

# PAX A35 | Technical Support Guide

Troubleshooting Reference & Frequently Asked Questions — PCI.6 / Android 10 / Wireless + Bluetooth

## DEVICE OVERVIEW

### PAX A35 (Android Smart PINPad)

Android 10-based wireless smart PINpad terminal accepting MSR swipe, EMV chip, and NFC/contactless payments. Connects via Wi-Fi or Bluetooth. PCI PTS 6.x compliant. Admin Settings password: pax9876@@@

### Key Specs

OS: Android 10 | Connection: Wi-Fi or Bluetooth  
Accepts: Swipe, Chip, Tap/NFC | PCI PTS 6.x Certified  
Admin Password: pax9876@@@ | PIN access: press & hold Red X to power off  
Settings: Apps found on Android home screen / PAXSTORE  
Reboot: Hold Red X key to power off, then power back on

## COMMON ERRORS & SOLUTIONS

Error / Issue	Likely Cause	Solution
Won't Power On	Battery discharged or protection sticker on battery	If new device, remove battery, peel off the protection sticker, replace battery, plug in charger. Hold power button to turn on.
No Wi-Fi / Can't Connect	Wi-Fi disabled or wrong credentials	Press Settings icon > password pax9876@@@ > Network & Internet > Wi-Fi. Toggle on. Select network, enter password, tap CONNECT.
"Communication Error"	Wrong comm type, weak Wi-Fi, or firewall blocking	Switch to Ethernet if available. Verify TCP/IP LAN is set as communication protocol. Check firewall is not blocking payment traffic. Reboot terminal.
Transaction Failed / Declined	Card issuer decline or terminal ID mismatch	Verify card is valid and not expired. Try a different card. If all transactions fail, check Terminal ID configuration with your processor.
Contactless / Tap Not Working	NFC not enabled or contactless module not configured	In admin settings: Misc > Peripheral Features > Contactless Module = Internal. Note: default tap limit is \$100 — amounts above may be declined.
App Freezing or Crashing	Outdated app version or corrupted install	Force close the app. Uninstall and reinstall from PAXSTORE. Ensure you are running the latest version. Reboot device after reinstalling.
Tamper/Security Lock	Terminal dropped, tampered with, or bad internal battery	Device has locked itself for security. Cannot be resolved by user. Must be sent for RMA repair. Call 855-465-9999 immediately.
Screen Frozen / Unresponsive	OS crash or memory issue	Press Power + Volume Down simultaneously, hold several seconds until home screen appears. If issue persists, perform full reboot via Settings.
"RECEIVE ERROR"	Terminal can't complete connection to processor	Check internet connection and firewall settings. Verify terminal IP configuration. Update application if older version is installed. Call support if persists.
Password Locked (3 Attempts)	Wrong password entered 3 consecutive times	Power cycle the terminal — hold Red X to power off, then power back on. This resets the lockout. Contact your processor if password is unknown.
"No RKI" Message	No Remote Key Injection download for this terminal	This is normal operation — tap the arrow to dismiss. Do NOT downgrade the application. Contact your processor if key injection is actually needed.

## FREQUENTLY ASKED QUESTIONS

Question	Answer
<b>How do I reboot the PAX A35?</b>	Press and hold the Red X key to power off the terminal. Once off, press the power button to restart. Allow 1–2 minutes for full boot.
<b>What is the admin/settings password?</b>	The system settings password is pax9876@@@ — enter this when prompted in Android Settings. Payment app passwords may vary by processor.
<b>How do I connect to Wi-Fi?</b>	Tap Settings > enter password pax9876@@@ > Network & Internet > Wi-Fi > toggle On. Select your network from the list and enter the password.
<b>What payment types are accepted?</b>	Magnetic stripe, EMV chip, and NFC/contactless payments. Supports Android-based applications from PAXSTORE for custom functionality.
<b>Where is the serial number?</b>	The serial number is found in Android Settings > About Device, or on the label on the back/bottom of the terminal.
<b>What is PAXSTORE?</b>	PAXSTORE is PAX's cloud-based app marketplace for downloading and managing payment applications and firmware updates on Android PAX terminals.
<b>Is the A35 PCI compliant?</b>	Yes — PCI PTS 6.x certified. Uses Android security combined with PAX's payment security layer for PCI-compliant transactions.
<b>What if the device won't accept any card type?</b>	Exit and reopen the POS software. Reboot the terminal. Check that the card slot is unobstructed and the screen is clean and responsive. Call support if all methods fail.

## QUICK TIPS & BEST PRACTICES

### New Device Setup

For new terminals, always remove the battery protection sticker before first use. Charge fully before setup. Register device on PAXSTORE before processing transactions.

### App & Firmware

Keep apps updated via PAXSTORE. All firmware updates require a call to PAX Technical Support (855-465-9999 opt 4) — never downgrade the application version.

### Security & Tamper

Keep the device in secure locations. If dropped or tampered with, the terminal may lock itself permanently. Only authorize trusted staff for admin access.

## TECHNICAL SUPPORT CONTACT INFORMATION

Technical Support Line  
**855-465-9999**

### Before Calling — Have Ready:

- Hardware Serial Number (HSN/SN)
- Merchant ID / Account Number
- Error message & time it occurred
- Firmware version (Admin/Settings menu)

*Security tamper alerts ("Alert Irruption!" / "Unauthorized") = stop use immediately, device must be replaced. Call 855-465-9999.*