



AcumenConnections

# PAX A920

## User Manual



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# Introduction

The PAX A920 is an impressively designed premium payment device, combining the features of an Android tablet with a powerful payment terminal. It accepts a variety of payment methods, including contactless, QR code scan, mobile and wallet payments, Chip & PIN and Magstripe. With Wifi or 4G connectivity, the A920 can operate with your own WIFI network or in a mobile environment.

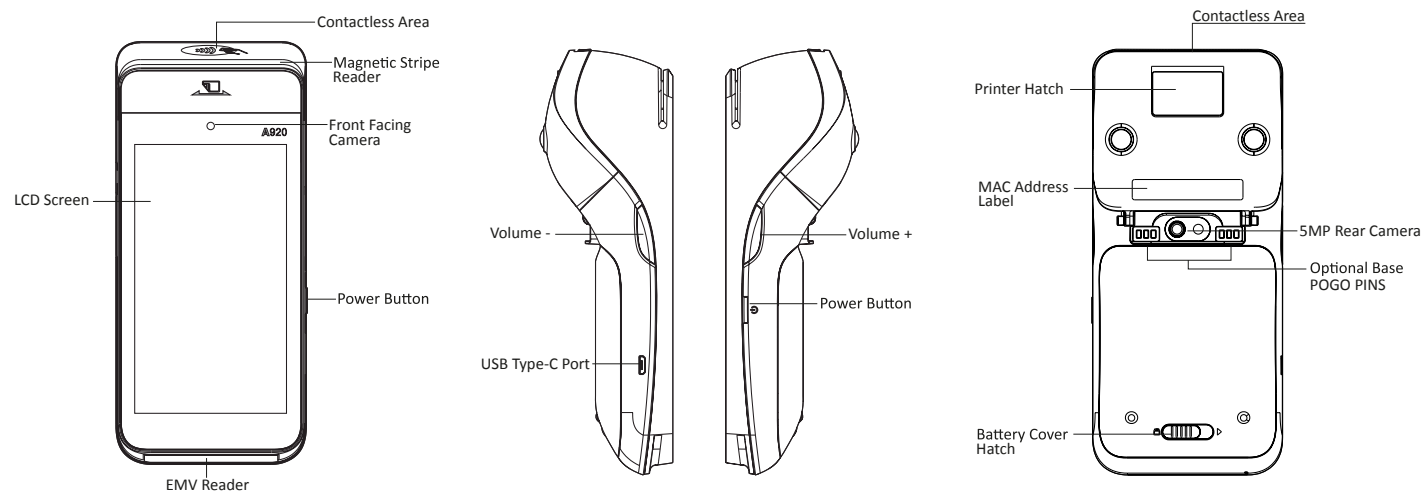
## What's in the box

The PAX A920 includes the following items in the box:













- A920 Terminal
- Three-pin plug power adapter
- European power adapter
- USB to Micro USB cable
- Thermal paper roll



Features



Symbols & Icons

	Battery fully charged		Battery charging		Battery issue - contact support
	Wifi connection present: 75% signal strength shown		Cellular connection present: 75% signal strength shown		Cellular connection present: No internet connection
	No cellular connection present		Contactless reader		Insert card
	Card inserted		Number of stored transactions		Terminal connected to PC

## Power On/Off

You can turn on the A920 by pressing and holding the small rectangle button on the right side of the terminal for 2-4 seconds and then release.

To turn off the device hold down the same button until you are presented with the four options:

- Airplane mode
- Vibration
- Reboot
- Power off

Select 'Power Off', then select again.

The device will then shut down.



## Charging Instructions

Before starting up the A920, the battery should be fully charged.

Charge the device by plugging the USB end of the cable into a PC or power supply and then plug the Mini USB end into the port on the left side of the terminal.

Charge the battery until full.

## Accessing the Menu & Logging in

Once you have turned on your device you will be presented with the axept GO home screen. This will display the Burger Menu in the top right corner, the date and time and a blue "Payment" button.

Select the blue "Payment" button and wait for the User Credentials screen to load. You will be asked to login using your User Id and Password.

Once you have logged in you will be taken to the menu screen. This is split into "Main Menu" and "Admin Menu".



## GPRS Setup

If you have chosen a 4G model of the A920 your SIM card will already be installed in the device when you receive it. The device should automatically connect to the mobile network once turned on. We recommend that you login to your device and set up your WIFI on your 4G also.

**NOTE:** The 4G model will have no more than 1GB of data per month. Once the mobile data is exhausted you can still process transactions via Wifi. Your mobile data will refresh every month.

We recommend using WIFI whenever possible to conserve your 4G data.

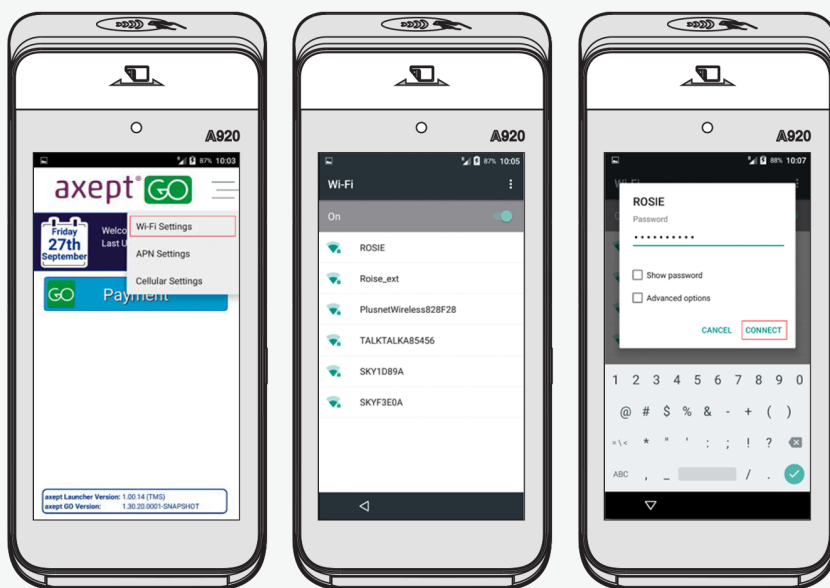
## Wi-Fi Setup

To turn on your WIFI you will need to login to your device and navigate to the Main Menu. Select the Burger Menu in the top right hand corner and select "Wifi Settings" from the drop down menu. If your Wifi setting is turned off, click the slider to turn it on. You will then see a list of available networks.

Select the desired Wi-Fi network, input the Wi-Fi password and select "Connect". When the terminal has successfully connected to the wifi the status will show Select the desired Wi-Fi network, input the Wi-Fi password and select "Connect". When the terminal has successfully connected to the wifi the status will show as "connected" under the network name.

Select the back button to return the settings menu or to exit. as "connected" under the network name.

Select the back button to return the settings menu or to exit.



If the desired Wi-Fi network is not displayed you will need to manually connect to the network. To do this, scroll to the bottom of the available network list and select the "Add Network" option. Enter the details of your network and save.

**NOTE:** We recommend using WIFI whenever possible to conserve your 4G data.

## Quick Data Display

On the Main Menu screen you will find a small data display that will give you some quick information about your device.

This includes:

- Your connection type
- Your signal strength
- Your number of stored transactions
- Your user ID
- Your department ID
- Your terminal ID
- Your merchant ID
- Your last Z Report date and time
- Your last update date and time



## Accepting Payments

To start accepting payments, simply navigate to the Main Menu and select "Sale" from the options. You will be asked to enter the amount of the sale. You will then be asked if you want to add gratuity, either select No or select Yes and enter the desired amount.

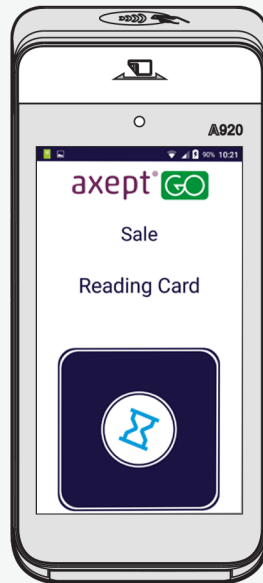
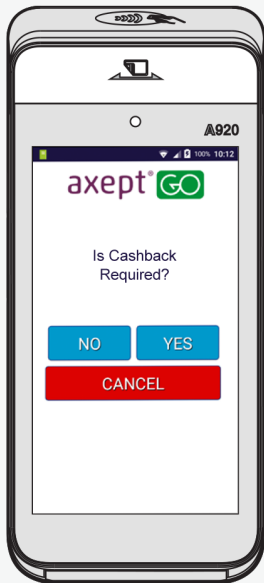
You will then be asked if you want to add a reference number for the transaction. You can skip this step if you wish. The sale screen will then appear. The payment is now ready to be made. Ask the customer to present their card either by Contactless, Chip and Pin or Magstripe.



## Accepting Payments

If the customer wishes to pay by Contactless payment, the device will ask if you want to print a customer copy of the receipt. Select either yes or no. The receipt will print automatically.

When paying by Chip and Pin you will be asked if cashback is required. If your customer would like cashback select yes and enter the desired amount.



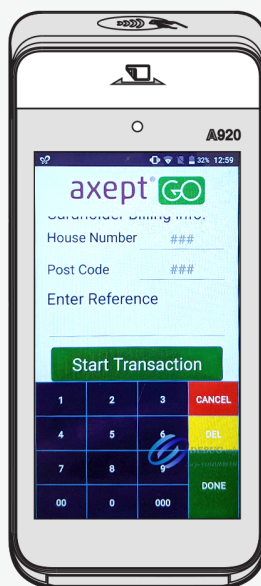
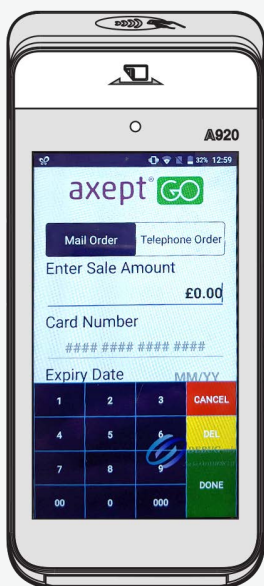
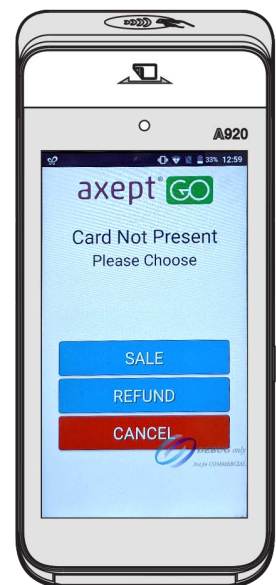
Otherwise select no. The sale screen will then confirm how much the sale amount and ask the customer to enter their pin.

Once the customer has entered their pin the "processing transaction" screen will appear.

Once it is complete the Merchant and Customer receipts will print and the customer will be asked to remove their card.

## Refunding A Payment

If you need to issue a Card Not Present payment or refund, select the “Card Not Present” button in the main menu. You will be asked if you are issuing a refund or taking a payment. You will then be given two options, “Mail Order” or “Telephone Order”



After selecting the type of order, you will need to enter the sale amount, the card number, the expiry date, the CSC number, the card holders billing information (such as house number and postcode) and enter a reference number for the transaction.

Then select “Start Transaction”.



## Uploading Transactions

You can upload your transactions by selecting the “Submit Transactions” button from the Main Menu. The upload will then start automatically.

Once complete, you will see a green tick on the screen to let you know the upload was successful. You will then be taken back to the main menu.



## Testing the connection

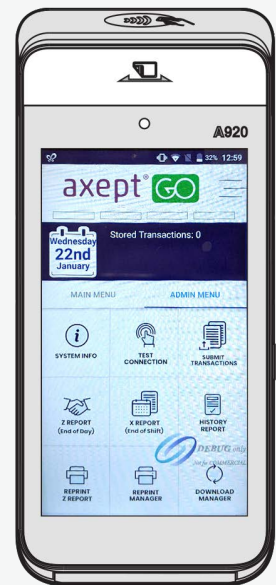
To test the device connection, select the “Test Connection” button on the Main Menu.

## Administration Tools

You can access the Admin Tools by selecting “Admin Menu” in the menu settings.

This will give you access to the following options:

- System Info
- Test Connection
- Submit Transactions
- Z Report
- X Report
- History Report
- Reprint Z Report
- Reprint Manager
- Download Manager



## Printing Z Reports (End of Day)

To print end of day reports navigate to the Admin Menu and select the “Z Report” option. The device will then automatically start printing the end of day report.

The Z Report will tell you:

- How many sales you’ve made
- The total sale amount
- The number of refunds you’ve made
- The total refund amount
- The net total sales for the day.

It will also break down cashback, gratuity and vouchers, card types and the amount taken on each card type.



## Printing History Reports

History reports will give you a detailed look at transactions on your A920.

This will include:

- Whether the transactions was a sale or refund
- The amount taken/refunded
- The type of payment
- Whether the transaction was approved
- The date and time of the transaction
- The receipt number
- The last three digits of the customer’s primary account number

## Printing Receipts

Most receipts will automatically print at the end of a transaction. When taking Contactless payments you will be asked if you require a customer copy of the receipt.

You can change your receipt printing preferences by:

- Navigating to the Main Menu
- Selecting the Burger Menu in the top right corner
- Selecting App Settings from the dropdown menu
- Changing your receipt settings



## Reprinting Receipts

If you need to reprint a receipt you can do this by accessing the Admin Menu and selecting the "Reprint Manager" button. You will be given the option to either reprint the last receipt or reprint a specific receipt by entering the receipt number. You will find the receipt number on your Merchant copy of the receipt.



## How to Change the Paper Roll

To remove and replace the thermal paper roll, turn the terminal over. Near the top back side of the terminal place your finger under the paper lid release lever and pull the entire lid assembly away from the terminal. To remove the paper, roll simply pull the paper roll out.

To install a new thermal paper roll, drop in the paper roll with the paper pulling from the back and out the top of the roll. Pull about 2" of paper out and close the lid until the lid snaps into place. It is important the lid is fully closed so that the paper roll fully engages the paper. Tear off any excess paper.



## Removing & Replacing the Battery

To remove and replace the battery, position the A920 to show the backside of the terminal.

Next locate the battery cover and slide the lock slide switch to the right.

The lock slide switch is tightly secured, we recommend that you apply pressure using your fingernails rather than your thumb. Lift the battery cover from the base and pivot the lid upwards and remove.

Next lift the battery from the bottom side and swing it upwards from the bottom and pull out.

To install a battery, first remove the protective cover over the battery connectors. Then insert the battery with the gold connectors towards the top right side.

Slide the battery upwards and then carefully push the bottom into place.

Insert the top of the battery lid into the lid hinges and then lower the bottom of the lid cover until it is flush with the case.

Slide the lock slide switch back to the left.



## Updating the Device

If you need to update the device settings, navigate to the Admin Menu and select the “Download Manager” button. You can then choose to update the device.

The device will then check for any available updates. If the device finds any updates to download it will automatically start the process. If there are no updates to download you will be taken back to the main axept GO screen where you will need to select the

“Payment” button and log in again.

