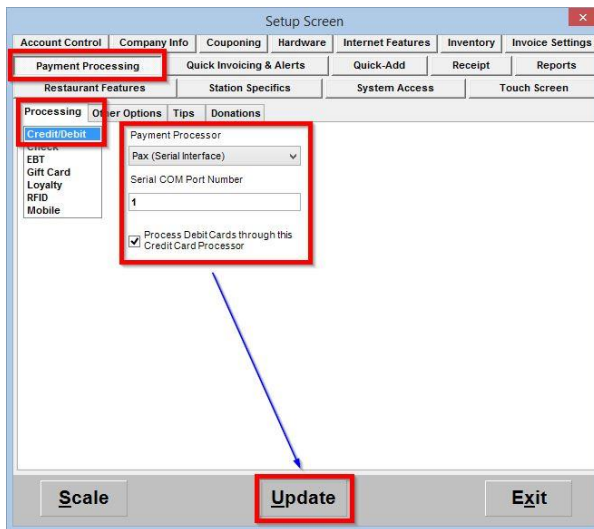
Important Notes:

- Support PoleDisplay is not available for this pinpad.
- Store and Forward is not available for FirstData.

Configuring the PAX S300 in CRE to accept Credit/Debit payments – Serial Interface



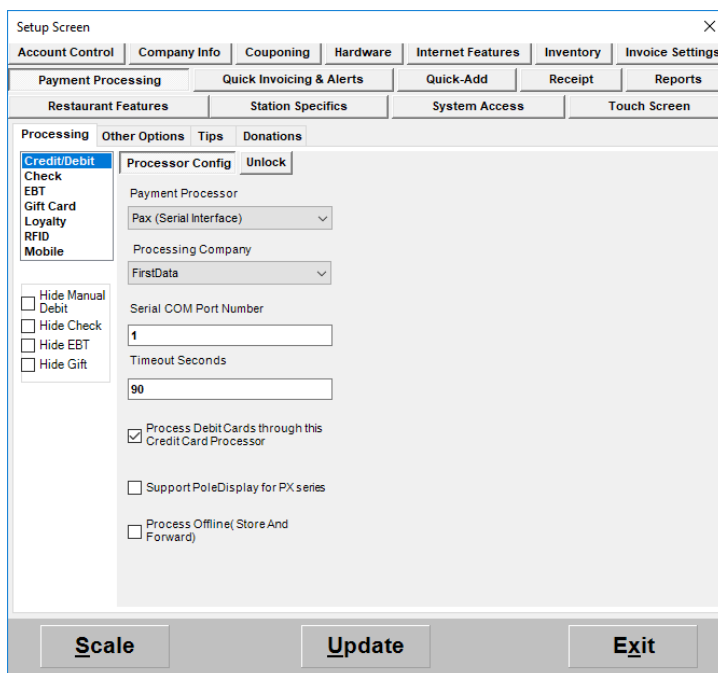
18. From the **Options/Manager** screen, select **Setup > Setup Screen**.



19. Under the **Payment Processing > Processing tab** select **Credit/Debit**.

From the dropdown select **Pax (Serial Interface)**. Under Serial COM Port Number, enter 1 (or 2 if you are using COM2). Put a check in the box next to **Process Debit Cards**.

Hit **Update** to save your changes.



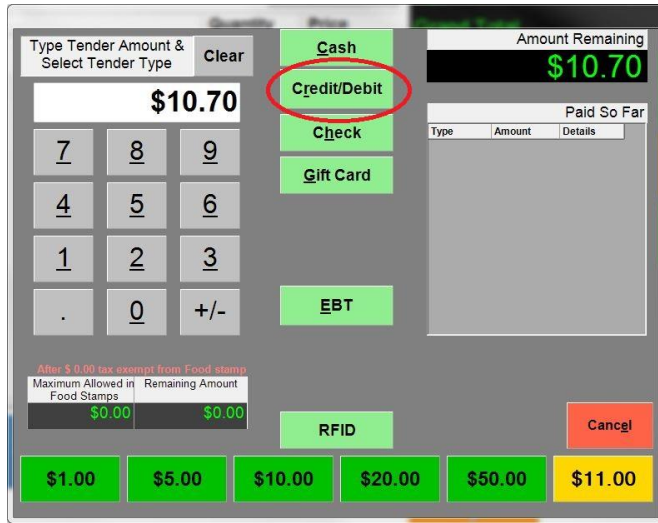
Version 12.9024 and Higher

19. Under the **Payment Processing > Processing tab** select **Credit/Debit**.
- From the dropdown select **Pax (Serial Interface)**.
 - From the Processing company dropdown select **FirstData**
 - Under Serial COM Port Number, enter 1 (or 2 if you are using COM2).
 - Put a check in the box next to **Process Debit Cards**.(optional)
 - Hit **Update** to save your changes.

Important Notes:

- Support PoleDisplay is not available for this pinpad.
- Store and Forward is not available for FirstData.

Performing a Credit Card sale using an EMV enabled card



1. Ring up a sale in CRE then hit the **PAY** button. From the amount tendered screen, select **Credit/Debit**.



2. Select **Credit**.



3. Insert the EMV Chip card into the slot on the bottom of the S300.



4. Wait while the transaction is processed. **Do Not Remove** the card at this time.

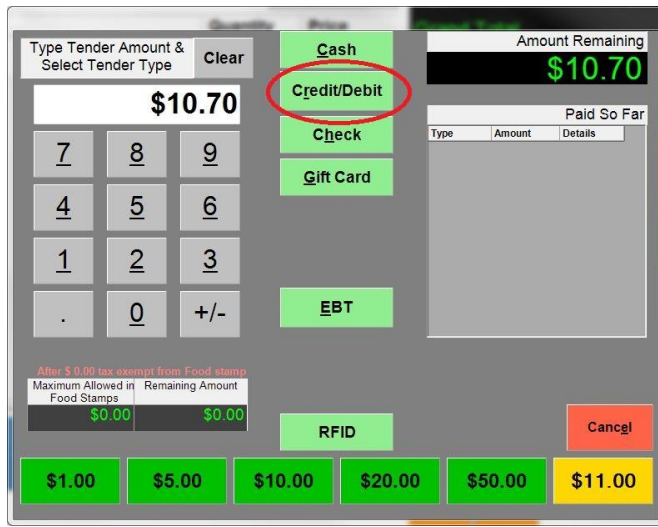


5. Remove the card once the **Transaction Approved** message is displayed.



6. Remove the card when prompted. If the EMV card is left in the S300, it will beep and a reminder will appear to **Remove Your Card**.

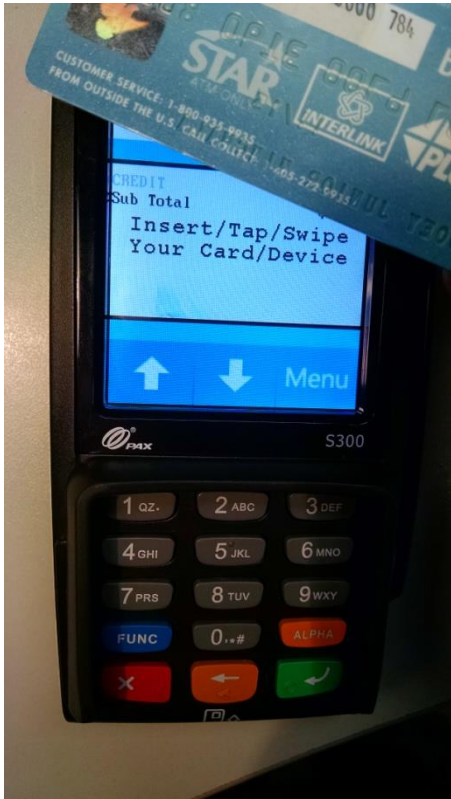
Performing a Credit Card sale using the Contactless enabled card



1. Ring up a sale in CRE then hit the **PAY** button. From the amount tendered screen, select **Credit/Debit**.



2. Select **Credit**.



3. Tap the contactless enabled credit card on the front of the S300.



4. Wait while the transaction processes.

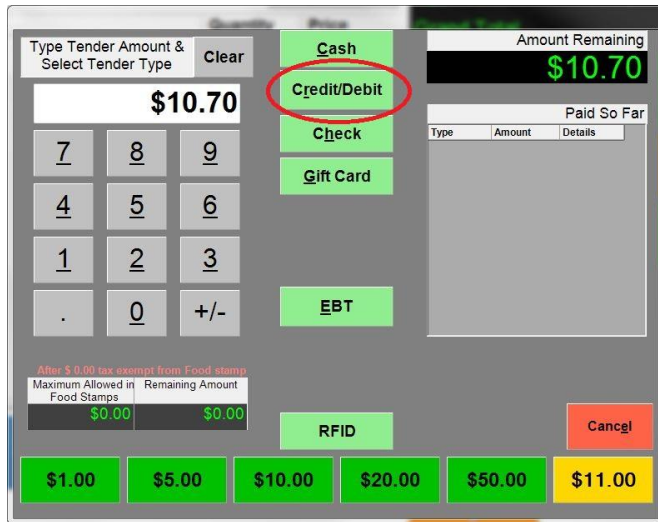


5. Sign on the screen using a finger or the S300 stylus then hit the **ACCEPT** button.



6. The transaction is now completed.

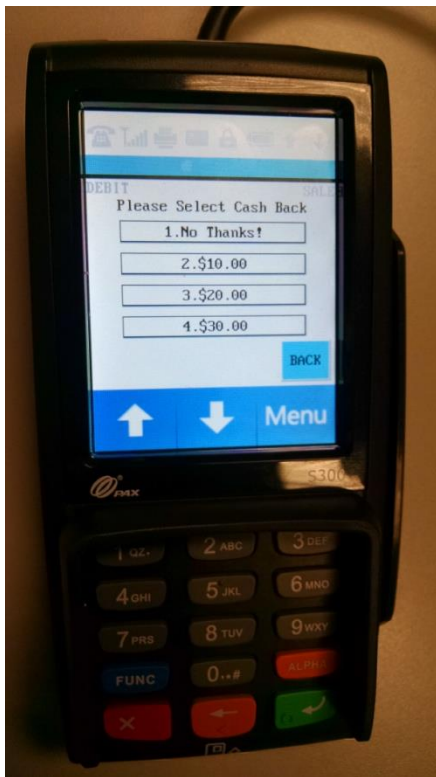
Performing a Debit Card sale



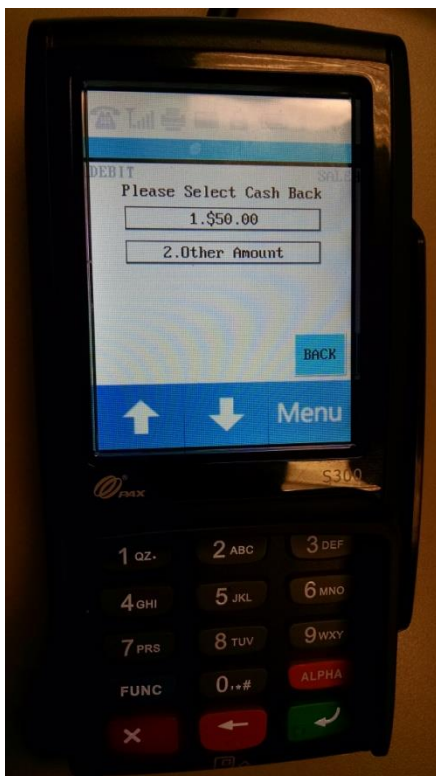
1. Ring up a sale in CRE then hit the **PAY** button. From the amount tendered screen, select **Credit/Debit**.



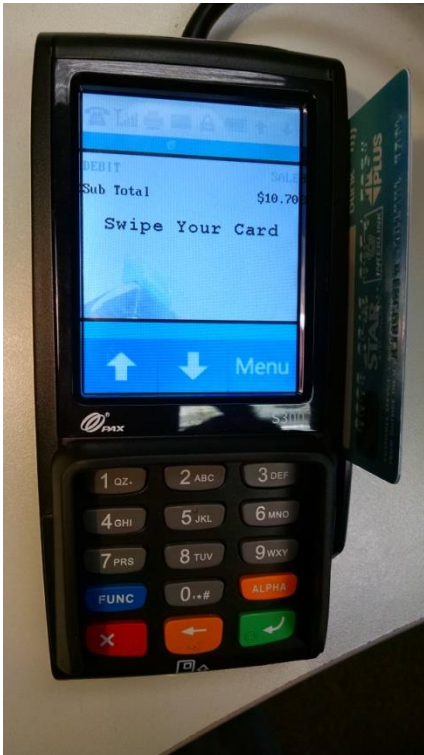
2. Select **Debit**.



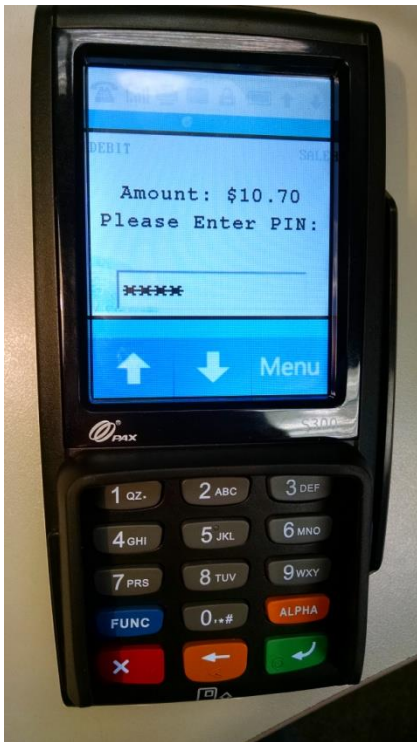
3. On the S300, select **No Thanks!** To Cash Back, select a Cash Back amount, or tap on the down arrow for additional options.



4. Select a Cash Back amount, **Other Amount**, or hit **BACK** and then **No Thanks!** To continue.



5. Swipe the debit card on the right side of the S300 with the stripe facing down and towards the device.

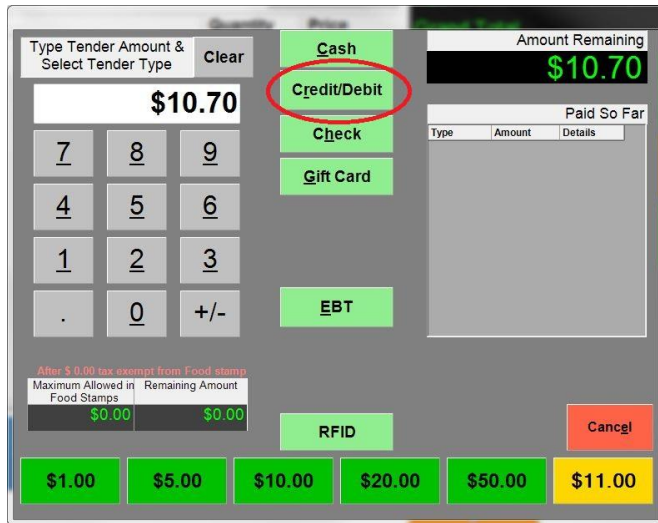


6. Enter the PIN number for the debit card.

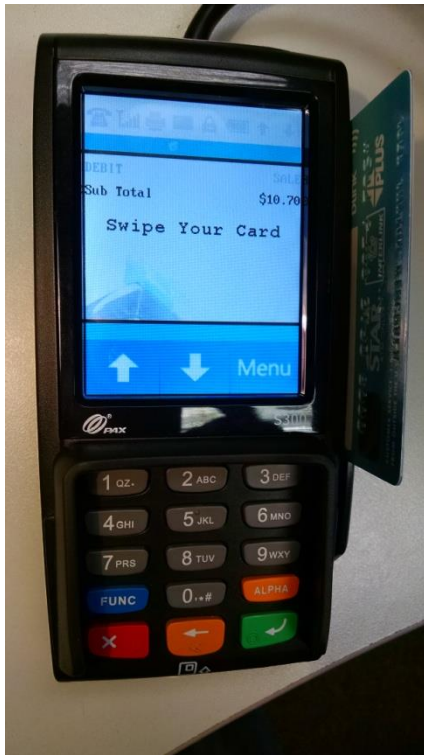


7. Once the approval message appears the transaction is completed.

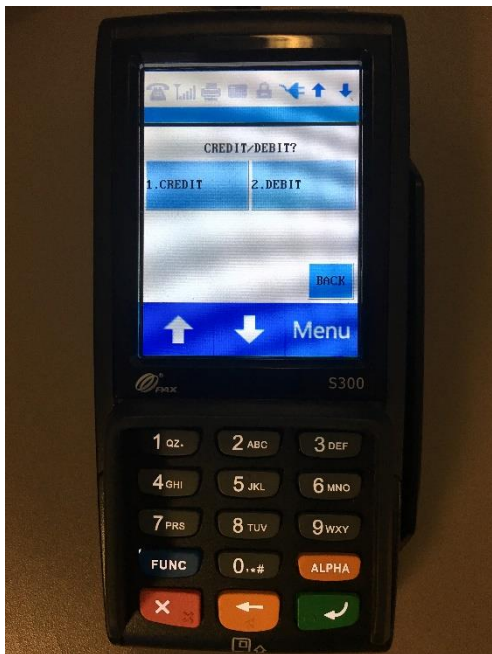
Performing a Debit Card Sale with the Pax S300 prompt for Credit or Debit 12.8011 & newer



1. Ring up a sale in CRE then hit the **PAY** button. From the amount tendered screen, select **Credit/Debit**.



2. Swipe the debit card on the right side of the S300 with the stripe facing down and towards the device.



3. Select **Debit** on the pinpad.

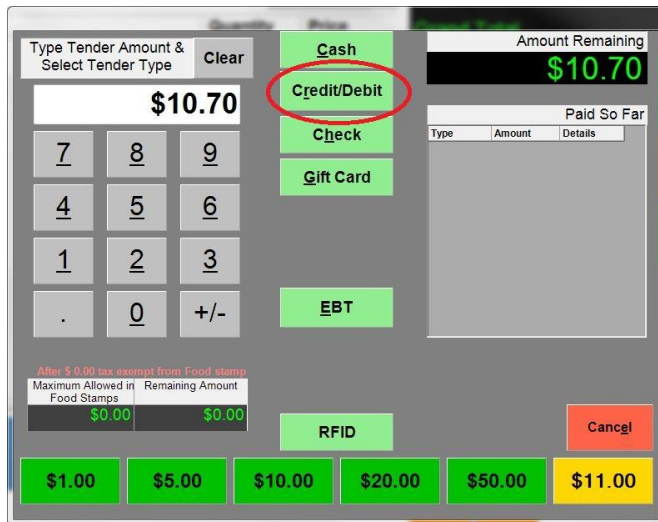


4. Enter the PIN number for the debit card.



5. Once the approval message appears the transaction is completed.

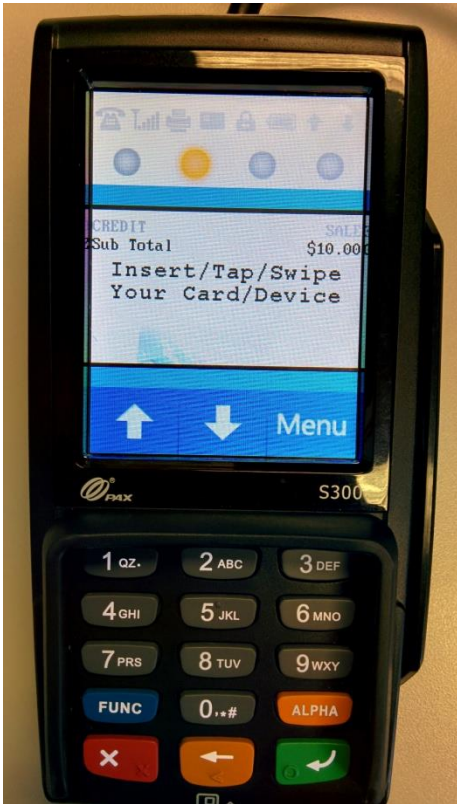
Performing a manual entry sale using the keypad



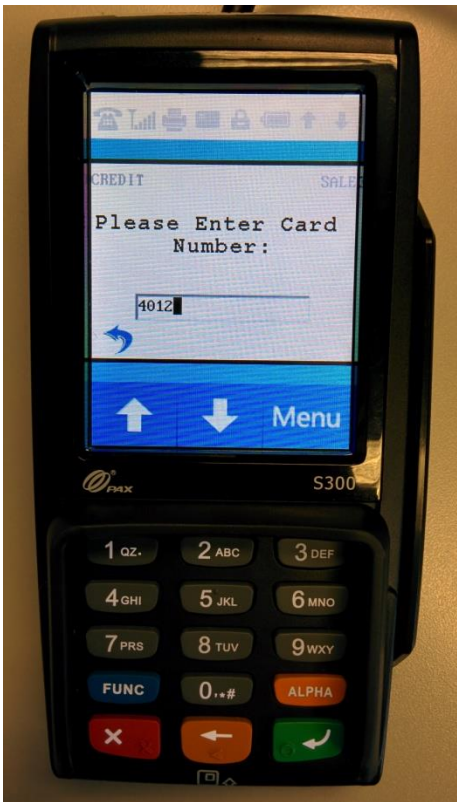
1. Ring up a sale in CRE then hit the **PAY** button. From the amount tendered screen, select **Credit/Debit**.



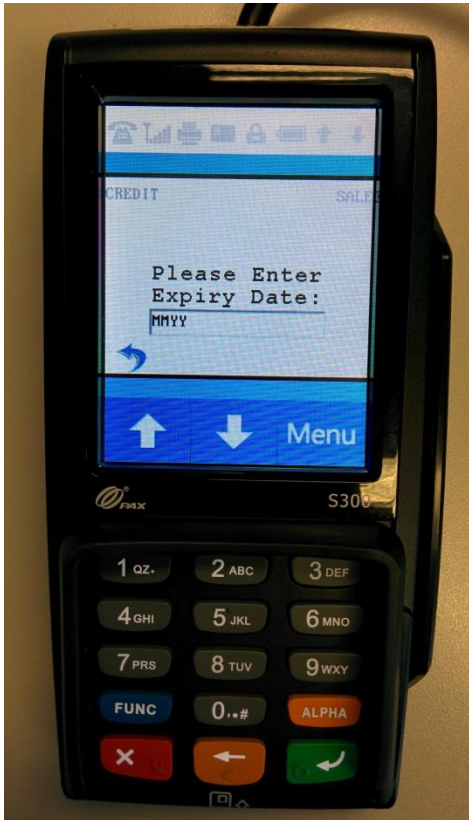
2. Select **Credit**.



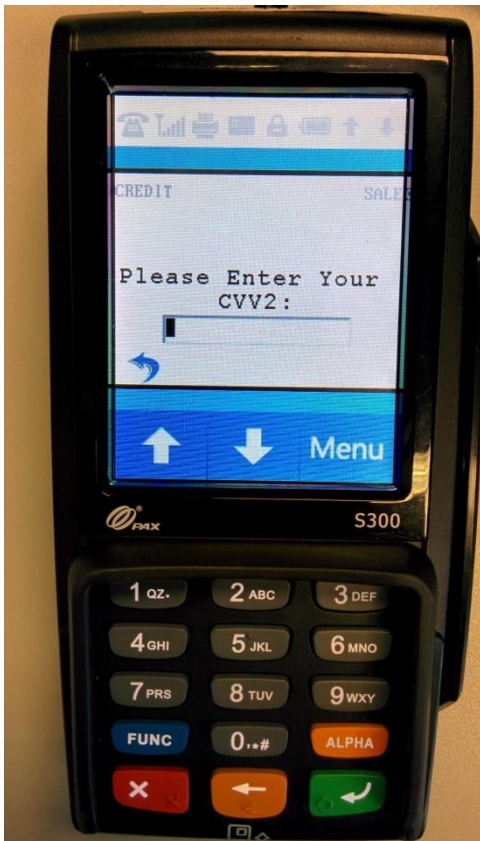
3. On the PAX, wait for the screen prompt pictured on the left.



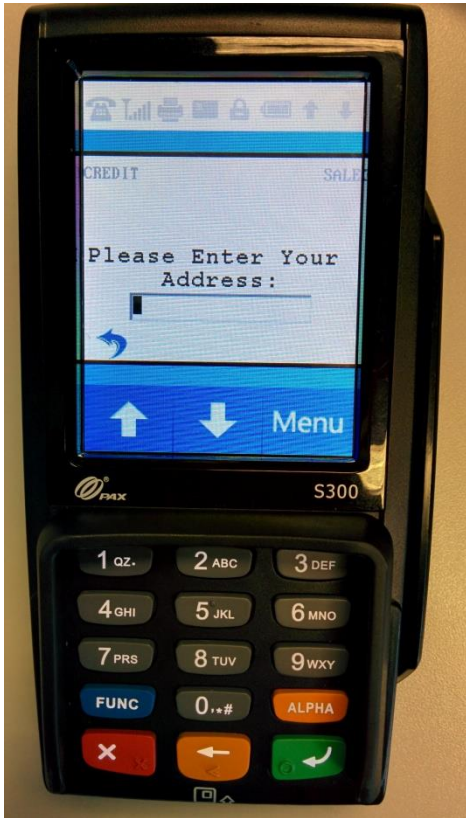
4. Using the PAX keypad, enter the complete credit card number.



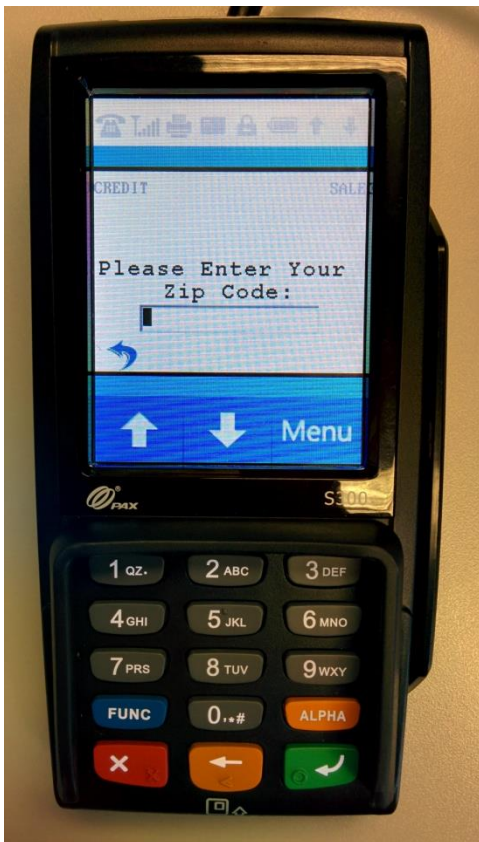
5. Enter the credit card expiry date using the keypad, as a 2 digit month and last 2 digits of the year.



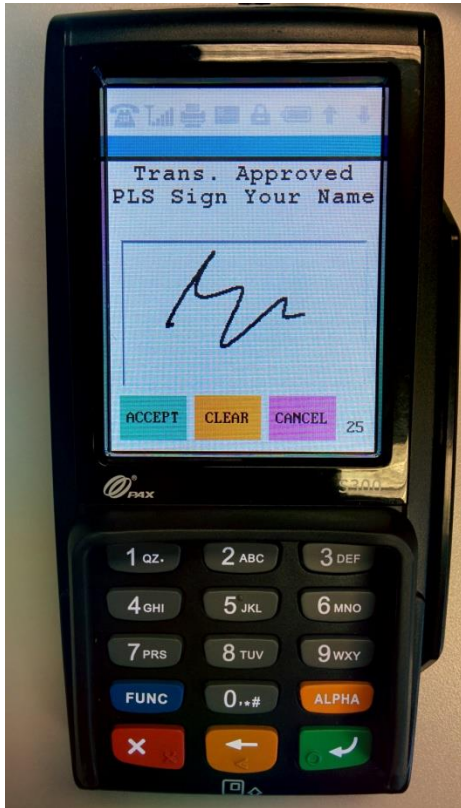
6. Enter the **CVV2** code on the back of the card.



7. The **Address** is optional (enter "0" to bypass this field).



8. Enter the billing **Zip Code** for the card.



9. Sign on the screen using the device's stylus or your finger then hit **ACCEPT**.

Alternatively, you can hit **CANCEL**; the receipt will then print with a signature line where the customer can sign.

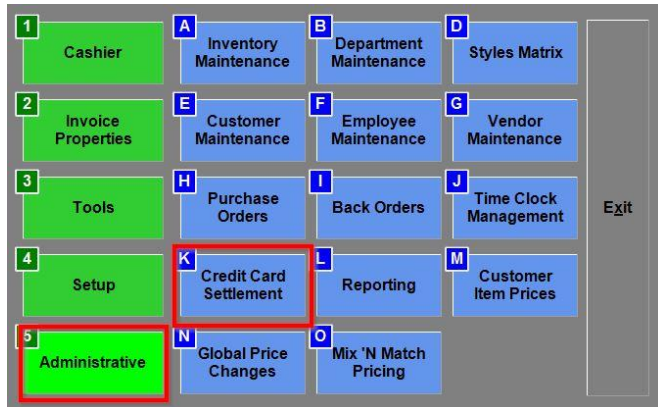


10. You should receive a "**Transaction Approved!**" message once completed.

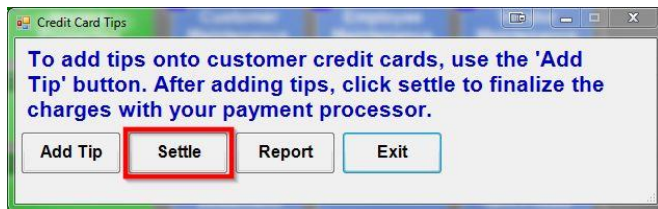
Performing a settlement/batch close and Setting up Auto Settlement

If performing Manual Settlements, settling must be done on each station that has a PAX device. Alternatively, if setting up Auto Settlement, this must be enabled on each station that has a PAX device.

****NOTE:** Settlements **MUST** be completed through CRE/RPE. If you receive an error when attempting to settle through CRE/RPE please contact technical support at 1-800-342-5729. **DO NOT** attempt any other form of settlement (either on the PAX device or through the Payment Processor).**



1. **To Manually Settle:**
From the **Manager/Option** screen, click/tap on **Administrative > Credit Card Settlement**.



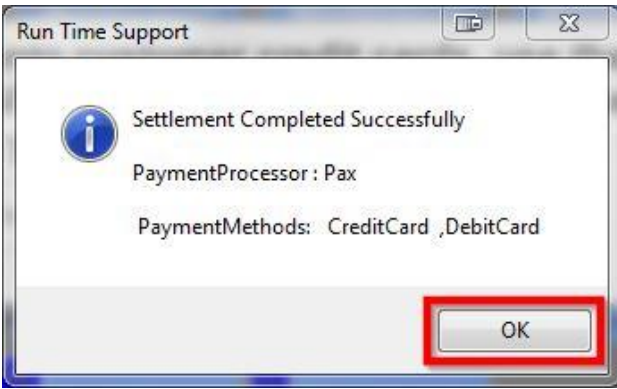
2. Click/tap on **Settle**.



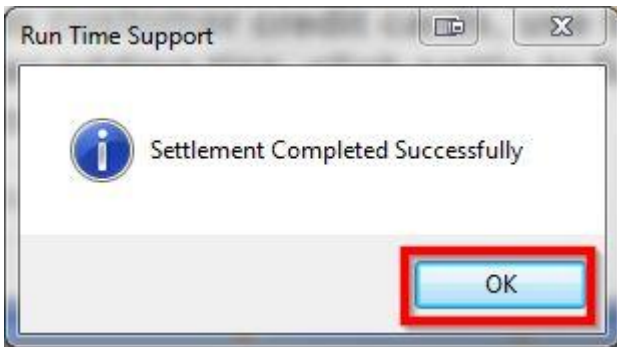
3. The PAX should briefly display "Processing...".



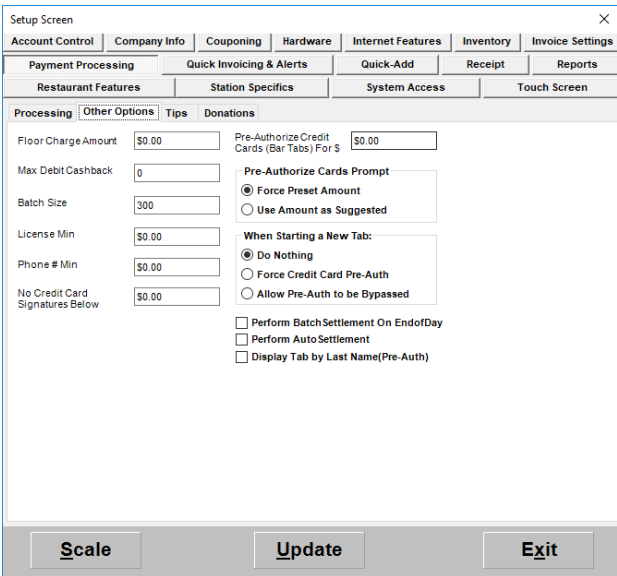
4. It will then return to the main screen.



- In CRE, you should see a screen similar to the one pictured on the left. Click/tap on **OK**.



- Click/tap on **OK** again.

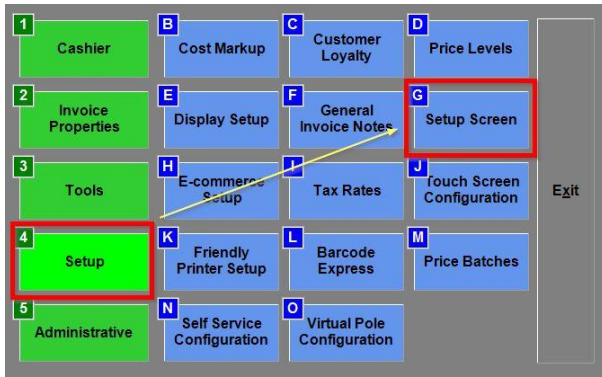


- Auto Settlement can be setup by going to **Manager/Options** then selecting **Setup>Setup Screen**. Under the **Payment Processing>Other Options** tab, enable **Perform Auto Settlement**. Enter the time that the settlement will occur each day.

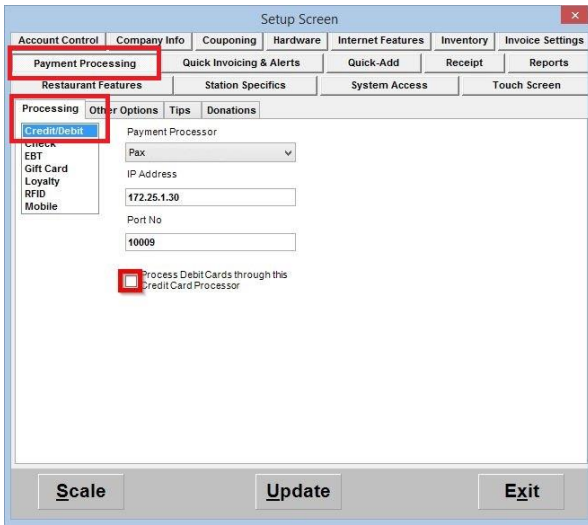
****Auto Settlement MUST be enabled on each station that has a PAX device enabled.**

Configuring the PAX S300 in CRE/RPE to accept tips

Note: You cannot process Debit Card sales when tips are enabled. Once Tip is finalized, you can't adjust the tip.

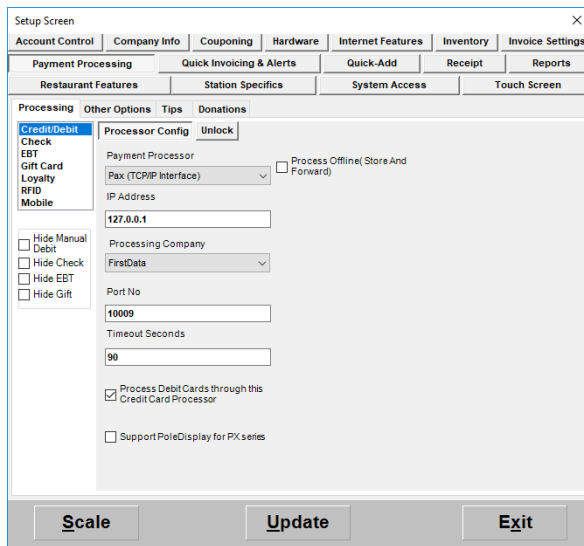


1. From the **Options/Manager** screen, select **Setup > Setup Screen**.



2. Under the **Payment Processing > Processing** tab select **Credit/Debit**.

Make sure the box for **Process Debit Cards through this Credit Card Processor** is **unchecked**.



Version 12.9024 and Higher

2. Under the **Payment Processing > Processing** tab select **Credit/Debit**.

Make sure the box for **Process Debit Cards through this Credit Card Processor** is **unchecked**.

Setup Screen

Account Control | Company Info | Couponing | Hardware | Internet Features | Inventory | Invoice Settings

Payment Processing | Quick Invoicing & Alerts | Quick-Add | Receipt | Reports

Restaurant Features | Station Specifics | System Access | Touch Screen

Processing | Other Options | **Tips** | Donations

Print Tip Line on CC Invoices
(Also forces credit card processing to use pre-auths/post-auths)

No

Yes on Completed Invoices

Auto Tipping

Disabled

Party Size: 0

Enabled

Percentage: 0.00%

Prompt

Overpayment as Tip

No

Yes

Prompt

Credit Card Tip Service Fee

Percentage of CC Tips to withhold for the house: 0.00%

Tax on Tips

Exclude Cash Tips from Shift Report

Require CC Tips Be Entered Before Clockout

Keep Check Open Until Tip Applied

Deny Credit Card Settlement with Open Tips

Prompt For Tip Immediately After Sale

Update

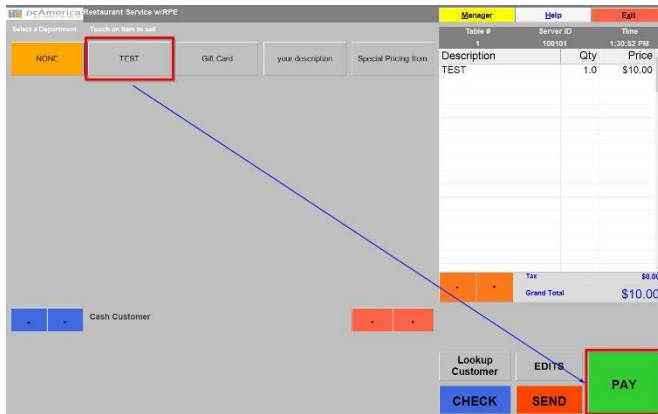
3. Select the **Tips** sub-tab. Under **Print Tip Line...**, select **Yes on Completed Invoices**; put a check next to **Keep Check Open Until Tip Applied** (**Optional**).

Hit **Update** to save your changes.

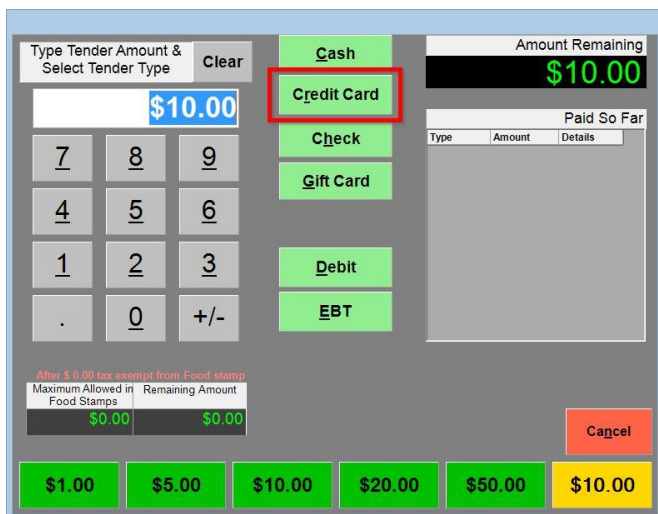
Performing a Credit Card sale and adding tip using EMV (Fine Dining with tips enabled)



1. Open a table.



2. Ring up an item, then select PAY.



3. At the Amount Tendered screen, select Credit Card.

Credit Card Information

Credit Card Transaction Type

FORCE SALE

Credit Card Number

Expiration Month # Expiration Year #

Swipe card now or type in credit card number

Reference Code #

Manual Entry OK Cancel

4. The Credit Card Information screen will be grayed out while the transaction is processing through the PAX.



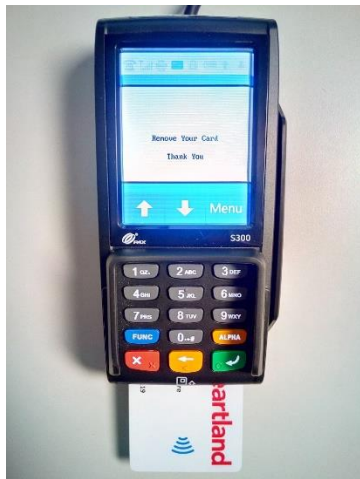
5. The subtotal will appear along with instructions to **Insert/Tap/Swipe Your Card/Device**.



6. Insert the EMV card into the slot.



7. Wait for the **Transaction Approved!** message.



8. Remove the card when prompted. The PAX will beep if the card is left in the slot.

```

----- RESTAURANT COPY -----
      Restaurant Service w/RPE
      www.PCA.com
      1-800-722-6374

TABLE # 1
CHECK# 49.1
Closed to Credit Card

DATE/TIME: 2/17/2016 5:14:46 PM
CASHIER: 100101
STATION: 01

Item Count: 0

CREDIT CARD PURCHASE    $10.00
Card Type: Visa
*****0119 XX/XX
Name: DI Test, C.
Transaction Type: PRE-AUTH
Ref Num: 1
Auth Code: 27318A
Card Entry Method : CHIP

App Name: Visa Credit
AID: A0000000031010
TSI: F800
TC ACC: A2E266C189EF55B3

      Amount Charged :           $10.00

Tip amount:           _____
Grand total:         _____

Signature: _____

```

9. Here is what the restaurant copy receipt should look like.

```

Restaurant Service w/RPE
www.PCA.com
1-800-722-6374

TABLE # 1
CHECK# 49.1
Closed to Credit Card

DATE/TIME: 2/17/2016 5:14:46 PM
CASHIER: 100101
STATION: 01

Item Count: 0
=====
1 TEST                               $10.00
=====
Subtotal                             $10.00

Tip amount: _____
Grand total: _____

Credit                               $10.00

CREDIT CARD PURCHASE   $10.00
Card Type: Visa
*****0119 XX/XX
Name: DI Test, C.
Transaction Type: PRE-AUTH
Ref Num: 1
Auth Code: 27318A
Card Entry Method : CHIP

App Name: Visa Credit
AID: A0000000031010
TSI: F800
TC ACC: A2E266C189EF55B3

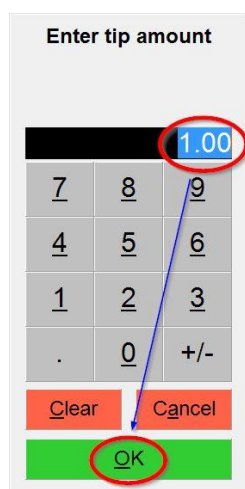
Opened: 2/17/2016 5:14:13 PM

```

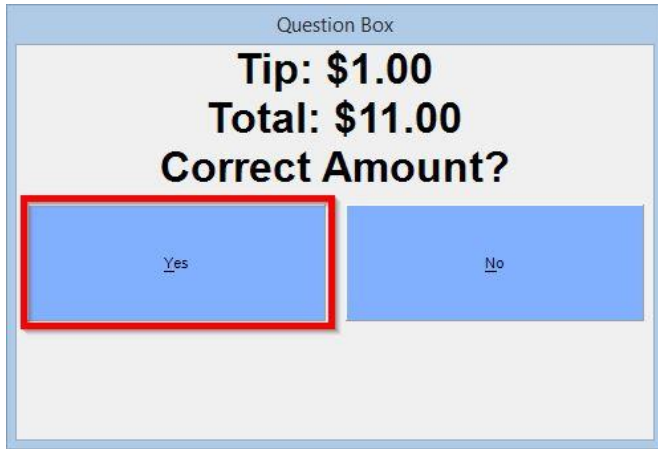
10. Here is what the customer copy receipt should look like.



11. Click on the open table.



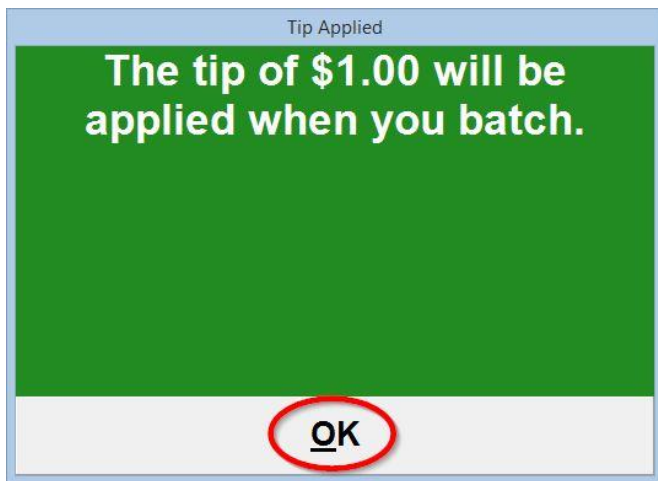
12. Enter tip amount, then click on **OK**.



13. Click on **Yes** to confirm the tip amount.

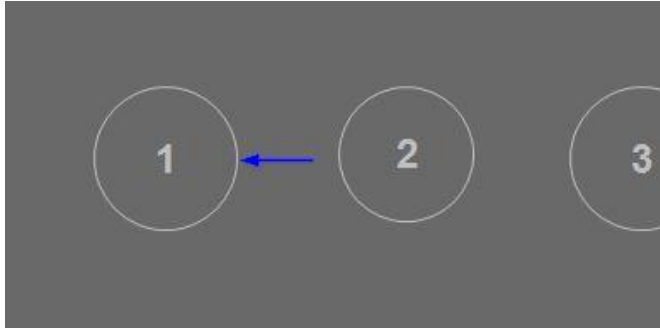


14. The PAX should display a processing screen while the tip is being added.

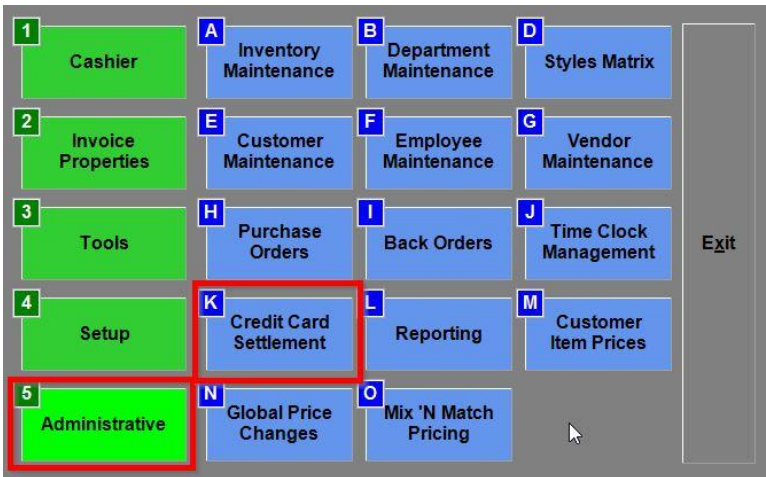


15. A confirmation of the tip applied should appear in RPE. Click **OK** to clear the screen.

Note: Once Tip has been finalized, the tip can't be adjusted.

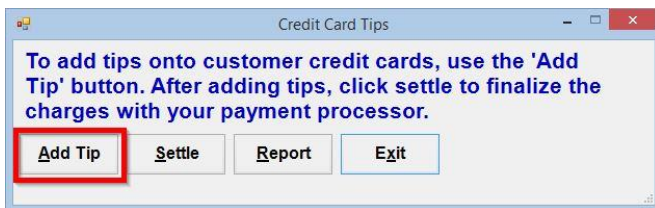


16. The table should now be open.



1. Alternatively, you can also apply the tip by going directly to **Administrative > Credit Card Settlement**.

Note: This is the same procedure for adding tips in **Quick Service** and **Retail**.



2. Click on **Add Tip**.

Enter invoice #

0

7	8	9
4	5	6
1	2	3
.	0	+/-

Clear Cancel

OK

3. Enter the invoice number and click **OK**.

Enter tip amount

1.00

7	8	9
4	5	6
1	2	3
.	0	+/-

Clear Cancel

OK

4. Enter tip amount and click **OK**.

Question Box

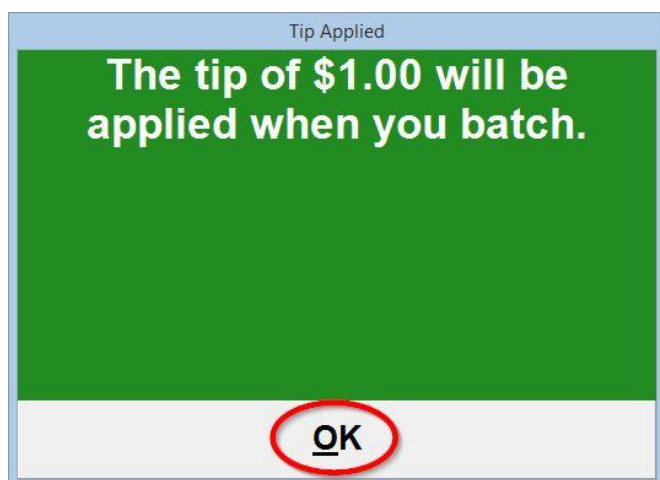
Tip: \$1.00
Total: \$11.00
Correct Amount?

Yes No

5. Click on **Yes** to confirm the tip amount.



6. The PAX should display a processing screen while the tip is being added.

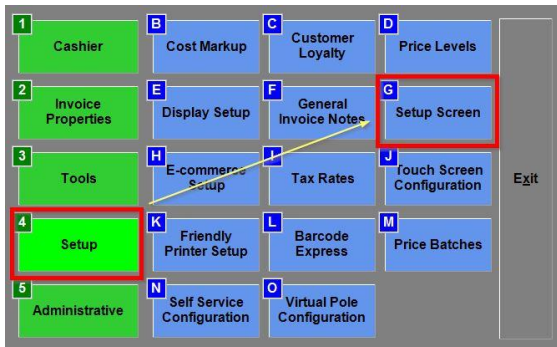


7. A confirmation of the tip applied should appear in RPE. Click **OK** to clear the screen.

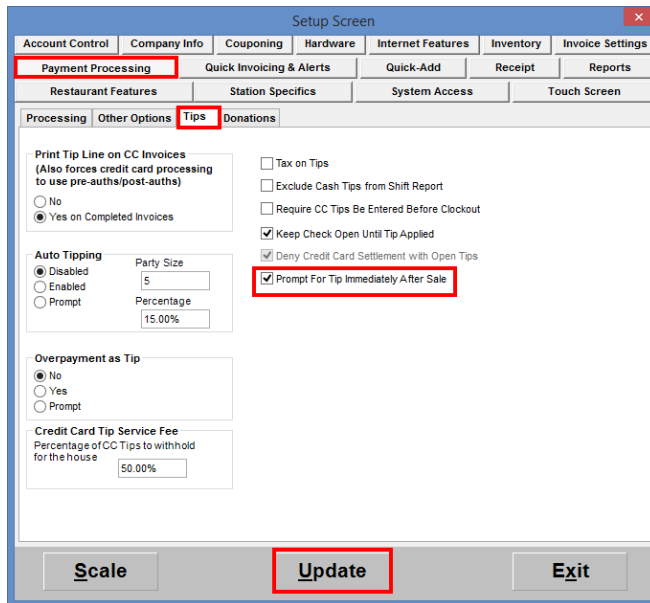
Note: Once Tip has been finalized, the tip can't be adjusted.

Configuring CRE to Prompt for Tip Immediately After Sale

Note: The PAX S300 device will prompt for Tip during the sale. You must enter a Tip value during this process. (Tip Adjust isn't supported. Must configure this feature when there aren't any invoices open. (Perform a settlement before configuring).



1. From the **Options/Manager** screen, select **Setup > Setup Screen**.

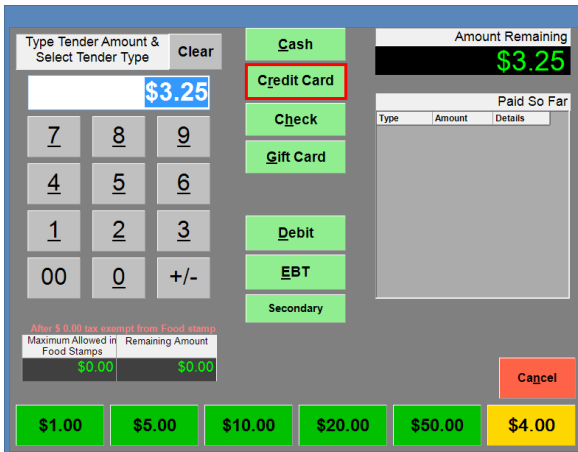


2. Select **Payment Processing**
3. Select the **Tips** Tab. Make sure tips on Completed invoices is selected.
4. Select the **Prompt For Tip Immediately After Sale** feature.
5. Select **Update**.

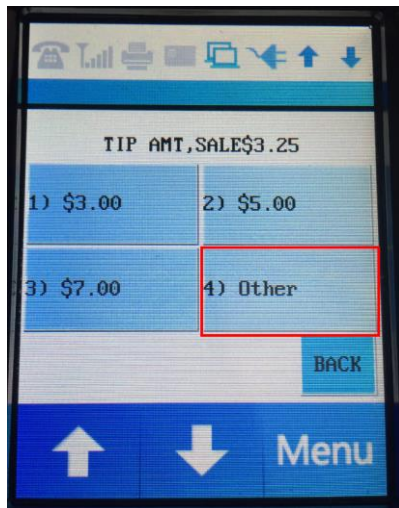
Note: Restart CRE

Perform a Credit Card Sale with Feature Prompt for tip immediately after sale

Note: Once transaction is completed, you can't adjust the tip.



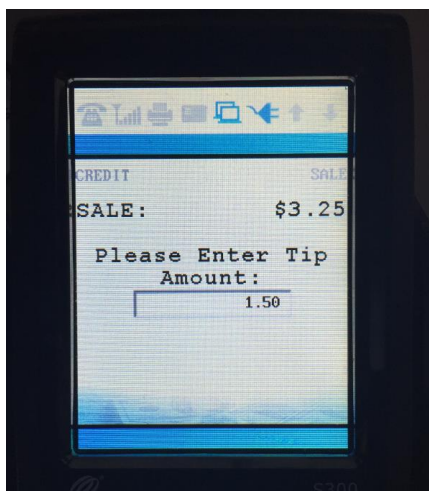
1. Open any invoice.
2. Add an item to the invoice
3. Select PAY
4. **Select Credit Card**



5. On the PAX Device:
Displays four tip amount option buttons.
 - Buttons 1-3
Are preset Amounts.
 - Button 4 (Other)
To enter you own or zero amount.

Note:

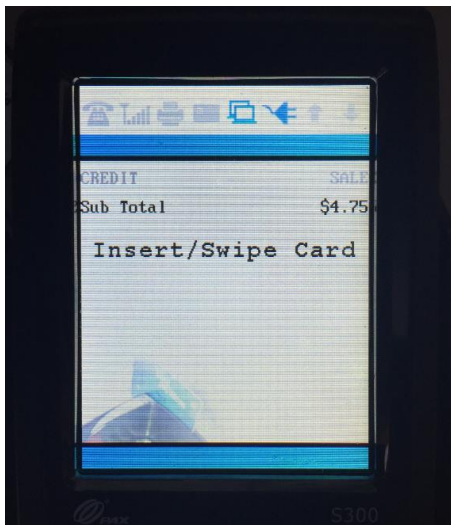
A Tip must be entered at this time. You can't adjust tip after invoice is completed.



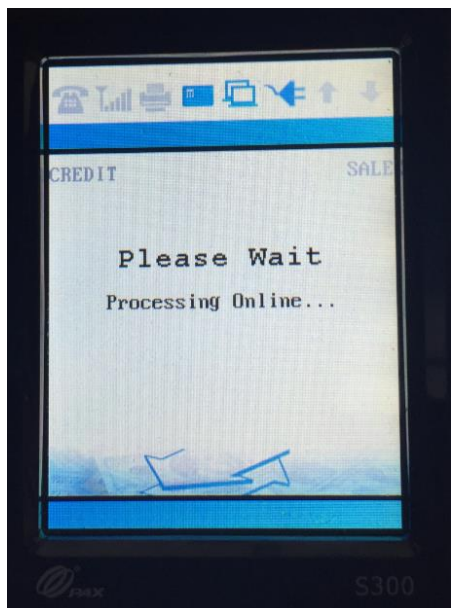
6. In this case, enter a tip amount. Select the green button on the PAX device to submit the amount.



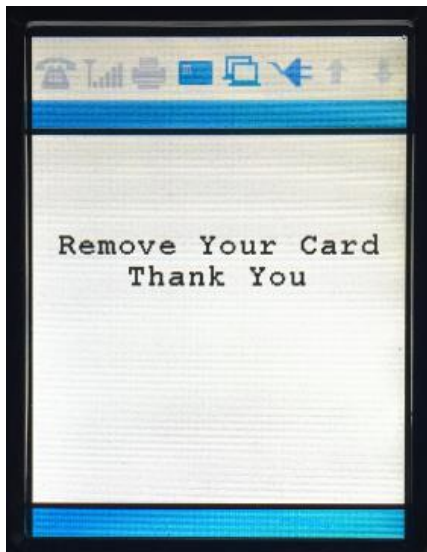
Note: To Enter a tip amount of zero. Leave it at zero then select green button.



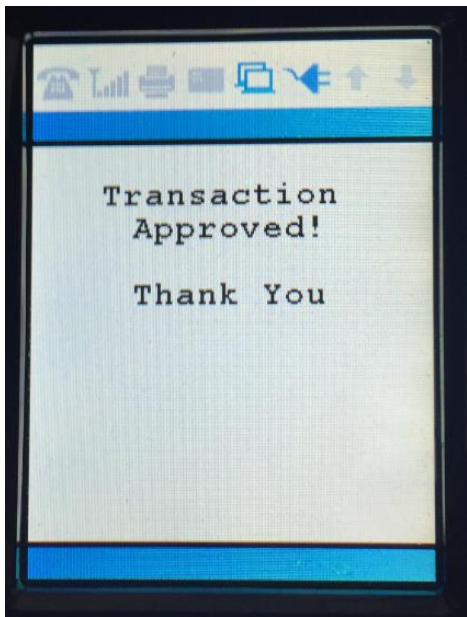
7. Insert or Swipe Credit Card



8. Device will display. While processing



9. Remove the card when prompted. The PAX will beep if the card is left in the slot.



10. Transaction Approved! Message.

ORDER # CC2
INVOICE# 2.1
Closed to Credit Card Purchase

DATE/TIME: 8/13/2019 5:37:06 PM
CASHIER: 100101
STATION: 02

Item Count: 1
=====

1 STANDARD ITEM 3*	\$3.00
--------------------	--------

=====

Subtotal	\$3.00
Tip amount:	\$1.50
Tax	\$0.25
Subtotal	\$4.75

Credit \$3.25

CREDIT CARD PURCHASE \$4.75
Card Type: Visa
*****0119 XX/XX
Name: DI Test, Card 03
Transaction Type: PRE-AUTH COMPLETION
Ref Num: 2
Auth Code: 265413
Trace Number: 549
Card Entry Method : CHIP

App Name: Visa Credit
AID: A0000000031010
TSI: E800
TC ACC: 385EF625600A5CB9

11. Customer Receipt

----- STORE COPY BELOW -----

ORDER # CC2
INVOICE# 2.1
Closed to Credit Card Purchase

DATE/TIME: 8/13/2019 5:37:06 PM
CASHIER: 100101
STATION: 02

Item Count: 1

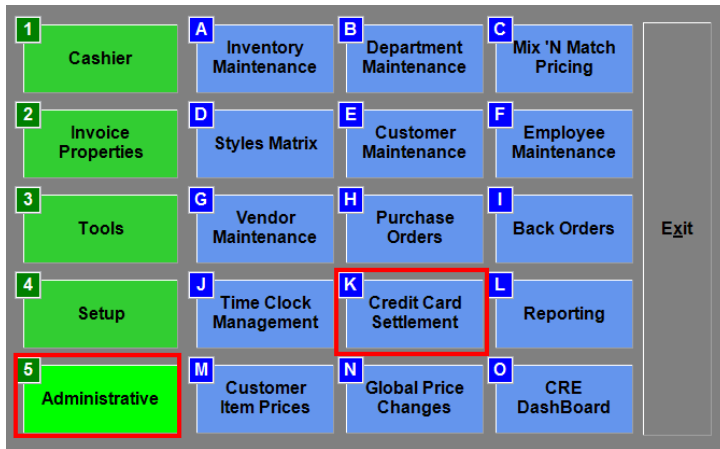
CREDIT CARD PURCHASE \$4.75
Card Type: Visa
*****0119 XX/XX
Name: DI Test, Card 03
Transaction Type: PRE-AUTH COMPLETION
Ref Num: 2
Auth Code: 265413
Trace Number: 549
Card Entry Method : CHIP

App Name: Visa Credit
AID: A0000000031010
TSI: E800
TC ACC: 385EF625600A5CB9

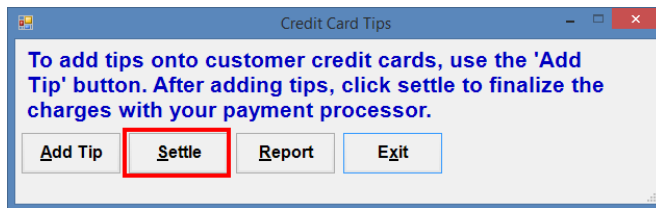
Signature: _____

12. Store Receipt

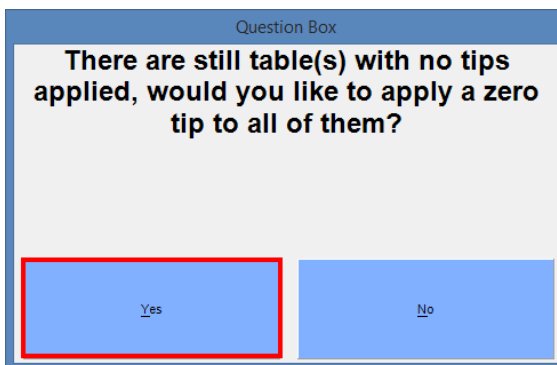
Performing a settlement/batch close and Setting up Auto Settlement (RPE)



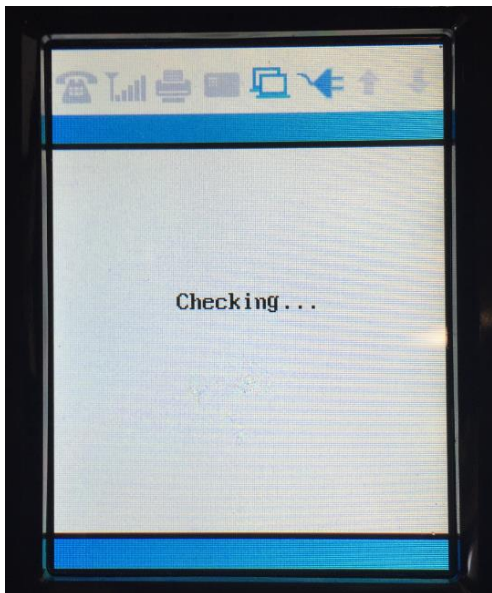
1. From the **Options/Manager** screen, select **Administrative [5]**
Then **Credit Card Settlement [K]**.



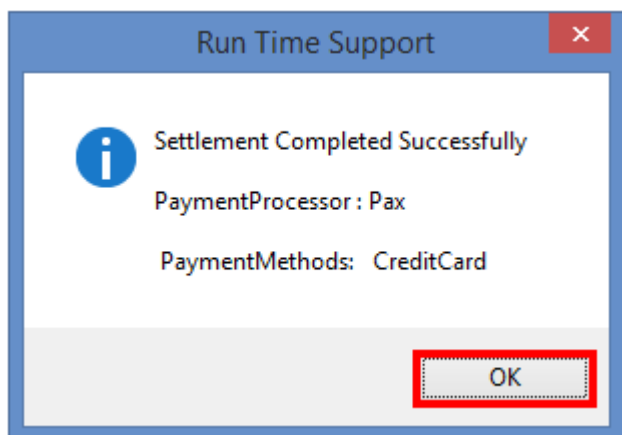
2. Select **Settle**



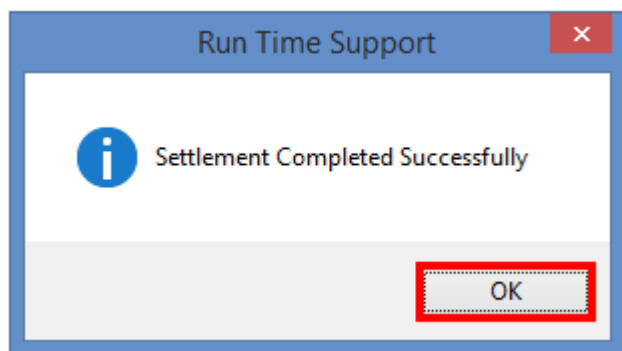
3. At the time of settlement, if there is any invoices without a tip you will be prompted to add zero tip.
 - **Yes – Adds zero tip to all invoice without a tip then settles.**
 - **No – Will not add zero tip as well as settle the batch.**



4. PAX will display processing / checking during the settlement.



5. Once the settle completed, CRE will Display this screen. Click Ok



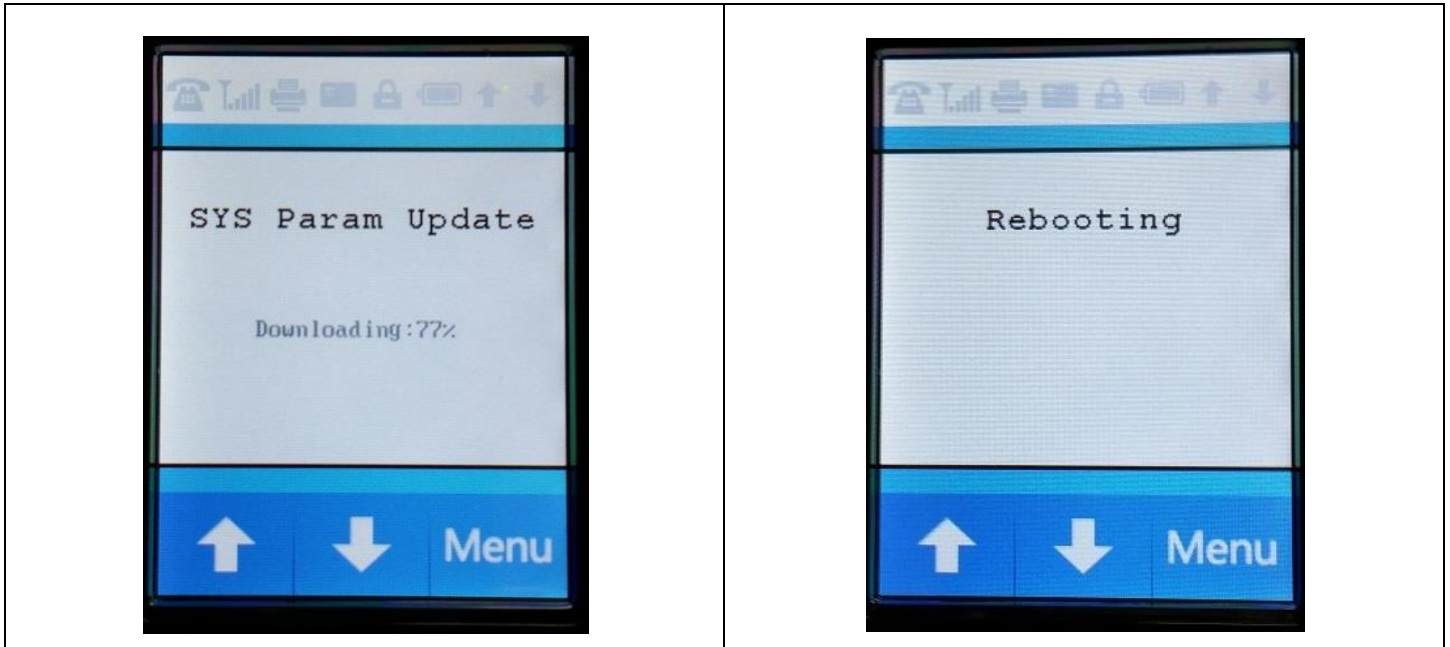
6. Second Window will prompt after. Select Ok.

Settlement process is completed.

Receiving Software Updates on the PAX S300

The PAX unit receives updates directly from the payment processor. To manually trigger an update, all transactions performed through the unit must be settled and the device must be power cycled by detaching and reconnecting the power cable connection.

Here is an example of what the S300 will display during an update:

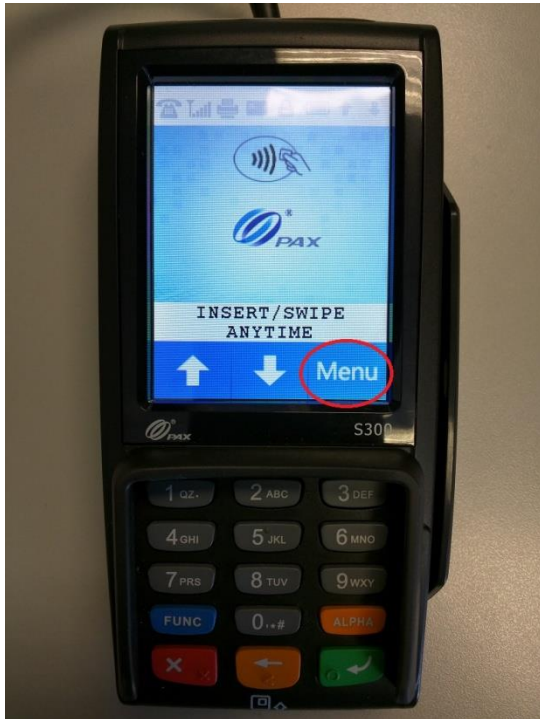


Additional notes:

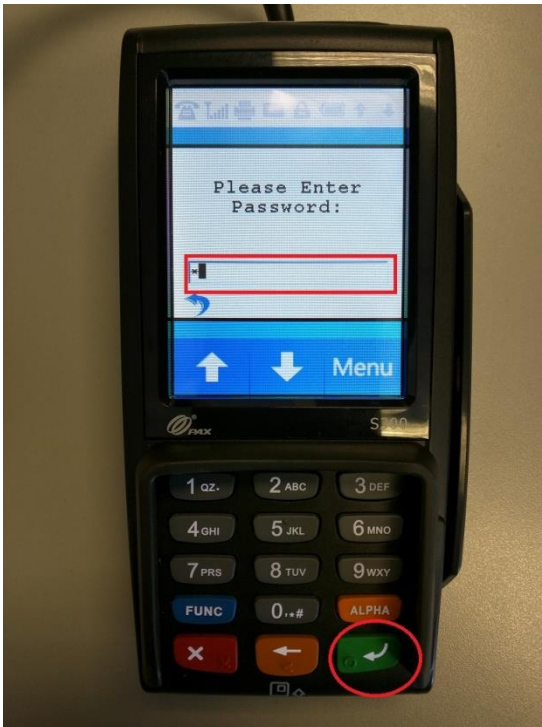
- Applying an update may reset the LAN type to DHCP. Please confirm your settings are still set to static after an update, by going through the [Configuring the PINpad with a Static IP Address](#) steps on page 11 of this document.
- Alternatively, you may contact your payment processor and supply them with the following information from the PAX device:
 - **IP Address (Static)**
 - **Subnet Mask**
 - **Gateway IP**
 - **DNS IP**

You can then request they send all future updates with this information pre-configured.

Pulling up the IP Address, Subnet Mask, Gateway IP, and DNS IP (miscellaneous)

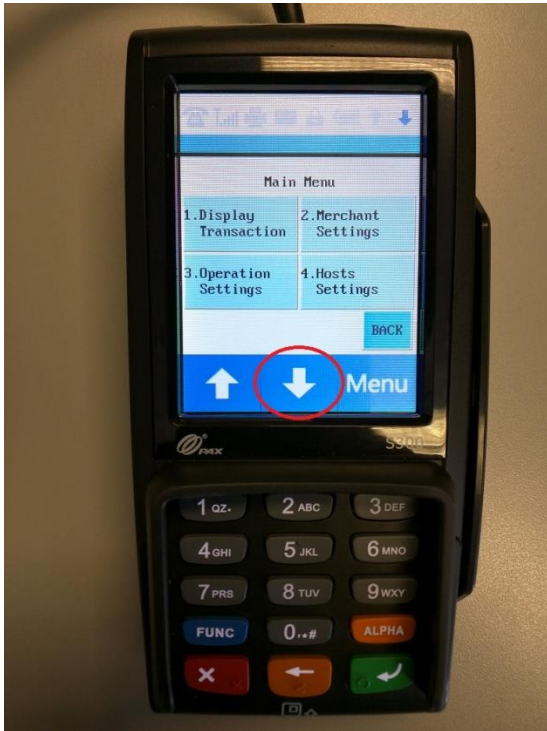


1. Tap on the onscreen **Menu** button or press the blue **FUNC** button and the **1** key at the **same time**.



2. Enter the default password provided by your processor then press the green key on the key pad.

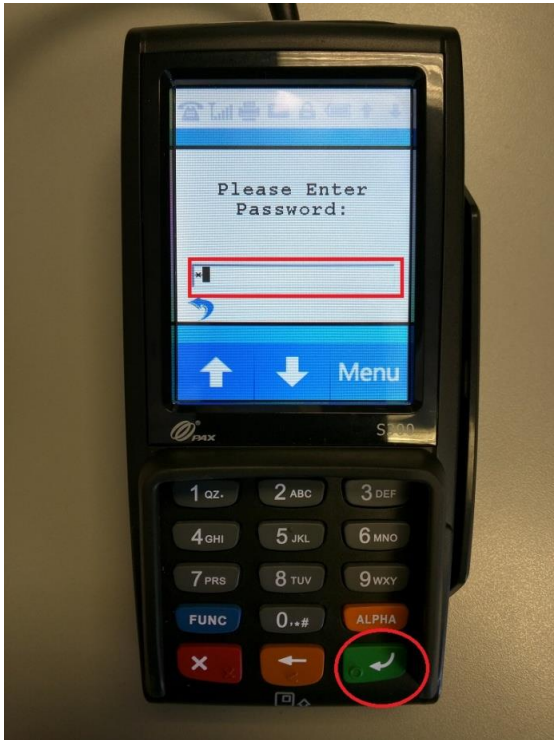
If you do not know the default password, you will need to contact your payment processor for assistance.



3. Tap on the down arrow to access additional selections.

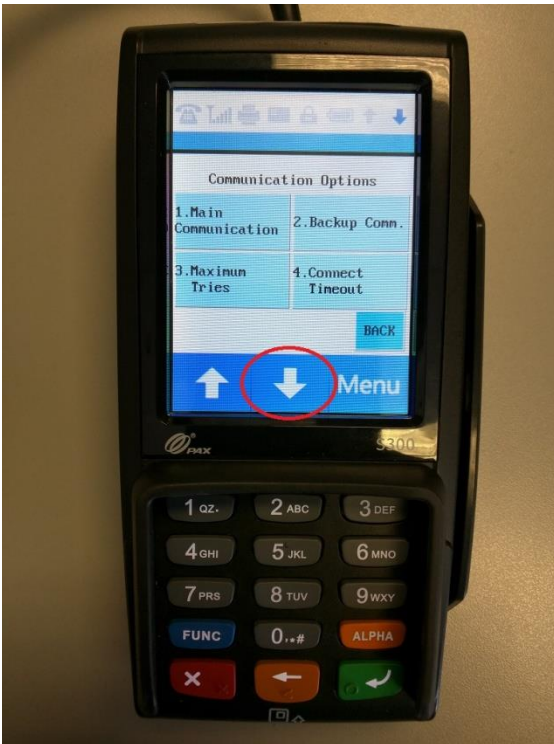


4. Tap on **Communication** or press **2** on the keypad.

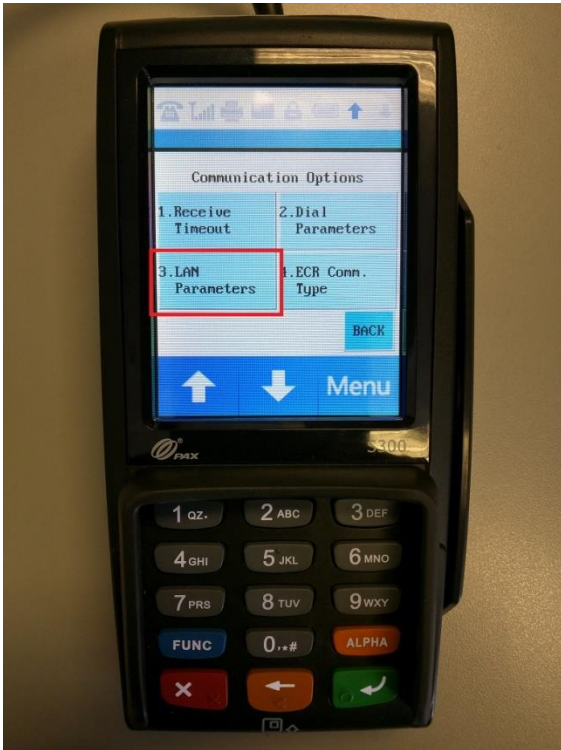


5. Enter the default password provided by your processor then press the green key on the key pad.

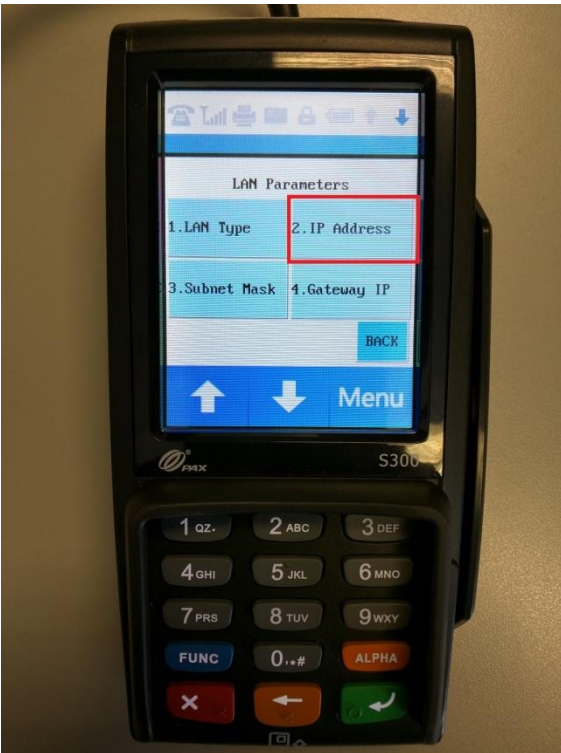
If you do not know the default password, you will need to contact your payment processor for assistance.



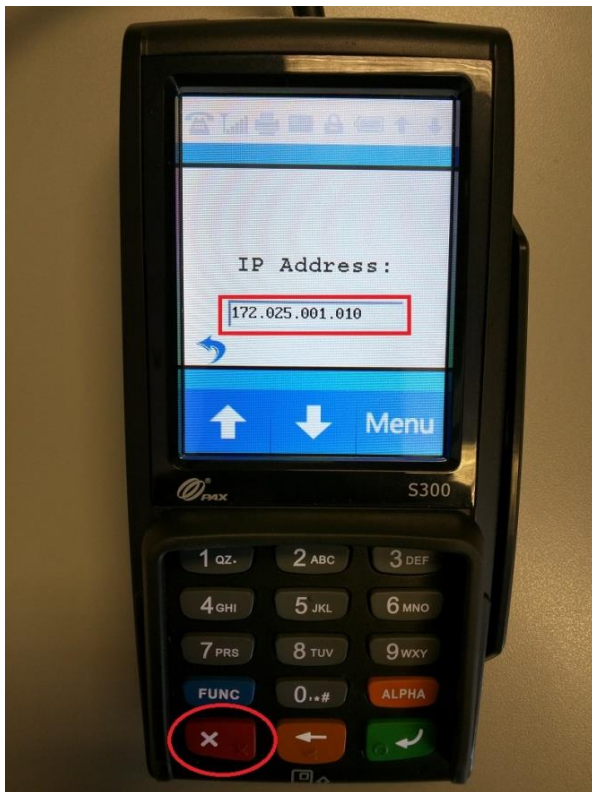
6. Tap on the down arrow to access additional selections.



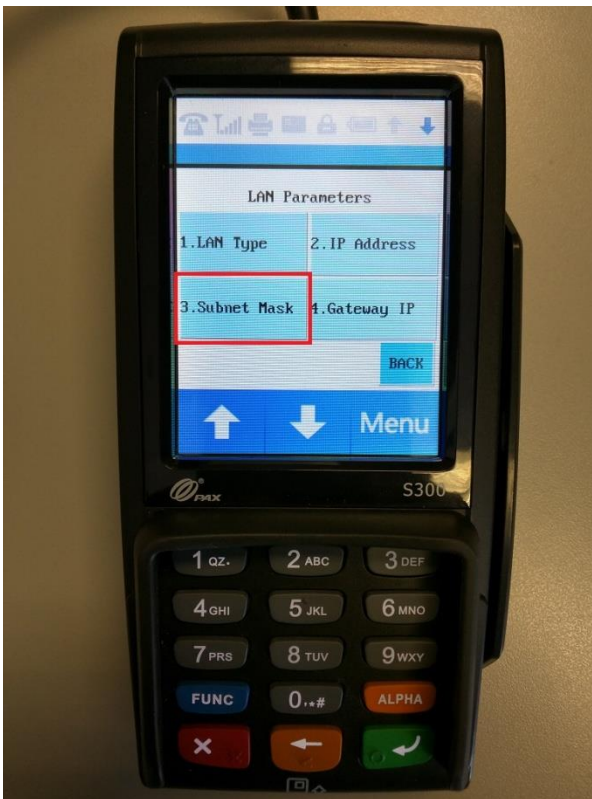
7. Tap on **LAN Parameters** or press **3** on the keypad.



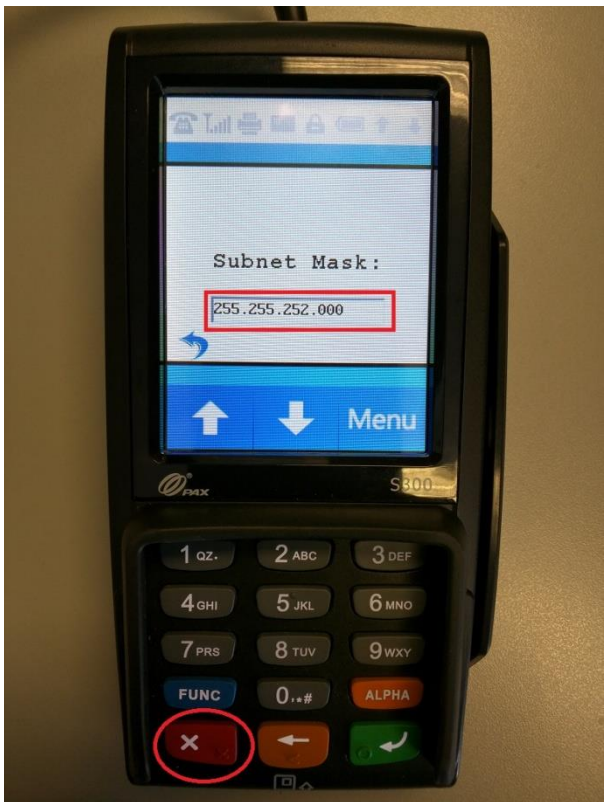
8. Tap on **IP Address** or press **2** on the keypad.



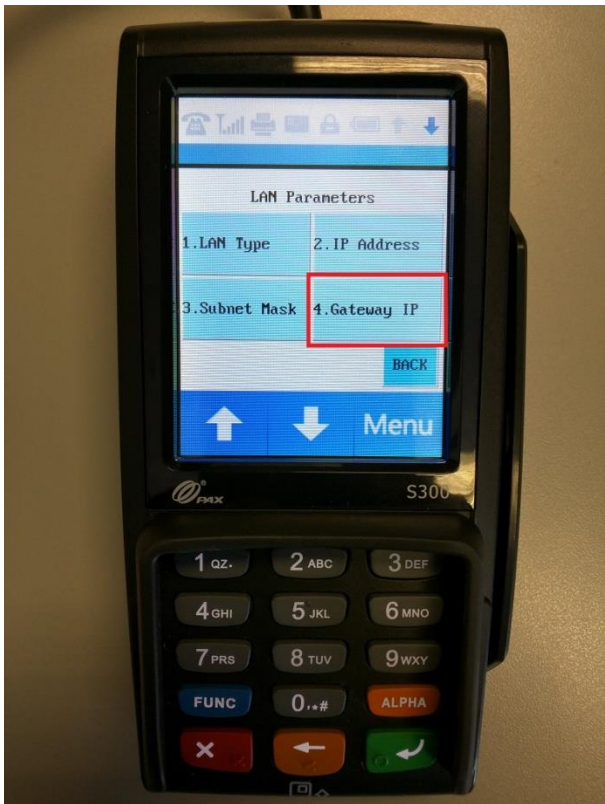
8. Make a note of the **IP Address** then hit the red X key twice to return to the **LAN Parameters** screen.



9. Tap on **Subnet Mask** or press **3** on the keypad.



10. Make a note of the **Subnet Mask** then hit the red X key twice to return to the **LAN Parameters** screen.

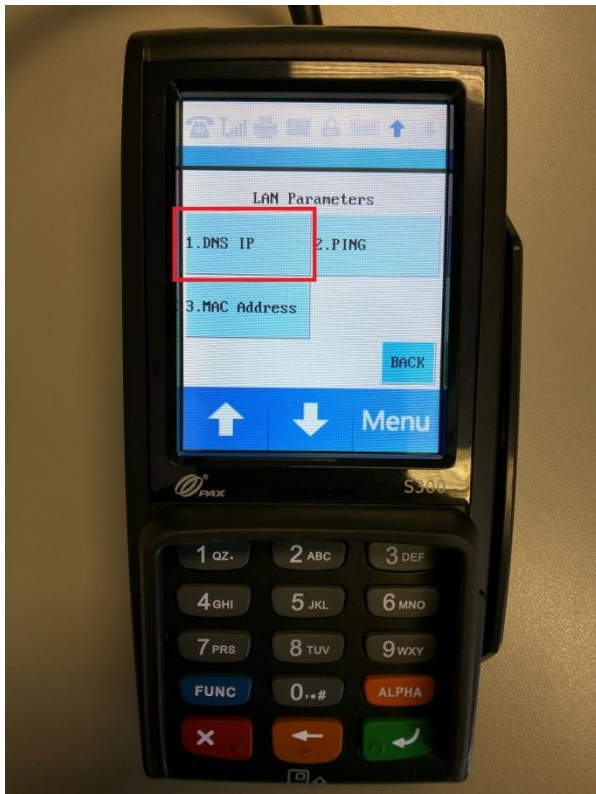


11. Tap on **Gateway IP** or press **4** on the keypad.

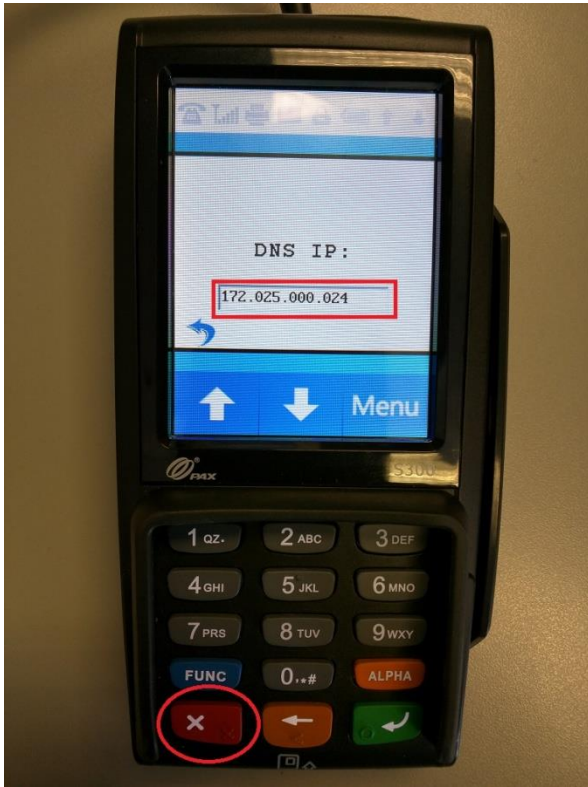


12. Make a note of the **Gateway IP** then hit the red X key twice to return to the **LAN Parameters** screen.

At the **LAN Parameters** screen hit the down arrow.



13. Tap on **DNS IP** or press **1** on the keypad.



14. Make a note of the **DNS IP** then hit the red X key 5 times to return to the **INSERT/SWIPE ANYTIME** screen.