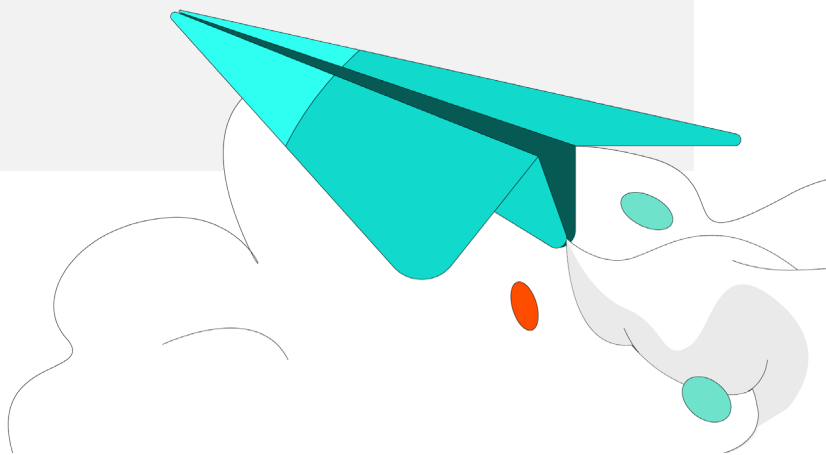# wallee

easy pay any way

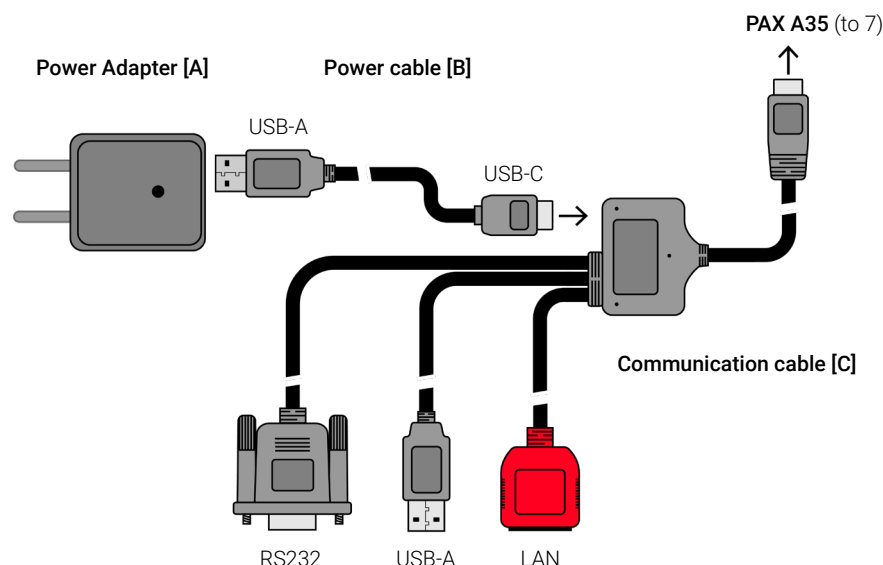# PAX A35 wallee

User Manual

User manual in English for the basic functions
of the PAX A35 wallee.
Contents: **Overview of the device / Delivery contents /
Set-up / Accepting payments / Further settings**

Overview of the device

With the **PAX A35 wallee**, you have chosen a top-quality terminal based on Android that offers you numerous possibilities with intuitive operation. With its integrated reader for contactless payment methods and the combination of touchscreen and haptic PIN pad the device is the perfect choice for accepting modern payment methods in your store.

Kensington® Lock (1)

Front camera (2)

Integrated reader for contactless payment methods (3)

Reader for magnetic stripe (4)

Headphone port (5)

Holder for the optional Stand (6)

Touch screen (8)

Cover plate and Communication port (7)

Smart PIN pad (9) with Privacy Shield

Reader for cards with chip (10)

PAX A35 (to 7)

Power Adapter [A]

Power cable [B]

USB-A

USB-C →

Connection of your terminal
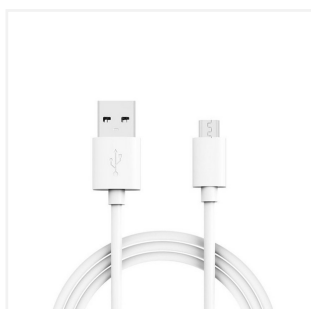
Communication cable [C]

RS232   USB-A   LAN

Note on the power supply

Please use the included USB-A to USB-C cable with the power adapter for charging and connect it to the communication cable as shown in this picture. The device can only be charged in this way.
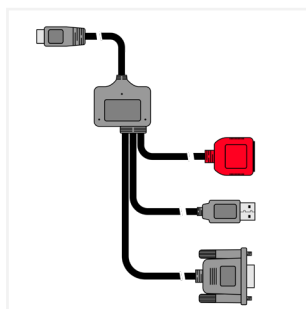
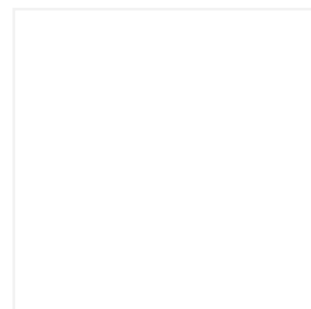# Delivery contents

Device
PAX A35 wallee

Adapter [A] + Power cable [B]
USB-A / USB-C

Communication cable [C]
RS232, USB-A, LAN / USB-C

Setup

The **initial setup and installation** of your new PAX A35 wallee is very simple. In just a few steps, your device is ready to handle your payment transactions. If you have any questions during setup, our support team will be happy to help.

1. Cable connection

Two cables are included: a USB-A to USB-C power cable [B] with adapter [A] and the communication cable [C] for the data connection of your new terminal.

Please connect the cables only as shown on page 2. Connect the power cable [B] to the USB-C port on the communication cable [C]. Connect the USB-C plug of the communication cable [C] to the communication port (7) on the back of your PAX A35 wallee. To do this, remove the attached cover plate. You can reattach it after connection - there is a recess for the cable.

Now connect your Ethernet / LAN cable to the communication cable [C] to integrate the terminal into your network. Optionally, further data connections (e.g. to your POS system) can be used via USB-A or RS232.

2. Set up Ethernet / LAN Connection

Once your device is fully charged and switched on, you must first **set up your Ethernet / LAN connection before you can you can enter the activation code** (step 3).

- Select the **menu icon ☰** in the upper left corner
- Select **„Device settings"** 🔁 and enter your merchant password if necessary

- Select **„Configure Ethernet"** 🏃
- Select your network and configure individual settings if necessary
- Once you are connected, return to the home screen and continue with the activation of your account (step 4).

3. Activate account

Once you have a LAN connection to your network, you can activate your account. Return to the the start screen and **enter the activation code that you will receive from wallee. You will find this code in your „Space" in the wallee Portal under „Terminals".** The current configuration will automatically be loaded onto the device. Please do not interrupt this process until you see the start screen again. If you have any questions our support team will be happy to help you.

Perfect!

You have completed the initial setup of your PAX A35 wallee and can now start using your wallee terminal to accept modern payment methods.

Accept payments

Many functions on your PAX A35 wallee are intuitive to find and easy to use thanks to the modern touchscreen. Below you will find the **basic functions for processing payments directly via the terminal (stand-alone use)**. For integration into your POS system, you can obtain application instructions directly from the respective manufacturer.

Accept a payment

To accept a payment or make a sale on your device on your device:

- Click on the **Card icon** ⊟ on the home screen

- Enter the payment amount and confirm

- If the tip function has been activated, you will see a second input window in which you can enter and confirm the tip OPTIONAL

- Now your customer can present the card or contactless payment method

- The transaction will be completed

Manual entry of payment details   OPTIONAL

Accept a new payment by clicking on the **Card icon** ⊟ on the home screen and entering the payment amount. Then click on **„Manual entry"**. Your customer then has the opportunity to enter his card details (card number, security code CVV, validity). Finally, the total amount is displayed once again and asked for confirmation. (The functionality for manual entry is optional and must be activated by wallee).

Refund a payment

To refund a payment to an existing card on your device:

- Click on the **menu icon** ☰ and enter your merchant password when required

- Select the menu item **„Credit"** ↰ and enter the merchant password if necessary

- Enter the total amount to be refunded

- Now your customer can present the card or contactless payment method to which the refund should be made

Refund for manual entry   OPTIONAL

Click on the **menu icon** ☰, enter your merchant password, select the menu item **„Credit"** ↰ and confirm again with your merchant password if necessary. Select **„Manual entry"**. You can then enter the card details of the card to which you want to refund (card number, security code, CVV, validity). Finally, the total amount will be will be displayed and you will be asked to confirm. (The manual entry function is optional and must be activated by wallee).

Daily closing

You can call up all individual receipts, reports and much more at any time conveniently in your account in the wallee portal. The daily statement is created on your terminal:

- Select the **menu icon** ≡
- Now select **„Reports"** 📄 and then **„Daily closing"** ☑

The transactions of the day are now sent to the acquirer and you will see a confirmation on the display. You can then view the report in the wallee portal. The reports should be generated every day!

Cancel the last transaction

The last transaction can be cancelled very easily. To do this, you need the means of payment with which the payment was made:

- Select the **menu icon** ≡
- Select **„Cancel"** ✕ from the menu
- Enter your merchant password

Payment reservation (Pre-auth)*

If required, you can pre-authorise a means of payment or reserve the payment:

- Select the **menu icon** ≡
- Now select the area **„Reservations"** 🛡 and then **„Reservation"** 🔒
- Enter the amount and present the card or contactless payment method (or optionally enter the card details manually, as required).

Adjust a payment reservation (Incremental auth)*

To adjust an existing payment reservation:

- Select the **menu icon** ≡
- Now select the area **„Reservations"** 🛡 and then **„Increase Reservation"** ＋
- Enter the amount by which you want to increase the existing reservation
- Now enter the Acquirer Id (Acq-Id) and the corresponding relevant Transaction Reference Number (Trx. Ref-No) and confirm

Finalise a payment reservation (Pre-auth compl.)*

To complete an existing payment reservation:

- Select the **menu icon** ≡
- Now select the area **„Reservations"** 🛡 and then **„Booking Reservation"** ✓
- Enter the Acquirer Id (Acq-Id) and the Transaction Reference Number (Trx. Ref. No.) of the original reservation and confirm

Cancelation of a payment reservation (Pre-auth cancelation)*

To delete an existing payment reservation:

- Select the **menu icon** ≡
- Now select the area **„Reservations"** 🛡 and then **„Cancelation Reservation"** ✕
- Enter the Acquirer Id (Acq-Id) and the Transaction Reference Number (Trx. Ref. No.) of the original reservation and confirm

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*Note on Pre-auth functions

The functions for pre-auth / payment reservations are only available to certain industries, e.g. hotels, and must be approved by your acquirer.

In order to complete, adjust or cancel the payment reservation you will need the **Acquirer Id (Acq-Id)** and the **Transaction Reference Number (Trx. Ref-No)**. Make sure that you make a note of these numbers or that you keep the receipt of the reservation.

Further Settings

Here you will find an overview of other important settings. Additional information your PAX A35 wallee, all functions and options as well as accessories can be found on our website at **www.wallee.com**.

Changing the Merchant Password

If required, you can also change your merchant password of the terminal directly via the terminal. As a general rule we recommend that you update your merchant password via the wallee portal.

However, to change the merchant password directly via the terminal proceed as follows:

- Select the **settings icon** ⚙
- Now select the area **„Change password"** 🔒 and confirm with your current merchant password
- Now enter a new password and confirm by pressing confirm with Enter / the green button

Integration in your POS system

After integration into your network, your PAX A35 wallee also works stand-alone, i.e. you can control all payment processing functions directly on the terminal and use all the options of the wallee portal.

If you would like to use and control the terminal within your POS solution, please contact the POS manufacturer for further information and help with integration.

Any questions?

Simply contact us via our Terminal Support Line and a Product Genius will be happy to advise you on all your questions. You can also send us an email at info@wallee.com. Get in touch with us:

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