PAXSTORE

PAXSTORE AirViewer QRG

Remote Access

Date: 02-07-2020
Version: 1.1

PAXSTORE

Preface

PAXSTORE AirViewer QRG
Version: 02-07-2020 v1.1
Status: [ ] Draft [★] Release [ ] Modify

Technical Support

If there is a problem while installing, registering or operating this product, please refer to the documentation. If it is not possible to resolve the Issue, please contact customer support.

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

Technical Support Contact Information:

Phone: (877) 859-0099
Email: paxstore.support@pax.us
URL: www.pax.us

Revision History

Date	Version	Description
11-12-2019	v1.0	1. Initial Release
02-07-2020	V1.1	1. Added new PAXSTORE logo 2. Added new name AirViewer feature name 3. Added new screen captures displaying AirViewer 4. Added screen captures with a new feature File Transfer.

Introduction

This document describes the PAXSTORE AirViewer user interface quick reference guide.

What is AirViewer?

AirViewer is a remote assistance tool by Pax Technologies. AirViewer helps customers with remote access to their Pax terminals from the PAXSTORE. There are two types of remote access as View Only Mode with remote terminal view only, and full remote-control mode with full remote terminal control.

Terminal Requirements

The AirViewer remote assistance feature is compatible with Pax Technologies Android-based terminals. Before initiating the AirViewer process the PAXSTORE terminal profile must be active. The terminal must be turned on and the AirViewer application is installed on the terminal and enabled. Additionally, the terminal must be connected to the internet.
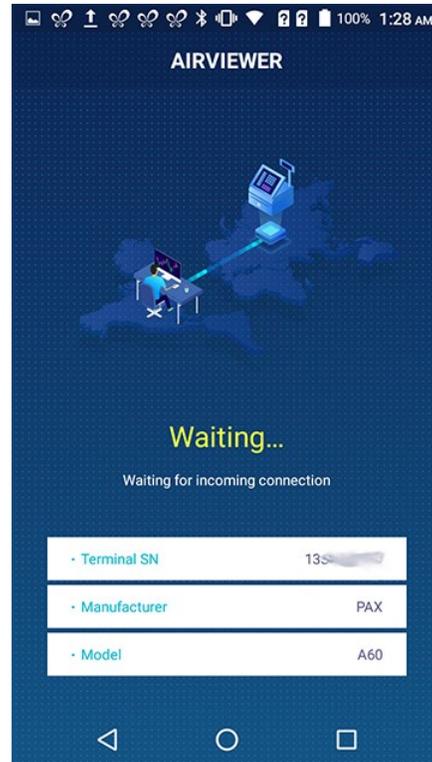
Usage Scenario

AirViewer provides two modes:

- **Remote View Only Mode**
  Remote access with terminal screen view only.

- **Remote Control Mode**
  Remote access with terminal view and control.

Note: The AirViewer application must be installed on the terminal and it can be downloaded from the PAXSTORE.
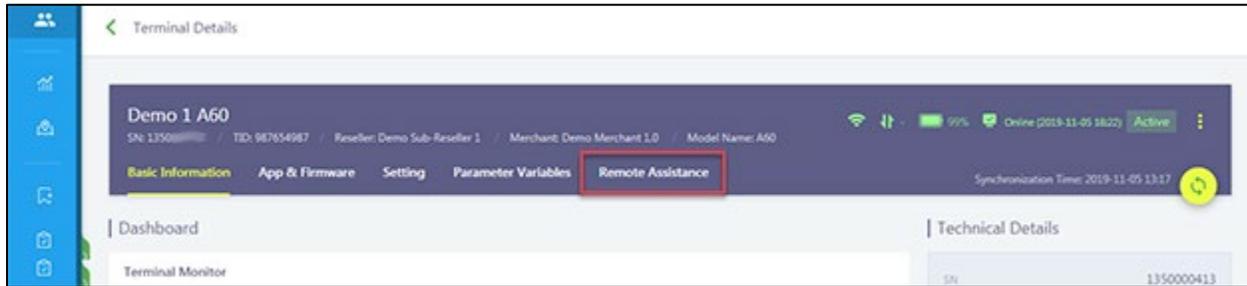
1.1 Remote View Only Mode

Step 1. **[Terminal]**

From the terminal home screen select **[AirViewer]** icon. The AirViewer screen will display a "Waiting…" message.
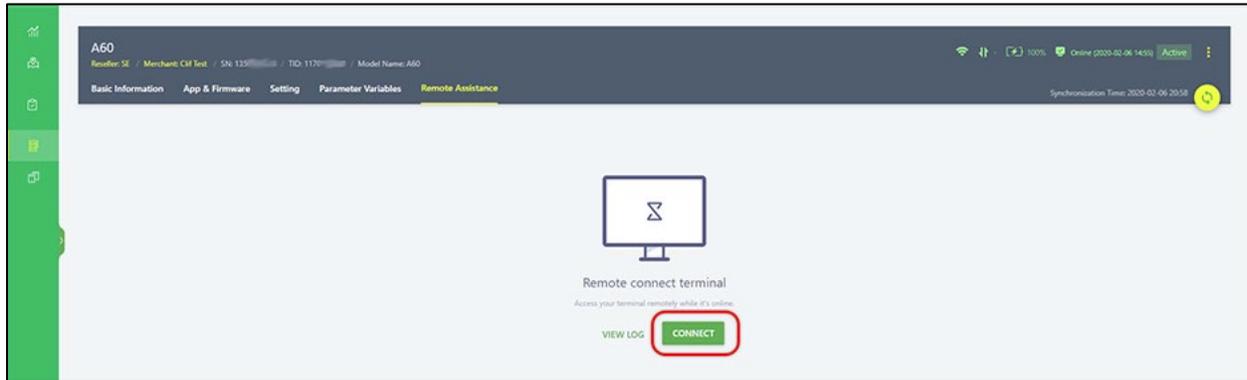
Step 2. [PAXSTORE Terminal Details]
From the Merchant, Detail screen select **[Terminal List]** and then select the desired terminal from the list of terminals. From the Terminal Details page select **[Remote Assistance]**.

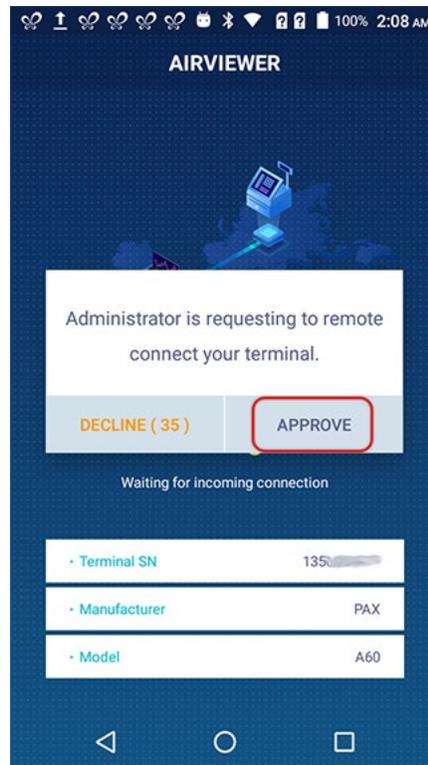**Step 3. [PAXSTORE Remote Assistance]**
From the Remote Assistance, screen select the **[CONNECT]** option.

After selecting the CONNECT option the screen will display a "Connected, waiting for the user to accept" message.
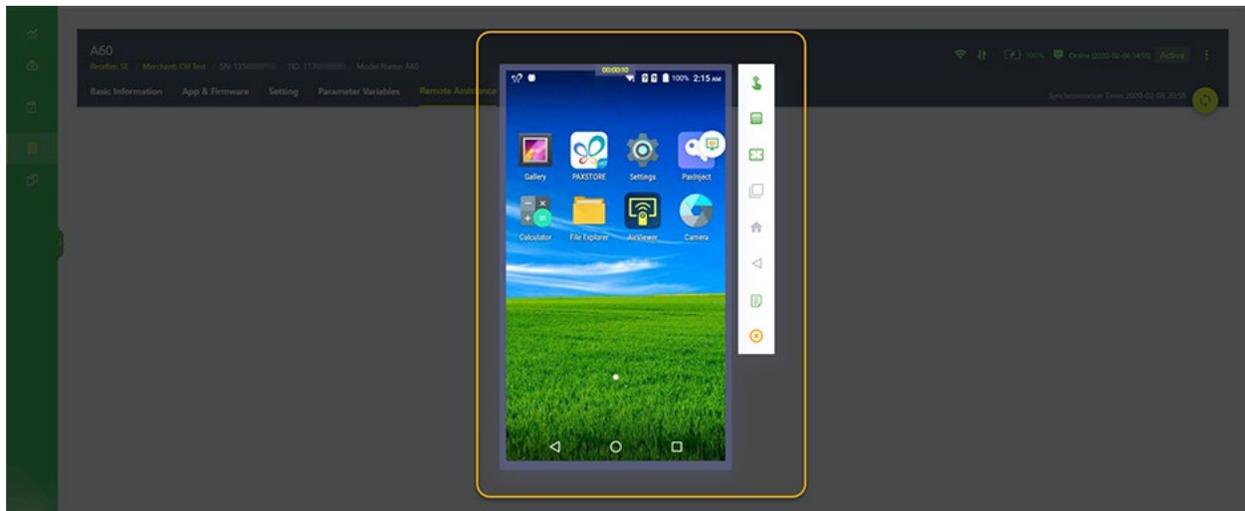
Step 4. [Terminal]

Select the **[APROVE]** option to accept remote access or DECLINE to refuse remote access. There are 60 seconds to approve or decline the request or else the remote request connection will terminate.

Step 5. [PAXSTORE Remote Assistance]
When the terminal user accepts the remote access request the PAXSTORE screen will display the terminal home screen and the remote assistance options menu.

Step 6. [PAXTORE Remote Assistance]
Next to the terminal image, the remote assistance options menu is displayed.
- Request for View and Terminal Control
- Image Quality
    - High (Default)
    - Normal
    - Low
- Zoom
    - 150%
    - 125%
    - 100% (Default)
    - 75%
- Menu (Terminal Settings)
- Home (Terminal Home)
- Back (Terminal Back)
- File Transfer
- Quit

Note: If the icon is faded then that option is not available.

Step 7. [Terminal Remote Assistance]
The screen will display each terminal screen that the terminal user is showing. The PAXSTORE Administrator can review the information displayed to assist the terminal user.
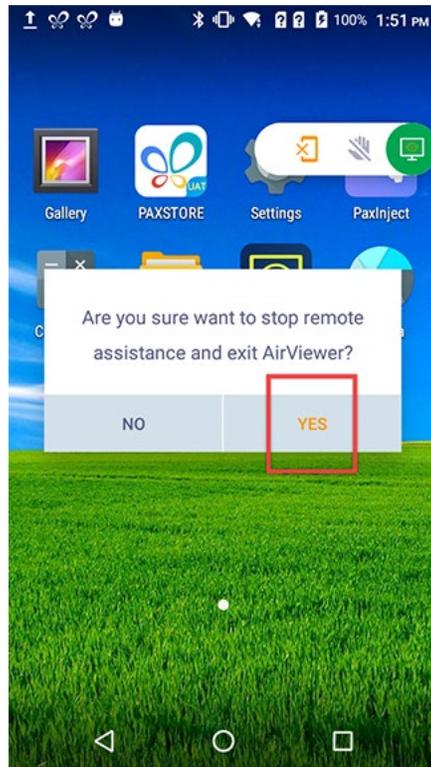
Step 8. [Terminal Remote Assistance]

To exit remote access from the PAXSTORE, select the **[Quit]** icon from the menu options.
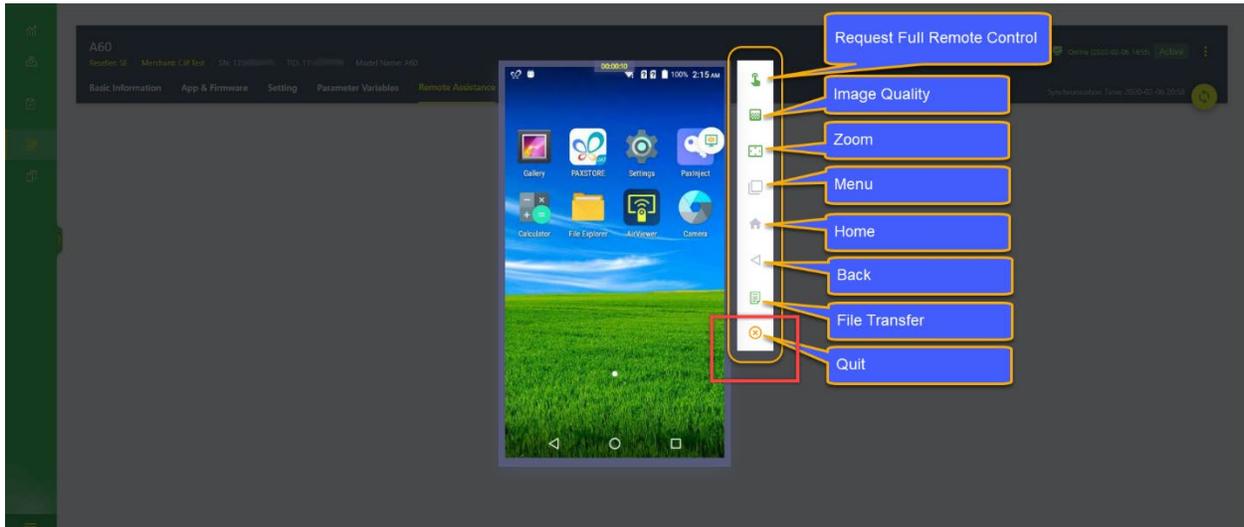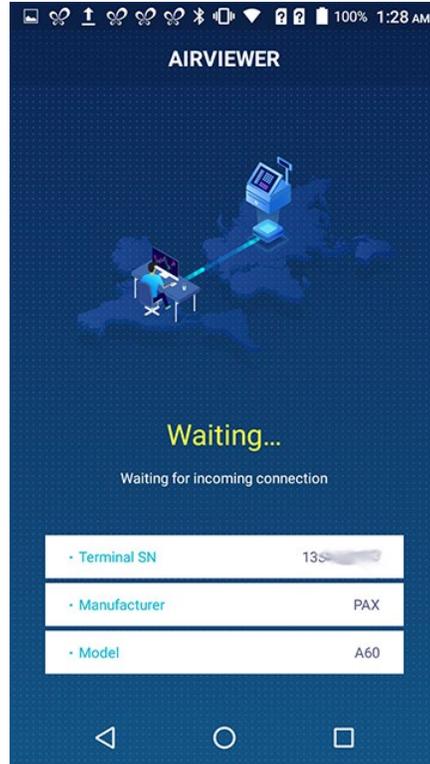

Step 9. [Terminal]

To exit remote access from the terminal, select the pop open menu icon **[1]** and then select the **Quit** icon **[2]**. To confirm exiting the remote assistance session select the **[YES]** option. To cancel the quit request select the NO option.

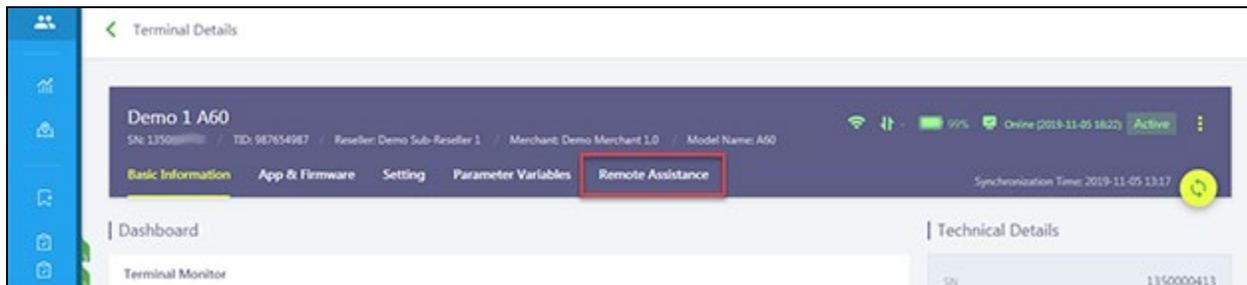## 2.1 Remote View and Control Mode

Step 1. **[Terminal]**

From the terminal home screen select **[AirViewer]** icon. The AirViewer screen will display a "Waiting…" message.
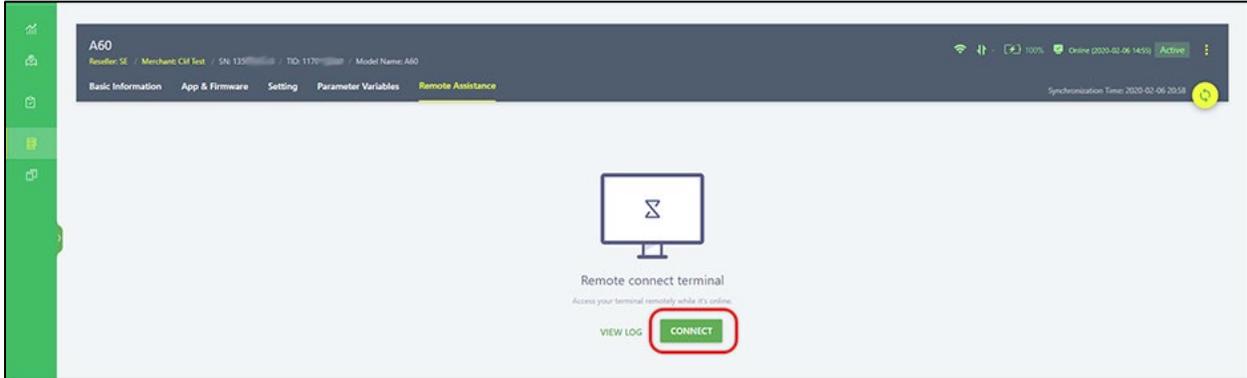

Step 2. [PAXSTORE Terminal Details]

From the Merchant, Detail screen select **[Terminal List]** and then select the desired terminal from the list of terminals. From the Terminal Details page select **[Remote Assistance]**.
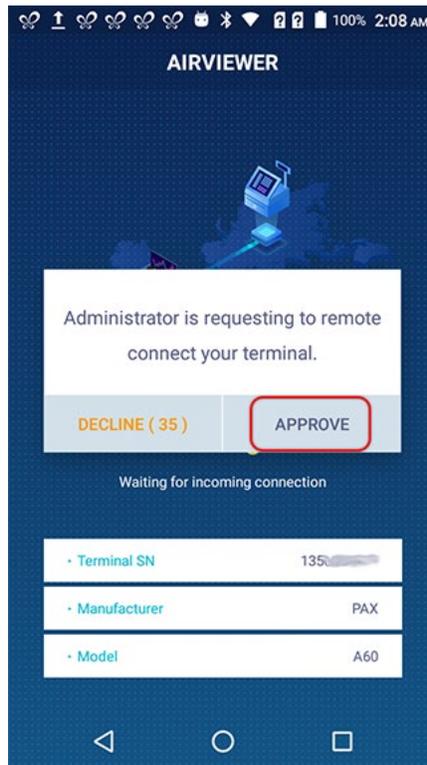
Step 3. [PAXSTORE Remote Assistance]

From the Remote Assistance, screen select the **[CONNECT]** option.

After selecting the CONNECT option the screen will display a "Connected, waiting for the user to accept" message.
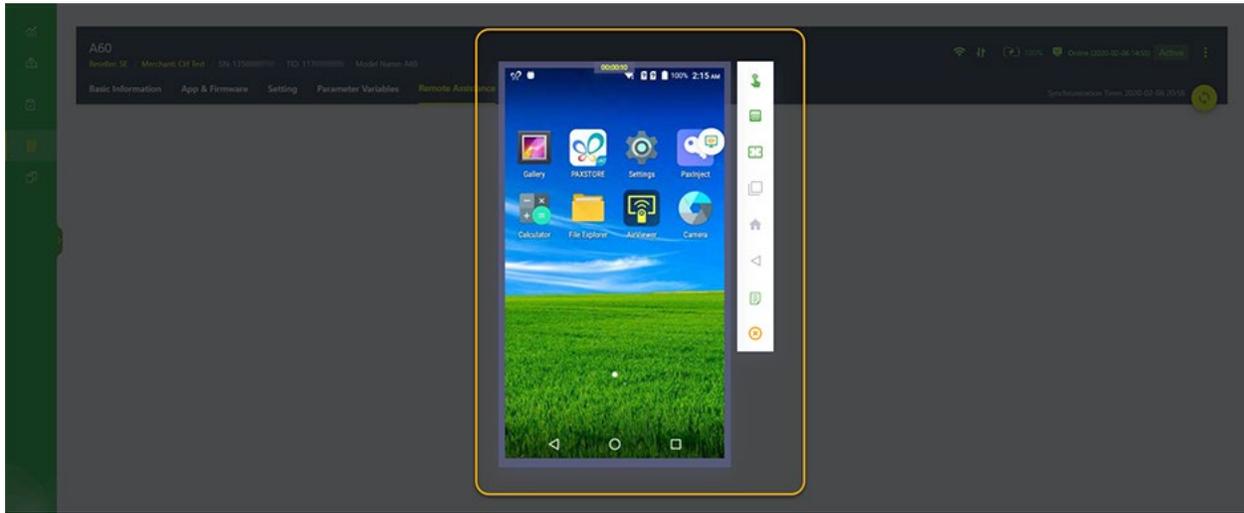
Step 4. [Terminal]

Select the **[APROVE]** option to accept remote access or DECLINE to refuse remote access. There are 60 seconds to approve or decline the request or else the remote request connection will terminate.

Step 5. [PAXSTORE Remote Assistance]
When the terminal user accepts the remote access request the PAXSTORE screen will display the terminal home screen and the remote assistance options menu.
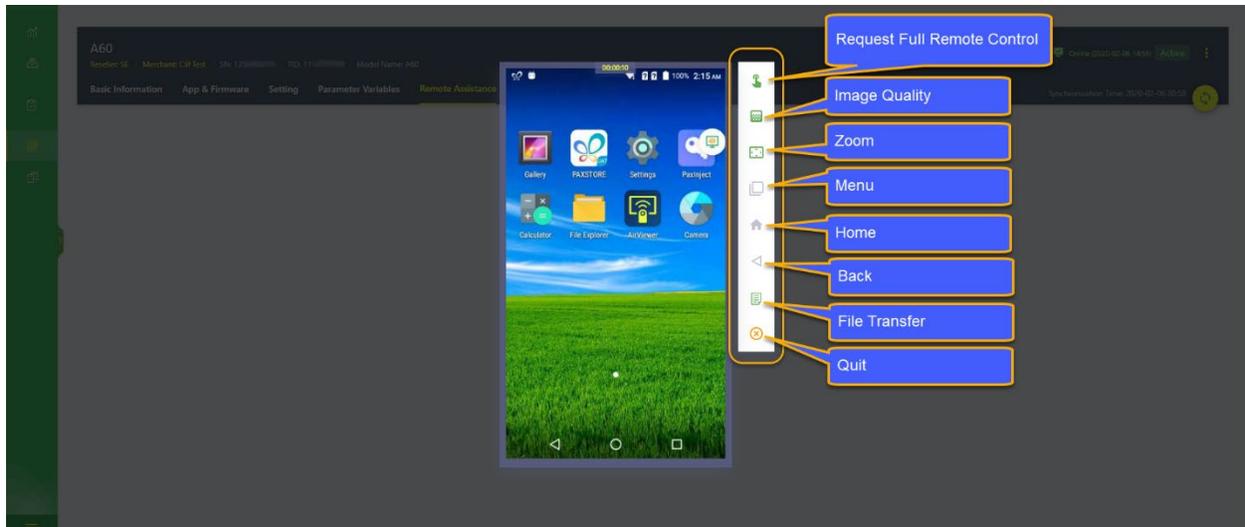
Step 6. [PAXTORE Remote Assistance]

Next to the terminal image, the Remote Assistance Options Menu is displayed.

- Request for View and Terminal Control
- Image Quality
    - High (Default)
    - Normal
    - Low
- Zoom
    - 150%
    - 125%
    - 100% (Default)
    - 75%
- Menu (Terminal Settings)
- Home (Terminal Home)
- Back (Terminal Back)
- File Transfer
- Quit

Note: If the icon is faded then that option is not available.
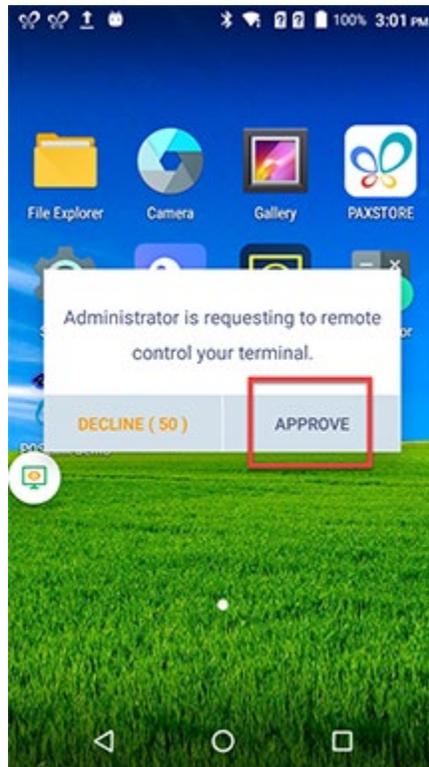
Step 7. [PAXSTORE Full Remote Assistance]
To request Full Remote View and Control access select the **[Request Full Remote Control]** icon.

Step 8. [Terminal]
Select the **[APROVE]** option to accept remote access or DECLINE to refuse remote access. There are 60 seconds to approve or decline the request or else the remote request connection will terminate.

Step 9. [PAXSTORE Remote Assistance]

The screen will display the terminal home screen and remote menu options. In Full Access mode, it is possible to navigate and edit all available features on the terminal. Note that all menu options are available.
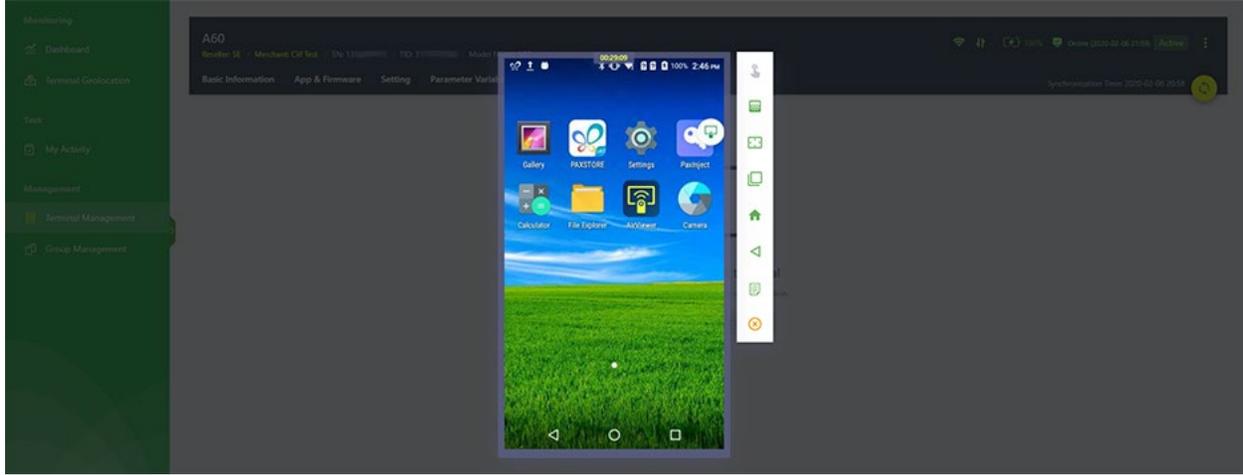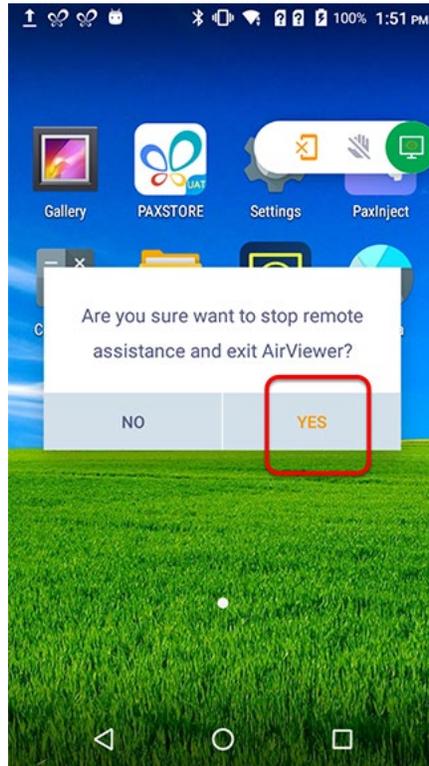

Step 10. [Terminal].

To disable full remote access but continue view only access select the **[AirViewer]** floating icon [1] and then select the **[Cancel]** icon [2].
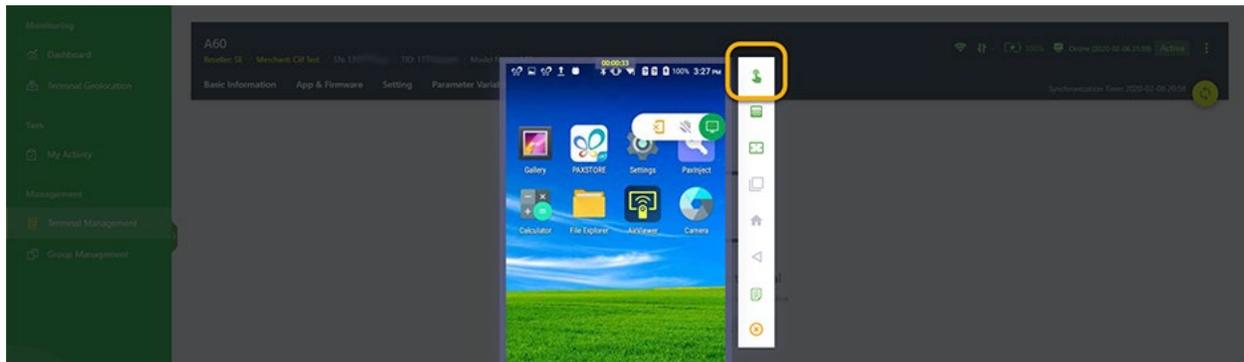
Step 11. [Terminal]
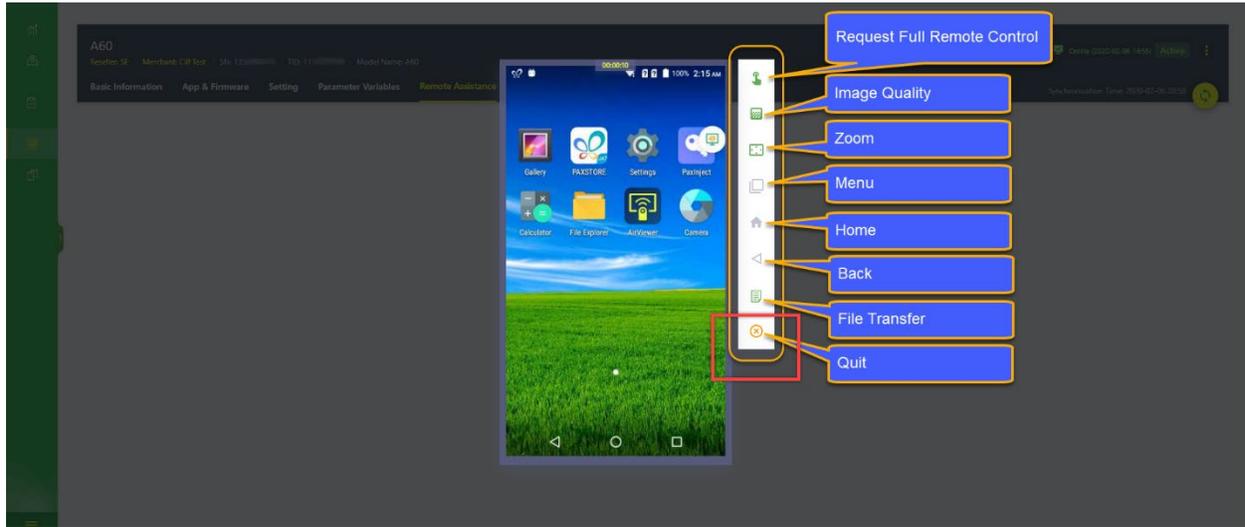To confirm canceling full remote access but to keep view only access select **[YES]**.

Step 12. [PAXSTORE Remote Assistance]
View Only remote access is now available. Notice the Full Remote Control icon is not faded.
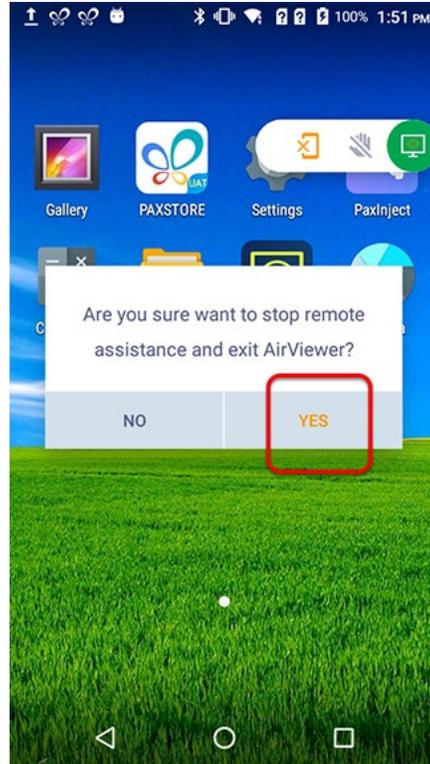
Step 13. [Terminal Remote Assistance]
To exit remote access from the PAXSTORE, select the **[Quit]** icon from the menu options.

Step 14. [Terminal]

To exit remote access from the terminal, select the pop open menu icon **[1]** and then select the **Quit** icon **[2]**. To confirm exiting the remote assistance session select the **[YES]** option. To cancel the quit request select the NO option.

PAX Customer Support

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

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