



PAXSTORE
NORTH AMERICA

PAXSTORE AirViewer QRG

Remote Access

11-05-2023

V1.3

Preface

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Monday-Friday 9:00 AM to 1:00 AM EDT

Saturday 9:00 AM to 5:00 PM EDT

Sunday Closed

Hours Subject to Change

TECHNICAL SUPPORT CONTACT INFORMATION

Phone: (877) 859-0099

Email: support@pax.us

URL: www.pax.us

Revision History

Date	Version	Description
11-12-2019	V1.0	<ul style="list-style-type: none">Initial Release
02-07-2020	V1.1	<ul style="list-style-type: none">Added new PAXSTORE logoAdded new name AirViewer feature nameAdded new screen captures displaying AirViewerAdded screen captures with a new feature File Transfer
12-04-2020	V1.2	<ul style="list-style-type: none">Added mention of Private MarketplacesAdded mention to contact sales rep for pricing
11-05-2023	V1.3	<ul style="list-style-type: none">Released Draft for reviewUpdate to the 8.5 ReleaseAdded the Magic Pencil sectionAdded Resume Remote Desktop sectionAdded the Unattended Mode Connection Rules sectionAdded the Messages sectionPreface changed the Copyright © 2023 Variable to auto insert 2023Added CheckUp sectionUpdated existing images throughout documentUpdated the Remote Access and Control Menu and descriptionUpdated user interface instructions for most all of the AirViewerAdded the Email confirmation for subscription service



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1. Introduction

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

2. 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. This optional feature is available in the Premium Marketplace.

Contact a sales rep for pricing at sales@pax.us or 877-859-0099 Ext.6

Intended Audience

- Premium Marketplace Owners
- Reseller Administrators
- Help Desk
- Account Managers
- Sales Engineers

3. 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.

The AirViewer application is automatically pushed to the terminal when it is initially connected to the PAXSTORE if it is not already installed.

3.1 Usage Scenarios

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.

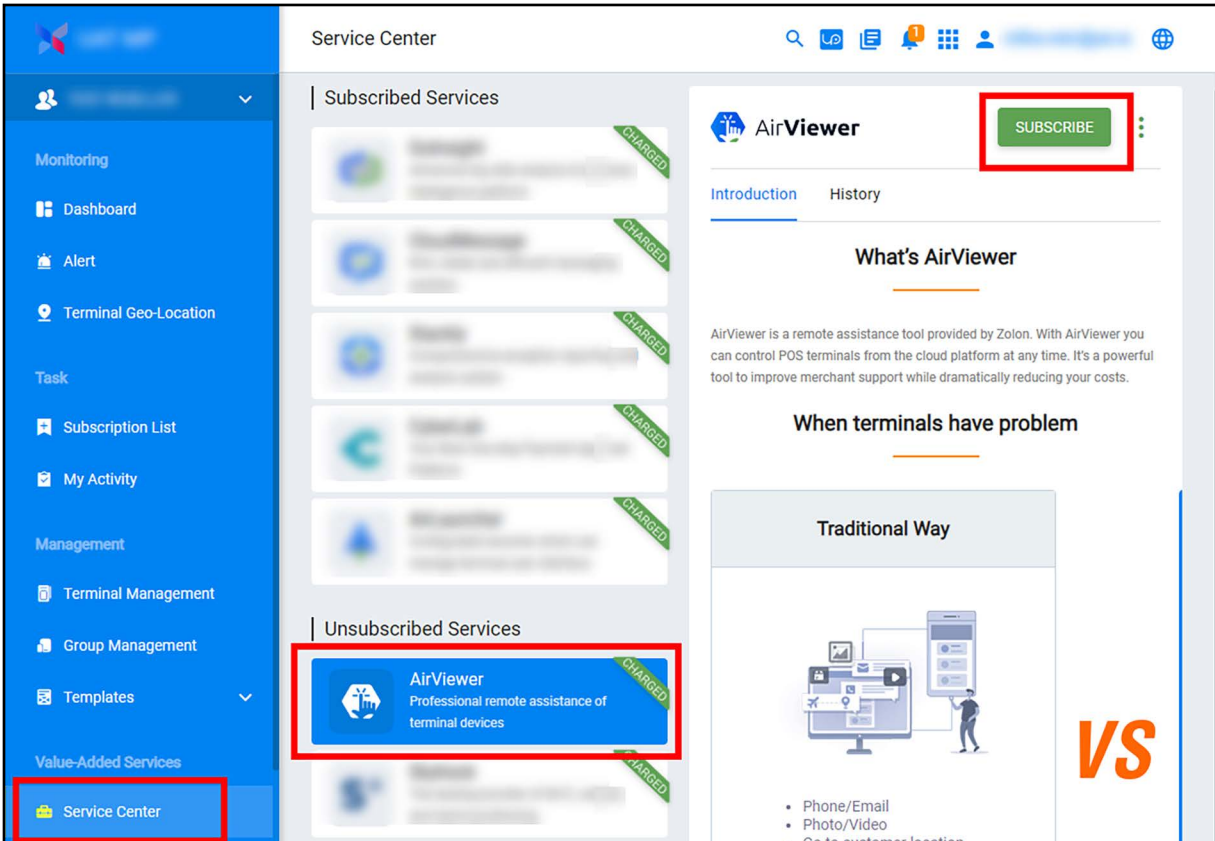
4. How to Use AirViewer

This section covers the terminal and PAXSTORE perspective on how to view and use the AirViewer. Service Center.

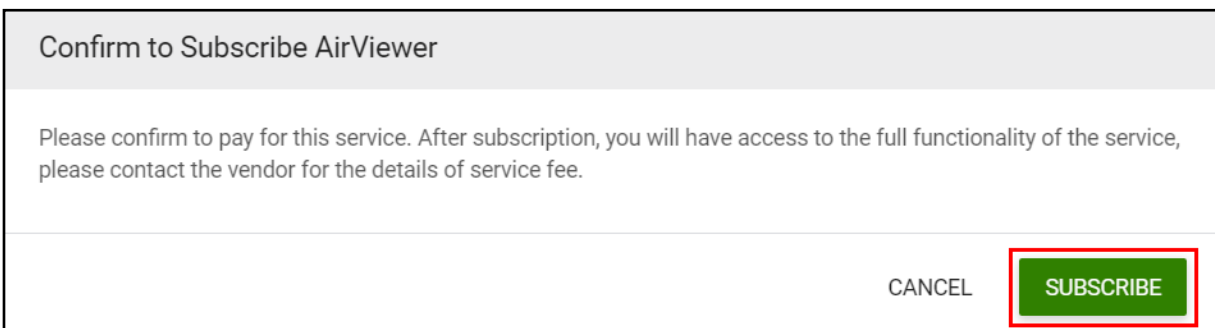
4.1 AirViewer Subscription

This describes how to enable the subscription service for AirViewer using the Service Center. It is necessary to subscribe to this service to use AirViewer. Before using this section, contact a sales representative at sales@pax.us or 877-859-0099 Ext.6 to sign up for AirViewer. After successfully completing the sign up process with PAX then you are ready to initiate the Service Center configuration for this feature.

Select: **[Service Center]** > Unsubscribed Services > **[AirViewer]** > **[SUBSCRIBE]** >



> **[SUBSCRIBE]** >



After selecting SUBSCRIBE, the AirViewer feature is enabled and the banner is now located in the Subscribed Service section.

> [Service Center] > Subscribed Services > AirViewer

The screenshot displays the 'Service Center' interface. On the left is a blue navigation sidebar with categories: Monitoring, Task, Management, and Value-Added Services. The 'Service Center' option is highlighted in the Value-Added Services section. The main content area is titled 'Service Center' and features a 'Subscribed Services' section. Within this section, the 'AirViewer' service is highlighted with a red box. The AirViewer service card includes a 'CHARGED' badge, a 'Subscribed' status, and a 'Charge From 2022-05-01' date. Below the AirViewer card are other services like Golnsight, CloudMessage, Stackly, CyberLab, and AirLauncher, each with a 'CHARGED' badge. The 'Unsubscribed Services' section at the bottom shows the 'Skyhook' service. On the right side of the interface, there is a detailed view for the 'AirViewer' service, showing a 'Dashboard' with two metrics: '192 Connected Duration(Min)' and '34 Connected Count'. Below the dashboard is a 'Reseller List' table with one entry: 'TEST RESELLER' with a duration of 192 and a count of 34. The table has columns for '#', 'Reseller', 'Connected Duration(Min)', and 'Connected Count'. The page also includes a search bar, user profile, and notification icons at the top right.



When the subscription is successful a confirmation email will be sent to the Marketplace Administrator.

Service Subscription Notification

Dear [REDACTED] Administrator,

Thank you for your subscription to the paid service of AirViewer. For details of the service charge, please contact the provider.

Thank you!

Global Marketplace

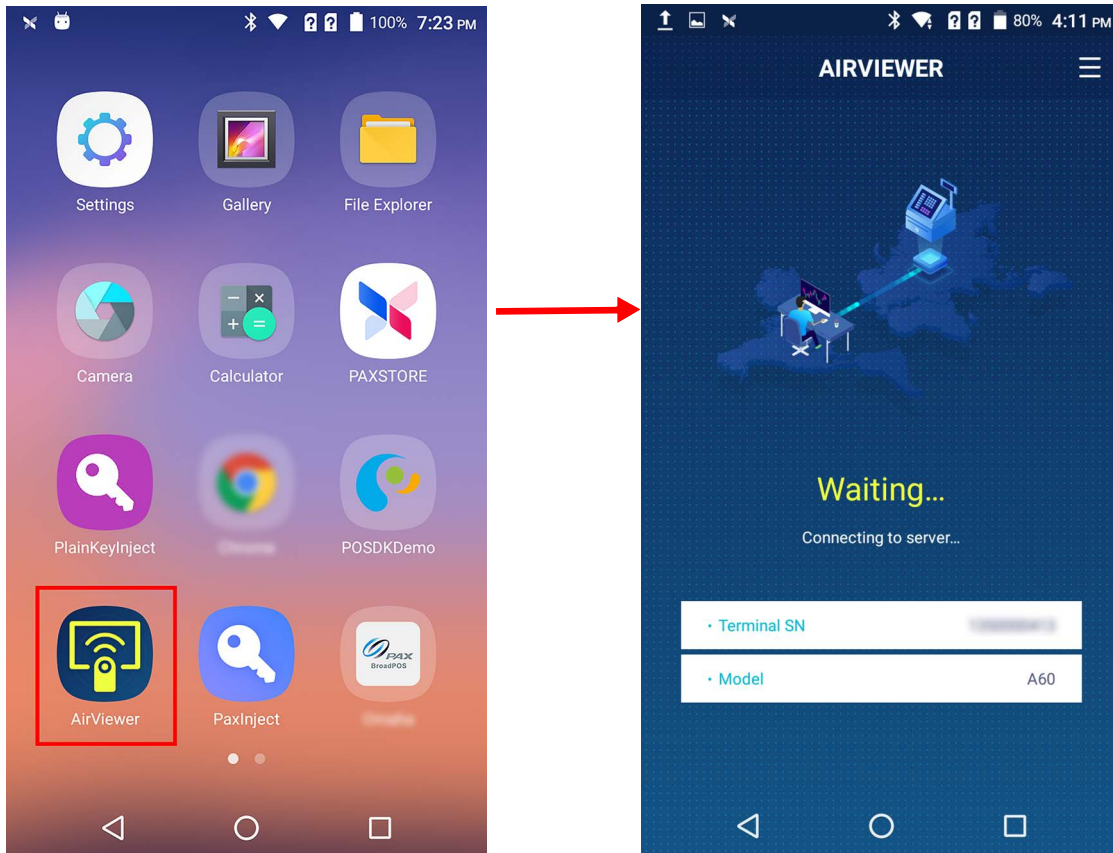
Please let us know if there is anything we can do.

4.2 Remote View Only Mode

In this mode from the PAXSTORE, remote access to the terminal supports viewing only of the terminal functions, features and user interface.

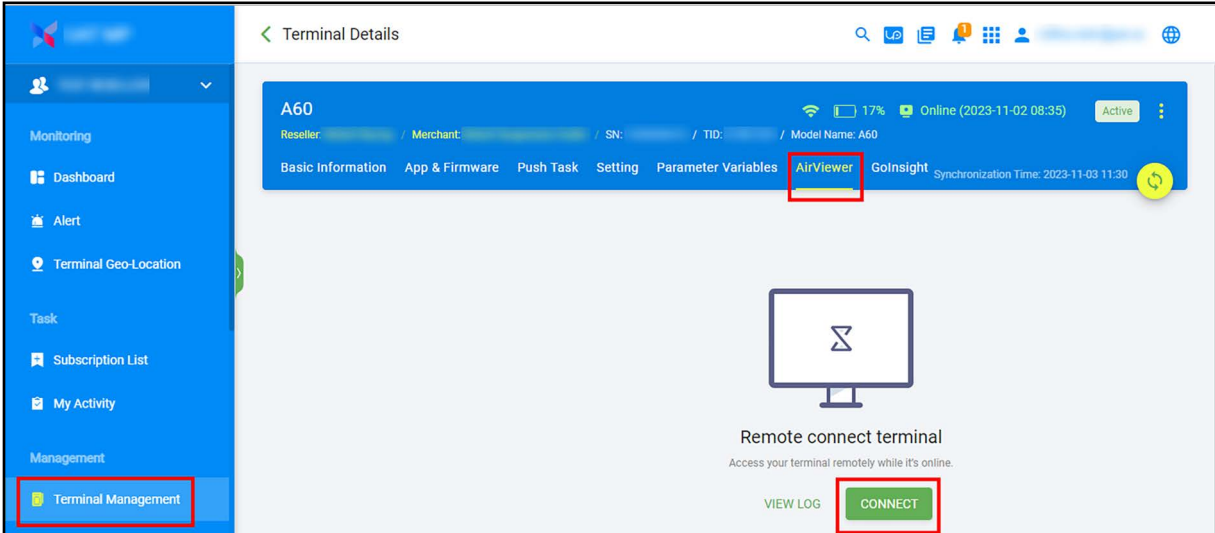
Terminal User Initiates AirViewer Waiting Mode

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

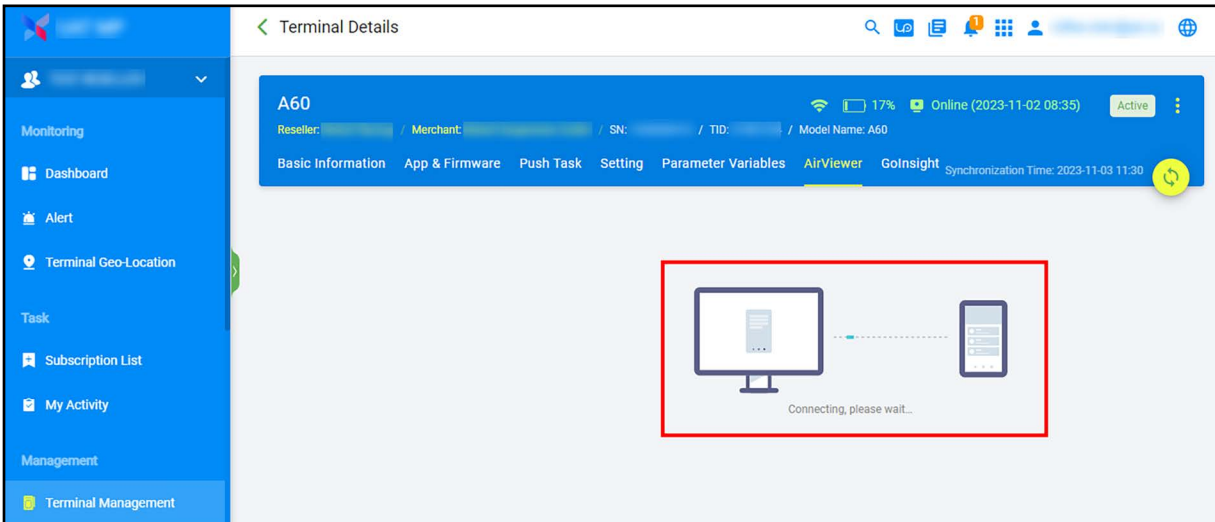


PAXSTORE AirViewer Connect

Select: [Terminal Management] > desired [Reseller/Merchant] > desired [Terminal] > [AirViewer] > [CONNECT].

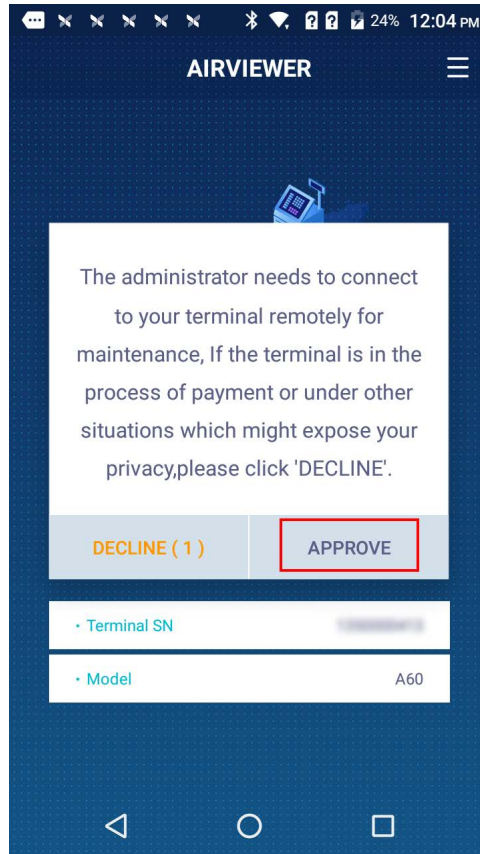


After selecting CONNECT a status image with a message “Connecting, please wait...”



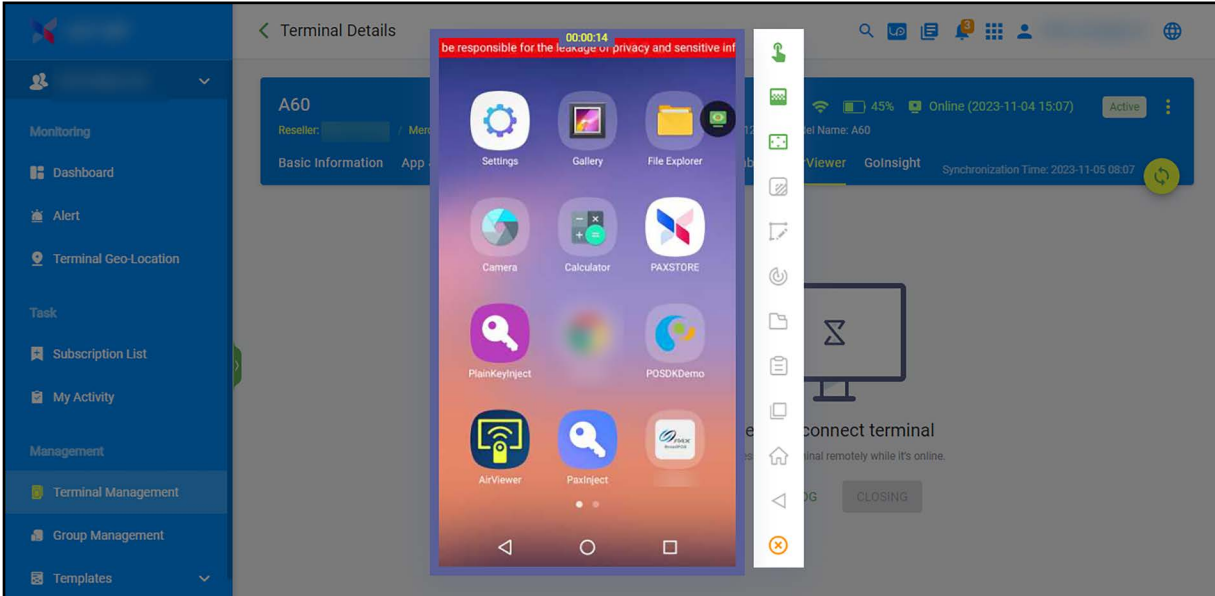
At the terminal, a pop up display will appear and will prompt the terminal user to decline or approve the remote access request. If the selection is delayed more than 60 seconds, the connection will time out and automatically decline the request.

From the Terminal select: **[APPROVE]**.

















Terminal User Accepts Remote Access

When the terminal User approves the remote access request, the Marketplace Administrator screen will display the terminal home screen with the remote assistance menu.



PAXSTORE Remote Access and Control Menu

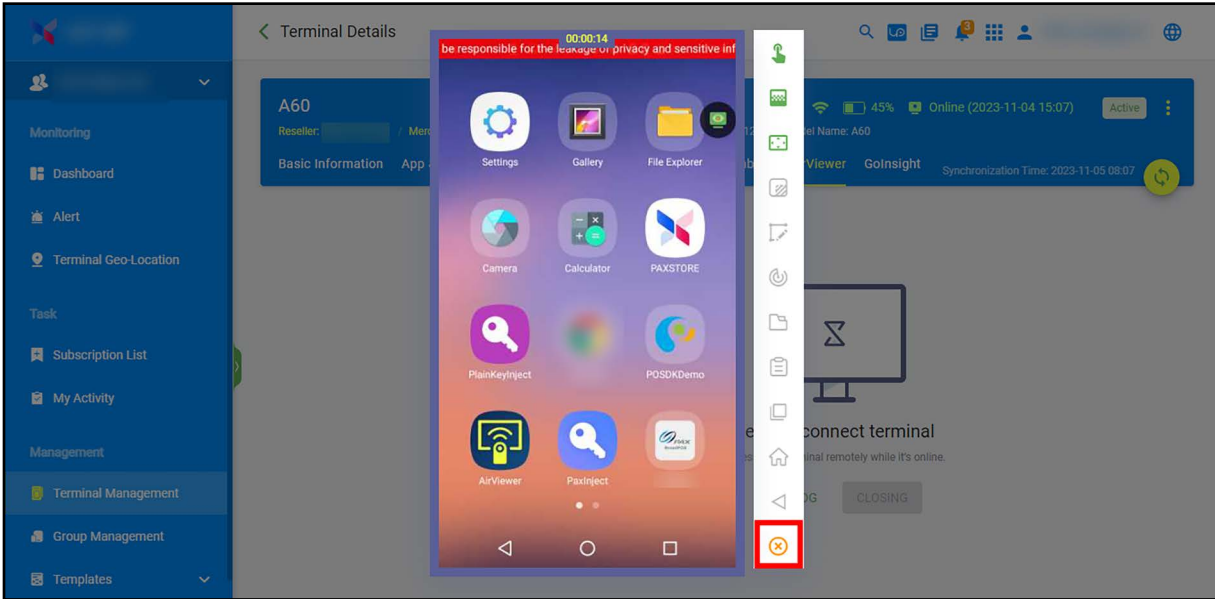
Options Menu	Descriptions
	<ul style="list-style-type: none"> • Apply for Remote Control
	<ul style="list-style-type: none"> • Image Quality
	<ul style="list-style-type: none"> • High • Normal (Default) • Low
	<ul style="list-style-type: none"> • Zoom
	<ul style="list-style-type: none"> • 150% • 125% • 100% (Default) • 75%
	<ul style="list-style-type: none"> • Screen Mask
	<ul style="list-style-type: none"> • Magic Pencil
	<ul style="list-style-type: none"> • Check Up
	<ul style="list-style-type: none"> • File Transfer
	<ul style="list-style-type: none"> • View Logcat
	<ul style="list-style-type: none"> • Menu
	<ul style="list-style-type: none"> • Home (Terminal Home)
	<ul style="list-style-type: none"> • Back (Terminal Back)
	<ul style="list-style-type: none"> • Quit

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

The PAXSTORE 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.

PAXSTORE Exit Remote Access

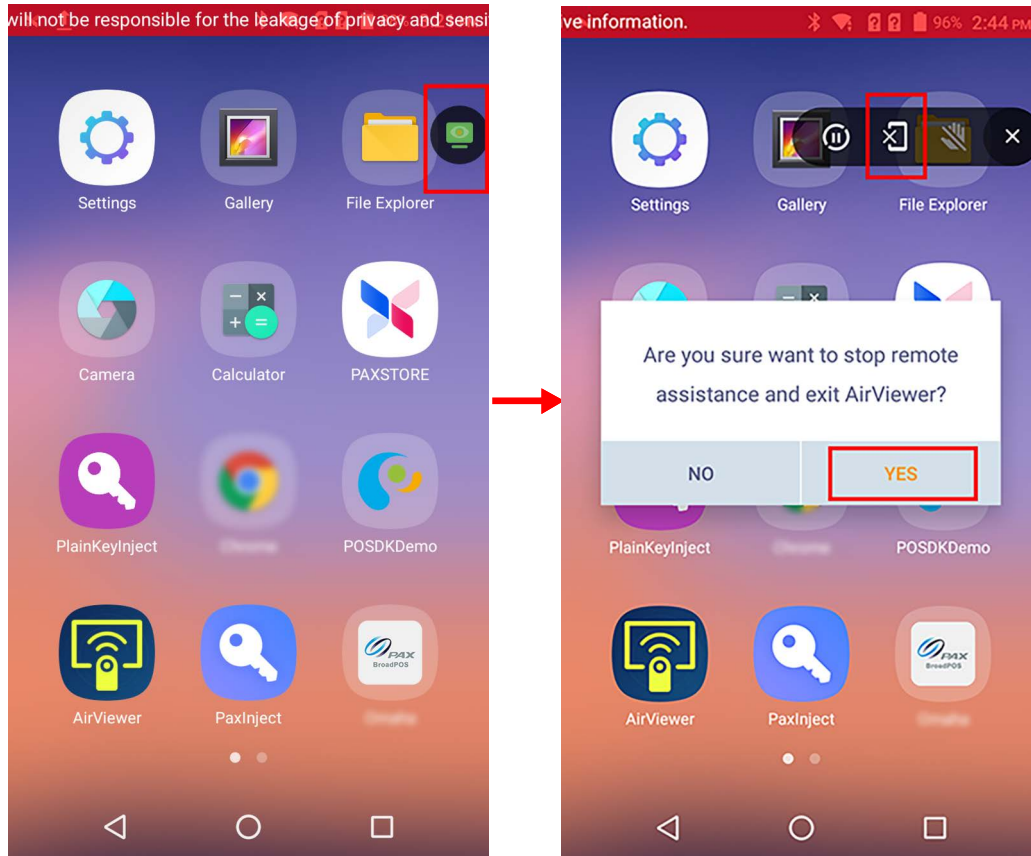
To exit remote access from the PAXSTORE, select the **[Quit]** icon from the menu options.



Exit Remote Access from The Terminal

To exit remote access at the terminal, locate the pop open menu icon and follow the prompts below.

Select: **[Menu Icon]** > **[Quit Icon]** > **[YES]**. To cancel the quit request, select the **[NO]** option.

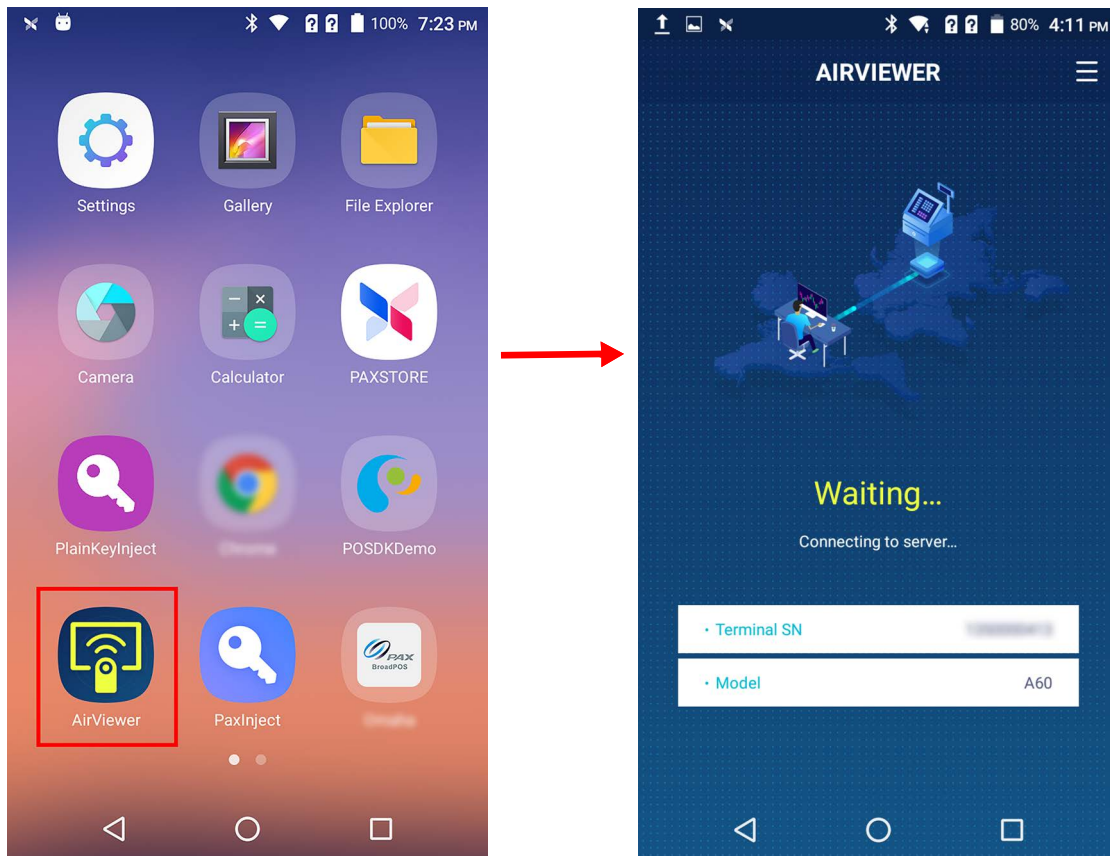


4.3 Remote View and Control Mode

In this mode from the PAXSTORE remote access to the terminal supports viewing and controlling the terminal.

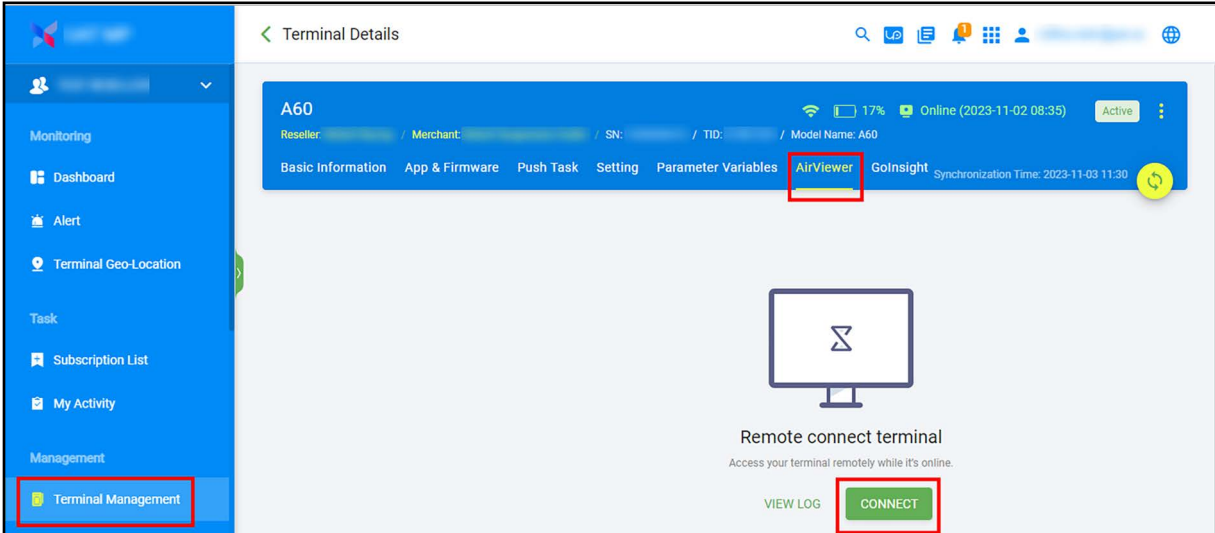
[Terminal]

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

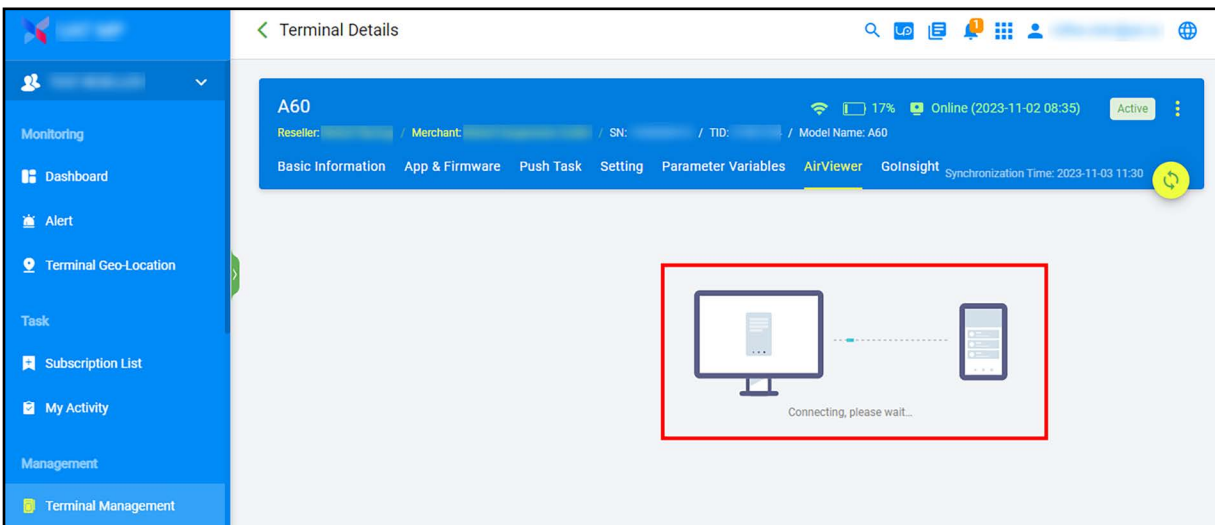


PAXSTORE AirViewer Connect

Select: [Terminal Management] > desired [Reseller/Merchant] > desired [Terminal] > [AirViewer] > [CONNECT].

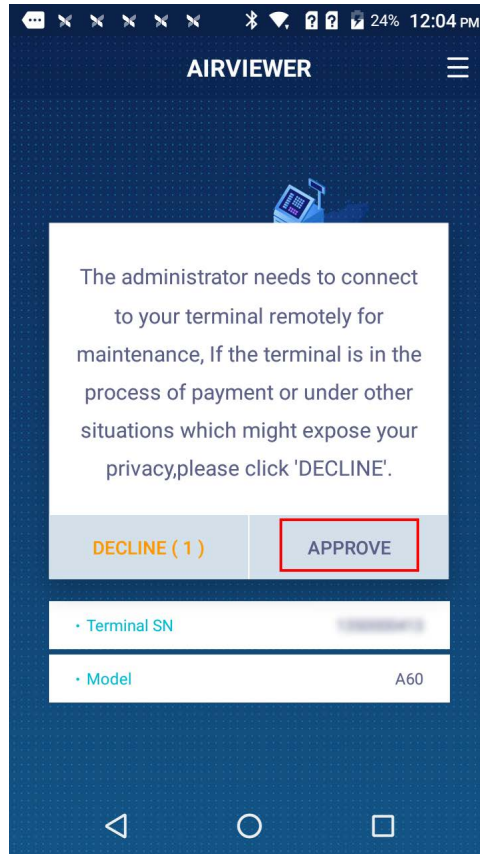


After selecting CONNECT a status image with a message “Connecting, please wait...”



At the terminal, a pop up display will appear and will prompt the terminal user to decline or approve the remote access request. If the selection is delayed more than 60 seconds, the connection will time out and automatically decline the request.

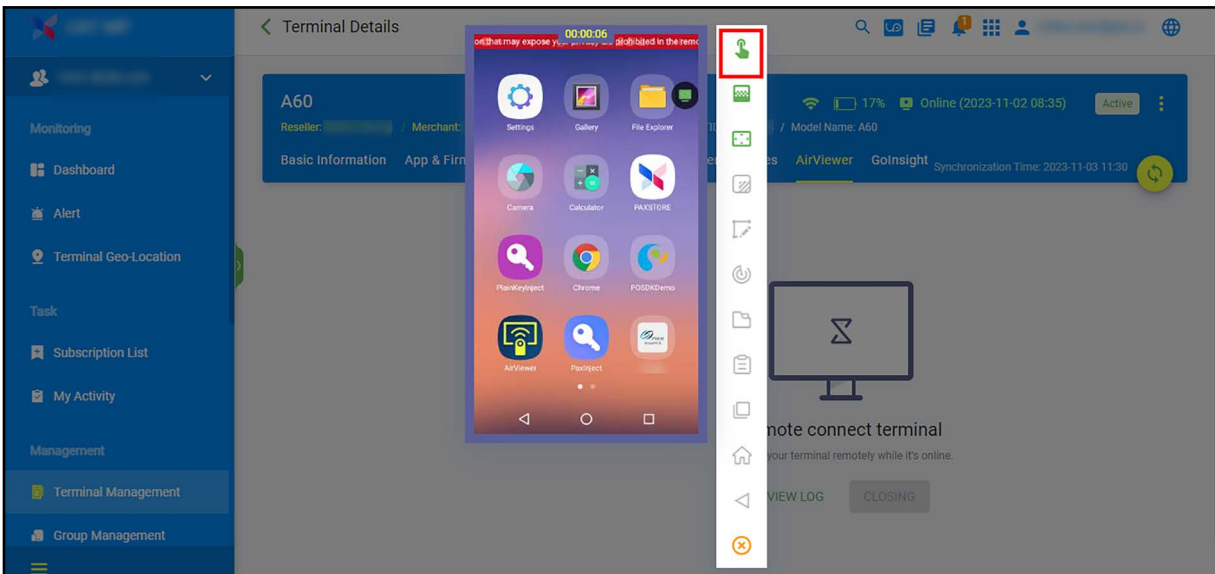
From the Terminal select: **[APPROVE]**.



Terminal User Accepts Remote Access

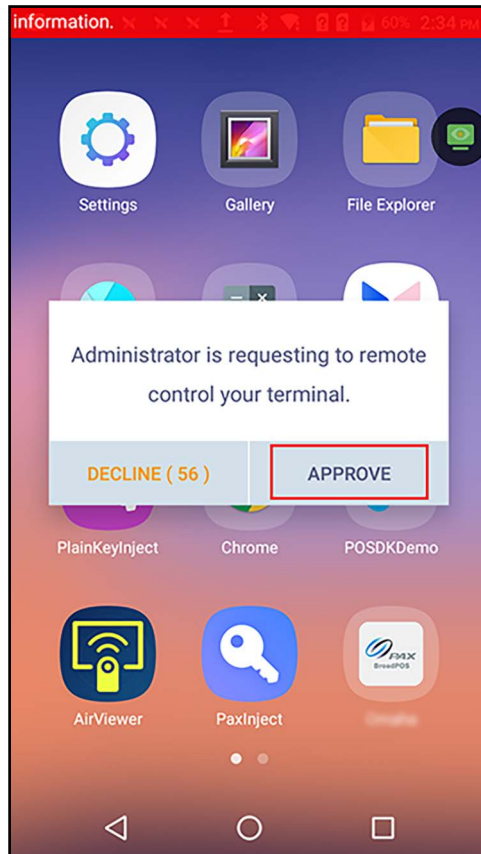
When the terminal User approves the remote access request, the Marketplace Administrator screen will display the terminal home screen with the remote assistance menu. To enable remote control of the terminal locate and select the Apply for remote control Icon. The Terminal User will have to approve the request to allow remote control of the terminal.

Select: **[Apply for remote control Icon]**



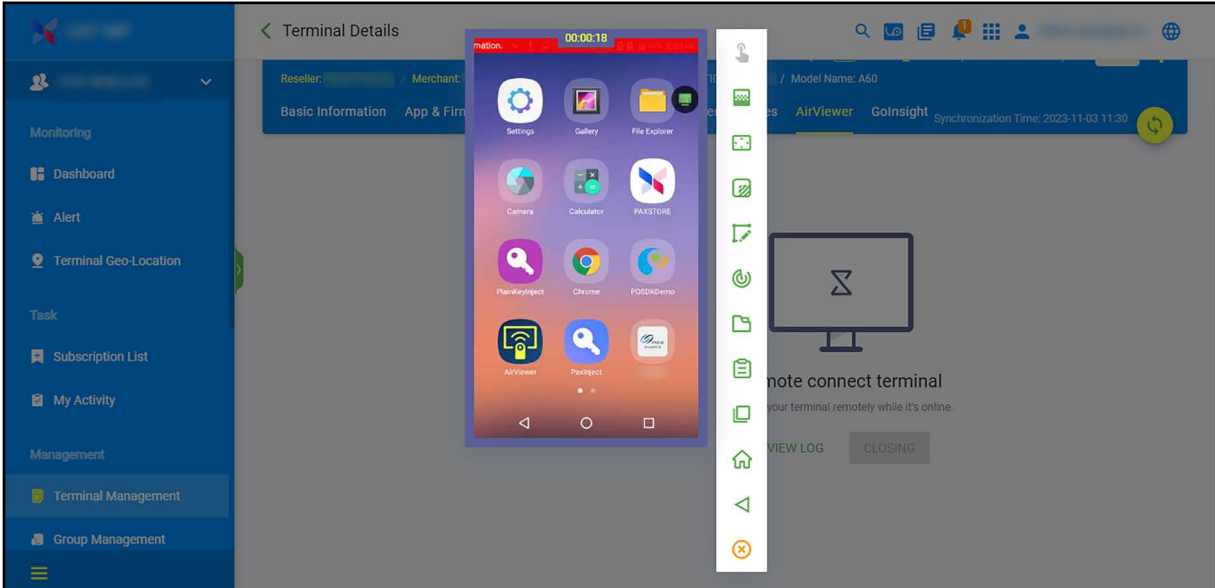
Terminal User Accepts Remote Control

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






















Terminal User Accepts Remote Access

When the terminal User approves the remote control request, the Marketplace Administrator screen will display the terminal home screen with the remote assistance menu.



PAXSTORE Remote Access and Control Menu

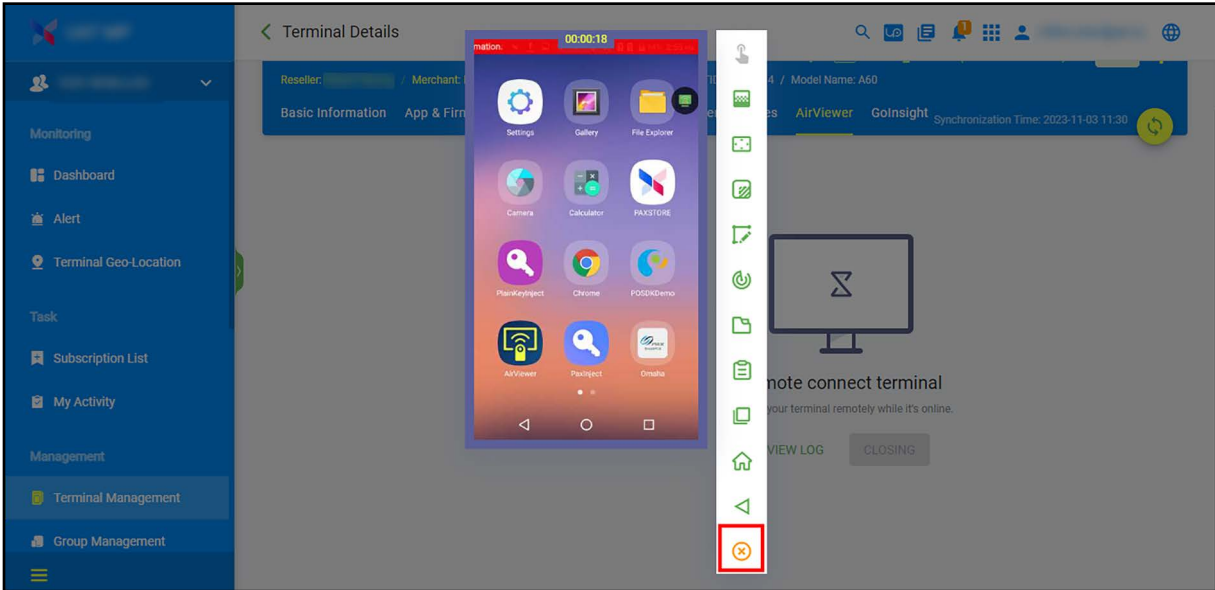
Options Menu	Descriptions
	<ul style="list-style-type: none"> • Apply for Remote Control
	<ul style="list-style-type: none"> • Image Quality
	<ul style="list-style-type: none"> • High
	<ul style="list-style-type: none"> • Normal (Default)
	<ul style="list-style-type: none"> • Low
	<ul style="list-style-type: none"> • Zoom
	<ul style="list-style-type: none"> • 150%
	<ul style="list-style-type: none"> • 125%
	<ul style="list-style-type: none"> • 100% (Default)
	<ul style="list-style-type: none"> • 75%
	<ul style="list-style-type: none"> • Screen Mask
	<ul style="list-style-type: none"> • Magic Pencil
	<ul style="list-style-type: none"> • Check Up
	<ul style="list-style-type: none"> • File Transfer
	<ul style="list-style-type: none"> • View Logcat
	<ul style="list-style-type: none"> • Menu
	<ul style="list-style-type: none"> • Home (Terminal Home)
	<ul style="list-style-type: none"> • Back (Terminal Back)
	<ul style="list-style-type: none"> • Quit

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

The PAXSTORE 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.

PAXSTORE Exit Remote Access

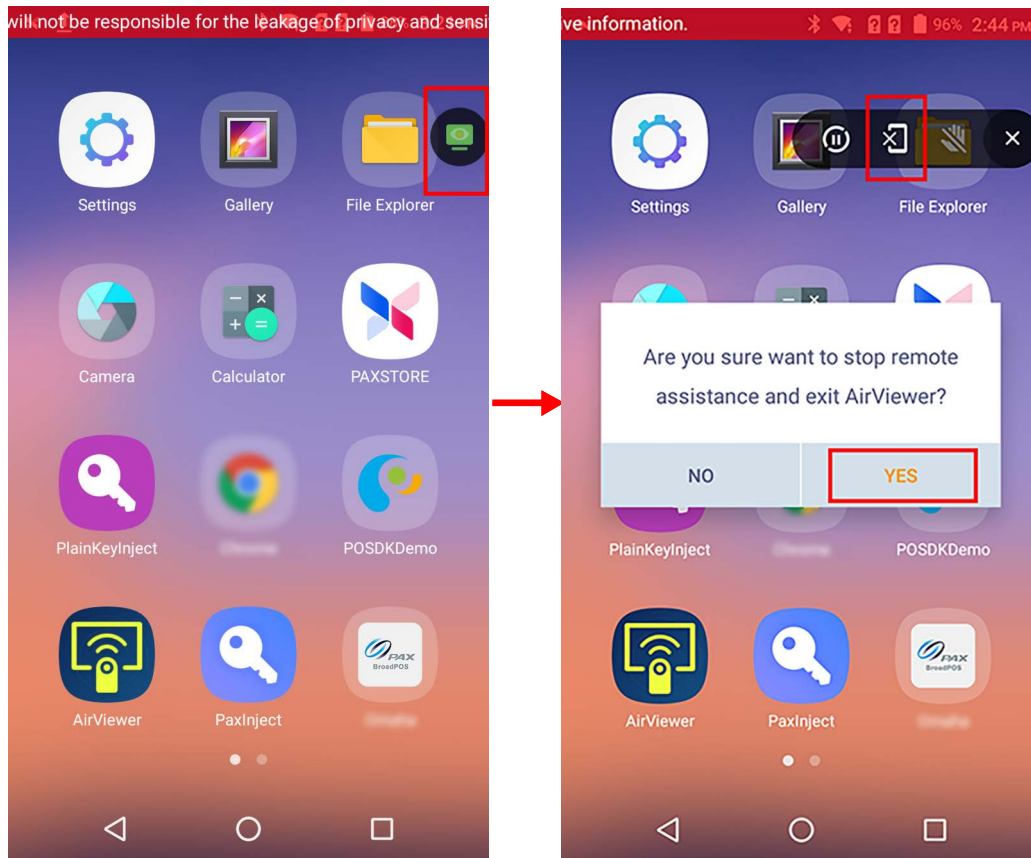
To exit remote access from the PAXSTORE, select the **[Quit]** icon from the menu options.



Exit Remote Access from The Terminal

To exit remote access at the terminal, locate the pop open menu icon and follow the prompts below.

Select: **[Menu Icon]** > **[Quit Icon]** > **[YES]**. To cancel the quit request, select the **[NO]** option.



4.4 Transferring A File

This section will cover the file transfer features and user interface. With AirViewer it is possible to remotely access a device and transfer files. At the device, the user can view the progress of the file transfer and cancel a file transfer. Additionally, the file transfer history can be viewed in the device.

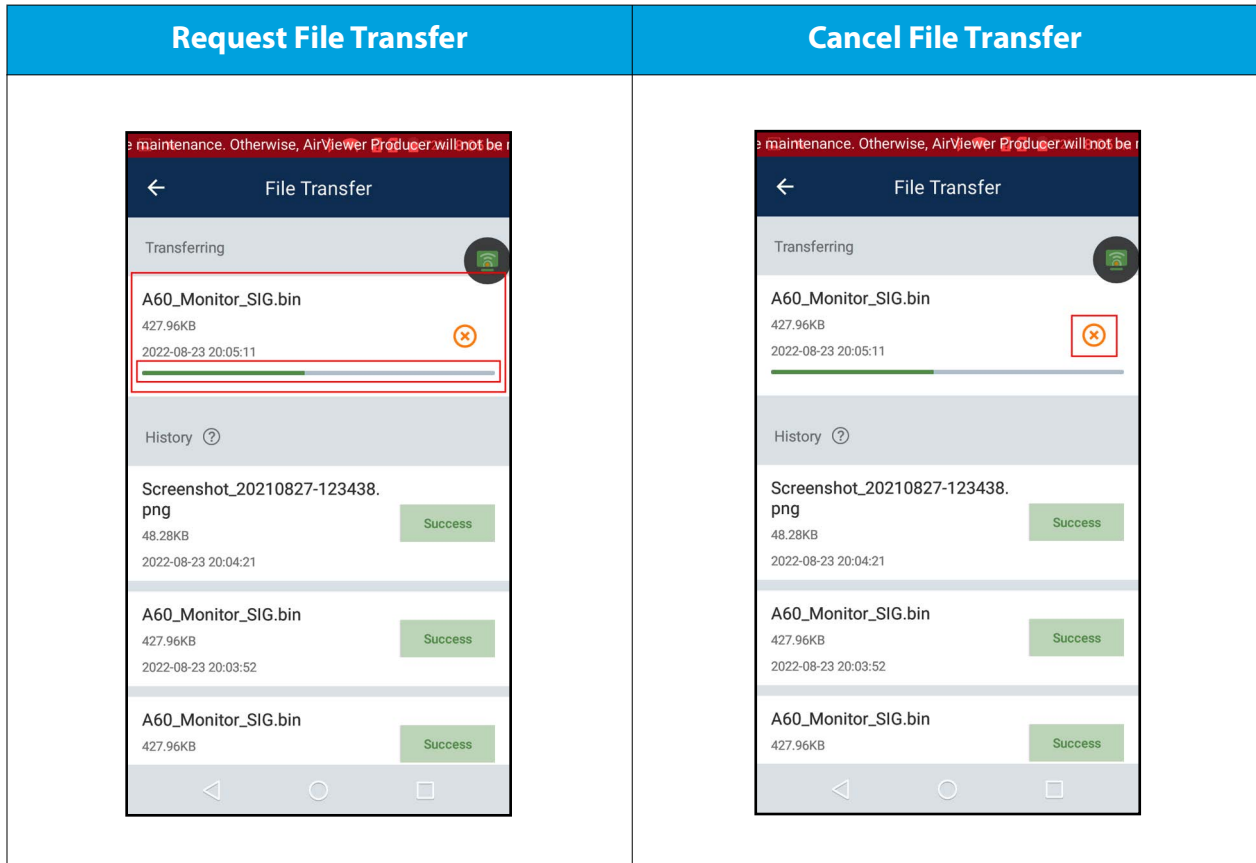
- Request to Transfer A File
- Cancel File Transfer
- File Transfer History

4.4.1 REQUEST TO TRANSFER A FILE

When the administrator requests to transfer a file, the 'File Transfer' page will display on the terminal immediately. The end-user will be able to see the transfer details, e.g., file name, file size, transfer time, etc.

Cancel File Transmission

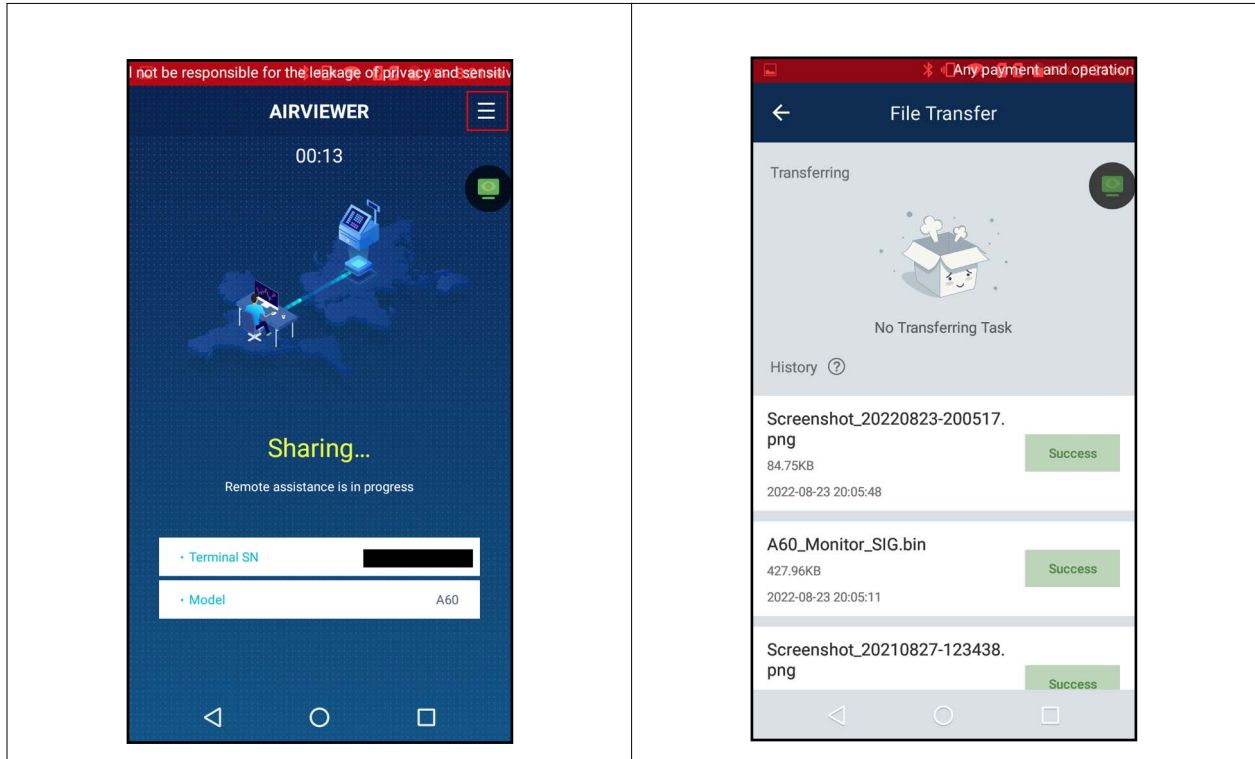
If a user doesn't want a file to be transferred, just select the cancel button on the page, and then the file transfer will be canceled immediately.



4.4.2 FILE TRANSFER HISTORY

On the AirViewer home page, select the upper right corner icon to view the file transfer history.

Note: AirViewer only keeps file transfer history for the last three months.

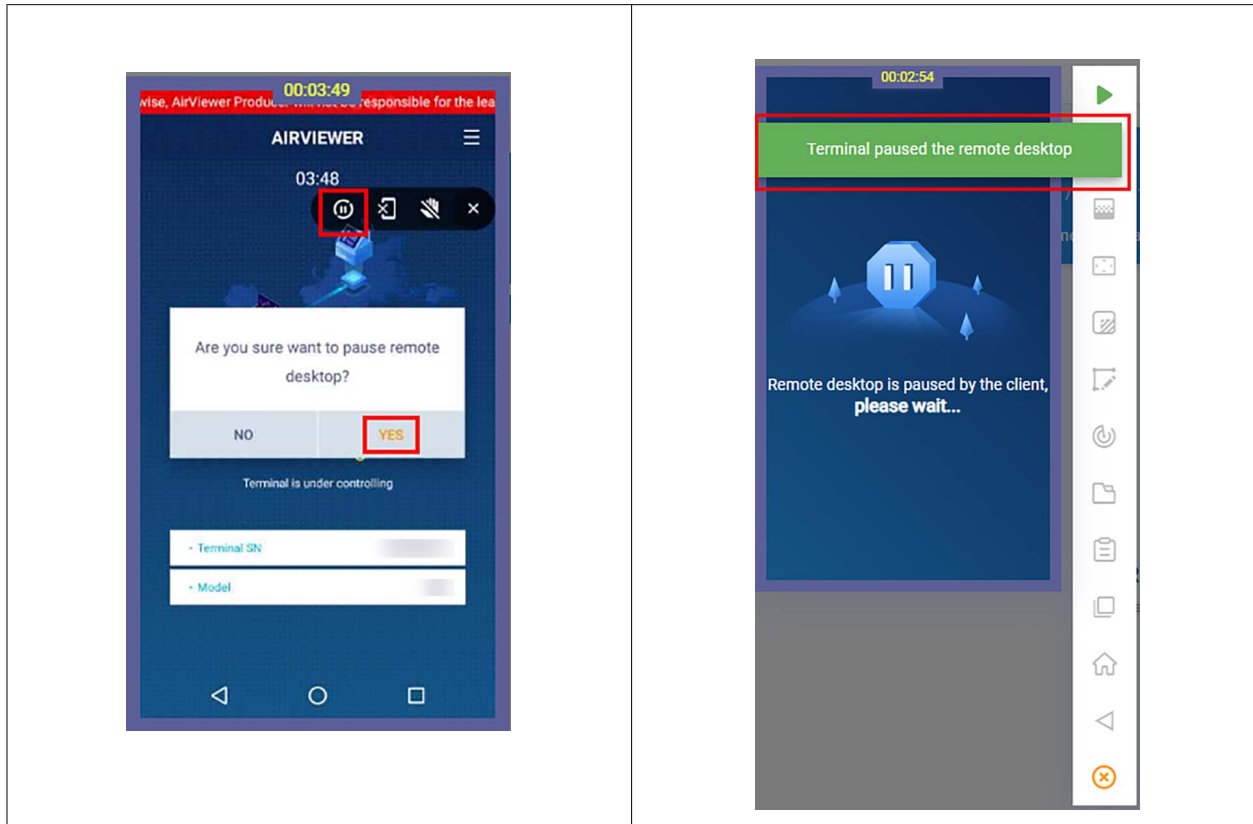


4.5 Resume Remote Desktop

The Resume Remote Desktop feature allows the administrator to request to resume the remote desktop session after the terminal operator paused the remote desktop session. The administrator can request to resume the remote desktop session.

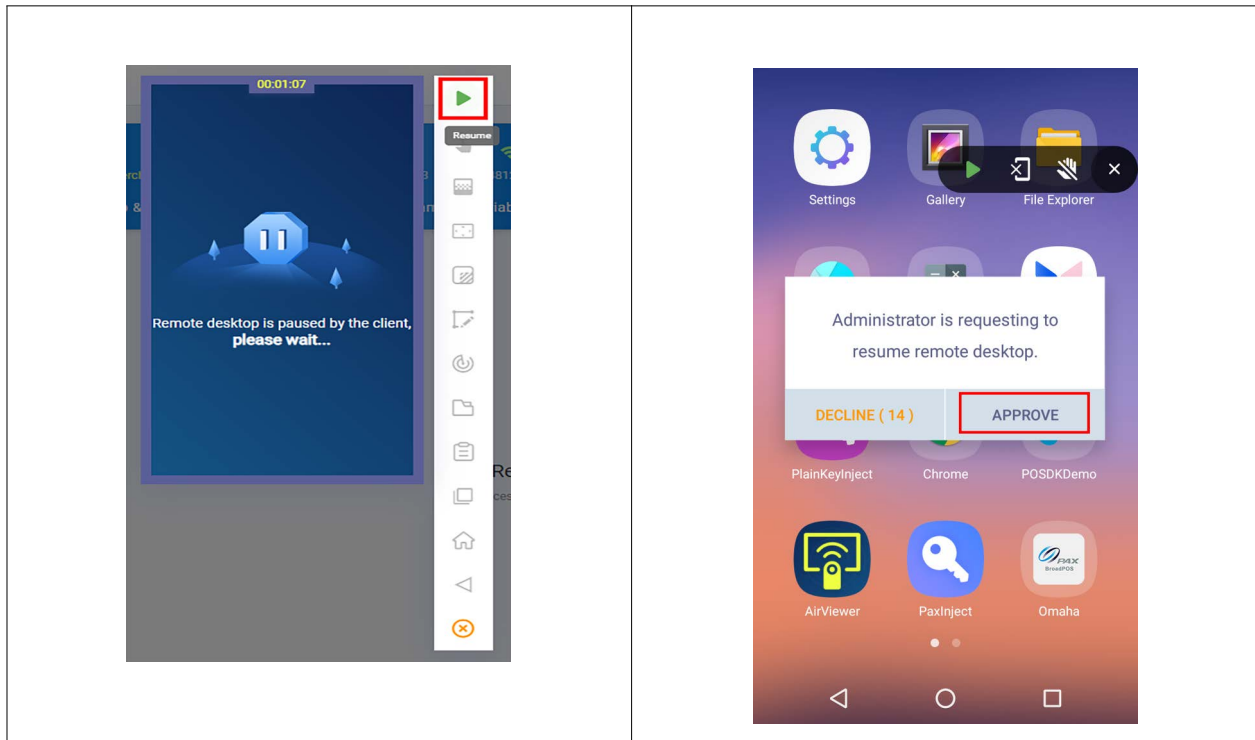
Below are the steps:

Step 1: The terminal operator selects the pause icon to pause the remote desktop session.

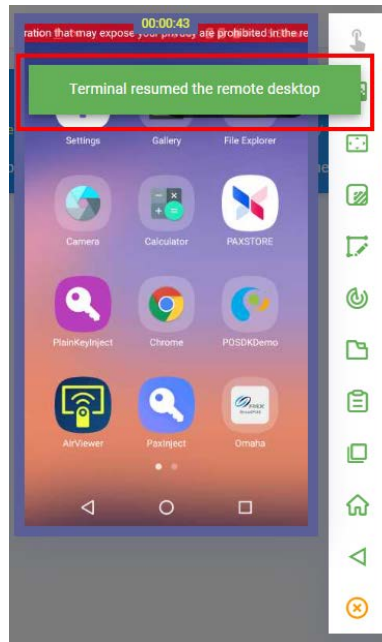


Step 2: The marketplace administrator selects the **[Resume]** icon to request to resume the remote desktop session.

Step 3: The terminal user selects **[APPROVE]** to approve the request to resume the remote desktop session.



The terminal displays a message to confirm the remote session has resumed.

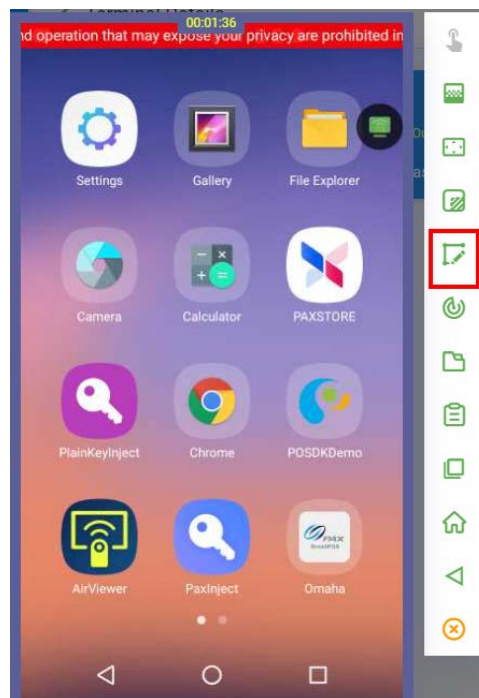


4.6 Magic Pencil

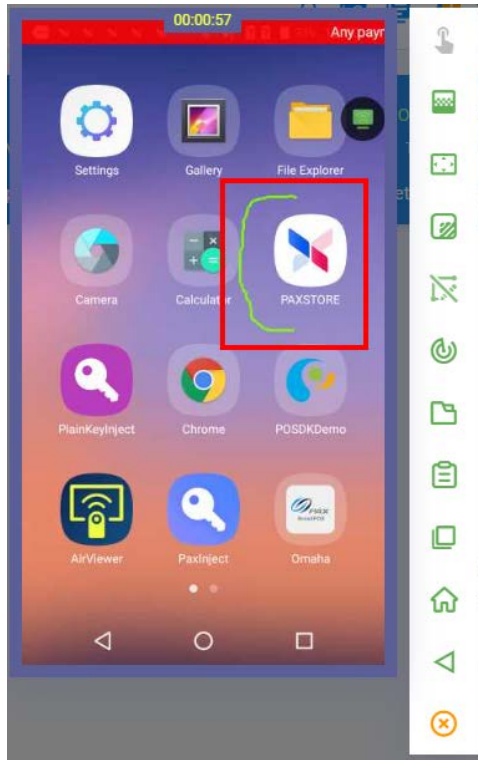
A feature that allows the Marketplace Administrator to draw on the terminal screen.

Select: **[Terminal Management] > [Reseller] > [Terminal] > [AirViewer] > [CONNECT] > See Terminal > [APPROVE] > [Apply for Remote Control Icon] > See Terminal > [APPROVE] > Marketplace Administrator >**

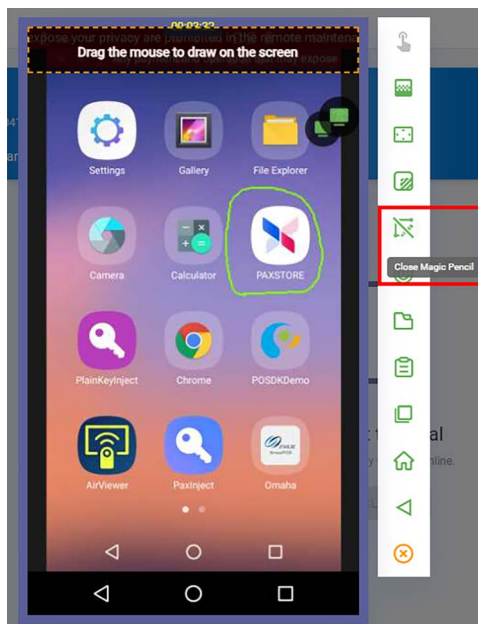
Note: Assuming the user has an understanding how to navigate the Terminal Management feature, the UI images will not be provided for that portion.



[Magic Pencil Icon] > Push and hold the left mouse button to drag the Cursor and draw on the terminal screen.



Select: **[Flashing Magic Pencil Icon]** to disable.



4.7 Role Management

The Role Management section is where user permissions are configured.

AirViewer Permissions

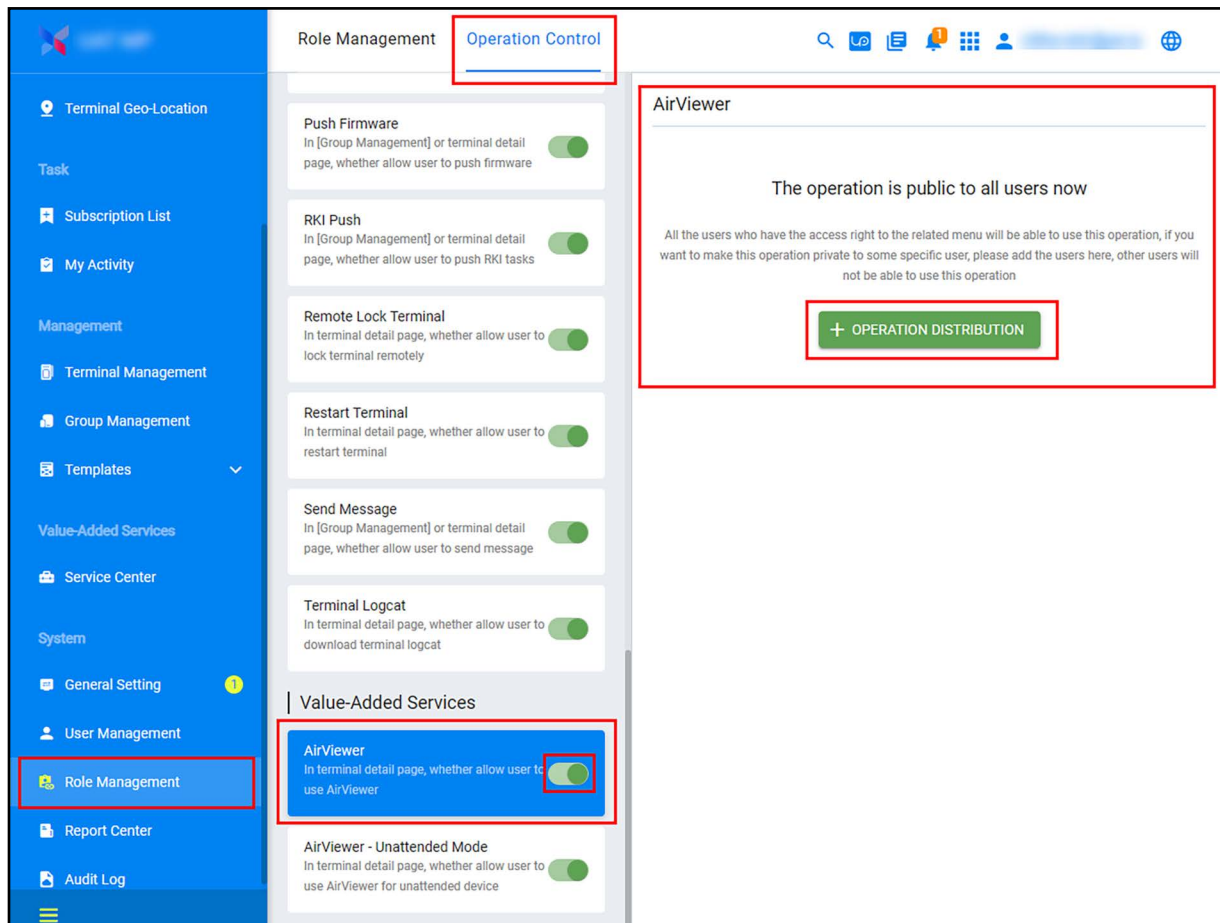
In the Role Management section within the Operation Control function there are two AirViewer options to enable or disable AirViewer access.

- AirViewer - In the terminal detail page, whether to allow the user to use AirViewer.
- AirViewer Unattended Mode - In the terminal detail page, whether to allow the user to use AirViewer for an unattended device.

The AirViewer feature enables or disables the User to use AirViewer in the terminal detail page.

Note: By default, all users have access to this feature, to make this function private to specific users, please add the users manually using the + OPERATION DISTRIBUTION button.

To access select: **[Role Management]** > **[Operation Control]** > Value Added Services > AirViewer > **[Enable]**.

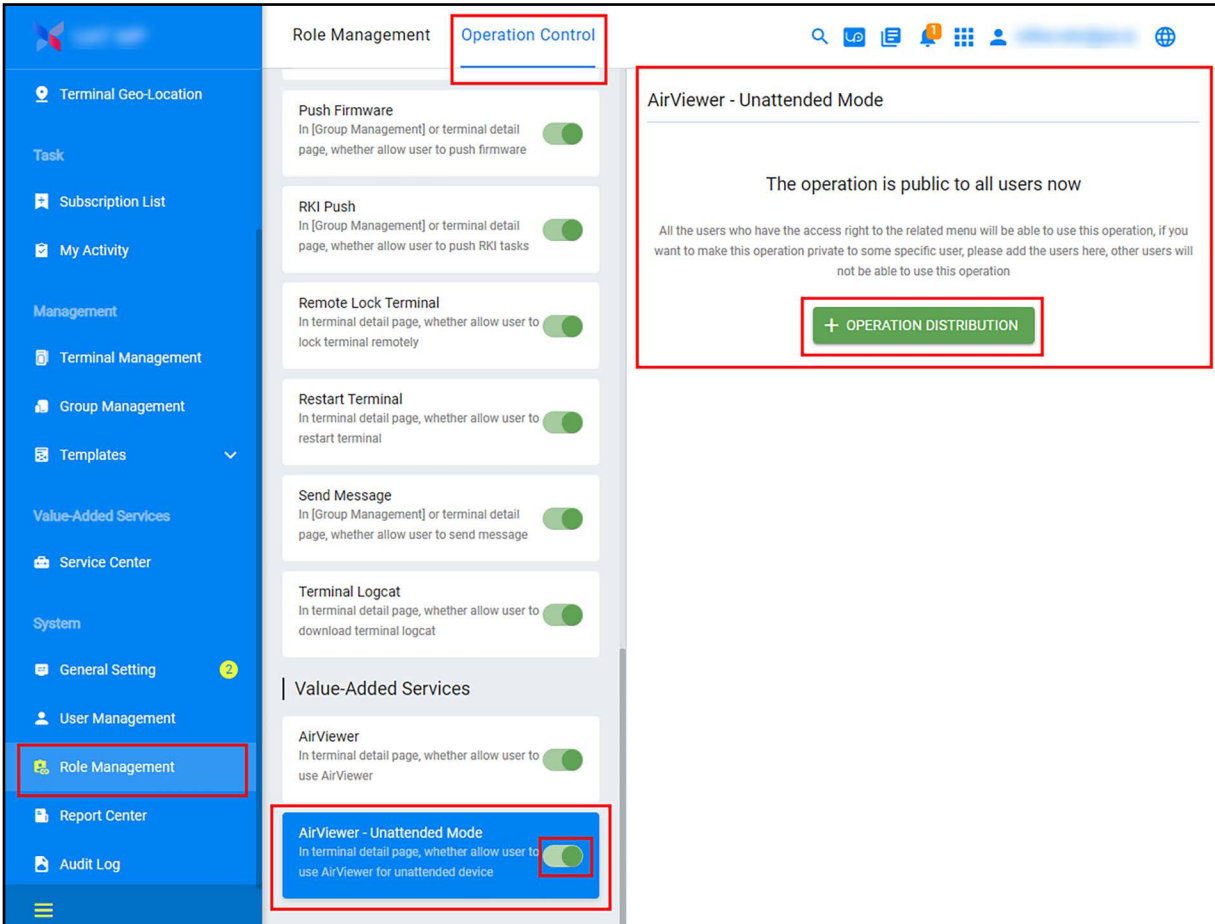


The screenshot displays the PAXSTORE AirViewer Role Management interface. The sidebar on the left contains various menu items, with 'Role Management' highlighted. The main content area is titled 'Operation Control' and lists several permissions with toggle switches: Push Firmware, RKI Push, Remote Lock Terminal, Restart Terminal, Send Message, Terminal Logcat, and AirViewer. The 'AirViewer' permission is highlighted with a red box, and its toggle switch is turned on. Below the 'AirViewer' section, there is a 'Value-Added Services' section with a '+ OPERATION DISTRIBUTION' button highlighted by a red box. A modal window titled 'AirViewer' is open, displaying the message 'The operation is public to all users now' and the '+ OPERATION DISTRIBUTION' button.

4.7.1 ROLE MANAGEMENT AIRVIEWER UNATTENDED MODE

The AirViewer Unattended Mode feature enables or disables the User to use AirViewer in the unattended device.

Note: By default, all users have access to this feature, to make this function private to specific users, please add the users manually using the + OPERATION DISTRIBUTION button.

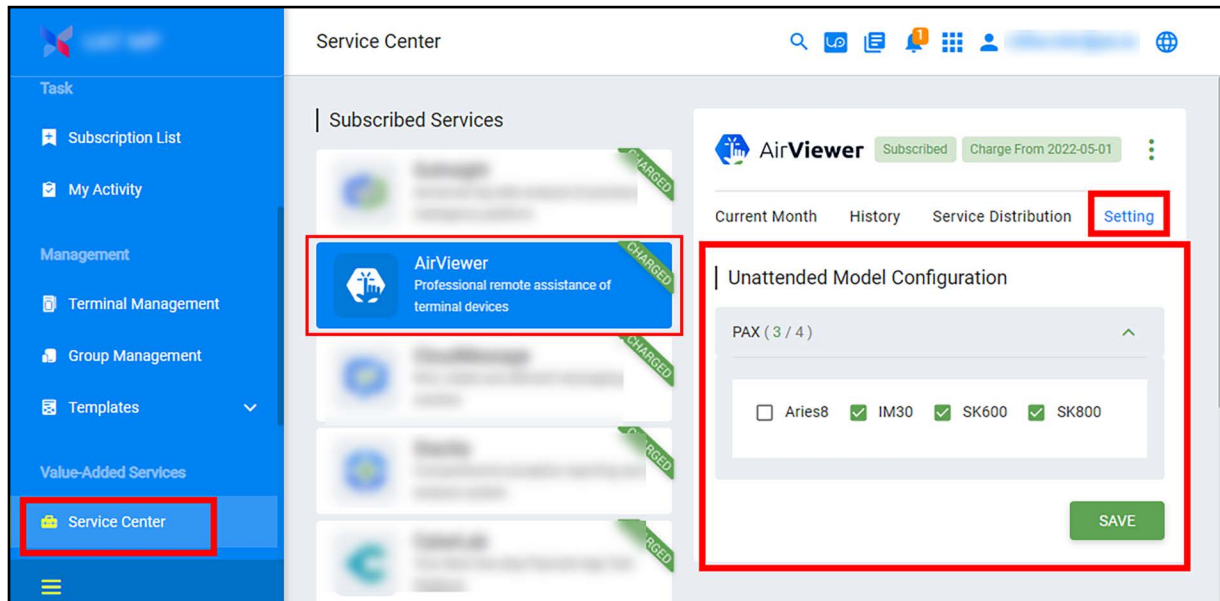


4.8 Unattended Mode

Unattended Model Configuration

Unattended mode is only available for specific model terminals.

Select: **[Service Center]** > Subscribed Services > **[AirViewer]** > **[Setting]** > Unattended Model Configuration > **[Down/Up Arrow]** > displays Unattended Models and their status.



4.9 AirViewer Connection Rules

Scenario 1: Request to connect unattended terminal;

- If no one answers for 15 seconds, the remote control will be connected automatically, it can be declined in 15 seconds if the unattended terminal is in use.

Scenario 2: AirViewer will be disconnected when no operation in a long time;

- AirViewer will be disconnected in 5 minutes without operation.

4.10 AirViewer Messages

To protect the user's privacy, the following messages are displayed when connecting to the terminal.

Scenario 1: Request to connect attended terminal the message is as follows:

'The administrator needs to connect to your terminal remotely for maintenance, If the terminal is in the process of payment or under other situations which might expose your privacy, please click 'DECLINE.''

Scenario 2: Request to connect unattended terminal, the new message is as follows:

'The administrator needs to connect to your terminal remotely for maintenance, if you are using the terminal please click 'DECLINE', if no one answers for 15 seconds, the remote control will be connected automatically.'

Scenario 3: Add a red and flashing message on the top when AirViewer is working, the message is as follows:

'Any payment and operation that may expose your privacy are prohibited in the remote maintenance. Otherwise, AirViewer producer will not be responsible for the leakage of privacy and sensitive information.'

5. CheckUp

A PAX application performs a checkup of the PAX terminals and devices and provides information on the status. A results report is displayed for Errors and Passed results. For Errors a viewable detailed report is available. A Logcat report is also available for download and display.

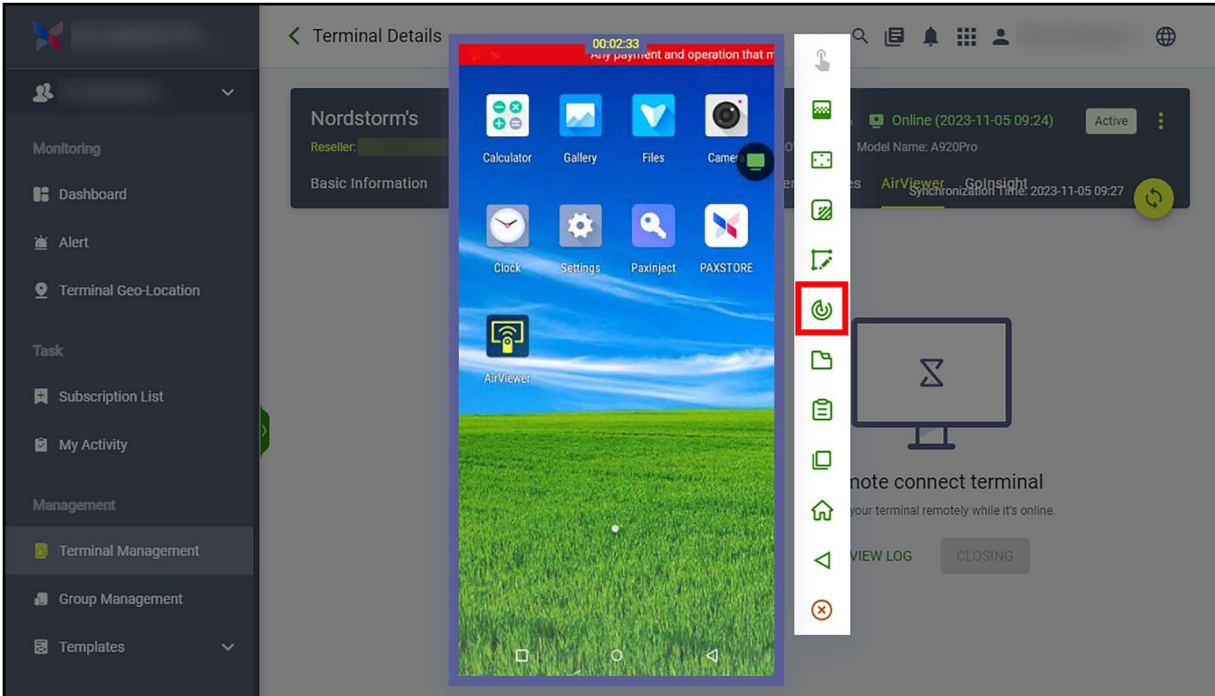
The following test are performed:

- Bluetooth
- GPS
- Sound
- Screen
- Display
- Screen
- Display
- Key
- Camera
- Printer
- Bank Card
- Battery

5.1 Push the CheckUp Application to The Terminal

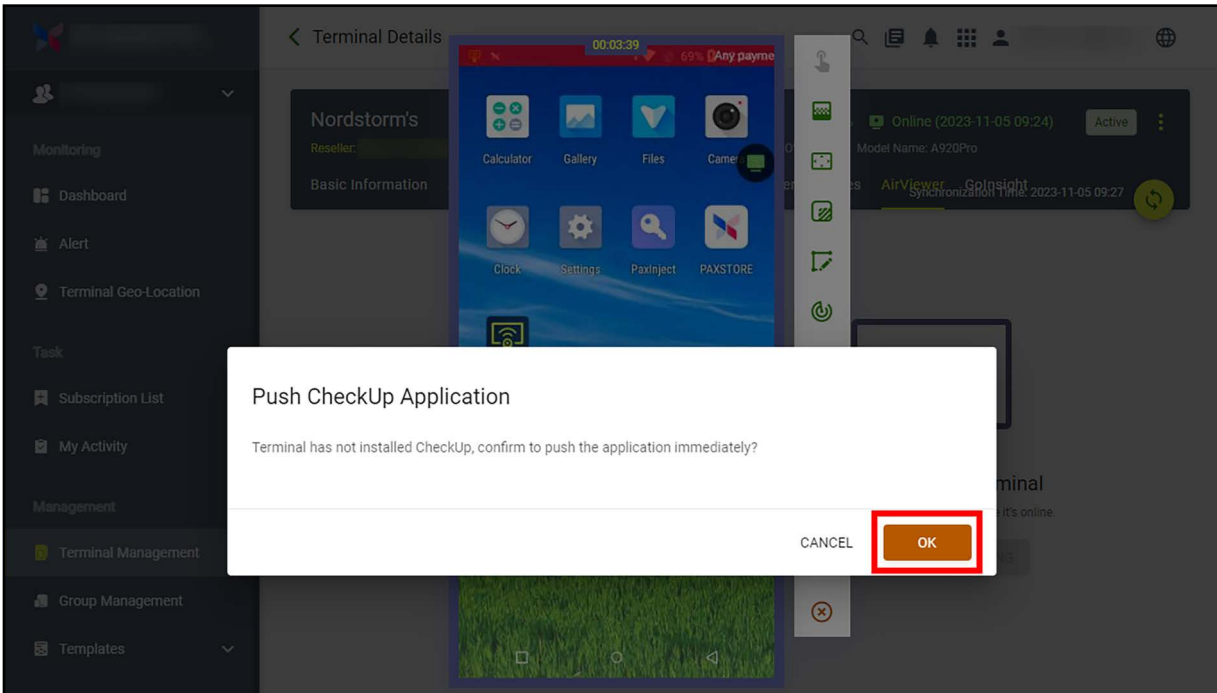
The CheckUp application can be pushed to the terminal or device from the PAXSTORE remote menu.

Select: The **[CheckUp]** Icon



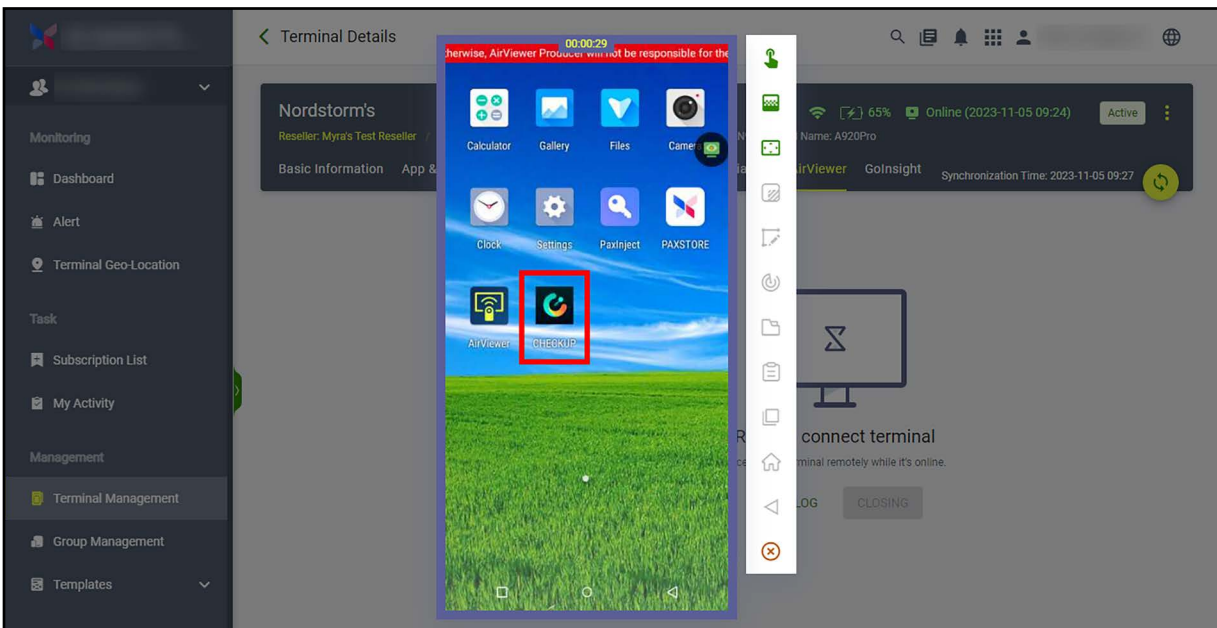
A pop up window will display to confirm the push for the CheckUp application.

Select: **[OK]**.



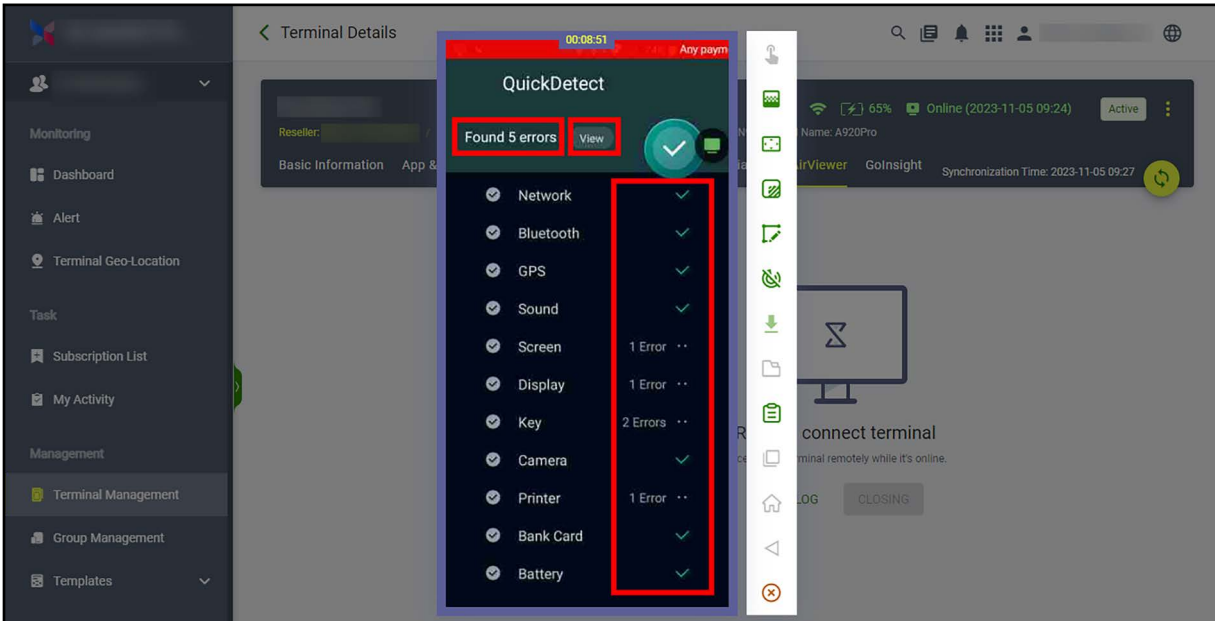
After selecting OK, and a successful Push the CheckUp Icon will display on the terminal Home page.

To open select: **[CheckUp]** Icon.



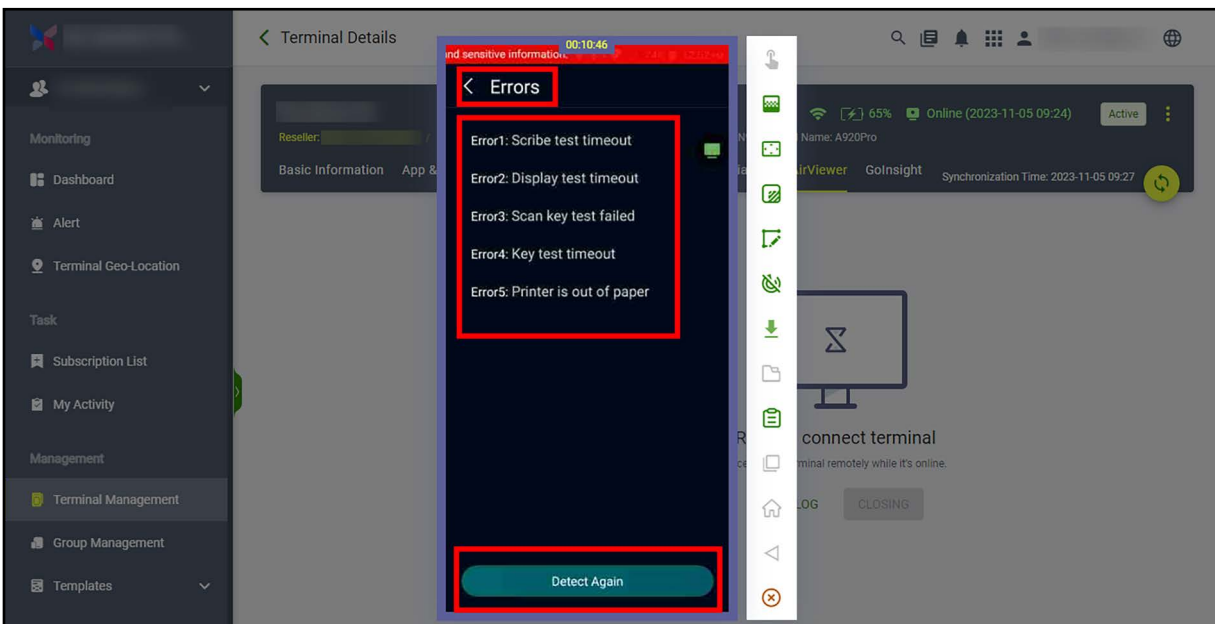
When the CheckUp application is opened it will automatically initiate the diagnostic tool and begin to run test and report the results. Selecting the View button will display details of the Errors.

Select: **[View]** displays an error detail report.

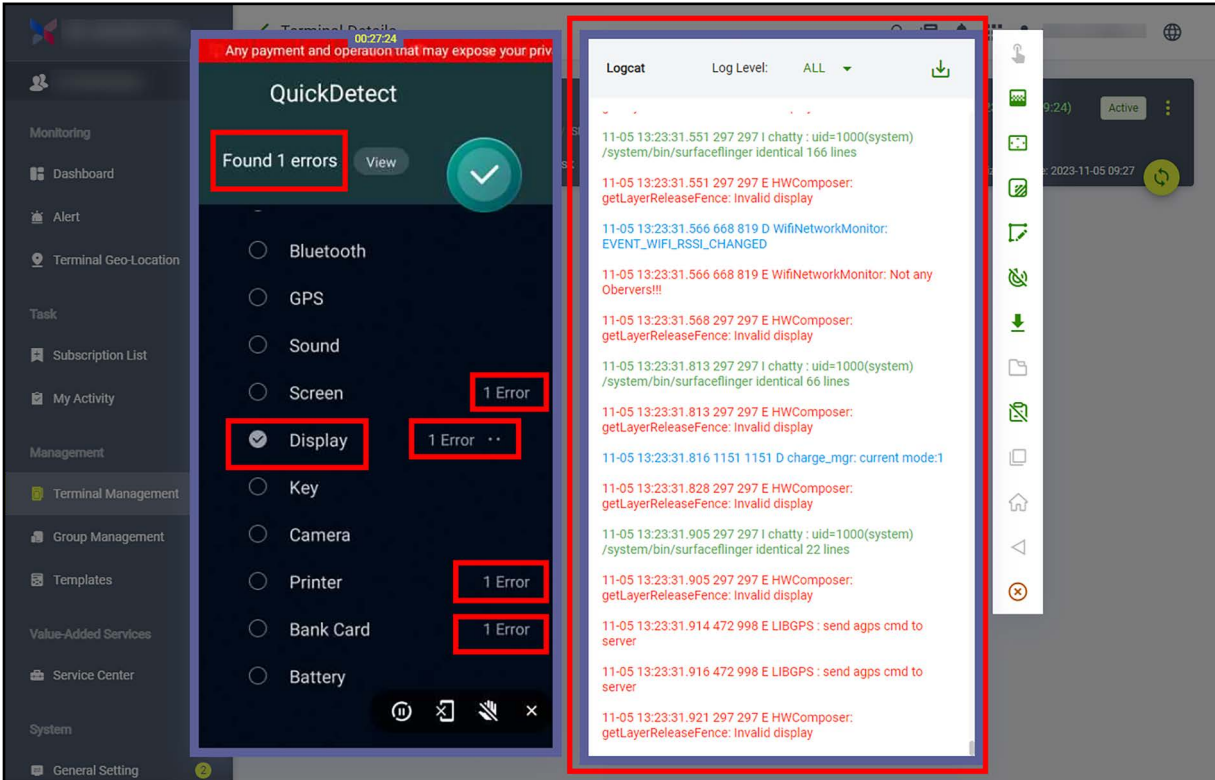


After selecting the View button, a detail report of the errors is displayed. To scan again select the Detect Again button and to go back one screen select the < Errors button.

Select: **[Detect Again]** to rescan or **[< Errors]** to go back.



Viewable Report



Download Error Report

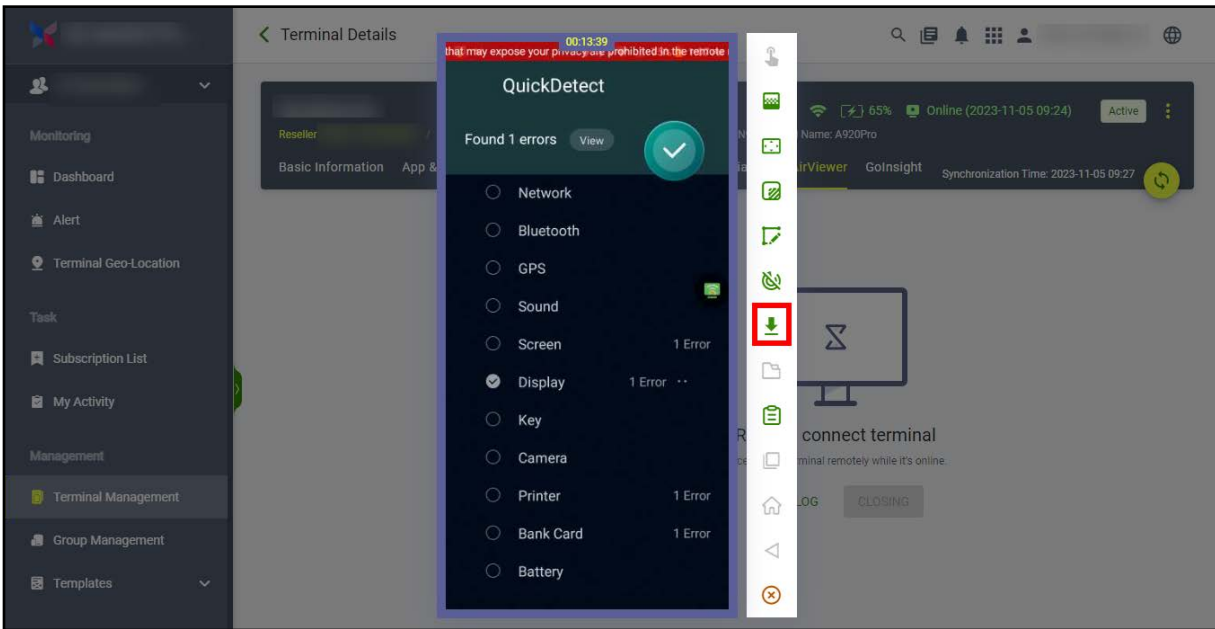
Note: The errNum line is not shown in but is included on the next page.

CheckUp Result	
Check Item	Result
bankcard	
camera	
screen	
battery	
printer	
gps	
key	
led	
sound	
display	Display test timeout
network	
bluetooth	
time	2023/11/05 13:06:11

5.2 CheckUp Logcat Report

Download the logcat report from the Remote Assistance Menu. This will download the report to your local computer.

Select: **[Logcat Download]** Icon.



A sample of a random portion of a downloaded logcat report:

```
<font style="color:#01A5ED">11-05 13:25:02.526 290 2052 D PowerHAL: ###Enter interaction_other scene bgn###
```

```
<font style="color:#01A5ED">11-05 13:25:02.526 290 2052 D PowerHAL: Enter common_set: enable:1, duration: 500, /sys/devices/system/cpu/cpuhotplug/cluster0_core_min_limit: 4
```

```
<font style="color:#01A5ED">11-05 13:25:02.526 290 2052 D PowerHAL: Enter common_set: enable:1,
```

Customer Support

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

Monday-Friday 9:00 AM to 1:00 AM EDT

Saturday 9:00 AM to 5:00 PM EDT

Sunday Closed

Hours Subject to Change

Contact Information

support@pax.us

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