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PAX S80



You can't find what you're looking for? Just search for it.

[ACTIVATION](#)[DOWNLOAD](#)[TROUBLESHOOT](#)[USER GUIDES](#)[RESOURCES](#)[COMMON ERRORS](#)

Announcements

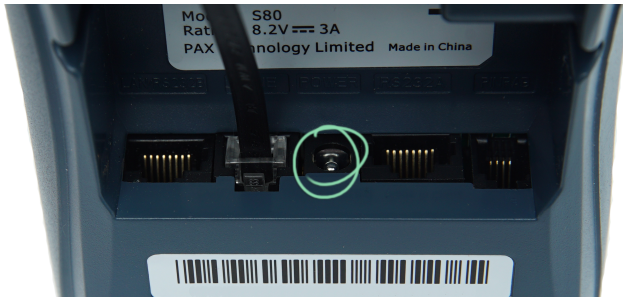
ACTIVATION: PAX S80

Table of Contents
Step 1: Unpacking
Step 2: Power
Step 3: Communications
Step 4: Test and Activate

Step 1

Unpacking

1. Unpack the unit.
2. Turn the terminal upside down and remove the rear cover to view the connection ports.
3. Examine the ports.



Step 2

Power

1. Insert the round barrel connector into the power port that is directly in the middle.
2. Route the cable in the direction of the arrow above the power port and sling the cable over the underside of the thermal paper container.
3. Insert the AC power cord into a surge protector.
4. Press and hold on the power button for 3 seconds to power on the terminal.

Step 3

Communication

1. Find out whether merchant will be processing over the internet or phone line.
 - a. Line RJ11 phone port is for processing over dial.
 - b. LAN/RS232B port is for processing over the internet.
2. To establish a telephone line connection:
Connect the telephone cord to the communication port on the terminal, then route it directly to a telephone wall jack.
Note: This is a direct connection and the line must be dedicated to the terminal for optimum performance.
3. To establish Internet connection:
Connect the Ethernet cable to the ETH (LAN) port on the terminal, then route it directly to the ISP router.



Step 4

Test and Activate

- ☒ Once the terminal is installed and plugged in properly: Process a test transaction.
- ☒ Verify the transaction on mReports.
- ☒ Make sure to train merchant on how to use the terminal.
- ☒ Answer all questions and update information on the account.
- ☒ On Central Station, edit the account and update status to active.

DOWNLOAD: PAX S80

The PAX S80 has an automatic download system when the terminal is powercycled/ powered on.

After the file has been updated by file builds, to complete a download on the PAX S80 the terminal must have an empty batch. After the terminal is batched out, powercycle and the download will automatically start.

Downloads take approximately 5 minutes.

Quick Links

- [Internet/ IP Downloads](#)
 - [Dial Downloads](#)
 - [Conversion Download](#)
 - [Remote Downloads \(Mostly for Conversion Files\)](#)
 - [Download Errors](#)
 - [Dial Download Errors](#)
 - [Warning App Exception](#)
-

Internet/ IP Downloads

To download on a new terminal:

1. Connect **power cord** and **ethernet cable**
2. Hold down the **Power Key** to power on terminal and start the download
3. The terminal will connect to the download host and the application will be loaded. When the download has completed, the terminal will reboot.

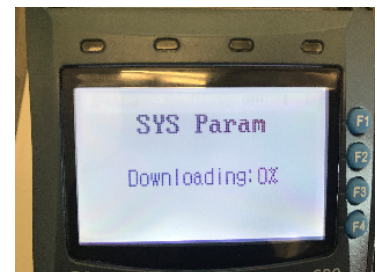
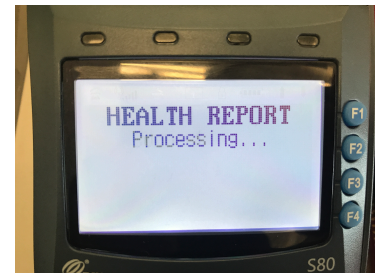
To download after a file update:

1. Confirm **ethernet cable** connected to terminal
2. **Batch out** the terminal
3. **Powercycle** to start the download
4. The terminal will connect to the download host and the application will be loaded. When the download has completed, the terminal will reboot.

If you get **HEALTH REPORT- CONNECT ERROR** or **HEALTH REPORT- TRANS REMAINED** error, the download has not completed. Proceed to [download error troubleshooting](#).



To download a dial file over IP, change the main communication type to LAN in the Communications Menu and then powercycle the terminal.



Dial Downloads

To complete a download over dial it is a multi-step process. For dial downloads, the terminal must be connected to an analog phone line.

Step 1:

After connecting a phone line to the “Line” port in the terminal, you will need to disable the “Backup” functionality in the terminal. To disable the backup comm:

1. Press **Menu**
2. Press **6** for **Communication**
3. **Key-in** the **password** and then press **Enter**
4. Press **2** for **Backup Comm.**
5. Press **3** for **None**

Step 2:

Change the comm type to dial:

1. Press **Menu**
2. Press **6** for **Communication**
3. **Key-in** the **password** and then press **Enter**
4. Press **1** for **Main Communication**
5. Select **2** for **Dial**

Step 3

Initiate the download by following the steps below.

1. Press **Menu**
2. Press **5** for **System Settings**
3. Press **8** for **App Management**
4. **Key-in** the **password** and then press **Enter**
5. Press **1** for **Activate**
6. Press **1** for **Online**
 - The terminal will connect to the host and activation will take place
 - When completed, the terminal will display "ACTIVATED"
7. Press **2** for **App Update**

-At this point, the terminal will connect to the download host and the application will be loaded. When the download has completed, the terminal will reboot.

To download after a file update on a terminal already set to dial:

1. Press **Menu**
2. Press **5** for **System Settings**
3. Press **8** for **App Management**
4. **Key-in** the **password** and then press **Enter**
5. Press **1** for **Activate**
6. Press **1** for **Online**
 - The terminal will connect to the host and activation will take place
 - When completed, the terminal will display "ACTIVATED"
7. Press **2** for **App Update**

If you get **HEALTH REPORT- CONNECT ERROR** or **HEALTH REPORT- TRANS REMAINED** error, the download has not completed. Proceed to [download error troubleshooting](#).

Conversion Download

Serial number must be deactivated under previous processor, then enter equip/submit file build request (include serial number). Once file is ready for download, follow steps above.

Remote Downloads (Mostly for Conversion Files)

Some conversion downloads may require a remote download to be completed on the terminal. Follow the steps below to run a remote download.

1. **Power up** the terminal while holding down the **MENU** key to load the OS Menu
2. Press **3** for **Remote Download**
3. Press **1** for **New Download**
4. Press **2** for **TCP**
5. Key-in the **Remote IP: 50.79.90.190** (For a dot/period press 1 and then ALPHA five times) and press **Enter**
6. Key-in the **Remote Port: 8001** (For a dot/period press 1 and then ALPHA five times) and press **Enter**
7. **Enable DHCP:** Press **1** for **Yes** (If the merchant is using a static IP, press **2** for **No** and key-in the required addresses)
8. Key-in the **Terminal ID: 80000001** (six zeros) and press **Enter** to start the download
9. When the download completes you will see the *Download 100%: Download OK! Reboot System*, **reboot** the terminal and run a test transaction.

Download Errors

Health Report- Connect Error

- Check that the comm type is set correctly. ([Changing Comm Type](#))
- For IP, check that it is set to correctly to [DHCP or Static](#)

- For further issues, check [IP/Internet Settings & Troubleshooting](#)

Health Report- Trans Remained

Must batch transactions before completing download.

Dial Download Errors

If the terminal connects for the download over dial, but fails toward the end:

You may be trying to download over an digital phone line and losing data during transmission. Digital phone systems do not have retry/error correction capabilities, and if a piece of data is lost in transmission, there is no way to recover it. This ends in a failed connection. **You will need to connect to an analog phone line for the download.**

If you are still having issues with the download after confirming you are using an analog line, check [dial troubleshooting steps](#).

Warning App Exception

If the terminal says WARNING APP EXCEPTION and will not clear, this usually indicates corruption in the application or a bad memory component in the terminal.

Call PAX support for assistance with clearing/fixing the error message:

- PAX Support Number: (877) 859-0099
- Pax Technical Support is open 24/7

TROUBLESHOOT: PAX S80

Adding Surcharge

Autoclose (AutoDial)

Batch Errors

Changing Comm Type

**Clear Batch/ Change Batch
Number**

Clerk/Server Mode

Connect Error/ Receive Error

Date/Time Settings

Dial Troubleshooting

Error Messages

Find/Review Transactions

Internet/ IP Settings

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Reports/Batch Report

Sale

Screen Display Settings

Settlement / Batch Out

Shortcut Keys/ Stuck
Buttons

Tamper/ Repair

Tip Processing

Void Transaction

Announcements

PAX S80: Adding Surcharge

On the PAX S80, there are two options for surcharging, **percentage** (surcharge fee) and **flat** fee (convenience fee).

Before Adding Surcharging

Before adding surcharging to the terminal, confirm the merchant has already been approved to add surcharging and is not in a state that prohibits surcharging.

▼ **SURCHARGING PROHIBITED STATES**

Surcharging is prohibited in 9 states. Merchants in the following states may NOT implement surcharging:

1. Colorado
2. Connecticut
3. Florida
4. Kansas
5. Maine
6. Massachusetts
7. New York
8. Oklahoma
9. Texas

If the merchant is not yet registered to accept surcharges, do not add a surcharge fee on the terminal. Follow the SURCHARGE REGISTRATION process below:

1. Contact the Agent on the account to assist the merchant with setting up surcharging/ If there is no agent on the account, you can provide the merchant with the surcharge form. ([Merchant Surcharge Notification Form](#))
2. The agent director or the merchant will send in the form to Underwriting
3. After underwriting processes the form, it will be sent to VISA / MC, registration will take about 30 days.
4. After 30 days, of notification and registration, the merchant will be able to add surcharging to their terminal.

Surcharge Requirements

1. Merchants are required to notify Central Payment and all credit card brands at least 30 days in advance of beginning to surcharge.
2. Merchants need a capable terminal (PAX S80). If the merchant does not have a PAX S80, it is part of the FTP program and can be comp-ed for new merchants. If they have an existing terminal, they may swap it for a PAX S80 for \$30.
3. Merchants may only surcharge credit card transactions; merchants may not apply surcharges to debit or prepaid card transactions.
4. The surcharge cannot be greater than the merchant's average discount rate for that brand's credit card transactions.
5. The maximum surcharge allowed is 4%. **Merchants are not allowed to charge more than 4%. Example: on a \$10 transaction, maximum surcharge fee is 40 cents.**
6. Cardholders must be notified of the surcharge. There must be proper signage informing cardholders about surcharges.
7. The surcharge must be listed on the receipt as a line item.
8. The surcharge and the primary payment amount must be processed together as one transaction.

Surcharge Setup on PAX S80 Terminal

To add surcharge:

1. Press **Menu**
2. Press **2** for **Merchant Settings**
3. Press **6** for **Credit Surcharge**
4. Enter the **password**, today's date in **MMDDYYYY** format.
5. Press **1** for Mode and select the correct mode.

Option	Mode
1	Off
2	Flat Fee
3	Percentage
4	Highest (4%)

6. To set the **percentage** or **flat fee** rate, go to the desired key, **2** for Flat Fee or **3** for Percentage
7. **Set the surcharge amount in 3 digits.** Example: For flat fee, \$1= 1.00, for percentage 2% = 2.00

To change the Surcharge Name:

The surcharge name should be 'SURCHARGE' if set to percentage or 'CONVENIENCE FEE' if set to flat rate.

1. Press **Menu**
2. Press **2** for **Merchant Settings**
3. Press **6** for **Credit Surcharge**
4. Enter the **password**, today's date in **MMDDYYYY** format.
5. Press **4** for **Surcharge Name**
6. Enter in the **desired name** using the **ALPHA** key to create letters. For a space, press **0** and then **ALPHA** four times.

To turn off Surcharging:

1. Press **Menu**
2. Press **2** for **Merchant Settings**
3. Press **6** for **Credit Surcharge**
4. Enter the **password**, today's date in **MMDDYYYY** format.
5. Press **1** for **Mode**
6. Press **1** for **OFF**

Surcharge Confirmation:

1. Press **Menu**
2. Press **2** for **Merchant Settings**
3. Press **6** for **Credit Surcharge**
4. Enter the **password**, today's date in **MMDDYYYY** format.
5. Press **5** for **Surcharge Confirm**
6. Press **1** for **OFF** or **2** for **ON**



Once updated on the terminal, submit a file build request with the details needed to update the file.

PAX S80: Authentication

To add the authentication code:

1. Press **Menu**
2. Press **4** for **Host Settings**
3. Key-in the **password**, today's date in **MMDDYYYY** format and then press **Enter**
4. Press **1** or **Enter** for **Host Parameters**
5. Press **9** for **Activate Code**
6. Key-in the **Activate Code (Authentication Code)** then press **Enter**

After adding the authentication code to the terminal, you will need to follow the steps below to complete the process of authenticating the terminal.

To activate/authenticate:

1. Press **Menu**

2. Press **4** for **Host Settings**
3. Key-in the **password**, today's date in **MMDDYYYY** format and then press **Enter**
4. Press **6** for **Host Register**
5. Press **Enter** for **Activation**

If you receive a connect error/comm error, please see the appropriate troubleshooting pages: [Connect Error/ Receive Error](#)

PAX S80: Autoclose (AutoDial)

On the PAX S80, the auto-close is setup under AutoDial. The auto settlement will only run once per day.

To add autoclose on the PAX S80:

1. Press **Menu**
2. Press **4** for **Host Settings**
3. **Key-in** the **password** and then press **Enter**
4. Press **5** for **AutoDial Setup**
5. Press **2** for **ON**
6. **Key-in** the **start** auto dial time (**Start AD at**) and press **Enter**
7. **Key-in** the **stop** auto dial time (**Stop AD at**) and press **Enter**
8. **Key-in** the **AD interval** (**3 for IP and 5 for dial**) and press **Enter**

Note: The AutoDial window must be at least 30 minutes. Example start AD at 19:00- Stop AD at 19:30.



Once updated on the terminal, submit a file build request with the correct AD start/stop time and the AD interval.

PAX S80: Batch Errors

Batch Errors on the PAX S80 can be resolved using the troubleshooting steps below.

Error: "Invalid Batch Sequence"

Check mReports, and if needed, advance the batch number in the terminal by one ([Change Batch Number](#))

If advancing the batch number doesn't resolve the issue, check if the transactions are still in the terminal. If the merchant updated the terminal, without settling the batch, they may have deleted the transactions/database. If the transactions/database were deleted a rekey will be needed.

Error: "Bad Credit Batch"

-Check mReports, to verify the batch/trans amount. If there is a QD error, follow the normal procedure. If needed, advance the batch number in the terminal and then settle or clear the database if the batch has already been settled.

- You should then find out if there is another terminal programmed with the same host settings as yours and have it reprogrammed with the correct settings. QD errors may occur because another terminal is programmed with the same MID, TID, Terminal Number, etc. as the terminal you are trying to batch (this usually occurs in merchant locations with more than one terminal).

Error: "Batch Error"

Check your "V Number". It may be set incorrectly. If that's the case, you will have to

1. Print a Condensed or Journal Report for the current batch
2. Delete the database/batch
3. Submit a file build request to update the V number on BroadPOS
4. Power cycle the terminal to update the parameters
5. If the merchant has the transaction information, re-enter the transactions and settle the batch
6. If the merchant doesn't have the transaction information, you will need to submit a rekey request for the transactions.

PAX S80: Change Batch Number

To change the batch number:

1. Press **Menu**
2. Press **5** for **System Settings**
3. Press **2** for **Batch number**
4. **Key-in** the **password** and then press **Enter**
5. Use the **Clear** key to erase the current number, then **key-in** in the **new batch number** and press **Enter**

6. Press **Enter** to **Confirm**

PAX S80: Changing Comm Type

To change the comm type on the PAX S80:

1. Press **Menu**
2. Press **6** for **Communication**
3. **Key-in** the **password** and then press **Enter**
4. Press **1** for **Main Communication**

Select **Comm Type**

Option	Comm Type
1	LAN (IP)
2	Dial

Note:

✓ If changing from IP to dial, also check that dial tone check is set to OFF

1. Press **Menu**
2. Press **6** for **Communication**
3. **Key-in** the **password** and then press **Enter**
4. Press **6** for **Dial Parameters**
5. Press **3** for **DialTone Check**
6. Select **1** for **Off**

To set the backup comm type:

1. Press **Menu**
2. Press **6** for **Communication**
3. **Key-in** the **password** and then press **Enter**
4. Press **2** for **Backup Comm**
5. Select **Comm Type**

Option	Comm Type
1	LAN (IP)
2	Dial
3	None



Once updated on the terminal, submit a file build request with the details needed to update the file.

PAX S80: Clear Batch

To clear the batch (database):

1. Press **Menu**
2. Press **5** for **System Settings**
3. Press **5** for **Database**
4. **Key-in** the **password** and then press **Enter**
5. Press **2** or **Clear Database**
6. Press **Enter** to **delete the batch**
7. **Select** payment type you would like to **delete**

Option	Payment Type
1	All
2	Credit
3	Debit
4	EBT

When completed, the terminal will display "Database Cleared" and a short confirmation report will be printed.

To change batch number refer: [PAX S80: Change Batch Number](#)

PAX S80: Clerk/Server Mode

Clerk/Server Mode allows the merchant to enter the server number. Note: The server prompt on the PAX S80 is after the card has been entered.

To turn on server ID mode:

1. Press **Menu**
2. Press **2** for **Merchant Settings**
3. Press **8** for **Additional Prompts**
4. Key-in the **password** (today's date MMDDYYYY) and press **Enter**
5. Press **1** for **Server ID Mode**
6. Press **2** for **ON**
7. Key-in the first **Server Number** and press **Enter**
8. Key-in the **Server Name (ID # Name)** and press **Enter**
(Note: If the merchant does not wish to type in the names of the servers, they can key-in the id # again)
9. Key-in the next **Server ID Number** and press **Enter**
10. Key-in the second **Server Name ID # Name** and press **Enter**
11. When finished entering all server IDs and names, press **Cancel** four times to return to the main screen

Note: On the PAX S80 the Server ID prompt is after the card has been swiped/entered.

To add a new server:

1. Press **Menu**
2. Press **2** for **Merchant Settings**
3. Press **F1** to scroll to the last option
4. Press **Enter** for **Clerk/Server Name**
5. Key-in the **password** (today's date MMDDYYYY) and press **Enter**
6. Screen will say 'Clear Current?'
Press **Cancel** for **No** (To keep the previous settings saved.)
7. Key-in the new **Server ID** and press **Enter**
8. Key-in the **Server Name (ID # Name)** and press **Enter**
9. When finished entering all server IDs and names, press **Cancel** four times to return to the main screen

To change a server name:

1. Press **Menu**
2. Press **2** for **Merchant Settings**
3. Press **F1** to scroll to the last option
4. Press **Enter** for **Clerk/Server Name**
5. Key-in the **password** (today's date MMDDYYYY) and press **Enter**
6. Screen will say 'Clear Current?'
Press **Cancel** for **No** (To keep the previous settings saved.)
7. Key-in the **Server ID** and press **Enter**
8. To **change** the name/**Overwrite Name**, press **Enter**
9. Key-in the **Server Name (ID # Name)** and press **Enter**
10. When finished entering all server IDs and names, press **Cancel** four times to return to the main screen

To turn server mode OFF:

1. Press **Menu**
2. Press **2** for **Merchant Settings**
3. Press **8** for **Additional Prompts**
4. Key-in the **password** (today's date MMDDYYYY) and press **Enter**
5. Press **1** for **Server ID Mode**
6. Press **2** for **OFF**



Once updated on the terminal, submit a file build request with the details needed to update the file.

PAX S80: Connect Error

For Connect Error over [dial](#): [Dial Troubleshooting](#)

For Connect Error during a [download](#): [Download Errors](#)

For Connect Error over [IP connection](#): [IP Troubleshooting](#)

For Receive Error, see [Error Messages](#)

PAX S80: Date and Time Settings

To set the date/time:

1. Press **Menu**
2. Press **5** for **System Settings**
3. Press the **1** for **Date/Time Setup**
4. Key-in the **date** in **MM/DD/YYYY** and press **Enter**
5. Key-in the **time** in **HH:MM:SS** format and press **Enter**

Note: The time can ONLY be set in 24 hour/ military format.

To update the time zone/ daylight savings settings:

A file builds request must be submitted, and then an application update [download](#) must be completed.

PAX S80: Dial Troubleshooting

If you get **connect error** or phone line issues when the terminal is set to dial, you can use the troubleshooting methods below:

Quick Links

- [Hardware Troubleshooting](#)
- [Software Troubleshooting](#)
- [Analog vs VOIP/Digital](#)
- [To turn dial tone check \(blind dial\) on/ off](#)
- [To add a dial prefix](#)
- [To change the baud rate](#)
- [To change or check the Auth & Batch Phone Numbers](#)

Basic Troubleshooting

Hardware Troubleshooting

- Power-cycle the terminal
- Disconnect and reconnect the phone cable from the terminal and the phone/line port
- Make sure the phone cord is plugged into the correct port on the terminal (Line Port)
- Confirm phone line has a dial tone with no pauses or beeps beforehand.
 - Check if long distance works by calling our auth numbers (18002281257 & 18772664012) on their line.
- Confirm they're not on the same line. If they are, call their cell phone or **call them back after every step**.
- Confirm if terminal is on a splitter or sharing the line with another device/phone.
 - If so, try to remove it and connect directly to the phone jack.

Software Troubleshooting

- Check that the correct [comm type](#) is set
- If you are getting connect errors, the terminal might not 'hear' the dial tone, try disabling [dial tone check](#)
- Confirm if the merchant needs a [dial prefix](#) or [pause](#)
- Check Terminal Comm settings:
 - Try [changing the baud rate](#)
 - Check that the [appropriate auth numbers](#) are set on the terminal.

- Try a different physical phone cable. Maybe it has a short?
 - If they say they do not have another phone cord, ask them to use the cord from their telephone.
- Try a different wall jack if available
- Confirm if they are using an **Analog** or Digital Line



Analog vs VOIP/Digital

A digital phone line may cause the terminal to lose data during transmission. Digital phone systems do not have retry/error correction capabilities, and if a piece of data is lost in transmission, there is no way to recover it. This ends in a failed connection. The longer the connection time, the more likely that a failure will occur. That's why transactions may go through OK (the connection time is very short) and settlements or downloads may fail (connection time is much longer).

Analog lines do not have this issue because they will allow "retries" and error correction.

To turn dial tone check (blind dial) on/ off

If you are getting connect errors, it may be that the terminal is not hearing the dial tone. Some dial tones may be too "soft" to be picked up. Try disabling the "Dial Tone Check" setting.

1. Press **Menu**
2. Press **6** for **Communication**
3. **Key-in** the **password** and then press **Enter**
4. Press **6** for **Dial Parameters**
5. Press **3** for **DialTone Check**
6. Select the **1** for **Off/ 2** for **On**



Once updated on the terminal, submit a file build request with the details needed to update the file.

To add a dial prefix

1. Press **Menu**
2. Press **6** for **Communication**
3. **Key-in** the **password** and then press **Enter**
4. Press **6** for **Dial Parameters**
5. Press **2** for **Dialing Prefix**
6. Key-in the **Dialing Prefix (or a comma for a pause)** and press **Enter**



Once updated on the terminal, submit a file build request with the details needed to update the file.

To change the baud rate

Changing the baud rate **from 2400 to 1200** may help if many of the auth attempts fail and the terminal tries for a minute or more.

1. Press **Menu**
2. Press **4** for **Hosts Settings**
3. **Key-in** the **password** and then press **Enter**
4. Press **2** for **Host Phones**
5. Press **1** for **Auth. Phones** or **2** for **Batch Phones**
6. Select the desired **phone**. *(You must change the baud rate on each of the phones individually)*

Option	Phone
1	Phone #1

2	Phone #2
3	Phone #3

7. Press **2** for **Baud Rate**
8. Select the **baud rate**; **1** for **1200** or **2** for **2400**

To change or check the Auth & Batch Phone Numbers

1. Press **Menu**
2. Press **4** for **Hosts Settings**
3. **Key-in** the **password** and then press **Enter**
4. Press **2** for **Host Phones**
5. Press **1** for **Auth. Phones** or **2** for **Batch Phones**
6. Select the desired **phone**

Option	Phone
1	Phone #1
2	Phone #2
3	Phone #3

7. Press **1** for **Number**
8. Edit the **Phone Number** and press **Enter**. If the number is already correct, simply press **Enter**

PAX S80: Error Messages

PAX S80 General Troubleshooting/ Error Messages

Quick Links

- [ENCR NOT CONFIGD message](#)
 - [System Error](#)
 - [No Reply](#)
 - [Re-Enter](#)
 - [HV Failure](#)
-

ENCR NOT CONFIGD message

The **tokenization** is not set correctly on the V number. [Submit a file builds request to update the tokenization on the V number in Express.](#)



If the above step doesn't resolve the issue, tokenization can be disabled on the file, speak to file builds for further assistance or submit a file builds request to disable tokenization on the file.

If neither **enabling tokenization** nor **disabling tokenization** doesn't resolve the issue, the terminal may need a **new V number**.

System Error

Check mReports for an Auth Response Code/Declined Transaction. If you get **auth response H6**, it means the **pinpad encryption has been blown out**. The merchant will not be able to accept PIN transactions. Try the card again as a **credit transaction**. If you are asked for the pin, even when run as credit, press **Enter** to **bypass the pin**.

If bypassing the pin is not allowed by the card security a different method of payment/payment card from the customer or a different terminal may be required.

No Reply

Possible Causes:

1. Communication Error

-This could be caused by a local network setting (at merchant location) such as a firewall blocking incoming traffic – Ask the merchant to set the firewall to bidirectional communication. Or try moving the unit to a different network and check again or [troubleshoot IP](#)

-No reply message may also be caused by an issue with the ISP – try moving the unit in a different network and check again, if [troubleshooting IP](#) doesn't resolve the issue merch may need to contact their ISP

2. Card Issuer Did Not Reply

-Check the auth response code on mReports. Try the card again or change the card with another from a different issuer.

Re-Enter

Submit a file build request to make sure the BIN and other ID information (phone number, etc) is correct in BroadPOS and matches the V number exactly. If an update is required, complete an [application update download](#).

HV Failure

This error could be caused by some of the hierarchy elements, or the authentication info not matching on the V number in Express and the file. Submit a file build request to make sure the BIN and other ID information (*phone number must match the exact format as Express V number as on the file, etc*) is correct in BroadPOS and matches the V number exactly.

You can also try [re-authenticating](#) with the Gen2 Auth Code (on the merchant information in Central Station).

PAX S80: Find/Review Transactions

To review the batch/transactions on the PAX S80:

1. Press **FUNC**
2. Press **3** for **Review**
3. Key-in the **password** (today's date MM/DD/YYYY) and press **Enter**
4. Review the **totals** on this screen or press the **appropriate number** for the **EDC type** to view individual transactions.

Option	EDC Type
1	Credit
2	Debit
3	EBT
4	Gift

5. Press the **Down arrow/ Up arrow** to scroll through and **review** the transactions

To find a transaction on the PAX S80:

1. Press **FUNC**
2. Press **4** for **Find**
3. Key-in the **password** (today's date MM/DD/YYYY) and press **Enter**
4. Key-in the **last four** of the credit card and press **Enter** to view the transaction
5. Press the **Down arrow/ Up arrow** to scroll through and **review** the transactions

PAX S80: Internet/ IP Troubleshooting

To adjust the settings for IP/ IP troubleshooting on the PAX S80, follow the instructions below.

Quick Links

- [Hardware Troubleshooting](#)
- [Software/Additional Troubleshooting](#)
- [To switch from DHCP to Static IP](#)
- [To run a ping test](#)

Basic Troubleshooting

Hardware Troubleshooting

- Powercycle the terminal
- Make sure that the ethernet cable is securely connected both to the LAN port on the bottom of the terminal and to the port on the router
 - Just to make sure, unplug and re-plug at both ends
 - Make sure merchant is using ethernet cord and not a phone cord
- Try another ethernet cable. If merch doesn't have another cable, try using one from another device.
- Try moving the ethernet cable to another port on the router
- Reset the router (Power it down , wait 30 seconds, power it back up)
- Make sure the lights on the router are green on all ports with connections
- Check that the merchant is using a modem/router and not a network switch
 - A network switch doesn't assign an IP address, so DHCP will not work, a [static ip address](#) must be used.



Software/Additional Troubleshooting

- Check to see if other devices connected the router are working properly, check the internet connection on computer / run a [Ping Test](#) on the terminal
- Ask if the merchant using a [static or dynamic \(DHCP\)](#) address
- Check if the correct [comm type](#) is set
- Make sure the firewall has not been changed to block the transaction port on the Processor Host server.

To switch from DHCP to Static IP

1. Press **Menu**
2. Press **6** for **Communication**
3. **Key-in** the **password** and then press **Enter**
4. Press **7** for **LAN Parameters**
5. Press **1** for **LAN Type**
6. Press **2** for **Static (or 1 to switch back to DHCP)**
7. Enter in the **appropriate static addresses** (IP Address, Subnet Mask, Gateway IP, DNS IP, Ping address)

Submit a file build request with all of the need static IP addresses/settings to update the file.

-If you still get **Connect Error** after switching to static IP or after completing a download on static IP, make sure the DNS server is configured in BroadPOS and in the terminal.

To run a ping test

1. Press **Menu**
2. Press **6** for **Communication**
3. **Key-in** the **password** and then press **Enter**
4. Press **7** for **LAN Parameters**
5. Press **6** for **Ping**
6. By default [www.google.com](#) will be listed, press **Enter** to run the test
 - If the terminal connects with [Google.com](#), the word "Success" will appear
 - If the terminal fails to connect to the Google server, the words "Ping Failed" will appear

If the PING test fails:

[Troubleshoot above](#)

If the PING succeeds:

- The terminal, cable, router and ISP are working properly
 - It's an indication that there is a connectivity issue at the processing host
 - Try running a test transaction
-

PAX S80: No Power

The terminal seems to have no power.

- Check the connections of the AC electrical power adapter. The electrical plug should be fully plugged into the electrical wall outlet, and the power adapter's barrel connector is properly inserted into the connector labeled Power on the rear connection panel on the terminal.
- If the terminal is equipped with a back-up battery or is a wireless terminal, press and hold the ON/OFF key for three seconds.
- Try plugging a different device into the electrical wall outlet.
- If possible, try a different power adapter.
- The screen contrast might be too high or too low causing the terminal to appear to be powered off. ([Change Screen Contrast](#))

PAX S80: Operation Settings

The PAX S80 operations menu has a variety of settings that can be edited.

Quick Links

- [To change/turn off Demo Mode:](#)
 - [To disable/enable No-Paper Mode:](#)
 - [To set a Halo \(Maximum Amount\):](#)
 - [To turn off Buzzer/Beeping Sound:](#)
 - [To change/remove the Card Remove Beep:](#)
-

To change/turn off Demo Mode:

1. Press **Menu**
 2. Press **3** for **Operation Settings**
 3. Press **3** for **Operation Mode**
 4. **Key-in** the **password** and then press **Enter**
 5. Press **1** for **Normal Mode** or **2** for **Demo Mode**
 6. Press **Enter** to confirm selection
-

To disable/enable No-Paper Mode:

1. Press **Menu**
2. Press **3** for **Operation Settings**
3. Press **1** for **No-Paper Mode**
4. **Key-in** the **password** and then press **Enter**
5. **Select the desired mode**

Option	Mode
1	Off
2	On
3	Auto (Trans will not print receipt, but still process, when paper is out)

6. Press **Enter** to confirm selection
-

To set a Halo (Maximum Amount):

The Set Halo option sets an amount limit that cannot be exceeded. This option can be set for all types of sales and returns, and for cash back on debit transactions.

1. Press **Menu**
2. Press **3** for **Operation Settings**
3. Press **5** for **Halo Setup**
4. **Key-in** the **password** and then press **Enter**
5. Press **2** for **ON**

6. Key-in the desired **halo amount** for a **Sale** and press **Enter**

To turn off Buzzer/Beeping Sound:

1. Press **Menu**
2. Press **3** for **Operation Settings**
3. Press **2** for **Buzzer Setup**
4. Press **1** for **Buzzer Setup (again)**
5. Press **1** for **OFF**

To change/remove the Card Remove Beep:

1. Press **Menu**
2. Press **3** for **Operation Settings**
3. Press **2** for **Buzzer Setup**
4. Press **2** for **Card Remove Beep**
5. Select the desired setting:

Option	
1	No Beep
2	One Beep
3	Continuous Beep



Once updated on the terminal, submit a file build request with the details needed to update the file.

PAX S80: Password

Password

The password on the PAX S80 is the current date in the **MMDDYYYY** format.

If the password is not working the date may be incorrectly setup and you may need to change the date on the terminal.

If you get **wrong password**, **terminal locked**, powercycle. Then check the date and time on the terminal. For instructions on changing the date and time on the terminal view the [Date/Time Settings](#) page.

PAX S80: Receipt Header/Footer

To edit the receipt header:

1. Press **Menu**
2. Press **2** for **Merchant Settings**
3. Press **3** for **Edit Header**
4. Key-in the **password** (today's date MMDDYYYY) and press **Enter**
5. Press the number for the header line you would like to edit. You can edit up to five lines.
6. Key in the **text** you would like and press **Enter**, then clear out to the main screen using the red **Cancel** key

To edit the receipt footer (trailer):

1. Press **Menu**
2. Press **2** for **Merchant Settings**
3. Press **4** for **Edit Trailer**
4. Key-in the **password** (today's date MMDDYYYY) and press **Enter**
5. Press the number for the header line you would like to edit. You can edit up to five lines.
6. Key in the **text** you would like and press **Enter**, then clear out to the main screen using the red **Cancel** key



Once updated on the terminal, submit a file build request with the details needed to update the file.

PAX S80: Receipt Settings

Quick Links

- [To adjust the size of the receipt settings:](#)

- To change Customer Copy options:

To adjust the size of the receipt settings:

1. Press **Menu**
2. Press **3** for **Operation Settings**
3. Press **7** for **Receipt Print**
4. Key-in the **password** and press **Enter**
5. Press **3** for **Font Size**
6. Press the **number** for the desired **font size**

Option	Font Size
1	12 x 24 (Medium)
2	8 x 16 (X-small)
3	10 x 20 (Small)
4	16 x 32 (Large)

To change Customer Copy options:

1. Press **Menu**
2. Press **3** for **Operation Settings**
3. Press **7** for **Receipt Print**
4. Key-in the **password** and press **Enter**
5. Press **1** for **Customer Copy**
6. Press the **number** for the desired **Payment Type**

Option	PMT Type
1	All
2	Credit
3	Debit
4	EBT

7. Press **1** for **Off** or **2** for **On**



Once updated on the terminal, submit a file build request with the details needed to update the file.

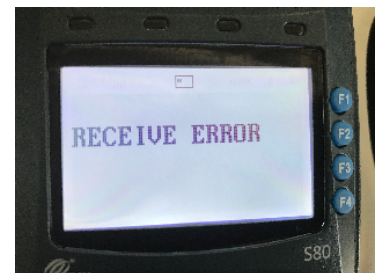
PAX S80: Receive Error

Receive Error

- Submit a file build request to make sure the BIN and other ID information (phone number, etc) is correct in BroadPOS and matches the V number exactly. If an update is required, complete an [application update download](#).
- Make sure the SSL box is set to Yes, you can check this on the V number in Express, under **SSL Participant**.

If the above does not resolve the issue:

- Try reversing the Primary and Secondary URLs
- Use an alternate URL and Port



PAX S80: Refund (Return)

There are two methods to refund (listed as 'return') a transaction on the PAX S80. **Note: Both require card present or full card number.**

*If a merchant has not yet batched out, they can **VOID** the transaction **without** the card number.*

Return - Method 1:

1. Press **F4** or the **down arrow** to find **Return** (must say *CREDIT* above *RETURN*)
2. **Key-in** the amount for the **CREDIT/ Return** and press **Enter**
3. **Insert** the card, **swipe** or **manually enter** in the **card number** (follow any additional prompts to complete the return)

Return- Method 2:

1. Press **FUNC**
2. Press **8** for **Return**
3. Enter the **password** (today's date- MMDDYYYY)
4. Press **1** or **Enter** for **Credit**
5. **Key-in** the amount and press **Enter**
6. **Insert** the card, **swipe** or **manually enter** in the **card number** (follow any additional prompts to complete the return)

PAX S80: Reports / Batch Report

Reports

There are a variety of different reports and report settings you can print from the PAX S80.

Types of Reports

- **Condensed Report**- shows the trans individually and total amounts.
- **Short Report**- only shows the total for all trans.
- **Journal Report**- shows transaction amount and full details for all transactions. (If the merchant would like a [detail report](#) use this report)
- **Totals Report**- shows totals for transactions sorted by EDC card type, Card Type, or Server #

By default, the Report Type may be set to Condensed Report.

Batch Reports

The **batch report type** can be changed on Broad POS/ by file builds only. [Submit a file builds request to change the batch report type](#). Once the file is updated, [an application update download is needed](#).

You can also enable a **Batch Pre-Report** to review trans before settling on the PAX S80. This may be useful for accounts that process tips. This can only be enabled on the file, submit a file builds request.

To print the default report on the PAX S80:

1. Press **FUNC**
2. Press **1** or **Enter** for **Reports**
3. **Key-in** the **password** and then press **Enter** to print the default report

If the default report is not setup how you would like follow the steps below to set the default report type.

To print a report of current transactions/ change the default report type on the PAX S80:

▼ Instructions

1. Press **Menu**
2. Press **1** or **Enter** for **Reports**
3. **Key-in** the **password** (today's date MM/DD/YYYY) and press **Enter**
4. Press **2** for **Current Report**
5. Select the appropriate **report**

Option	Report
1	Condensed Report
2	Short Report
3	Journal Report
4	Totals Only

A Condensed Report shows the trans individually and total amounts. A Short Report only shows the total for all trans. A Journal Report shows transaction amount and full details for all transactions. A Totals Report shows totals for transactions sorted by EDC

card type, Card Type, or Server #

6. Select the **Payment Type**

Option	Payment Type
1	All
2	Credit
3	Debit
4	EBT
5	Cash

7. Select the **Card Type**

Option	Payment Type
1	All
2	Visa
3	Mastercard
4	AMEX
5	Diners
6	Discover
7	JCB
8	enRoute
9	Extended

8. Select the **Sort Method**

Option	Report
1	By transaction #
2	Card Type

9. Select the **Transaction Type**

Option	Payment Type
1	All
2	Sale
3	Forced
4	Return
5	V/Sale
6	V/Frcd
7	V/Rtrn
8	Auth
9	Post Auth
10	V/Auth
11	V/Post
12	Withdrawal

10. Press **Enter** to **set** the **current defaults** and print the report.

Note: Once the correct default report is set, simply press **FUNC -> Report -> Password -> Enter** to print the report.

History Reports

On the PAX S80, you can also print a history report from the terminal for totals from previous batch dates.

To print a history report:

1. Press **Menu**
2. Press **1** or **Enter** for **Reports**
3. Key-in the **password** (today's date MM/DD/YYYY) and press **Enter**
4. Press **3** for **History Report**
5. Key-in in the **from (starting) batch date** (MM/DD/YYYY)
6. Key-in in the **to (ending) batch date** (MM/DD/YYYY)
7. **Select the Payment Type**

Option	Payment Type
1	All
2	Credit
3	Debit
4	EBT
5	Cash

8. Select the **Card Type**

Option	Payment Type
1	All
2	Visa
3	Mastercard
4	AMEX
5	Diners
6	Discover
7	JCB
8	enRoute
9	Extended

9. Select the **Transaction Type**

Option	Payment Type
1	All
2	Sale
3	Forced
4	Return
5	V/Sale
6	V/Frcd
7	V/Rtrn

8	Auth
9	Post Auth
10	V/Auth
11	V/Post
12	Withdrawal

PAX S80: Sale

There are three Electronic Data Capture options on the PAX S80: Credit, Debit (*swipe only*), or EBT (*swipe only*).

To run a credit sale:

1. **Key-in** the amount for the **Credit Sale** and press **Enter**
2. Press **Enter** to confirm the amount.
3. Insert the card, swipe or manually enter in the card number.

To run a debit or EBT sale:

1. Press **F3** to change the EDC method to **debit** or **EBT** sale
 2. **Key-in** the amount for the **Debit or EBT Sale** and press **Enter** (*If EBT, select type after pressing Enter*)
 3. Press **Enter** to confirm the amount.
 4. **Swipe** the card
 5. **Key-in** pin and press **Enter**
-

Corporate Cards

To initiate a corporate card transaction press **F1** before running the transaction, a **CC** will appear at the top right of the screen, then process the sale. The corporate card option will provide additional prompts for a customer code and adding tax amount (if no tax, can press enter for tax \$0.00 and select tax exempt).

PAX S80: Screen Display Settings

To adjust the screen contrast (darkness/lightness):

1. **Powercycle** the terminal using the power key. As it boots back up, hold down on the **Menu** key to access the **System Menu**
2. Press the **Down Arrow** two times
3. Press **3** for **LCD Adjust**
4. Use the **arrow keys** to adjust the screen contrast to the desired setting. **Down Arrow** to lighten the contrast/ **Up Arrow** to darken the contrast
5. Press **Enter** to save the settings

PAX S80: Settlement

To run a settlement/batch out:

1. Press **FUNC**
2. Press **2** for **Batch**
3. Press **1** or **Enter** for **Batch Close**

Or use keyboard shortcut **FUNC + CLEAR** and then press **1** or **Enter** for **Batch Close**.

**Note:* Running the settlement on the PAX S80, does not print a report before the settlement is processed by default. If you need to verify the batch, you will need to print a [report](#) before settling out, or add a [Batch Pre-Report](#) to the file (*submit file builds request, and then application update to the PAX S80*).

PAX S80: Shortcut Keys/Stuck Buttons

Shortcut Keys:

- FUNC + CLEAR = Batch
- FUNC + CANCEL = Current Report
- FUNC + UP ARROW = Review Batch
- FUNC + DOWN ARROW = Find Transaction
- FUNC + ENTER = Last Receipt
- FUNC + ALPHA = Tip Menu (Restaurant Only)

Stuck Button Shortcuts:

- On the Function Menu, press the numbers by the option or **F2** to scroll down if the arrow key is not working.
- On the Function Menu to get to the tip menu faster, press **F1**
- On the Main Menu, if the arrow keys/numbers not working, use **F1** to scroll up and **F2** to scroll down.

PAX S80: Tamper/ Repair

Tamper

What are the causes of a tamper error with the PAX S80?

- Someone has actually attempted to breach the device.
- The battery may be dead or damaged.
- The device may have suffered a power surge from plugging in the wrong power supply or from an actual surge of electrical power.
- Lightning striking power or phone lines a hundred miles away have been know to damage or destroy terminals.

Tamper Messages

If the messages below are displayed on the terminal, the terminal has suffered a Tamper Error and will need to be repaired.

- ***The terminal is displaying the message “POS be attack” “all keys cleared”***
- ***When I power up the terminal it displays the message ‘No Application Found’***

If the terminal is displaying a tamper message it must be swapped.

A tamper terminal is not covered under terminal warranty and the merchant must pay FULL PRICE for the swap terminal.

Repair Issues

Some messages or issues on the PAX S80 indicate that terminal may need to be repaired.

- ***My terminal display shows nothing but a row of black squares***

Try to power cycle the terminal and confirm it is connected to a surge protector. If power cycling does not change the display, it is defective and needs to be repaired. The merchant will need to swap the terminal for \$75.

- ***Terminal date changes to 1/1/1995 or 1/1/2000 when I unplug it and plug it back in***

The battery is faulty and needs to be replaced. It must be repaired. The merchant will need to swap the terminal for \$75.

PAX S80: Tip Processing

To accept tips on the PAX S80, the software type usually must be set to **Restaurant**. However, for businesses such as Nail Salons, Hair Salons and other businesses that are not in the restaurant category there is also a method for accepting tips on retail files.

Quick Links

- [To turn tip processing on/off on the PAX S80](#)
 - [Tip Processing Settings](#)
 - [Tip Processing Settings- Retail](#)
 - [To adjust tips on the PAX S80](#)
 - [Gratuity Guide/Tip Suggestion](#)
-

Tip processing on the PAX S80 is a multi step process.

Step 1:

To turn tip processing on/off on the PAX S80

1. Press **Menu**
2. Press **5** for **System Settings**
3. Press **3** for **Working Mode**
4. **Key-in** the **password** and then press **Enter**
5. Press **1** or **Enter** for **Tip Options**
6. Press **1** or **Enter** for **EDC Tip**
7. Press **1** or **Enter** for **Credit**
8. Press **1** for **OFF** or **2** for **ON**

After turning tip processing on you must then select either tip line or tip prompt. Use the instructions below.

Step 2:

Tip Processing Settings

The following instructions are for Restaurant files only.

To turn on tip line on receipt:

1. Press **Menu**
2. Press **5** for **System Settings**
3. Press **3** for **Working Mode**
4. **Key-in** the **password** and then press **Enter**
5. Press **1** or **Enter** for **Tip Options**
6. Press **2** for **Tip 1**
7. Press **2** for **On**
8. **Key-in** the **Tip Name** then press **Enter**
9. Press **1** for **Calculate Total**
10. Press **1** to turn Discount Tip **OFF**
11. Press **1** for **In Tip Menu**

To turn on tip prompt:

1. Press **Menu**
2. Press **5** for **System Settings**
3. Press **3** for **Working Mode**
4. **Key-in** the **password** and then press **Enter**
5. Press **1** or **Enter** for **Tip Options**
6. Press **Tip 1** press **2**
7. Press **2** for **On**
8. Press **1** for **Calculate Total**
9. Press **1** to turn Discount Tip **OFF**
10. Press **2** for **In Transaction**

To turn tip confirmation on/off (when adjusting tips)- **FOR RESTAURANT FILES ONLY:**

Enabling Edit Confirm will cause the terminal to prompt the user to press [ENTER] to accept the tip amount or press [CANCEL] to prompt for a new tip amount when adjusting tips.

1. Press **Menu**
2. Press **5** for **System Settings**
3. Press **3** for **Working Mode**
4. **Key-in** the **password** and then press **Enter**
5. Press **1** or **Enter** for **Tip Options**
6. Press **5** for **Edit Confirm**
7. Press **1** for **OFF** or **2** for **ON**

Tip Processing Settings- Retail

Tip processing on Retail files is **tip prompt only**, you cannot adjust a tip/ use a tip line on a retail file. If a merchant needs to use a tip line they will need their file set to **restaurant**.

To turn on tip prompt:


1. Press **Menu**
2. Press **5** for **System Settings**
3. Press **3** for **Working Mode**
4. **Key-in** the **password** and then press **Enter**
5. Press **1** or **Enter** for **Tip Options**
6. Press **2** for **Tip 1**
7. Press **2** for **On**
8. **Key-in** the **Tip Name** then press **Enter**
9. Press **2** for **Calculate Tip**

To enter the tip during a transaction (retail):

1. After entering the initial sale amount, on the total amount screen, **key-in** the **total amount** for the transaction (the trans amount and the tip).
2. Then a **tip confirm screen** will show if the **tip amount** is correct, press **Enter** to process the trans or press **Cancel** to return and edit the tip/total amount.



Once updated on the terminal, submit a file build

 request with the details needed to update the file.

To adjust tips on the PAX S80

1. Press **FUNC**
2. Press **F1 (or scroll to option 11)** for the **Tip Menu**
3. Press **1** to add tips
4. Select the **method** for finding the transaction

Option	
1	Scroll Untipped
2	By Invoice #
3	By Svr/Clerk
4	By Trans.
5	By card type
6	By Card Num.

-If you select **Scroll Untipped**, use the **Up** and **Down arrows** to scroll through the transactions.

-If you select **options 2, 3, or 4**, enter in the appropriate number for the **Invoice number**, **Server number**, or **Transaction ID number** and press **Enter**

-If you select **card type**, select the **appropriate card type** and use the arrows to scroll through the transactions. For **card num.**, enter the **card number (last four)** and press **Enter**.

5. Verify you have the correct transaction and then press **Enter**
6. **Key-in** the **tip amount** and then press **Enter**
7. Press **Enter** to confirm the tip

Gratuity Guide/Tip Suggestion

To turn on/off the gratuity guide on receipt:

1. Press **Menu**
2. Press **5** for **System Settings**
3. Press **3** for **Working Mode**
4. **Key-in** the **password** and then press **Enter**
5. Press **1** or **Enter** for **Tip Options**
6. Press **6** for **Tip Line Print**
7. Press **1** for **OFF** or **2** for **ON**

To edit the suggested tip amounts, a file build request must be submitted. Then an application update must be [downloaded](#).

PAX S80: Void Transaction

Voiding on the PAX S80

On the PAX S80, when a void is processed the approval code is immediately reversed. If a merchant has voided a transaction on accident, the transaction will need to be submitted as a NEW SALE rekey.

There are three methods to void a transaction on the PAX S80.

Void- Method 1 (Requires card number/card present):

1. Press **F4** or the **down arrow** to find **V/Sale** and press **Enter**
2. Enter the **Transaction ID#** and press **Enter**
3. **Confirm** the **correct** transaction is listed and press **Enter**
4. **Enter** the **card number** or **Swipe** the **card** (if needed, follow prompts to void: exp, server id, etc)

Void- Method 2 (Does not require card number/card present):

1. Press **FUNC**
2. Press **7** for **Void**
3. Enter the **password** (today's date- MMDDYYYY)
4. Press **1** for **Credit**
5. **Confirm** the **correct** transaction is listed and press **Enter**
6. Enter the **Transaction ID #** and press **Enter**
7. **Confirm** the **correct** transaction is listed and press **Enter**
8. Press **Enter** for **Yes** to void the transaction.

Void- Method 3 (Deleting/ No Reversal of Approval Code):

Note: This method does not immediately reverse the transaction, it only deletes the transaction from the terminal. The appr code will still be available for use/offline.

1. Press **Menu**
2. Press **5** for **System Settings**
3. Press **5** for **Database**
4. Press **5** for **Clear Trans**
5. Enter the **password** (today's date- MMDDYYYY)
6. Enter the **Transaction ID #** and press **Enter**
7. **Confirm** the **correct** transaction is listed and press **Enter**
8. Press **Enter** for **Yes** to delete the transaction.

USER GUIDES: PAX S80

Click on the link to open the PDF Quick Reference/ User Guide



- [PAX S80 User Guide](#)
- [PAX S80 Data Sheet](#)
- [PAX S80 Restaurant Quick Reference Guide](#)
- [PAX S80 Retail Quick Reference Guide](#)

RESOURCES: PAX S80

Resources

ABOUT

Release Date: **05/15/2015**

Multi-Application Device: **Yes**

Minimum OS:

Current Application:

PCI Compliance:

Paper Size: 2.25 wide, 85 long.

Manufacturer Website: —<http://www.pax.us/>

PAX SUPPORT

Phone: 877-859-0099

Phone: 904-900-3741

Email: support@pax.us

URL: <http://www.pax.us/>

PAX Support is available 24/7



Features

- DEBIT
- EBT
- EMV
- Check
- NFC
- CVV
- AVS
- Debit Surcharge
- EBT Surcharge

Transaction Types

- Sale
- Refund
- Void
- Reversal
- Offline Transaction

References

1. [Quick Reference Guides](#)
2. [Troubleshooting Articles](#)

PAX S80: Menu Tree



PASSWORD

The password is MMDDYYYY format

Input Amount

- Credit
 - Sale
 - Verify
 - Forced (Offline)
 - Return
 - Balance
 - V/Sale - **Swipe/Manual Only** (This Reverses the transaction, offline not available after. Need to Clear Transaction - look below)
 - V/FRCD
 - V/RTRN
 - AUTH
 - Postauth
 - V/Auth
 - V/Post

Function Menu

1. Report (Prints)
2. Batch (Settlement, Close)
3. Review (Batch Review)
4. Find
5. Counter Tip (Cash Tips)
6. Reprint
7. Void
8. Return
9. Tip Report
10. EMV Report
11. Tip Menu
 - a. Scroll Untipped
 - b. By Invoice
 - c. By Srvr/Clerk#
 - d. By Trans.#
 - e. By Card Type
 - f. By Card Num.

Main Menu

1. Reports
 - a. Default Report
 - b. Current Report
 - c. History Report
 - d. Display Trans.
 - e. Tip Report
 - f. FileSys Report
 - g. EMV Report
2. Merchant Settings
 - a. Authorizations
 - i. Transaction Types
 - ii. Card Types
 - iii. Debit Prompt
 1. On
 2. Off
 - b. Security Settings
 - i. User Password
 - ii. Batch
 1. Always Enabled
 2. Pswd Protected
 - iii. Secure Card
 1. No Security
 2. Last 4 Digits
 3. All Digits
 - iv. Card Man. Entry
 1. All
 2. Credit
 3. Debit
 - c. Edit Header (5 lines)
 - d. Edit Trailer (Footer - 5 Lines)
 - e. Merchant Fee (Debit Only-FLAT fee)
 - f. Credit Surcharge
 - i. Mode
 - ii. Flat Fee
 - iii. Percentage
 - iv. Surcharge Name
 - v. Surcharge Confirm
 - g. Set Batch Time (Autoclose/Settle) (NOT SUPPORTED YET)
 - h. Additional Prompts
 - i. Server ID Mode
 - ii. Invoice Mode
 - iii. CashBack Prompt
 - iv. Tax Prompt
 - v. Order No. Prompt
 - vi. Ticket Prompt
 - vii. Host Ref. Prompt
 - viii. Debit Account
 - ix. GIFT CVD2
 - x. GIFT Tender Type
 - xi. GIFT Sale Mode
 - xii. Table Mode

- xiii. Guest No. Mode
 - i. Cash EDC Setup
 - i. With Cash
 - ii. Without Cash
 - j. **Clerk/Server Name**
- 3. **Operation Settings**
 - a. No-Paper Mode
 - b. Buzzer Setup (beep)
 - i. Buzzer Setup
 - ii. Card Remove Beep
 - 1. No Beep
 - 2. One Beep
 - 3. Continuous Beep
 - c. Operation Mode
 - i. Normal Mode
 - ii. **Demo**
 - d. Disclaimer Setup
 - i. Off
 - ii. On
 - iii. Sign Line Only
 - e. Halo Setup (Amount Limits)
 - i. Sale
 - ii. RTRN
 - iii. Cash-Back
 - f. Print Setup (Prints receipt full of settings)
 - g. Receipt Print
 - i. Customer Copy
 - 1. All
 - 2. Credit
 - 3. Debit
 - 4. EBT
 - ii. Preprint
 - iii. **Font Size**
 - 1. 12x24 (Medium)
 - 2. 8x16 (x-Small)
 - 3. 10x20 (Small)
 - 4. 16x32 (Large)
 - h. Store&Forward
 - i. S&F On/Off
 - i. Peripherals
 - i. **CTLS. CardRdr Off by Default (NFC/Contactless/ApplePay/AndroidPay/SamsungPay)**
 - 1. Off
 - 2. VIVOTech 4500
 - 3. VIVOTech 4800
 - 4. **Internal**
 - j. Language Setting
 - i. Display
 - 1. English
 - 2. Chinese Simplified
 - ii. Print
 - 1. English
 - 2. Chinese Simplified
- 4. **Hosts Settings (Normal Mode only)**
 - a. **Hosts Parameters (Hierarchy Values HV)**
 - i. **BIN**
 - ii. **Bank Number**
 - iii. **Chain Number**
 - iv. **Merch Number**
 - v. **Store Number**
 - vi. **Terminal Number**
 - vii. **RI ID**
 - viii. **FCS ID (EBT)**
 - ix. **Activate Code (Authentication Code)**
 - b. **Hosts Phones**
 - i. **Auth. Phones**
 - 1. **Phone #1**
 - a. **Number**
 - i. **18002281257**
 - b. **Baud Rate**
 - i. **1200**
 - ii. **2400**
 - 2. **Phone #2**

- a. Number
 - i. 18772664012
 - b. Baud Rate
 - i. 1200
 - ii. 2400
 - 3. Phone #3
 - ii. Batch Phones
 - c. Print EDC Setup
 - d. Host URL Params
 - i. Auth. URLs
 - 1. Host URL #1
 - a. Host URL
 - i. ss12.vitalps.net
 - b. Host Port
 - i. 5003
 - 2. Host URL #2
 - ii. Batch URLs
 - e. AutoDial Setup (Autoclose) (NOT SUPPORTED YET)
 - i. OFF
 - ii. ON
 - 1. Start AD At (HHMM)
 - a. Stop AD at (HHMM)
 - i. AD Interval (Min)
 - f. Host Register
 - i. **Activation**
 - ii. DeActivation
 - g. EMV Param Download
- 5. System Settings
 - a. Date/Time Setup
 - b. Batch Number
 - c. Working Mode
 - i. Tip Options
 - 1. EDC Tip
 - a. Credit
 - i. On
 - ii. Off
 - b. Debit
 - c. EBT
 - 2. Tip1
 - a. Off
 - b. On
 - i. Tip 1 Name
 - 1. Calculate Total (Press [1] to have the terminal calculate the Transaction Total after the Tip amount is entered)
 - 2. Calculate Tip (Press [2] to have the terminal calculate the Tip amount after the Transaction Total is entered)
 - 3. Tip2
 - 4. Tip3
 - ii. Fraud Control
 - iii. Local Dup Check
 - iv. Split Tender
 - v. MOTO
 - d. Pre-Dial Call
 - i. ALL
 - ii. Credit
 - iii. Debit
 - iv. EBT
 - e. DataBase
 - i. Post Auth
 - ii. Clear Database (Clear Batch)
 - iii. Clear Offline
 - iv. Clear Reversal
 - v. Clear Trans.
 - f. PIN Pad Settings
 - g. Key Injection
 - h. App Management
- 6. Communication
 - a. Main Communication
 - i. LAN
 - ii. Dial
 - b. Backup Comm.
 - i. LAN

- ii. Dial
 - iii. None
- c. **Maximum Tries**
- d. **Connect Timeout**
- e. **Receive Timeout**
- f. **Dial Parameters**
 - i. Dial Type
 - ii. Dialing Prefix (PABX, Pause)
 - iii. Dial Tone Check (Blind Dial)
- g. **LAN Parameters**
 - i. LAN Type
 - 1. DHCP (Dynamic)
 - 2. Static
 - ii. IP Address
 - iii. Subnet Mask
 - iv. Gateway IP
 - v. DNS IP
 - vi. PING (URL Address test)

COMMON ERRORS: PAX S80

Receive Error

No Power

Issue 3

Issue 4

Issue 5

Issue 6

Announcements