PAXSTORE

FAQ – V4.1

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1 INTRODUCTION

PAXSTORE is a secure Cloud-Based (SaaS) platform for application management, terminal remote management, and value-added service business. Each organization could host own marketplace on a separated domain with data isolation, transmission encryption, unified identity authentication, access control, and remote configuration.

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1.1 SCOPE

The document lists out the FAQs only for the Marketplace Administrator Center. It will help the user easy to use the system.

2 BASIC CONFIGURATIONS

This section describes the FAQs about some configuration that should be configured before any daily business operations.

2.1 How to setup and configure a manufacturer?

1) Click on the [Model Management] -> [Manufacturer List]
2) Click the [CREATE MANUFACTURER] button to create new Manufacturer '*PAX Technology*'.

2.2 How to configure a model?

1) Click on the [Model Management] -> [Manufacturer List]
2) Click on the [CREATE MODEL] button to create new model-'A920'.

2.3 How to create a Reseller and point a user as admin of the reseller?

1) Click on the [Management] -> [Terminal Management].
2) Choose the root reseller, and click on the Reseller Detail tab. And then the [+SUB-RESELLER] link will help create a new sub-reseller.
3) Input 'reseller1@pax.com' as login name, 'New PAX Reseller' as reseller name, and some other properties to create sub-reseller.
4) The user 'reseller1@pax.com' will receive mail to activate the account by click the specific link from the mail.

5) After account activated. The 'reseller1@pax.com' become an admin of the reseller. And can access [Management], [Monitors]by default.

2.4 How to assign access for a new user to monitor the reseller's terminal?

1) Click on the [Role Management] menu item.
2) Click the [NEW ROLE] button. Then choose the specific functions (Terminal Map & Dashboard) to create a new role -'Monitor role'.
3) Assign user(reseller2@pax.com) to the role by clicking the Add User icon. After created, the user will receive an email to activate the account.
4) After account activated, user(reseller2@pax.com) can access Terminal Map & Dashboard functions.

3 APPROVAL FOR DEVELOPER/APPLICATION?

3.1 How to verify and approve newly registered developers?

The developer or partner (developer1@pax.com) needs to register as a Developer to publish an application to the system. After developer requests submitted, the admin needs to review and approve it.

1) Click on the [Developer Approval] to pending developers (include developer1@pax.com) will be displayed.
2) Click on the developer to view the details and do approval on the detail page.

3.2 How to verify and approve the newly submitted application?

Approved Developer can submit the application. Admin wants to review and approve the applications.

3) Click on the [App Management], the pending apps will be displayed.
4) Click on the pending app and do a necessary review on the package and make the final decision to approve the application.

4 MAINTAIN TERMINALS

4.1 How to add POS Client to the system to be managed?

1) Click on the [Management] -> [Terminal Management].
2) Click [CREATE] button to add new terminal (. e.g. SN:0820087293).
3) After created, view the detail of the terminal, and then click the [Activate] button to activate the terminal.
4) Please startup the PAXSTORE app of the terminal to Online the terminal.
5) Once the terminal connected to the system successful, the hardware status of the terminal will become Online.
6) Alternative, you can import a batch of the terminals by clicking the [IMPORT BUTTON]. A template can be downloaded, which can help to guide you to prepare terminals info for batch import.

4.2 How to manage terminals by batch?

1) Click on the [Management] -> [Group Management].
2) Create a new group for the terminals.
3) The group concept to help you manage your terminals in a different group which is easy to push firmware or application by batch.
4) After the group created, choose terminals and add them to the group.

5 PUSH APPLICATIONS

The approved application can be pushed to the POS terminal once the model is supported by the application.

5.1 How to push the application to a specific terminal?

1) Click on the [Management] -> [Terminal Management].
2) Choose the terminal and view the details of it (e.g. SN is 0820087293).
3) Click on the [ADD PUSH APPLICATION] to choose the application to do push.
4) Click on the newly added application from the push list and set the effective time to activate the push. The system will only push for a terminal that is online.
5) If the application is a PARAM application, the user needs to input the values of the parameters before activating.
6)

5.2 How to view the application push result of the terminal?

1) Click on the [Management] -> [Terminal Management].
2) Click on the specific terminal (**SN:**0820087293) to view the detail.
3) On the terminal detail page, the PUSH APPLICATION tab will display the push history list with the executed result.
4) Click on the push history item, the detail of the execution will be displayed. (The results display differently if the push from different source -group/terminal)

5.3 How to push the application to a batch of the terminals?

1) Click on the [Management] -> [Group Management].
2) Choose the expected group. (The group concept to help you manage your terminal in a group which is easy to push firmware or application by batch).
3) Click the [Push Task]-> [PUSH APPLICATION LIST] tab of the group.
4) Click [ADD PUSH APPLICATION] link and choose the expected application.
5) Click on the newly added application from the push list and set the effective time to activate the push.

5.4 How to view application push results of a group?

1) Click on the [Management] -> [Group Management].
2) Click the specific group to view the detail of the group.
3) Click the [Push Task]-> [PUSH APPLICATION LIST] tab of the group.
4) Click the specific Push Task. then the results reports will be displayed.

6 PUSH FIRMWARE

6.1 How to publish firmware to market?

1) Click on the [Resource]-> [Firmware Management]-> [Firmware List]. And then create new firmware by click the [NEW FIRMWARE] link. (Firmware name like: PayDroid_5.1.1_Aquarius_V02.3.01_20170424)
2) Upload firmware image package (PayDroid_5.1.1_Aquarius_V02.3.01_20170424.zip), and specific the model(A920), resellers (**'*New PAX Reseller*'**) for the firmware file.
3) Submit the firmware to approve.

6.2 How to approve firmware to make the firmware online?

1) Click on the [Resource]-> [Firmware Management]-> [Firmware Approval].
2) Verify the pending approval firmware, and then approve or reject firmware. Once approved, the firmware will be online.

6.3 How to push firmware for a batch of terminals to upgrade?

The steps are similar to the Push Application for a group, the difference is that the operations for firmware in under [PUSH FIRMWARE LIST] tab. Please refer to *5.3 How to **push the application** to a batch of the terminals?*

6.4 How to push firmware for a specific terminal?

The steps are similar to the Push Application for a terminal, the difference is that the operations for firmware in under [PUSH FIRMWARE] tab. Please refer to ***5.1 How to push the application to a specific terminal?***

6.5 How to view the result of the firmware push for a group?

The steps are similar to the Push Application for a group, the difference is that the operations for firmware in under [PUSH FIRMWARE LIST] tab. Please refer to ***5.4 How to view application push results of a group***

6.6 How to view the result of the firmware push for a terminal?

The steps are similar to the Push Application for a terminal, the difference is that the operations for firmware in under [PUSH FIRMWARE] tab. Please refer to **5.2** ***How to view the application push result of the terminal?***

7 PAXSTORE POS CLIENT

7.1 How to upgrade PAXSTORE Clients on the terminals?

1) Click the [POS Client App] -> [POS Client List].
2) Click the [CREATE POS CLIENT APP] to create a new app client. If the PAXSTORE Client app already existed, only need to click the app item and click [NEW VERSION] button to upload a new version of the app.
3) Click the [SUBMIT FOR APPROVAL] to submit the new version PAXSTORE App

Client.

4) Approver/Admin Click the [POS Client App] -> [POS Client Approval], the list of the pending approval POS Client app will be displayed.

5) Approval/Admin review and approve the new version app client app to online it.

6) PAXSTORE app on the terminal will check the updates of the new version and do the necessary upgrade.

8 Merchant Setup and Configuration

This section covers topics related to merchant setup and configuration.

8.1 Is it possible to disable or enable seasonal merchant accounts and terminals?

The PAXSTORE currently does not have an option to support enabling or disabling seasonal merchants and their terminals. If a merchant needs to disable or enable transaction processing, then the merchant should contact their credit card processor regarding the account.

Even if the merchant or terminal account was deleted from the PAXSTORE it will not prevent the terminal from performing transactions with their processor.

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