



A920 Reference Guide

07-23-2020

V2.0

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Preface

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Revision History

Date	Version	Description
07-23-2020	v2.0	Initial release.

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1. Introduction

The A920 is an all-in-one Android payment terminal with compact design that has a 5-inch IPS color touchscreen with high anti-glare. It combines the full features of an Android tablet in a powerful payment terminal. The A920 features an integrated camera, hi-speed thermal printer, and a high capacity battery to meet the daily demands across all dynamic retail and/or hospitality environments. Offering complete communications including LAN, Wi-Fi, and 4G Cellular, the A920 meets all of your customers' needs in one place.

1.1 Purpose

This reference guide provides information about:

- Installation
- Wireless Connectivity
- Answers to frequently asked questions
- Troubleshooting

1.2 Intended Audience

This guide is intended for use by:

- Software engineers who develop and maintain the payment application designs for the US payment card industry.
- Sales Executives and Support who sell and support the device.
- Independent Sales Organizations who sell terminals and conduct end user terminal training.

1.3 Acronyms and Terms

Acronym	Definition
DHCP	Dynamic Host Configuration Protocol - A network management protocol used on IP networks. The DHCP server dynamically assigns an IP address and other network configuration parameters to each device on the network.
EMV	Europay, Mastercard, and VISA
LAN	Local Area Network
Micro SD	Removable flash memory card used to store information.
MSR	Magnetic Stripe Reader
NFC	Near Field Communication
POS	Point of Sale or Point of Service
SAM	A Secure Access Module (or Secure Application Module) is based on SmartCard Integrated circuits and is used to enhance the security and cryptography performance in devices, commonly in devices needing to perform secure transactions, such as payment terminals. It can be used for cryptographic computation and secure authentication against smart cards or contactless EMV cards.
SIM	Subscriber Identity Module Card – A smart card that stores data GSM cellular network subscribers.
SSID	Service Set Identifier - The name for a Wi-Fi or WLAN network. Mobile devices look for all networks in range when they attempt to connect to local Wi-Fi.
WAN	Wide Area Network - Cellular phone data networks run on a WAN. It covers a broad area and many devices in that area.
Wi-Fi	A trademarked term used to describe the wireless networking technology that allows computers and other devices to communicate over a wireless signal. Based on IEEE802.11 standards.

2. Terminal Identification

This sections provides information on terminal identification numbers and where to locate them.

2.1 Serial Number Definition

Serial Number (SN) = Model code + Sequence number

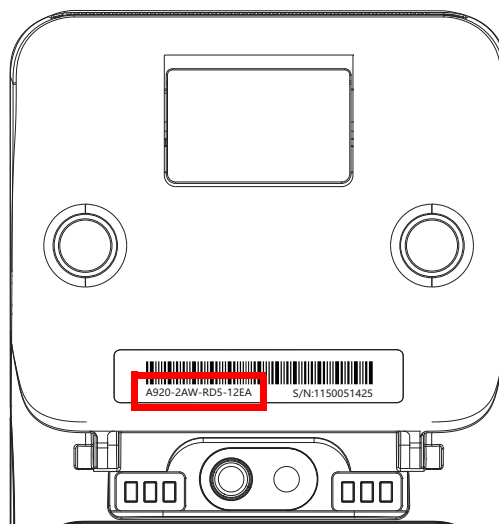
If the length of SN = 8, then the length of Model Code = 2 and contains ASCII(0 ~ 9 & A ~ Z, but without O & I), the length of the Sequence number = 6 and contains ASCII(0 ~ 9).

If the length of SN = 10, then the length of Model Code = 3 and contains ASCII(0 ~ 9), the length of the Sequence number = 7 and contains ASCII(0 ~ 9).

2.2 Serial Number Location



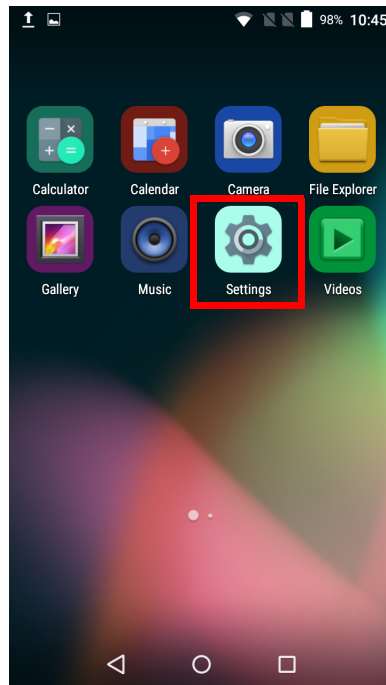
2.3 Part Number Location



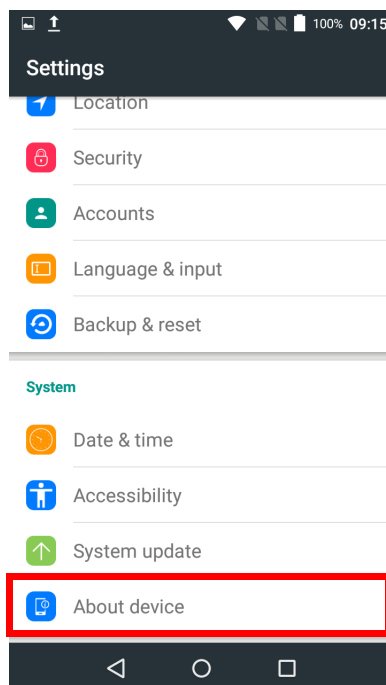
2.4 IMEI Number Location

The IMEI (International Mobile Equipment Identity) is a unique number for identifying a device on a mobile network. It has 15 digits and is assigned to every GSM phone — CDMA devices have a MEID number.

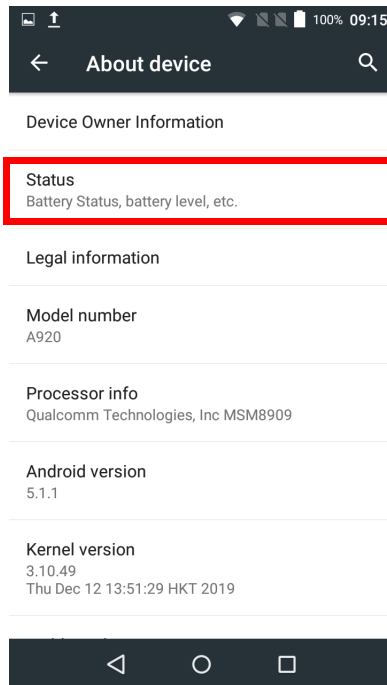
1. Select **[Settings]**.



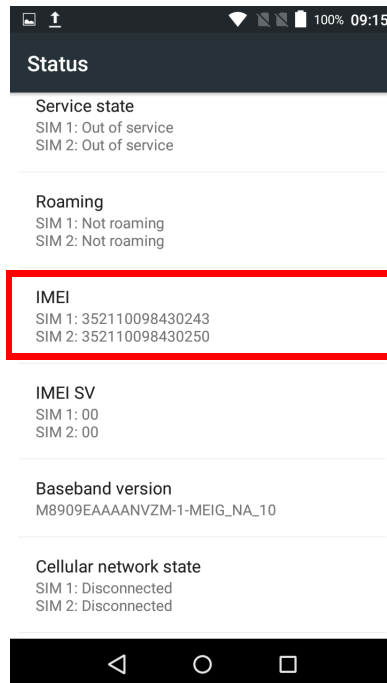
2. Scroll down and select **[About device]**.



3. Select **[Status]**.



4. Scroll down to view the **[IMEI number]**.



3. Functional Information

This section covers the various software and hardware features and functions of the A920.

3.1 Technical Details and Specifications

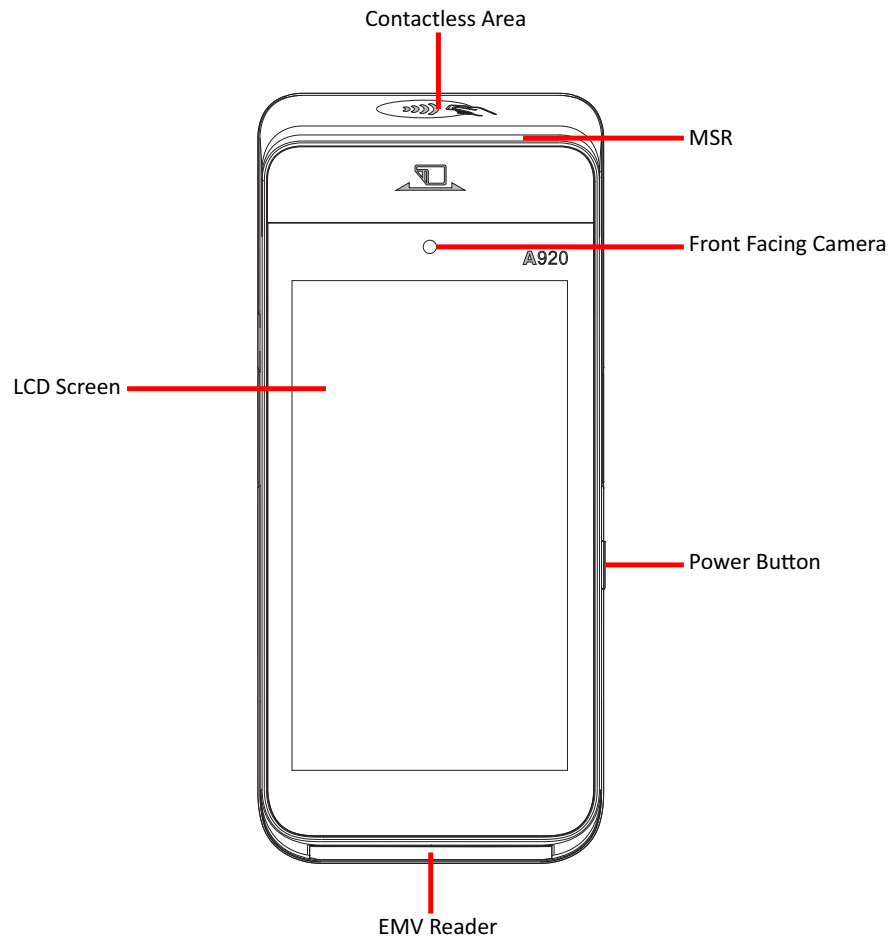
The technical details and specifications for the A920 are listed in the following table.

Feature	Description
Operating System	PAXBiz powered by Android 5.1
CPU	ARM Cortex A7 1.1GHz 4 Core Processor
Memory	1GB DDR 8GB eMMC
Communications	Wi-Fi 4G Cellular
Display	5" IPS Color Display 720 x 1280 pixels Capacitive touchscreen
Audio	Built-in Speaker: maximum volume of at least 80dB at 10cm; supports WAV, WMA, RAW, and MP3; audio is synchronized with video
Camera	Dual Cameras: 5MP front camera; 0.3 MP for 1D/2D code scanning
Card Slots	3 x SAM 1 x SIM
Ports	USB Type-C
Operating Environment	Temperature: -10°C ~ 50°C Humidity: 5% ~ 96% (without condensation)
Magnetic Stripe Reader	Triple Track Bidirectional Read
EMV Reader	ISO 7816 Compatible EMV2000 L1 & L2 Compliant PBOC3.0 Compliant
Contactless Reader	Reads ISO14443 Type A/B Cards Reads Mifare Cards Reads NFC Devices

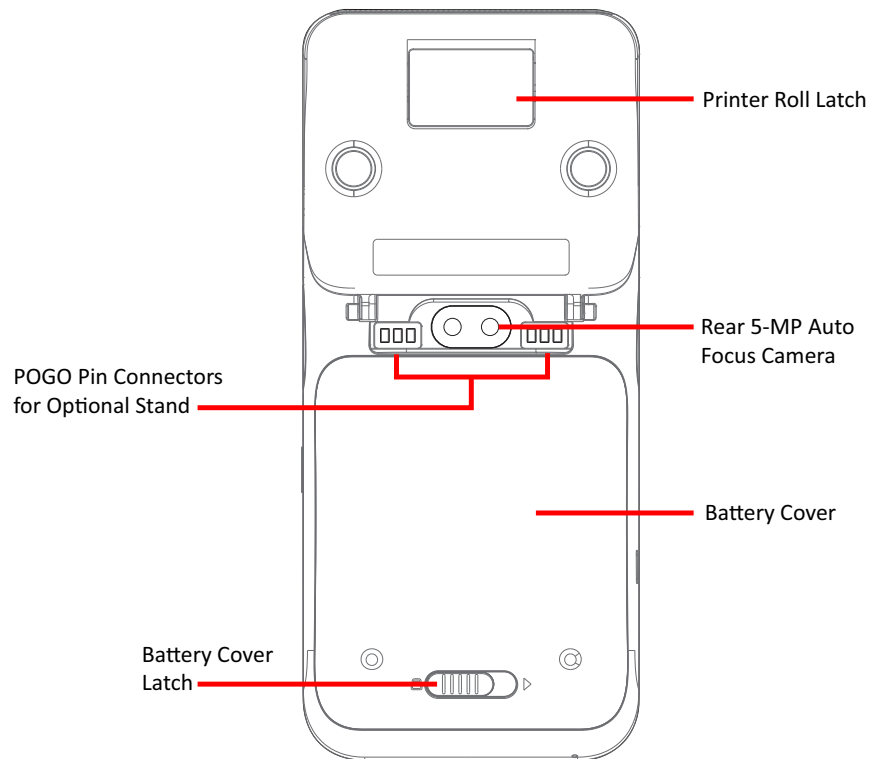
3.2 Side Views

The following images point out the various hardware features of the A920.

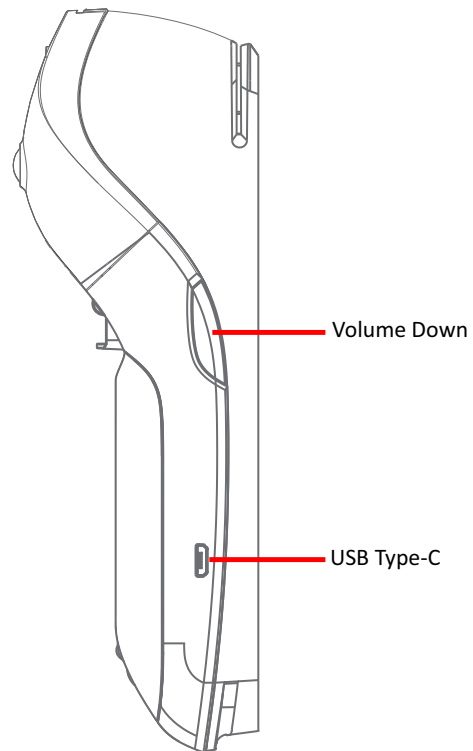
Front View



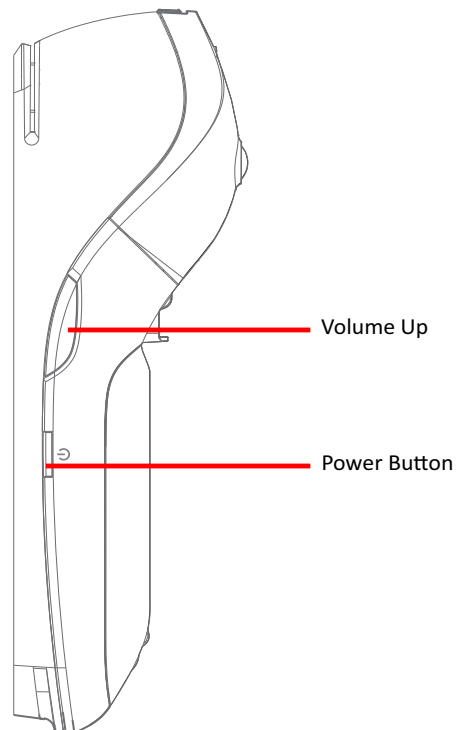
Back View



Left Side View



Right Side View



4. Terminal Location

Position the A920 on a counter-top, desktop, or tabletop when not in use. Keep the A920 away from direct sunlight, excessive dust, moisture, and heat. Avoid locating the A920 near electrical devices that might introduce interference such as microwave ovens and blow dryers.

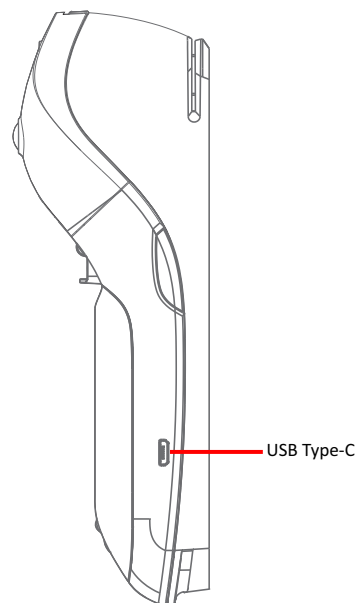
5. Basic Operating Instructions

This section is intended to demonstrate how to utilize the basic operations of the A920.

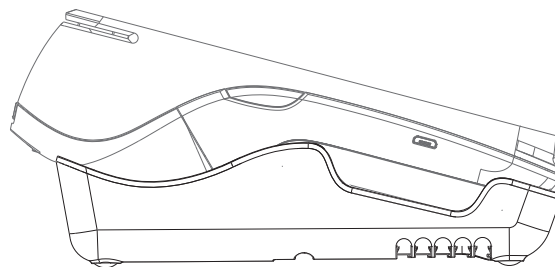
5.1 AC Power Connection

The A920 can be powered in two ways:

1. Plug the power supply and cord into the Micro USB port.



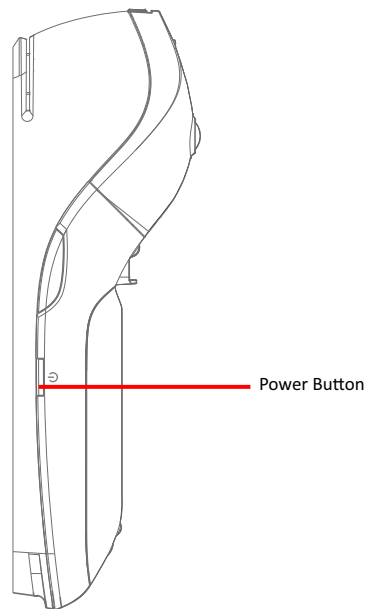
2. Seat the A920 on the optional L920, a charging base with ports.



Please Note:

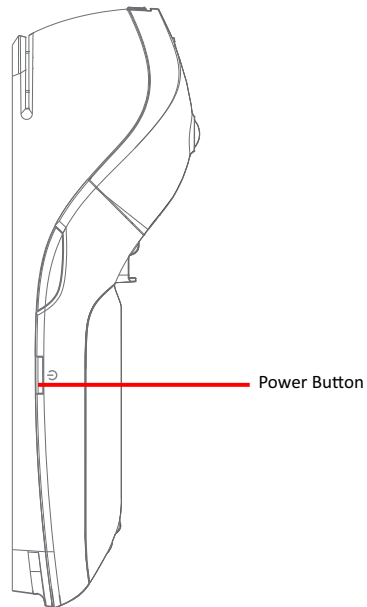
- Connecting the power source before all other cables are connected may result in damage to the terminal and/or connected devices.
- Disconnecting the power supply while applications are being downloaded to the terminal may result in improper application download and/or damaged Flash memory.

5.2 Power ON/OFF



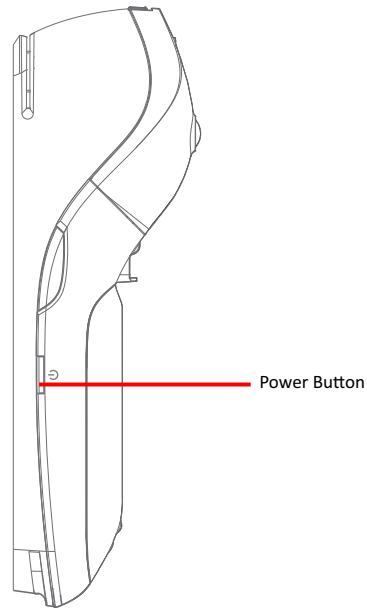
Power ON:

1. Press and hold the power button on the right side of the device for 3-5 seconds.

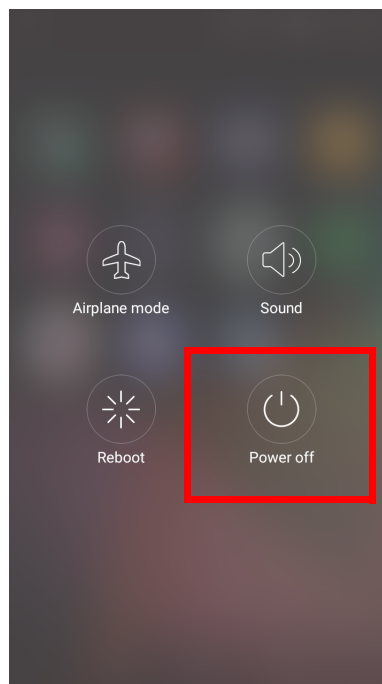


Power OFF:

1. Press and hold the power button on the right side of the device for 3-5 seconds.

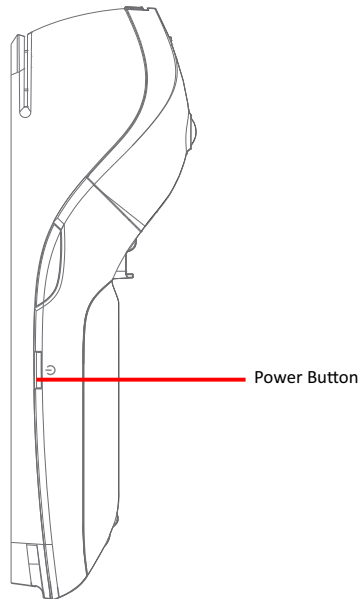


2. When prompted, select **[Power Off]**.

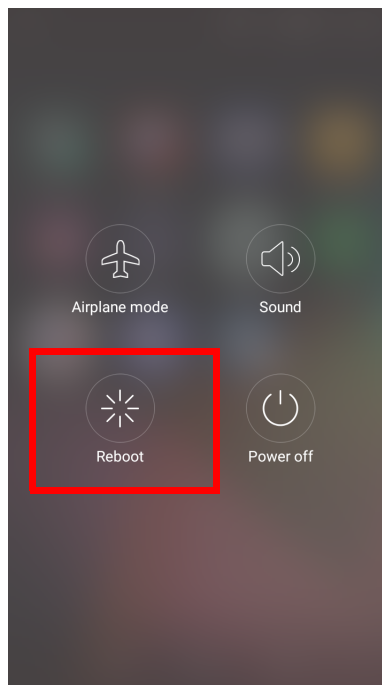


5.3 Reboot Device

1. Press and hold the power button on the right side of the device for 3-5 seconds.

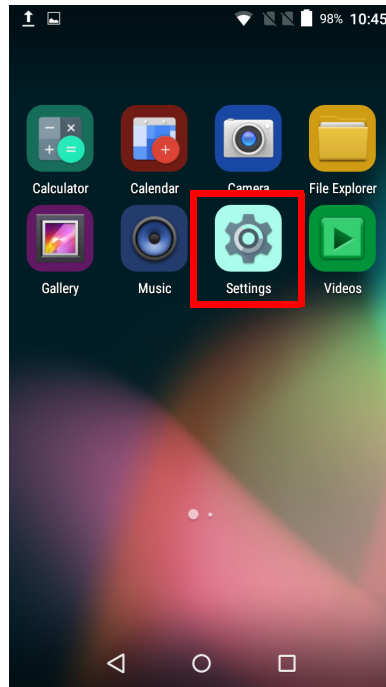


2. When prompted, select **[Reboot]**.

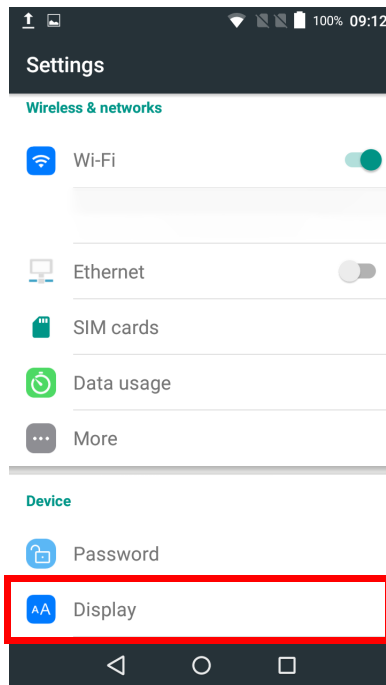


5.4 Adjust the Display Brightness

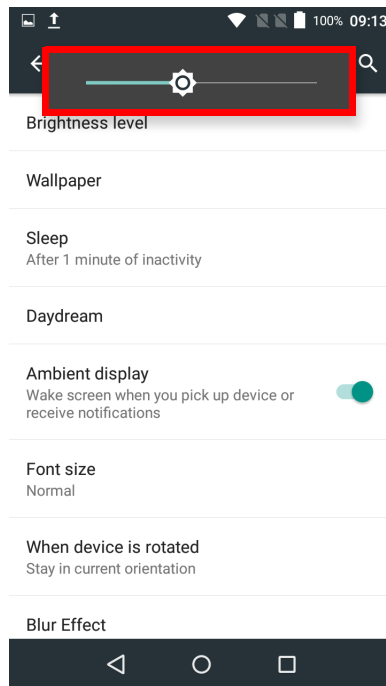
1. Select **[Settings]**.



2. Next, select **[Display]**.



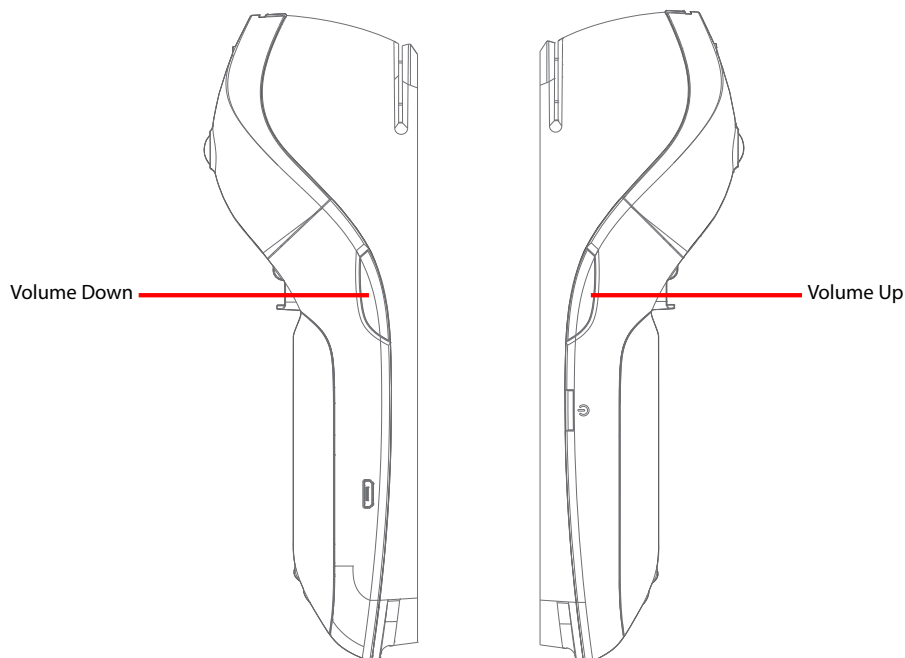
3. Within the Display Settings, select **[Brightness level]**. Slide the wheel left or right to adjust the brightness level of the screen.



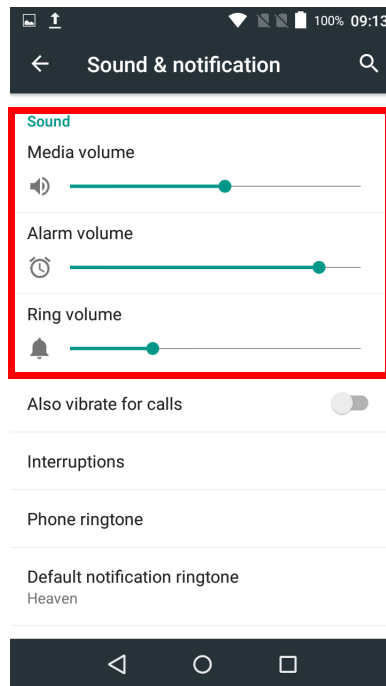
5.5 Adjust the Volume

There are two ways to adjust the volume:

1. Press the button on the right side of the device to raise the volume and/or press the volume on the left side of the device to decrease the volume.

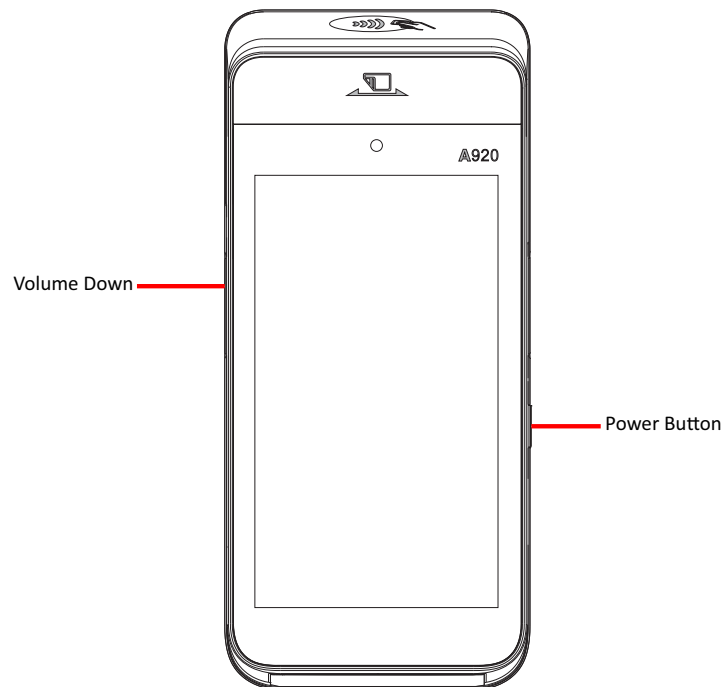


2. In device **[Settings]**, locate and select **[Sound & notification]** to adjust the device's Media Volume, Alarm Volume, and Ring Volume.



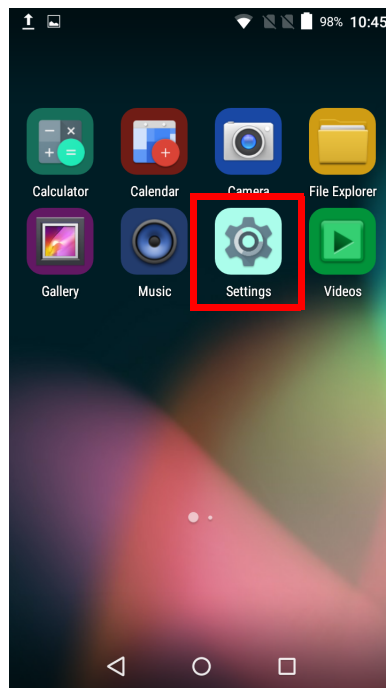
5.6 Take a Screenshot

1. Press and hold both the power button and the volume down button at the same time.

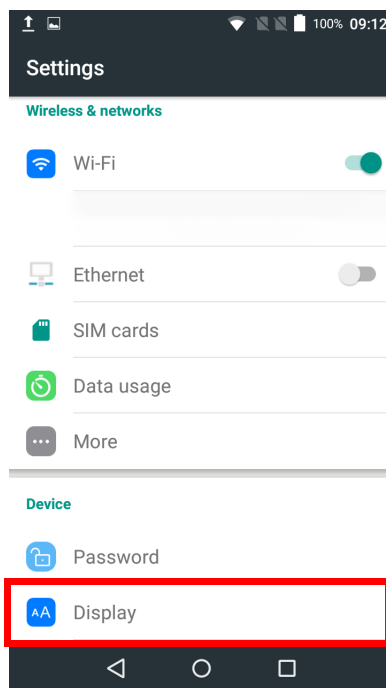


5.7 Set Screen Sleep Time

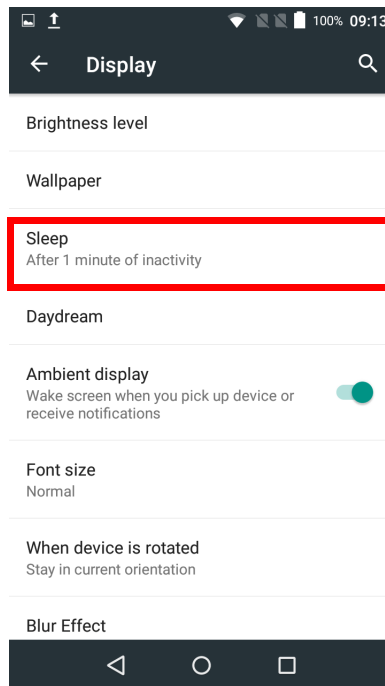
1. Select **[Settings]**.



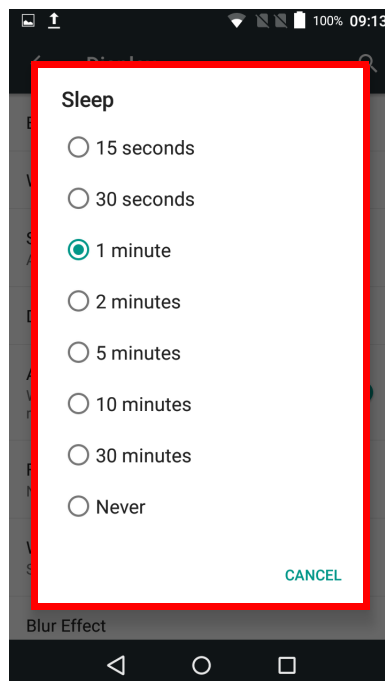
2. Select **[Display]**.



3. Select **[Sleep]**.

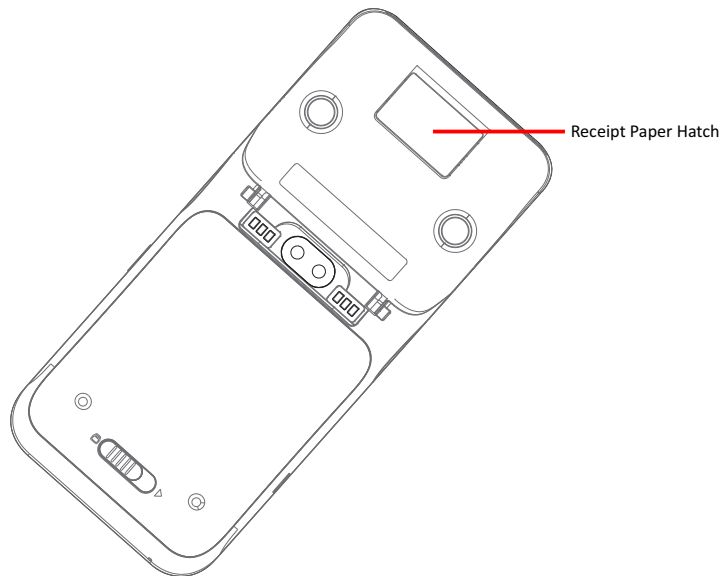


4. Select the desired sleep time and tap **[Save]**.

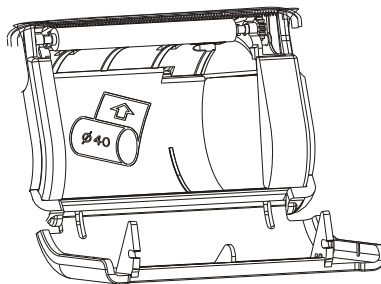


5.8 Replace Paper Roll

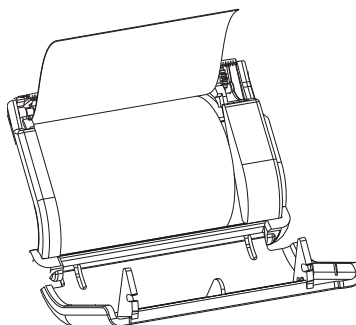
1. Open the receipt paper hatch.



2. Install paper roll according to the diagram inside; ensure that the paper is coming out from the top of the roll.



3. Pull approximately 6" of paper from the roll and then press the paper hatch closed until it snaps into place. Tear any excess paper up and away from the device at a 45-degree angle.



5.9 Cleaning the Device

WARNING

Do not use industrial strength or abrasive cleaner as it may damage or scratch the device.

- Do not immerse the device in water or liquid.
- Do not spray water or cleaner into EMV Card Reader or ports.
- To clean the device, apply distilled water or mild glass cleaner onto a soft, lint-free cloth and gently wipe terminal.

CAUTION

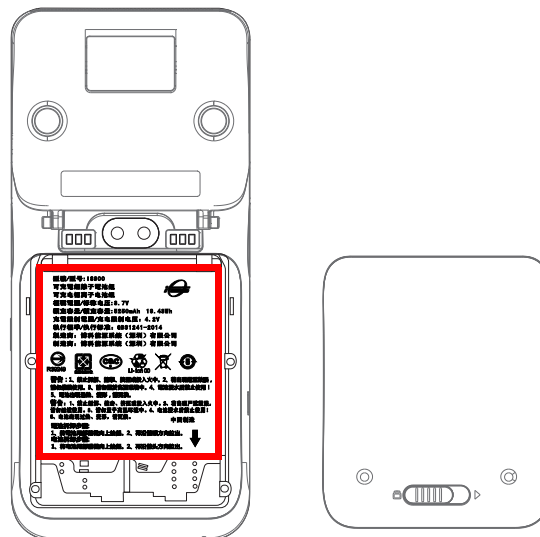
Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

6. Battery Information

The A920 comes with a 5V 5250mAH battery.

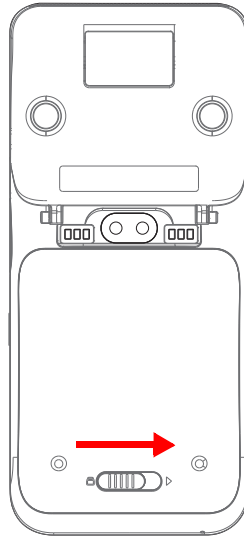
6.1 Battery Location

The battery is located at the back of the A920.

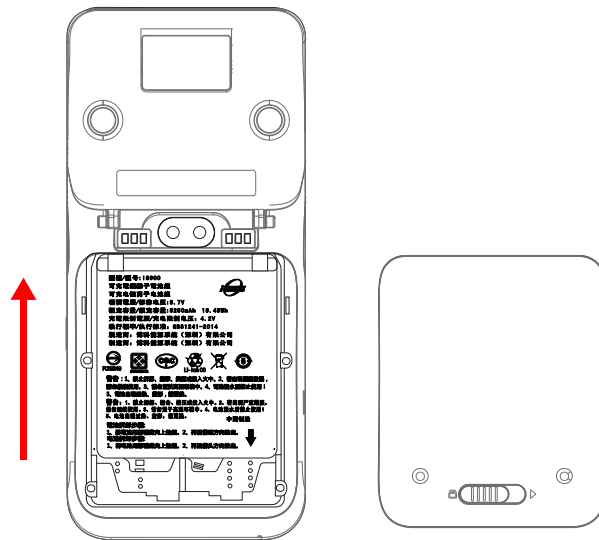


6.2 Removing Battery

1. Slide the battery hatch tab to the right to unlock and remove the battery cover.



2. Gently push the battery up to unlatch and remove it from the device.



6.3 Charging Battery

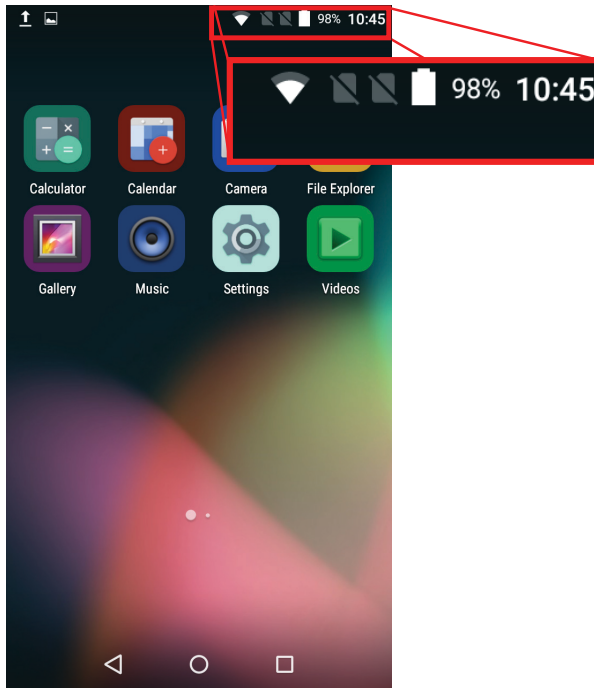
The A920 will charge the battery until 100% full and then it will stop charging to avoid damage to the battery. If the battery is running low often, please check the following for background usage:

- Brightness, Vibration, and Power-Saving Mode
- Location Services, Apps, and Notifications
- Wi-Fi

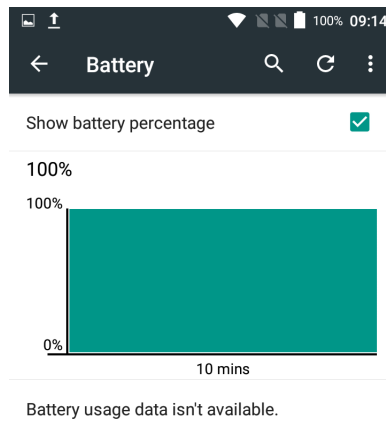
6.3.1 BATTERY CHARGE STATUS

There are two ways to check the battery's charge status:

1. In the top right corner of the screen, the A920's battery icon will show at what percentage the battery is charged.

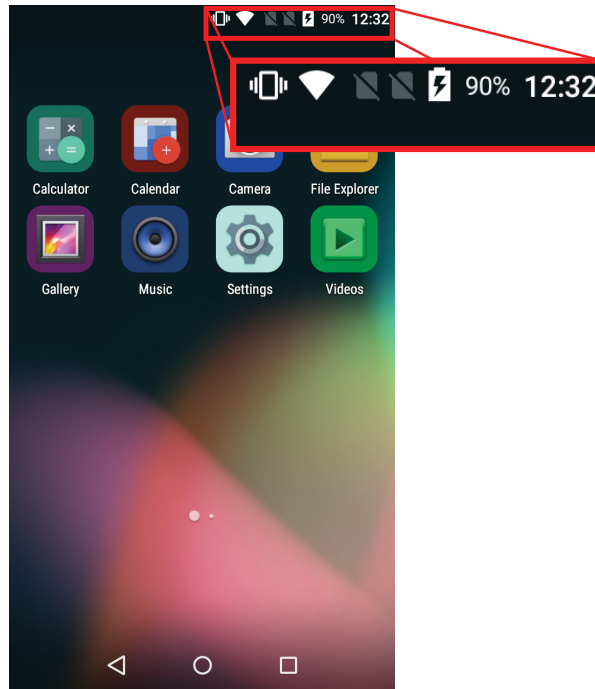


2. In the device settings, the **[Battery]** option will show the device's charge status.



6.3.2 CHARGING INDICATOR

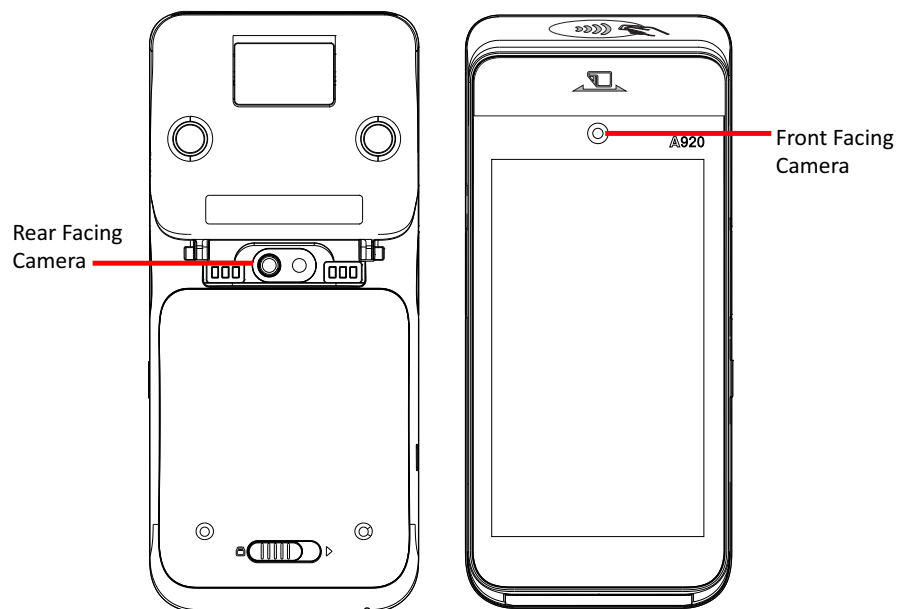
When the battery is actively charging, a lightning bolt will display inside the battery icon and an upward fill pattern will continuously display.



7. Camera

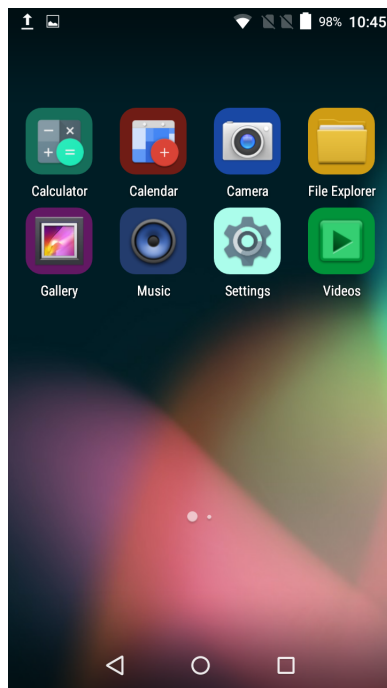
The A920 comes with dual cameras: a 0.3 MP fixed focus front camera and a 5MP auto focus rear camera.

7.1 Camera Location

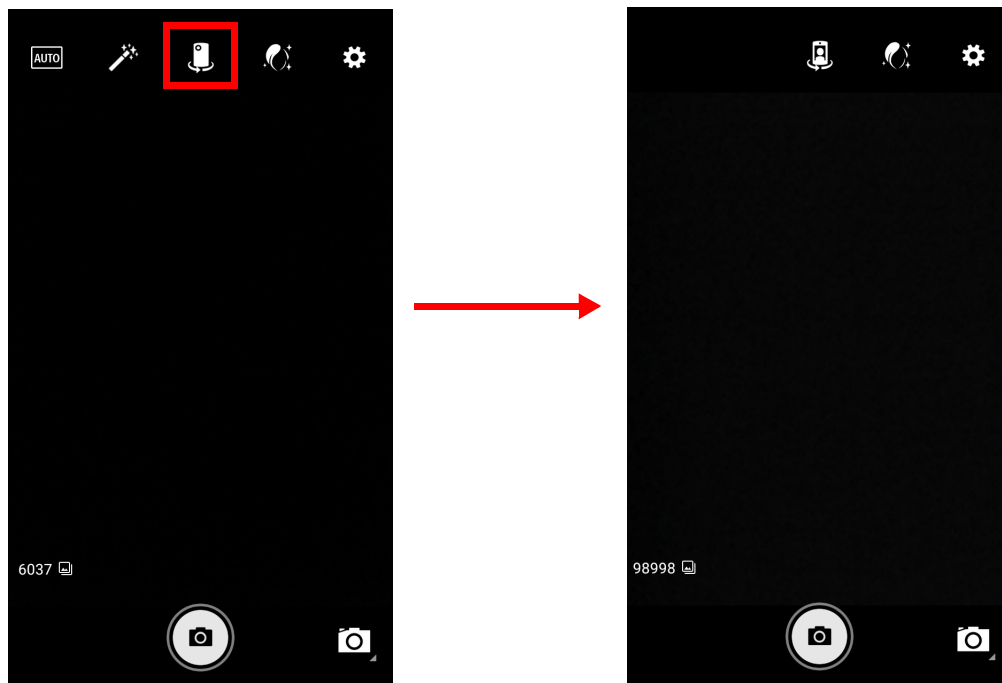


7.2 Taking a Photo

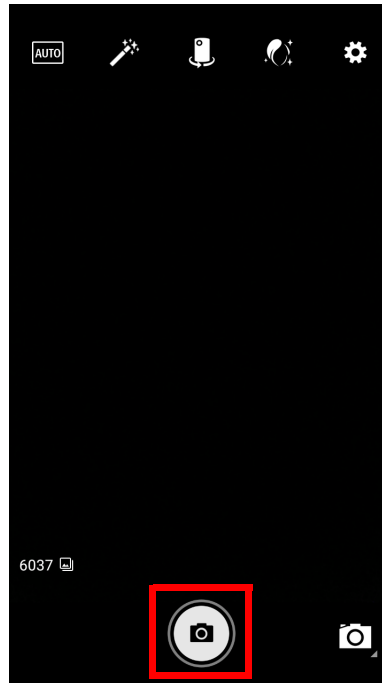
1. Select [Camera].



2. Tap the camera view icon at the top of the screen to select the desired camera view.

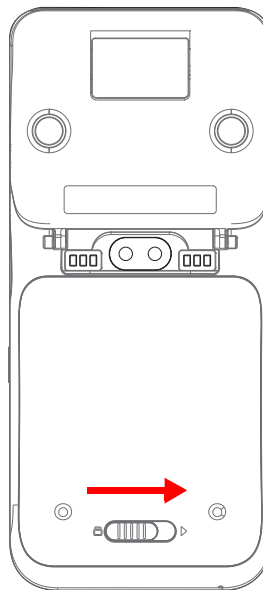


3. Tap the **[Camera]** icon at the bottom of the screen to take a photo.

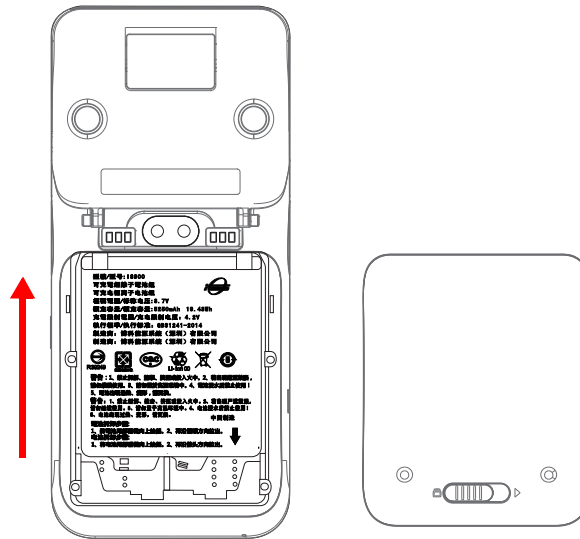


8. SIM, SAM, and/or Micro SD Card Installation

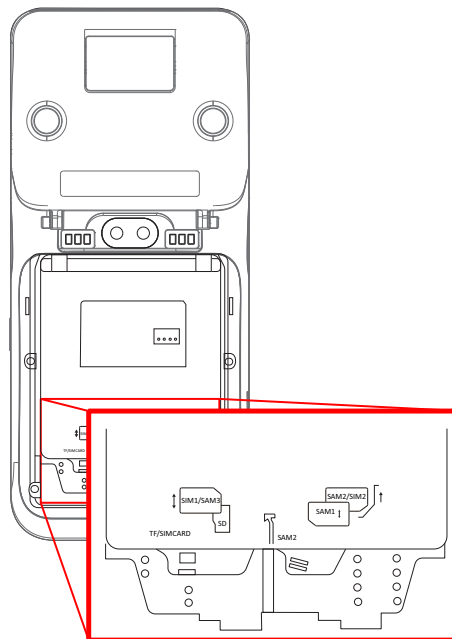
1. Slide the battery hatch tab to the right to unlock and remove the battery cover.



2. Gently push the battery up to unlatch and remove it from the device.



3. Insert the SIM card, SAM card, or Micro SD card (with adapter) into its correlating card slot with the contacts facing upwards and the clipped corner of the card facing forward and to the right.



Please Note: The A920 only supports size 2ff SIM cards; for Micro or Nano SIM cards, a spacer must be used.

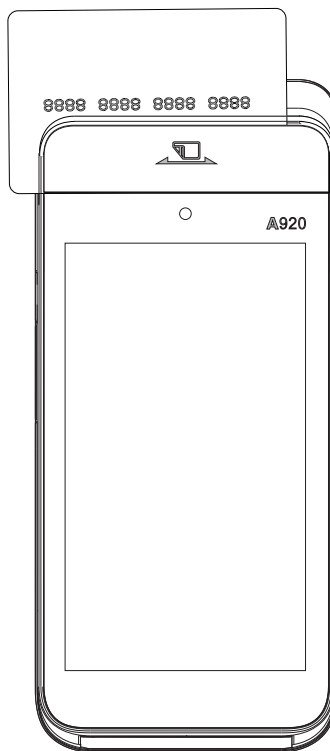
9. Card Readers

This section describes the following card readers available on the A920:

- Magnetic Stripe Reader (MSR)
- EMV Card Reader
- NFC (Near Field Communication)/Contactless Card Reader

9.1 Magnetic Stripe Reader

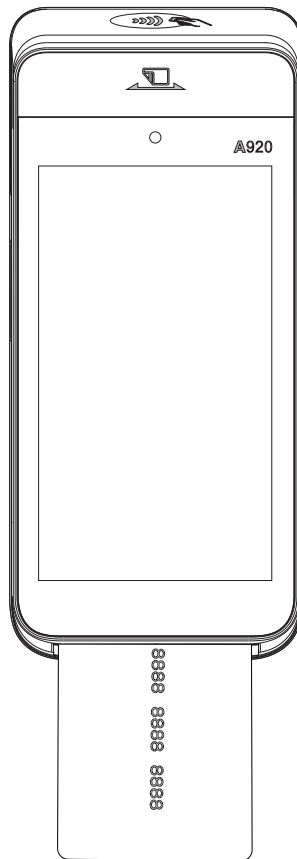
The Magnetic Stripe Reader (MSR) is located at the top of the device. The reader includes triple track reading and bidirectional reading. The card reader slot is also illuminated with an RGB LED indicator.



To use the MSR, swipe the card from either left to right or right to left with the magnetic stripe facing away from the front of the terminal.

9.2 EMV Card Reader

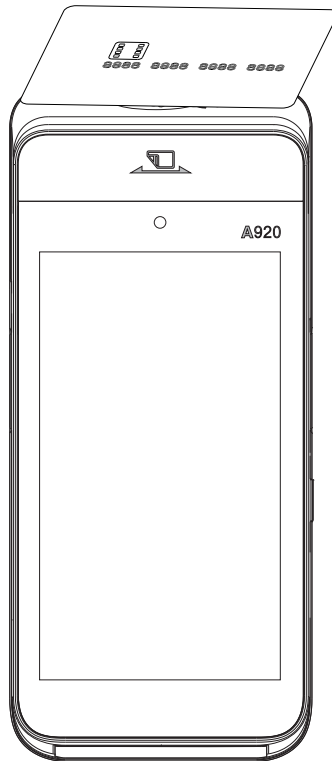
The A920 includes an EMV card reader at the bottom of the device.



To use the EMV card reader, insert the card fully into the reader with the metallic contacts facing up and towards the device. Make sure that the card is fully inserted into the card reader while reading the card.

9.3 NFC/Contactless Card Reader

The A920 has a contactless card reader with an RF antenna located at the top of the device. The read area is indicated by the contactless icon. The contactless card reader supports ISO14443 Type A/B.



To use the contactless card reader, place the card roughly parallel to the contactless area. For best results, place as close to the contactless area as possible with the card centered.

10. Communications Setup

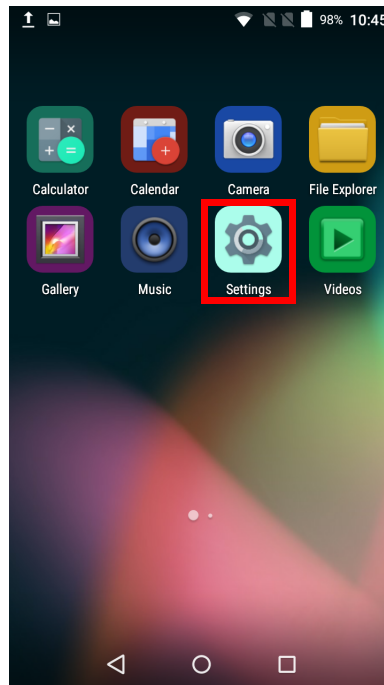
The A920 supports Wi-Fi and Cellular for network and Internet access. Wi-Fi is a wireless computer network that links two or more devices using wireless communication to a local area network (LAN) within a limited area, such as a store or office building.

Available access types of Wi-Fi on the A920 are DHCP, Static IP, Manual Static IP, and Manual Proxy. The following sections include step-by-step procedures for setting up each of these communication types.

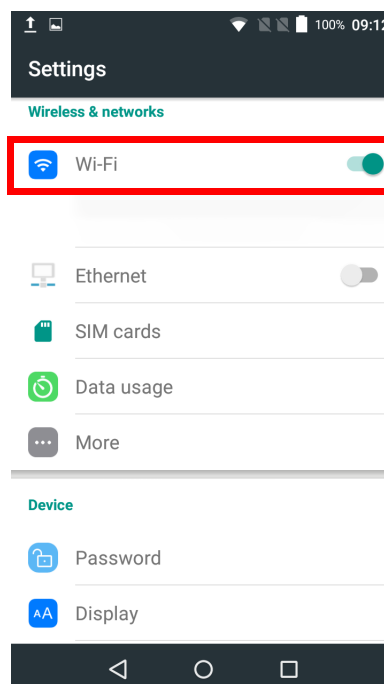
10.1 DHCP

The A920 supports DHCP setup for network and Internet access. DHCP stands for Dynamic Host Configuration Protocol. DHCP is a network management protocol used in IP networks. The DHCP server dynamically assigns an IP address and other network configuration parameters to each device on the network.

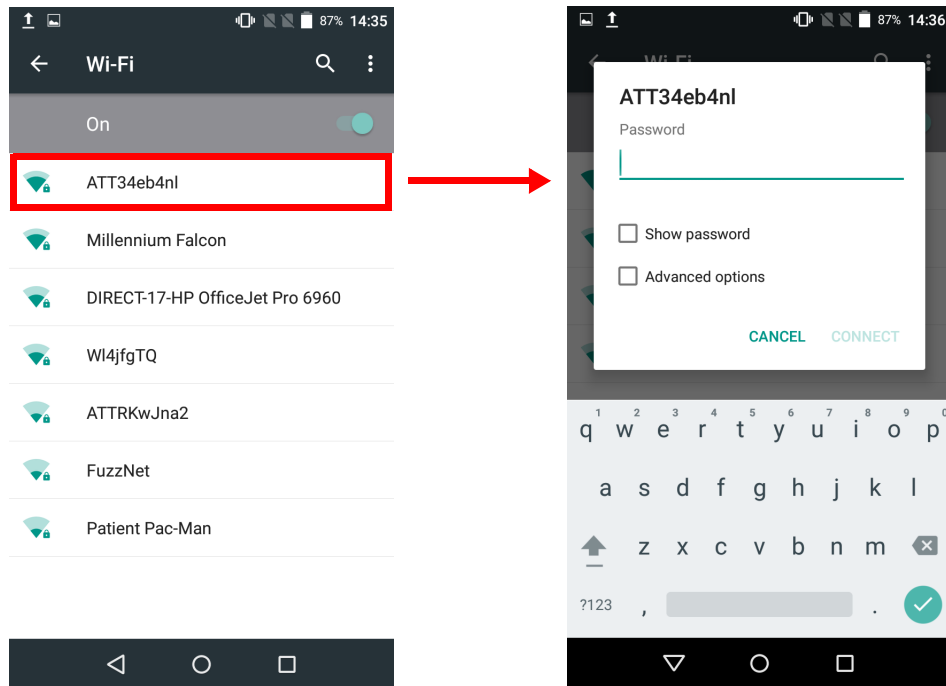
1. Select **[Settings]** and input the device password when prompted.



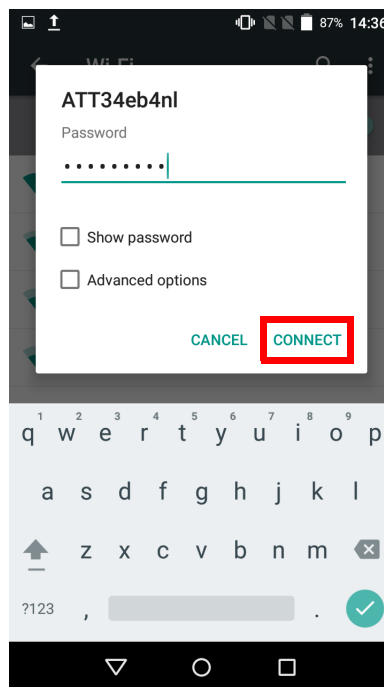
2. Slide the **[Wi-Fi]** tab to the right to enable Wi-Fi.



3. Select **[Wi-Fi]** and then select desired network. Input the network password when prompted.



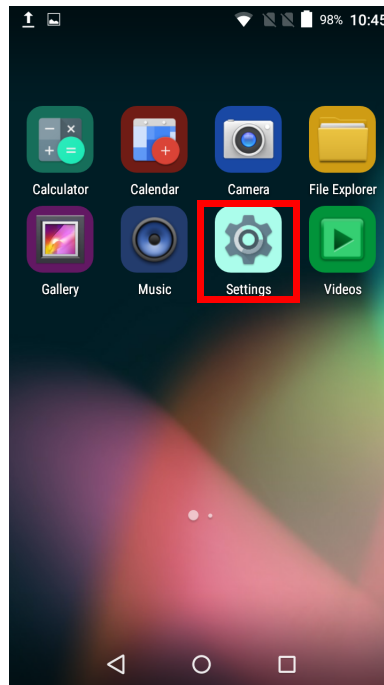
4. Select **[Connect]**.



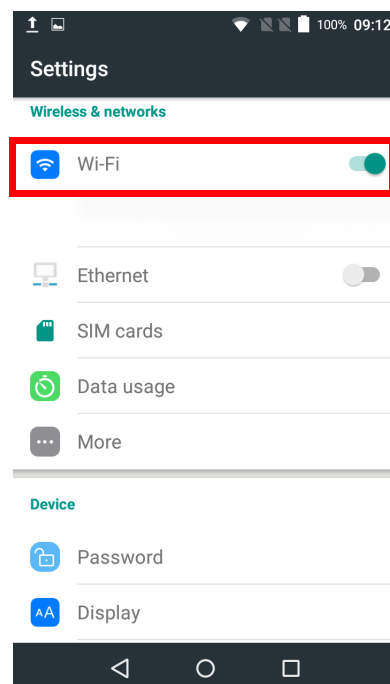
10.2 Static IP

The A920 supports Static IP setup for network and Internet access. Static IP addresses allow network devices to keep the same IP address all the time instead of automatically assigning IP addresses such as in a DHCP setup.

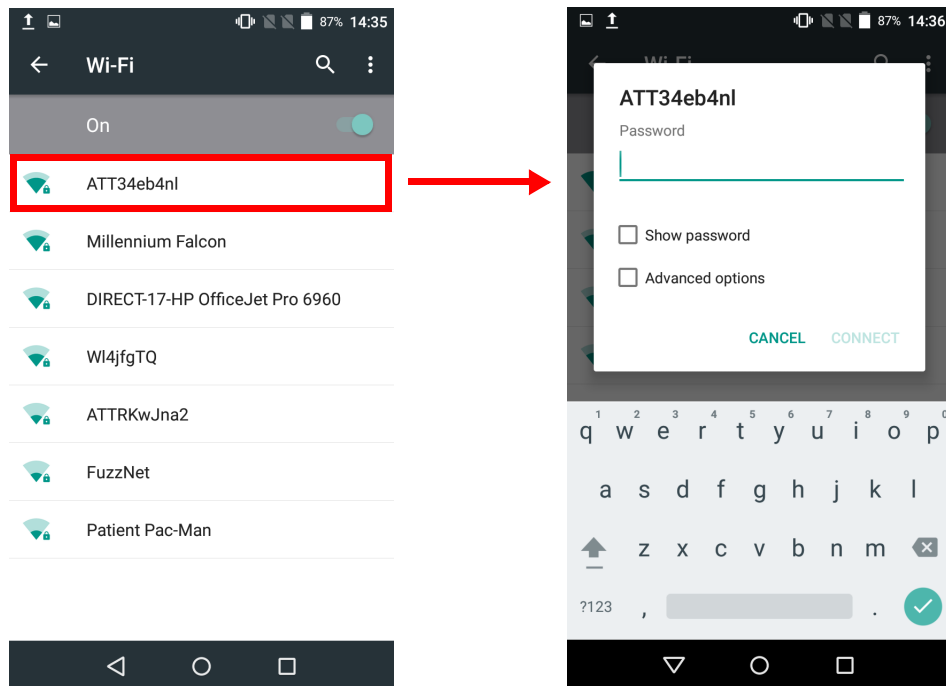
1. Select **[Settings]**.



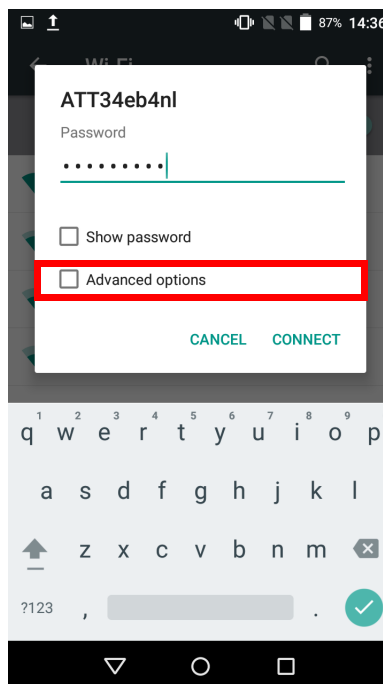
2. Select **[Wi-Fi]**.



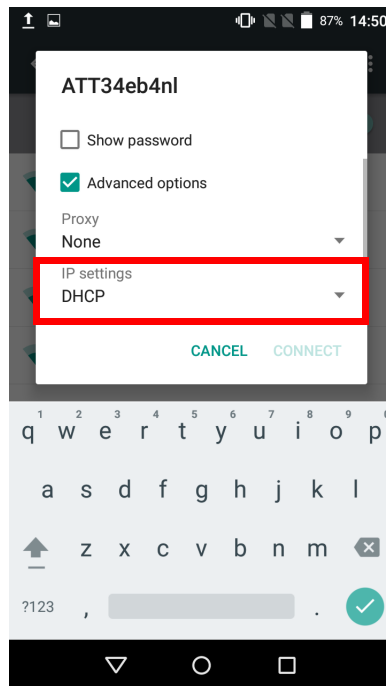
3. Select desired network and input password.



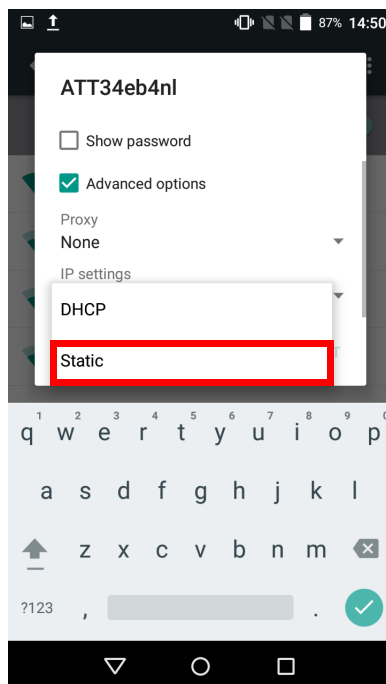
4. Select **[Advanced Options]**.



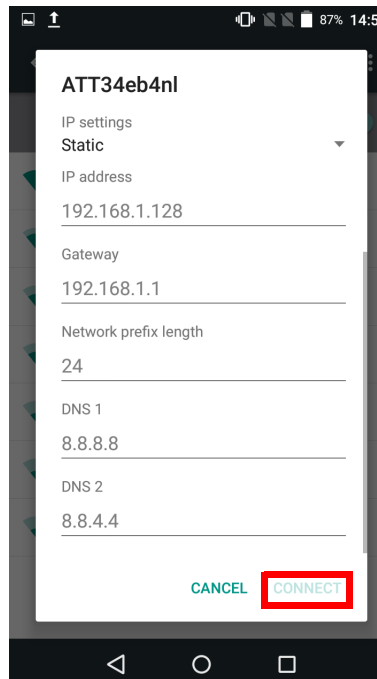
5. Scroll to select **[IP Settings]**.



6. Select **[Static]** from the IP Settings drop-down menu.



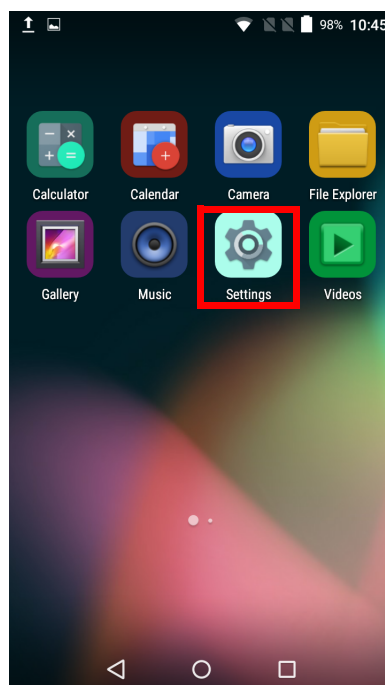
7. Enter the IP address, Gateway, Network prefix length, DNS 1, and DNS 2. Tap **[Connect]** when done.



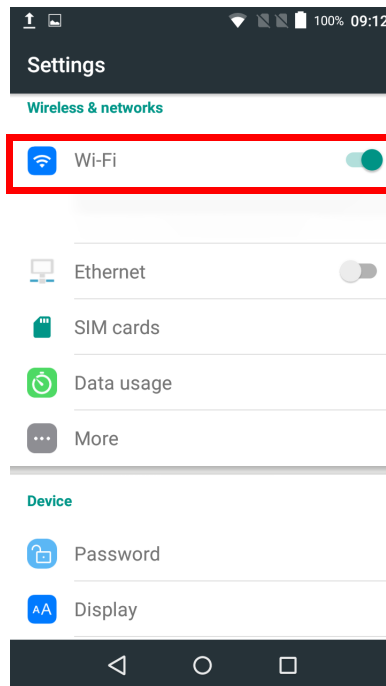
10.3 Manual Static IP

If the broadcast SSID is disabled on an access point, the terminal will not display the SSID under available Wi-Fi network listings. In this case, it is necessary to manually configure the terminal for Static IP connection types.

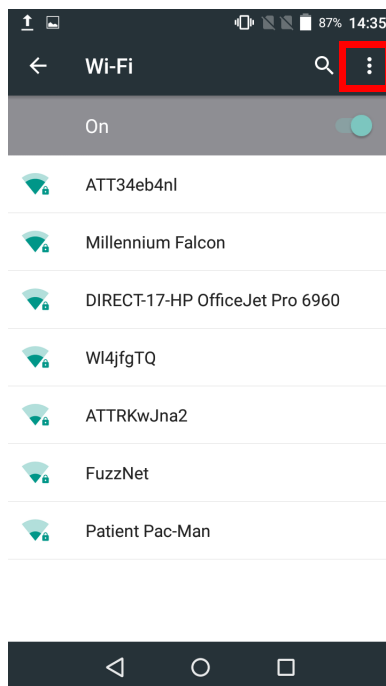
1. Select **[Settings]**.



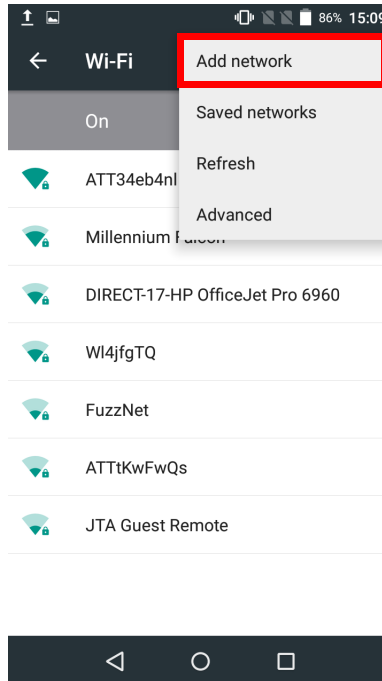
2. Select **[Wi-Fi]** and slide the Wi-Fi toggle right to turn on.



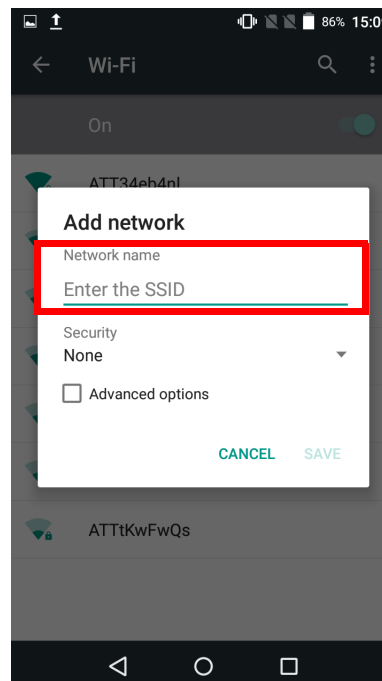
3. Tap the three vertical dots in the top right corner.



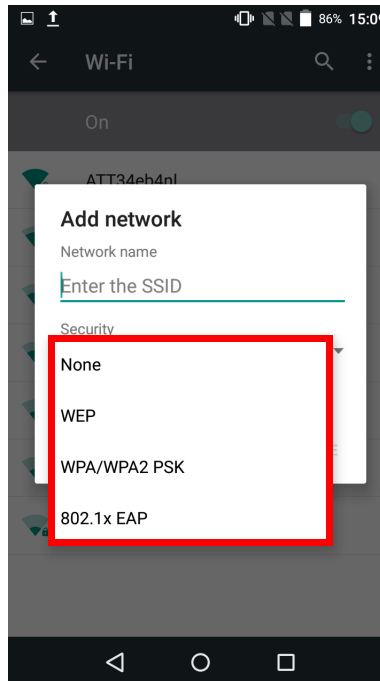
4. Select **[Add network]**.



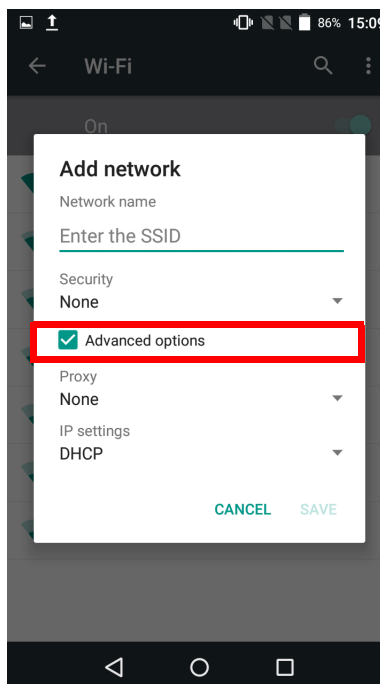
5. Enter the case-sensitive **[Network SSID]** when prompted.



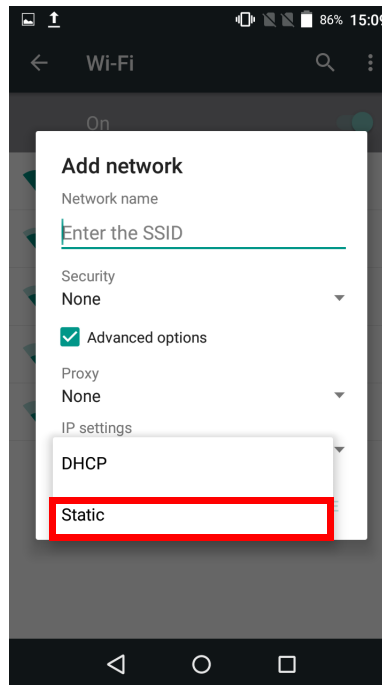
6. Select the security type from the pull-down menu. Selections include WPA/WPA2 PSK, 802.1 x EAP, FT PSK, FT EAP, WAPI PSK, WAPI CERT.



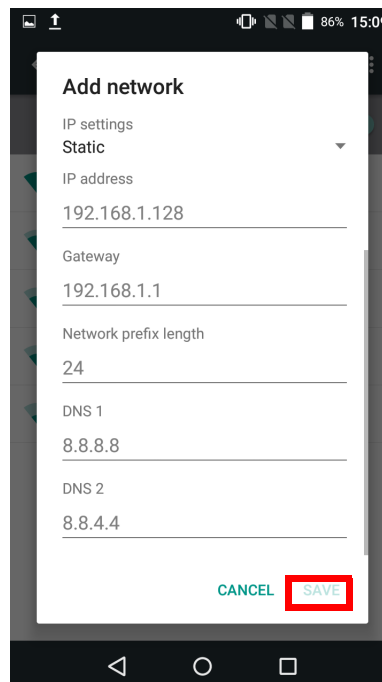
7. Select **[Advanced options]**.



- Under the IP settings drop-down menu, select **[Static]**.



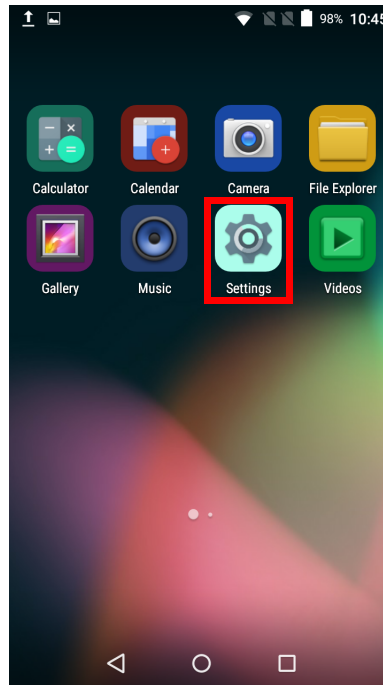
- Enter the IP address, Gateway, Network prefix length, DNS 1, and DNS 2. Once all fields have been entered, select **[SAVE]**.



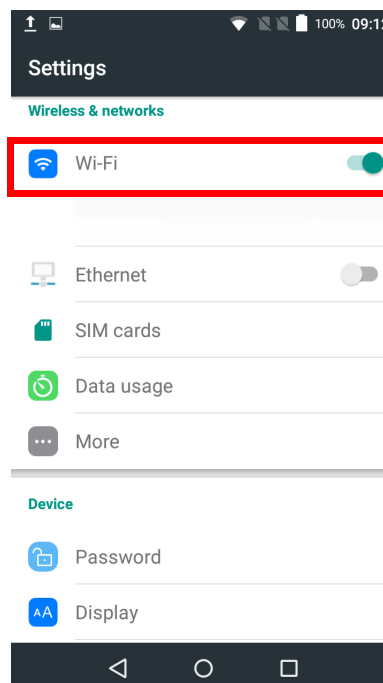
10.4 Proxy

The A920 supports a proxy setup. In this case, another computer, or proxy server, acts as a hub through which the Internet requests for the A920 are processed. By connecting through the server, the A920 sends its requests to the server which, in turn, processes the request and then returns the response to the A920. In this way, the server acts as an intermediary between the A920 and the Internet.

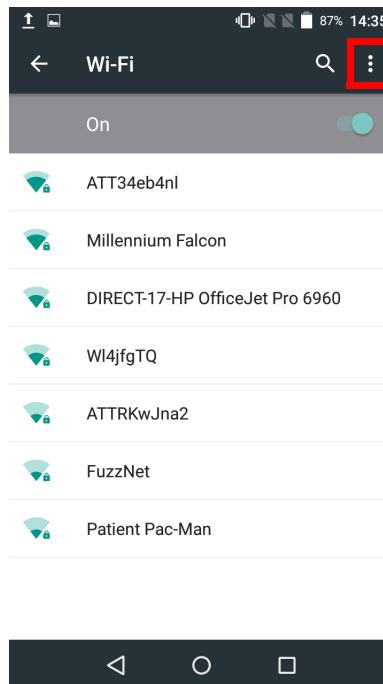
1. Select **[Settings]**.



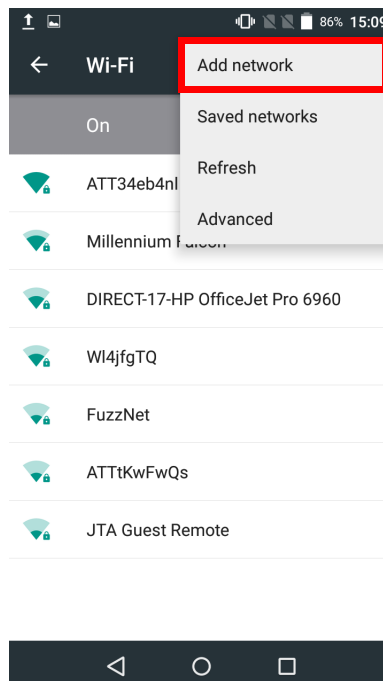
2. Select **[Wi-Fi]** and slide the Wi-Fi toggle right to turn on.



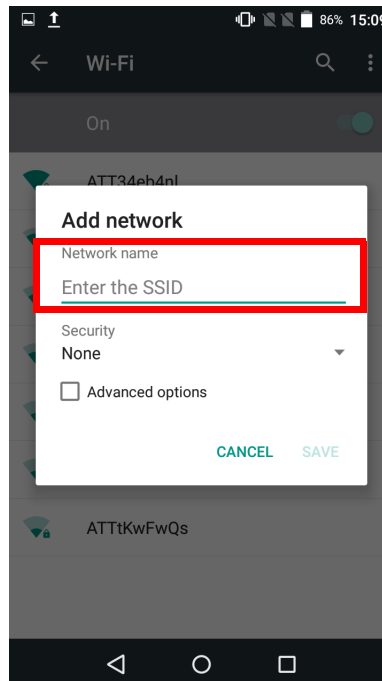
3. Tap the three vertical dots in the top right corner.



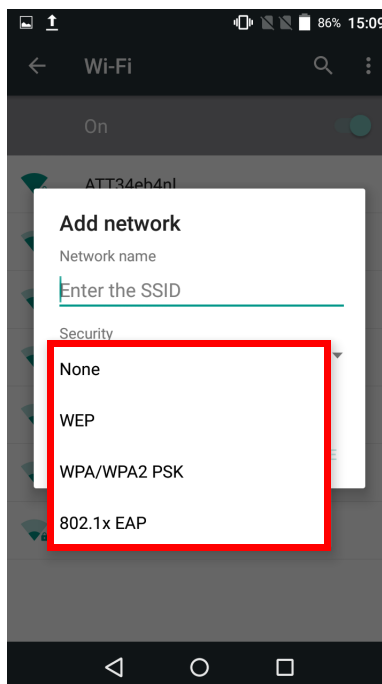
4. Select **Add network**.



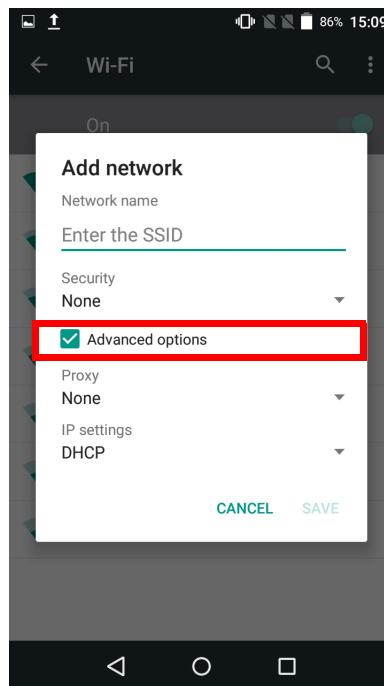
5. Enter the case-sensitive **[Network SSID]** when prompted.



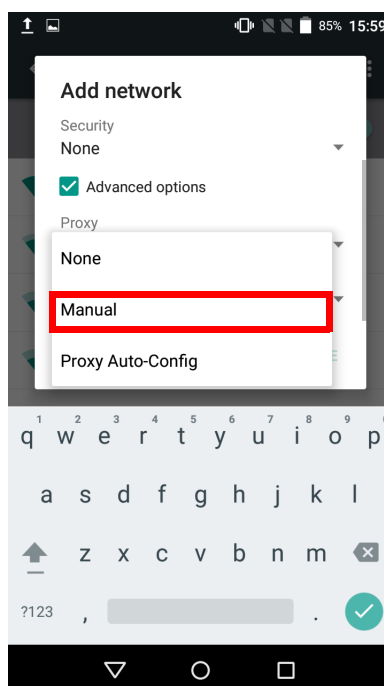
6. Select the security type from the pull-down menu. Selections include WPA/WPA2 PSK, 802.1 x EAP, FT PSK, FT EAP, WAPI PSK, WAPI CERT.



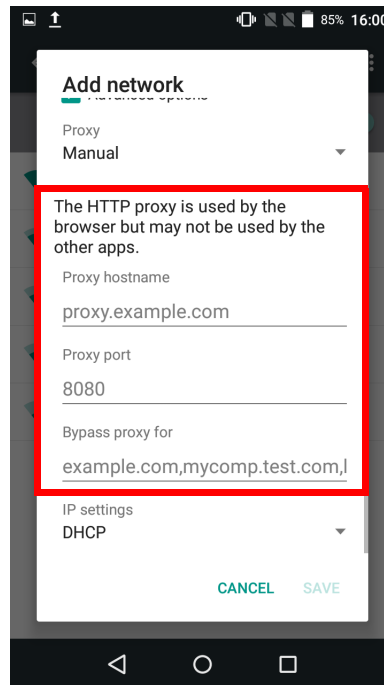
7. Select **[Advanced options]**.



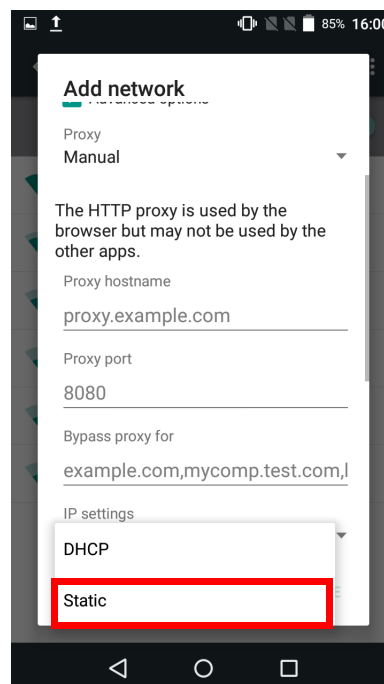
8. Under **[Proxy]**, select **[Manual]**.



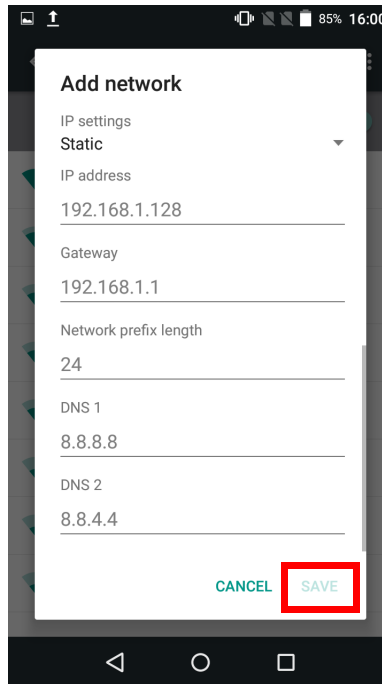
9. Enter the Proxy hostname, Proxy port, and Bypass proxy.



10. Scroll down to IP settings and select **[Static]**.



11. Enter the IP address, Gateway, Network prefix length, DNS 1, and DNS 2. Once all inputs have been entered, select **[SAVE]**.



10.5 Cellular

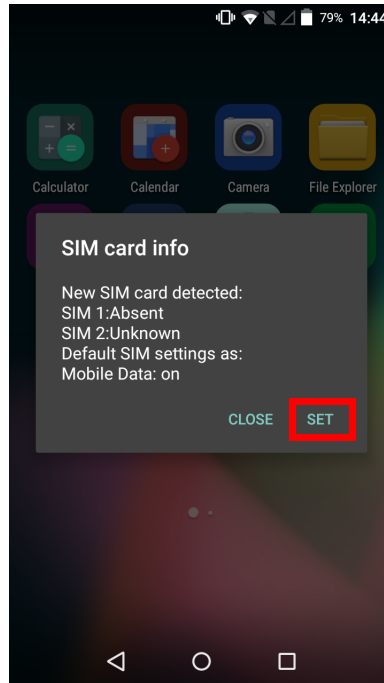
It is optional for the A920 to support cellular communications. Either an AT&T®, Verizon®, or T-Mobile® SIM card is required to support cellular communication. For the terminal to communicate with the host or to download applications, the terminal communications method must be configured properly. Please consult your cellular carrier for additional configuration questions.

Please Note:

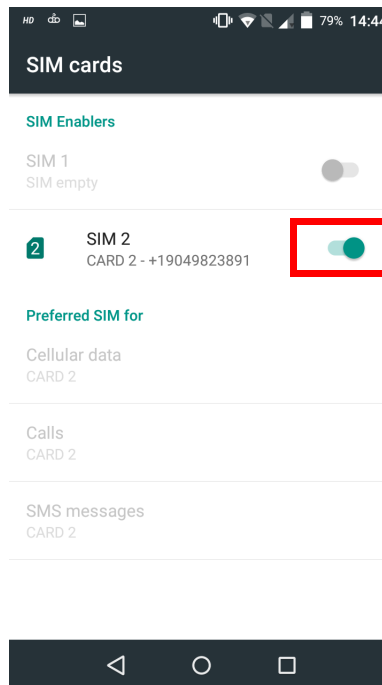
- The A920 may come with the SIM card already installed.
- 4G communication will not work if the device is setup for either Wi-Fi or LAN communications at time of 4G setup.
- The A920 only supports size 2ff SIM cards; for Micro or Nano SIM cards, a spacer must be used.

10 .5.1 CELLULAR SETUP - AUTO DETECT

1. Install SIM card. Please see “SIM, SAM, and/or Micro SD Card Installation” on page 25 for SIM card installation instructions.
2. After installing an activated SIM card, the device will display a SIM notification. Select **[SET]**.

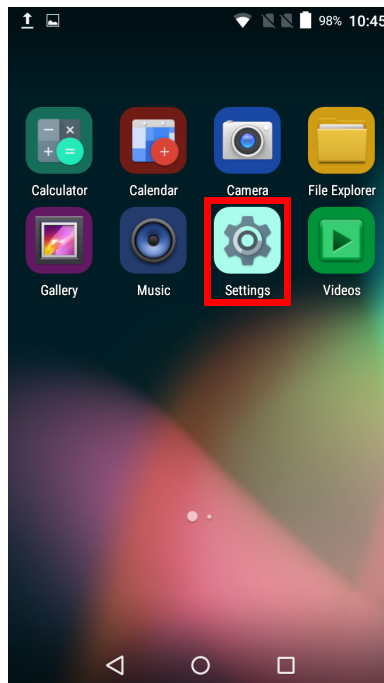


3. Slide the highlighted toggle right to enable SIM card.

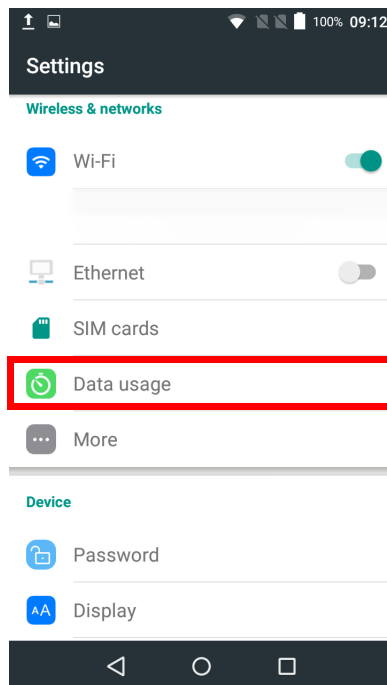


10 .5.2 CELLULAR SETUP - MANUAL

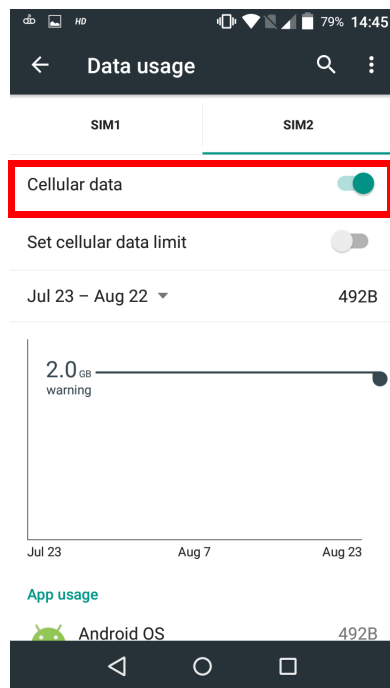
1. Select **[Settings]**.



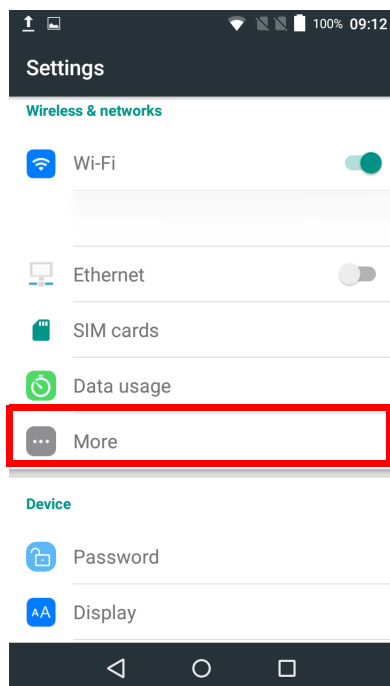
2. Select **[Data usage]**.



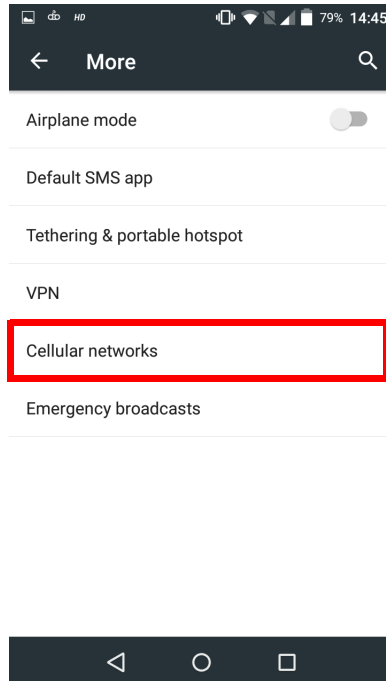
3. Slide the highlighted toggle right to enable cellular data.



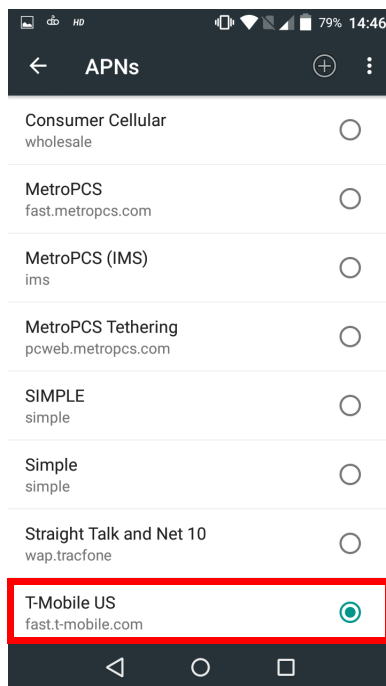
4. Return to the main settings menu and select **[More]**.



5. Select **[Cellular networks]**.



6. Select the network APN to connect.



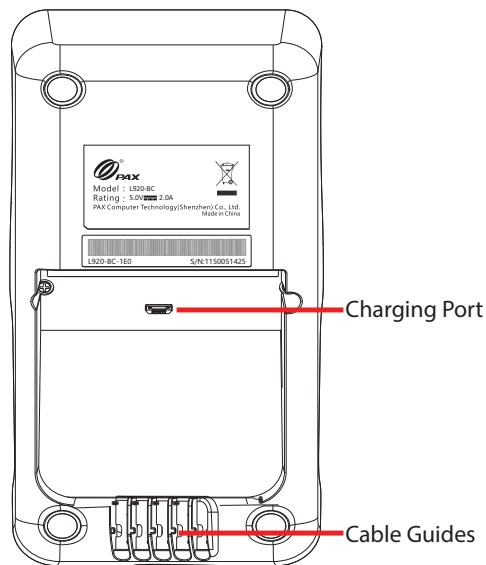
Please Note: If the device is not automatically detecting the network, select the + sign in the top right-hand side of the APNs menu to add a new network.

11. Optional L920 Base

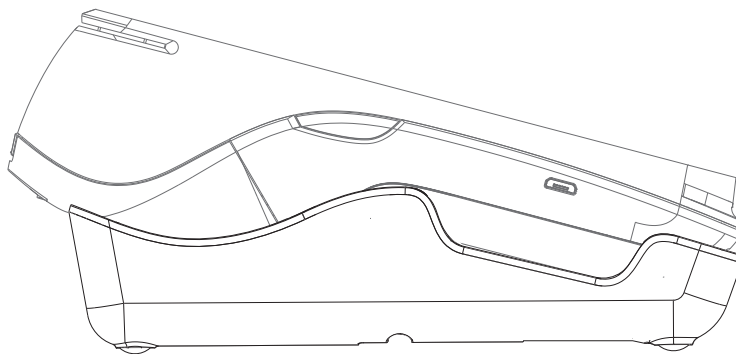
The A920 has two optional bases: the L920-BC and the L920-BM. These sleek and elegant bases offer reliable and aesthetically-pleasing platforms for the A920. The optional L920-BC charging base is a counter-top base that is a simpler form of its multi-functional counterpart. While the L920-BC acts as a charging base only, the L920-BM is multi-functional charging base with integrated ports that support LAN, USB, RS232, and Micro USB connections.

11.1 L920-BC Connection

1. Plug the provided A920 power cable and supply into the L920-BC charging port and then route the cable through the cable guides at the bottom of the base.

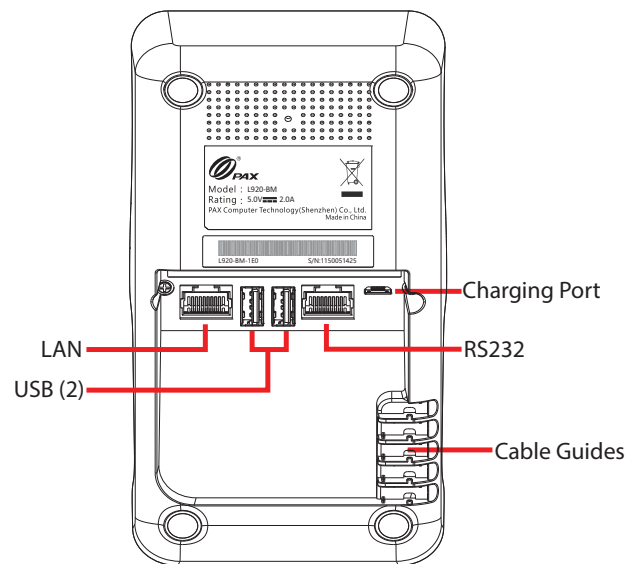


2. Gently place the A920 into the base, from bottom to top, until the terminal sits firmly in place.

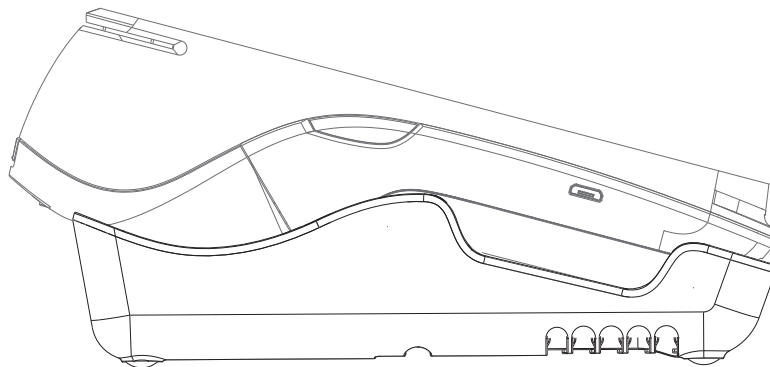


11.2 L920-BM Connection

1. Plug the provided A920 power cable and supply into the L920-BM charging port and then route the cable through the cable guides on the right side of the base.



2. Gently place the A920 into the base, from bottom to top, until the terminal sits firmly in place.



Please Note:

- When Ethernet connection is supplied through the base, the A920 will automatically switch its data communication to the Ethernet connection through the base.
- Do not shake or vibrate either the base or the terminal when the A920 is seated on the base. This could interrupt data connection between the base and terminal and/or charging.
- For more details on part numbers and/or shipping information, please see the *A920 Ordering Guide*.

12. Frequently Asked Questions

This section provides answers to frequently asked questions.

1. There's no physical keypad; how can I meet ADA compliance?

You can use IM310 as an external keypad attached to A920. Please talk to PAX Sales team regarding details.

2. What is the power consumption of the A920?

Quiescent Maximum

A9205.8mA@12V

450mA@12V

3. What's the A920 screen brightness?

600 nits.

4. What should I do if the touchscreen is unresponsive or lags?

First confirm that the surface of the screen is free from liquids. If there is a protective plastic film over the screen, remove it before attempting to use the device again. Check to see if there are any metallic objects touching the screen or if there is a source of magnetic waves near the device. If there are, remove the metallic objects and keep the device away from any sources of magnetic waves before attempting to use it again.

5. What should I do if the camera is not reading barcodes?

1. Confirm that the code you are reading is placed properly with the locator light next to the camera and maintain approximately 10 cm from the camera. Also make sure that the barcode or QR code being read is not covered, stained, or otherwise damaged.
2. If there are signs of damage, replace the code being read. Check to see if the camera lens is clean. If there is a protective plastic film over the lens, remove that as well before attempting to use the camera again.
3. If reading the code off an electronic display, increase the resolution or screen brightness before attempting to read the code again. If there is no damage to the code, it's possible that the device does not support the code you are attempting to read, in which case you should contact an agent from your local vendor for possible solutions.

PAX Customer Support

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

PAX Technology Inc.
8880 Freedom Crossing Trail
Building 400
3rd Floor, Suite 300
Jacksonville, FL 32256

support@pax.us
(877) 859-0099
www.pax.us

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PAX TECHNOLOGY®

A920 Quick Reference Guide Restaurant



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Customer Support
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A920 Android Countertop Terminal

Intelligence of an ECR in a handheld point of sale.

Powered by Android

The PAX A920 is an elegantly designed compact secure portable payment terminal powered by an Android operating system. The A920 comes with a large high definition color display. A thermal printer that is neatly hidden to maximize usable screen area for customer facing transactions. Includes NFC contactless and electronic signature capture. Great battery life for portable use.

Supported by the PAXSTORE open software distribution platform, within which payment service providers create and manage their own independent app store marketplaces.

With a range of communication options to choose from, including cellular and Wi-Fi. Including the battery, the A920 is always connected, ensuring peak performance during business hours.

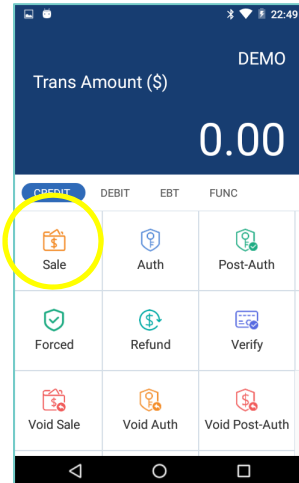


The A920 Quick Reference Guide is to help you with step by step instructions for basic transactions and functions.

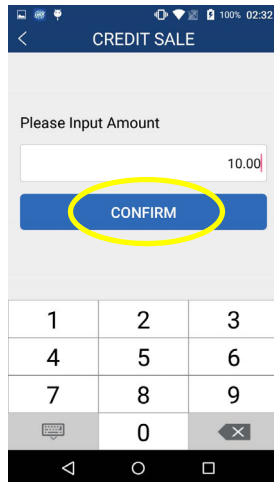
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A920 Credit Sale w/Tip

Step 1. From the idle screen select the transaction type **[Sale]**.

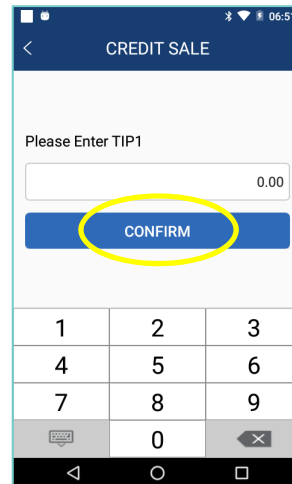


Step 2. Please enter the sale amount and select **[CONFIRM]**.

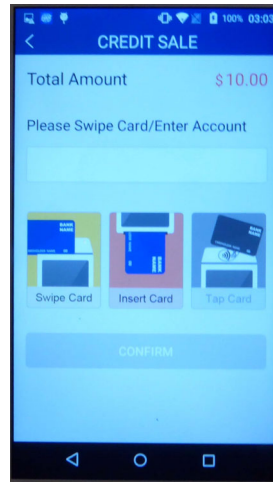


A920 Credit Sale w/Tip

Step 3. Enter the tip amount and select **[CONFIRM]** or enter [0] for no tip or select **[CONFIRM]** to bypass tip entry and add the tip later.

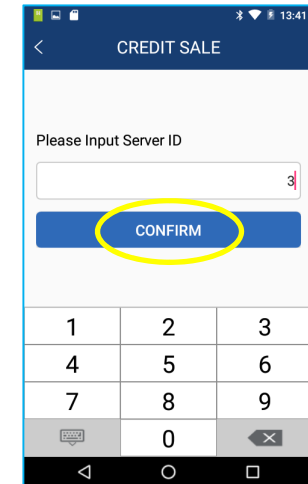


Step 4. Insert, swipe or manually enter the card number.

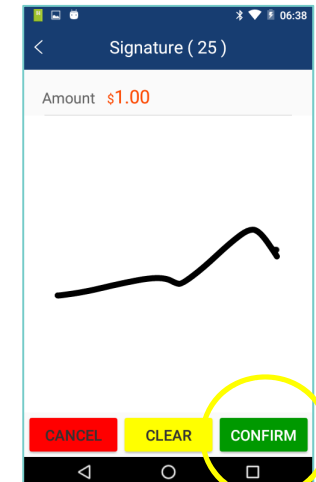


A920 Credit Sale w/Tip

Step 5. Enter the Server ID and select **[CONFIRM]**.

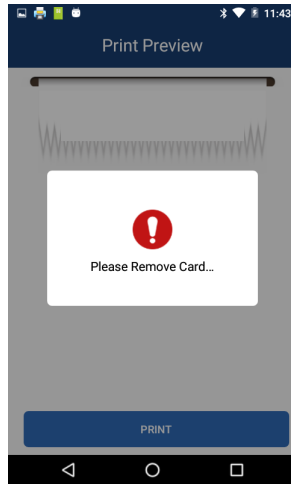


Step 6. Sign card holder signature on the screen and then select **[CONFIRM]** to accept or **[CLEAR]** to clear the signature and retry the signature or **[CANCEL]** to print the receipt with the signature line.

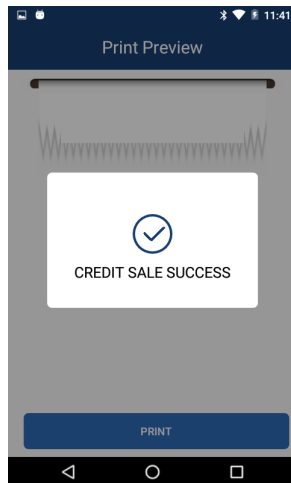


A920 Credit Sale w/Tip

Step 7. Please remove the card.

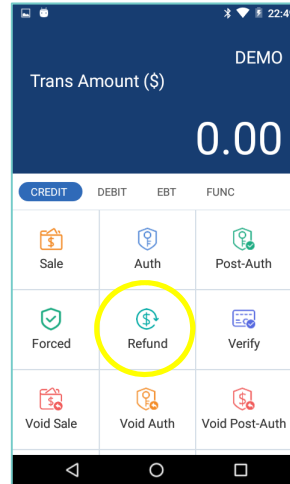


Step 8. The terminal will display the transaction status.

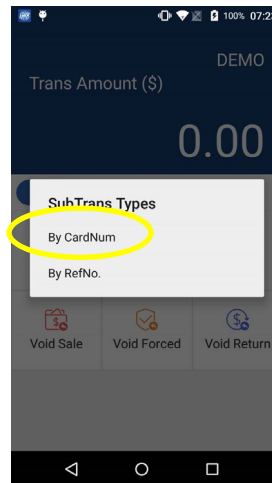


A920 Credit Refund

Step 1. From the idle screen select the transaction type **[Refund]**.

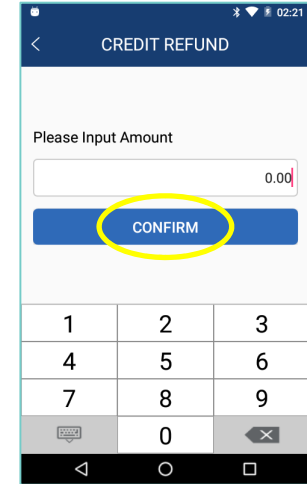


Step 2. Select the how the terminal will apply the refund. Select **[By Cardnum]** to use the original card number or select **[RefNo]** to use the original transaction reference number.

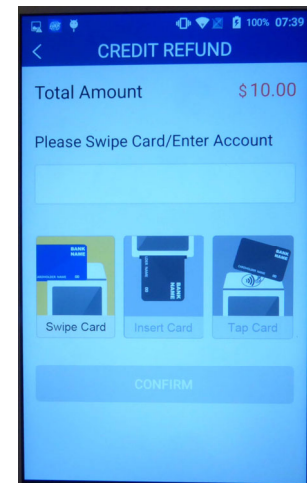


A920 Credit Refund

Step 3. Please enter the refund amount and select **[CONFIRM]**.

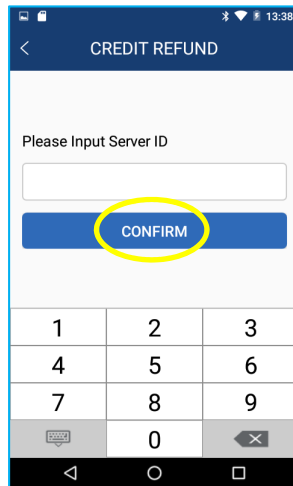


Step 4. Swipe or manually enter the card number.

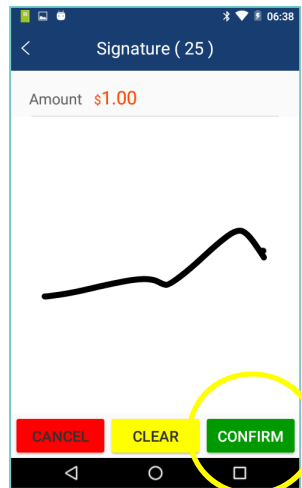


A920 Credit Refund

Step 5. Enter the server ID and select **[CONFIRM]**.

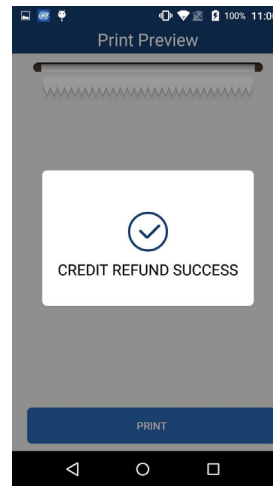


Step 6. Sign card holder signature on the screen and then select **[CONFIRM]** to accept or **[CLEAR]** to clear the signature and retry the signature or **[CANCEL]** to print the receipt with the signature line.



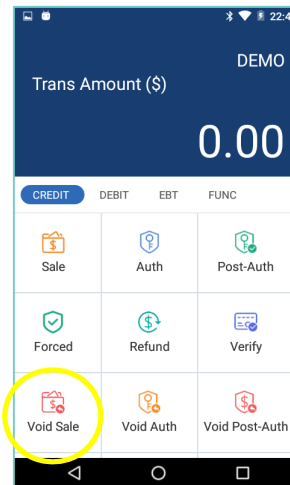
A920 Credit Refund

Step 7. The terminal will display the transaction status.



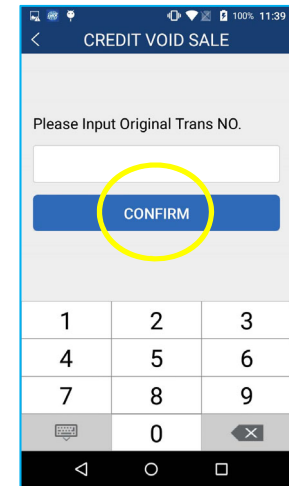
A920 Credit Void Sale

Step 1. From the idle screen select the transaction type **[Void Sale]**.

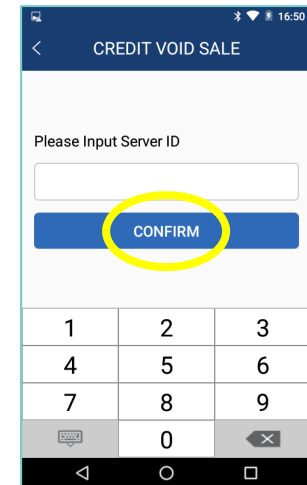


A920 Credit Void Sale

Step 2. Input the original transaction number and then select **[CONFIRM]**.

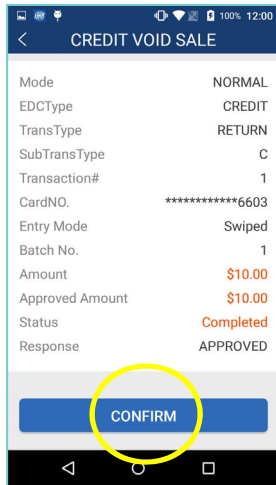


Step 3. Enter the Server ID and select **[CONFIRM]**.

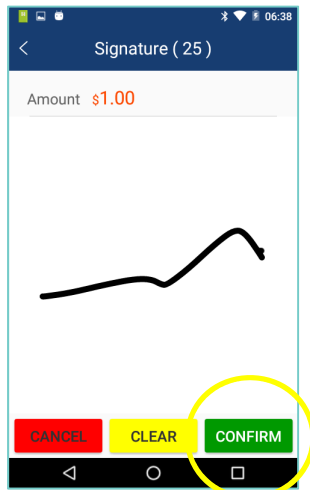


A920 Credit Void Sale

Step 4. Select **[CONFIRM]** if the displayed transaction is the one to be voided. Scroll screen up to locate the confirm button.

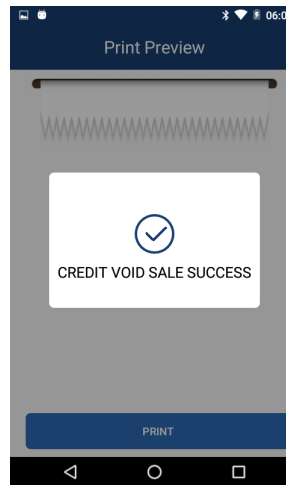


Step 5. Sign card holder signature on the screen and then select **[CONFIRM]** to accept or **[CLEAR]** to clear the signature and retry the signature again or **[CANCEL]** to print the receipt with the signature line.



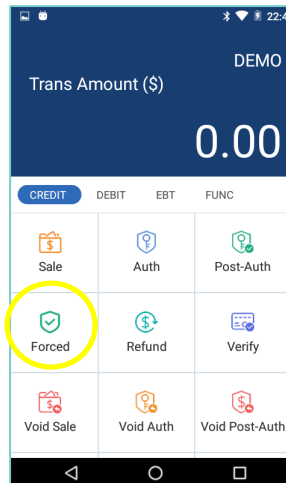
A920 Credit Void Sale

Step 6. The terminal will display the transaction status.



A920 Forced Sale

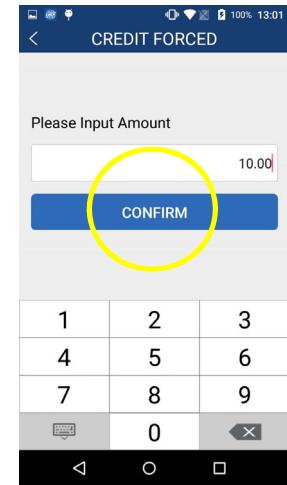
Step 1. From the idle screen select the transaction type **[Forced]**.



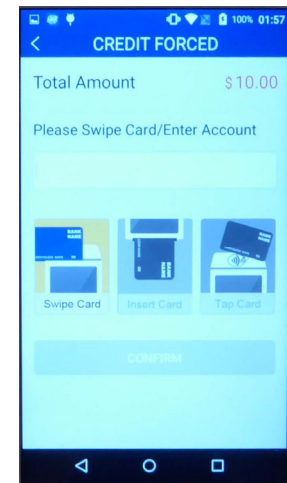
PAX Technologies, 8880 Freedom Crossing Trail, Building 400,
3rd Floor Suite 300, Jacksonville, Florida 32256

A920 Forced Sale

Step 2. Please enter the sale amount and select **[CONFIRM]**.

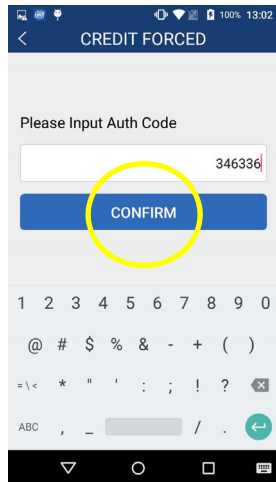


Step 3. Swipe or manually enter the card number.



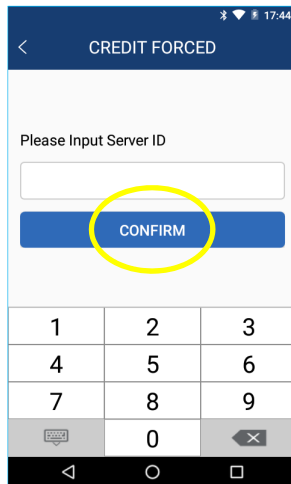
A920 Forced Sale

Step 4. Enter the Auth Code of the original transaction and then select **[CONFIRM]**.



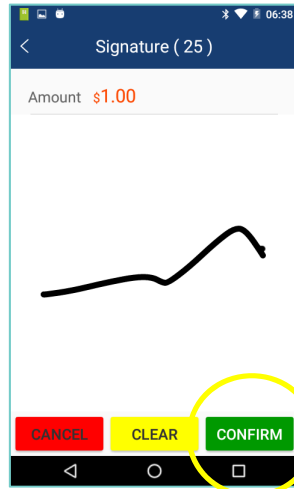
A920 Forced Sale

Step 5. Enter the Server ID and select **[CONFIRM]**.

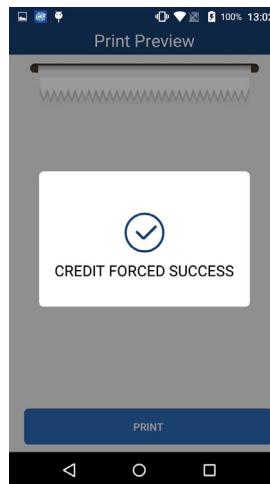


A920 Forced Sale

Step 6. Sign card holder signature on the screen and then select **[CONFIRM]** to accept or **[CLEAR]** to clear the signature and retry the signature again or **[CANCEL]** to print the receipt with the signature line.

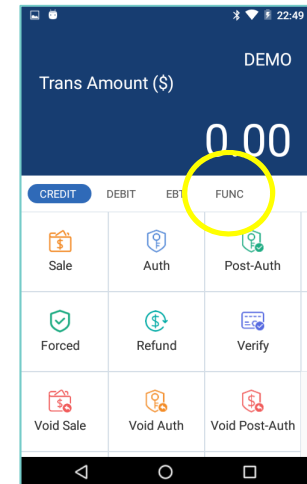


Step 7. The terminal will display the transaction status.

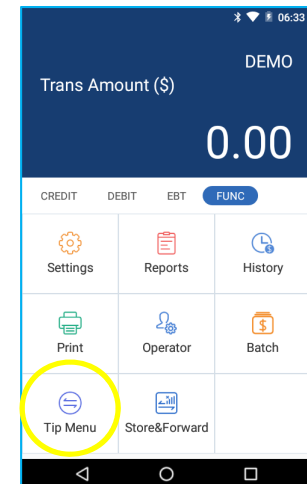


A920 Tip Adjust

Step 1. From the idle screen select the **[FUNC]** option.

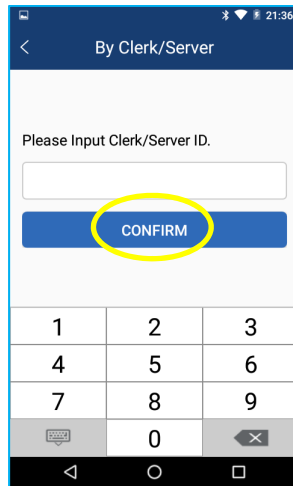


Step 2. From the Func menu select the **[Tip Menu]**.

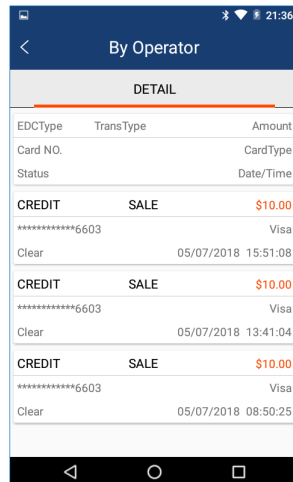


A920 Tip Adjust

Step 3. From the Tip Menu select the desired search format. To search by operator ID select **[By Operator]**.

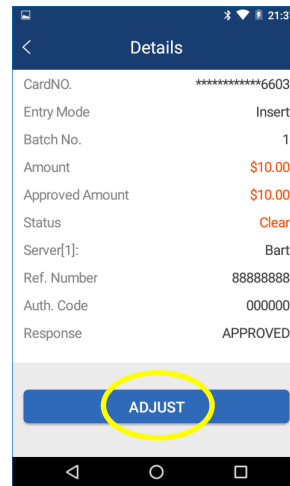


Step 4. Select the desired transaction.

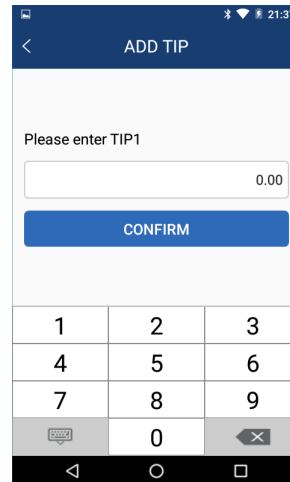


A920 Tip Adjust

Step 5. The transaction details will be displayed. Scroll the screen to display the Adjust option. To adjust the tip, select **[ADJUST]**.

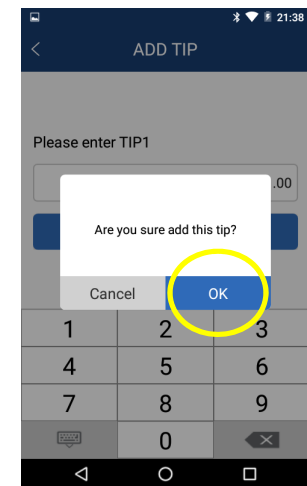


Step 6. Enter the tip amount and select **[CONFIRM]**.

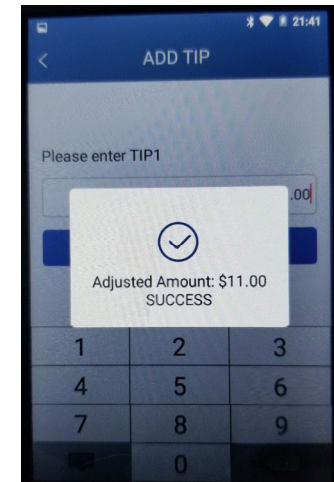


A920 Tip Adjust

Step 7. To confirm the tip amount adjustment, select **[OK]**. To cancel the tip amount adjustment select Cancel.

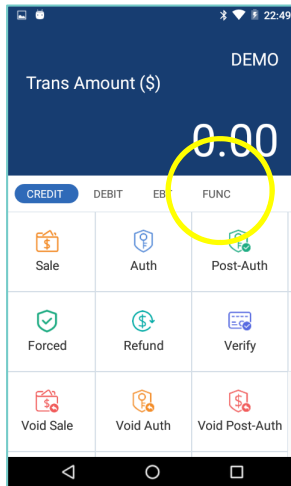


Step 8. The terminal will display the transaction status.

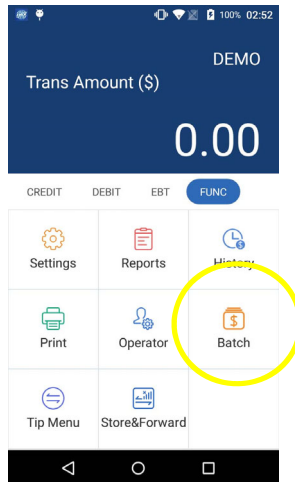


A920 Close Batch

Step 1. From the idle screen select the **[FUNC]** option.

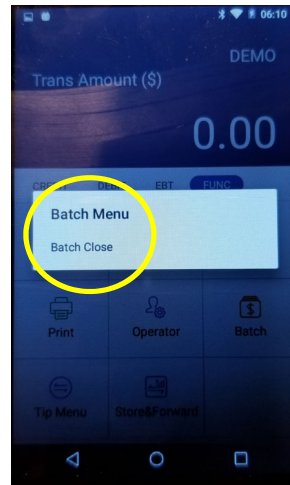


Step 2. Select the **[Batch]** option.

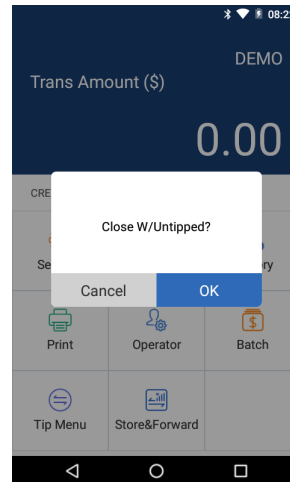


A920 Close Batch

Step 3. When prompted "Batch Close" select **[Batch Close]** to close the batch or select [X] to cancel the batch close.

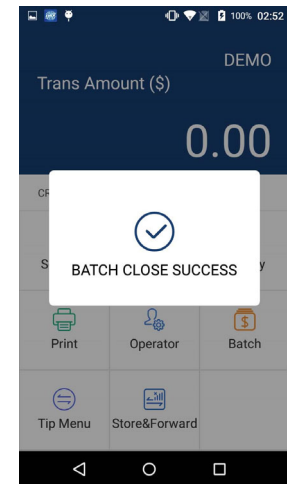


Step 4. To close the batch with untipped transactions, select **[OK]**. To cancel the batch close select, Cancel.



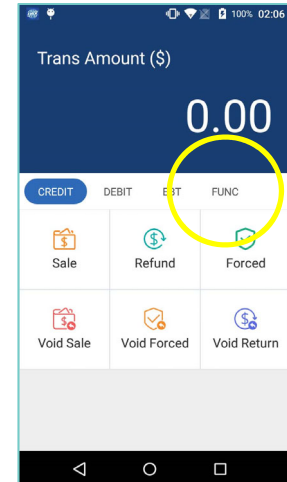
A920 Close Batch

Step 5. The terminal will display the batch close status.



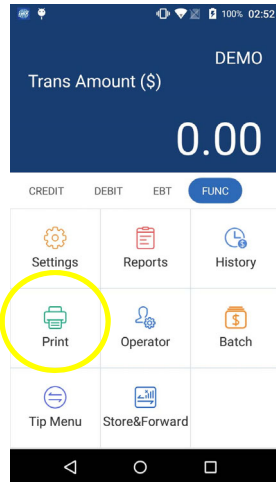
A920 Reprint Last

Step 1. From the idle screen select the **[FUNC]** option.

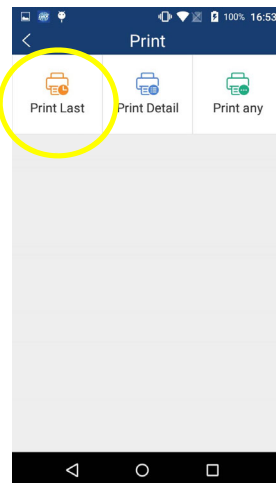


A920 Reprint Last

Step 2. Select the **[Print]** option.



Step 3. To reprint the last transaction, select the **[Print Last]** option.



PAX Customer Support

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FCC Regulations

This device complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference and
 - (2) this device must accept any interference received, including interference that may cause undesired operation.
- This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the body of this equipment is a label that contains among other information a product identifier. If requested, this number must be provided to the telephone company. RF Exposure Information. This device meets the government's requirement for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. government.

RF Exposure

This device meets the government's requirement for exposure to radio waves. This device is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government



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PAX A920 Mobile Terminal

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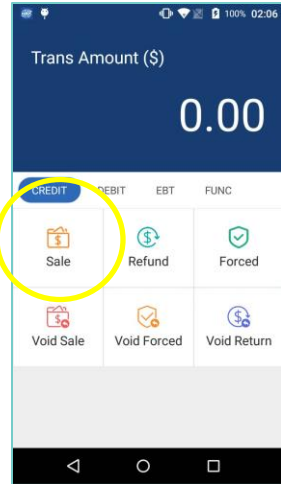


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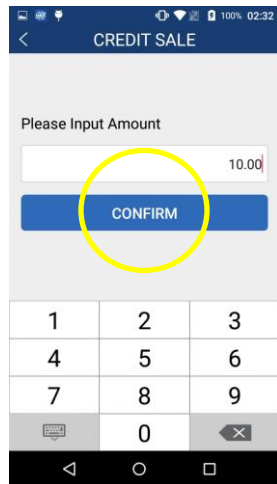
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A920 Basic Credit Sale

Step 1. From the idle screen select the transaction type **[Sale]**.



Step 2. Please enter the sale amount and select **[CONFIRM]**.

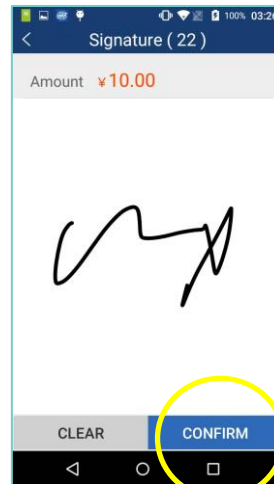


A920 Basic Credit Sale

Step 3. Insert, swipe or enter the card number.



Step 4. Sign your signature on the screen and then select **[CONFIRM]** to accept or **[CLEAR]** to clear the signature and retry the signature again.



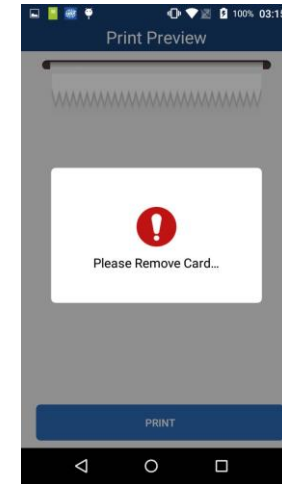
PAX Technologies, 4901 Belfort Road, Suite 130
Jacksonville, FL 32256

A920 Basic Credit Sale

Step 5. Select the **[PRINT]** button to print the receipts.

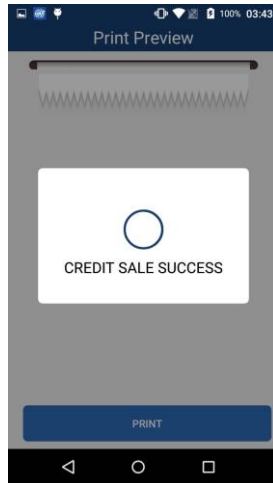


Step 6. Please remove the card.



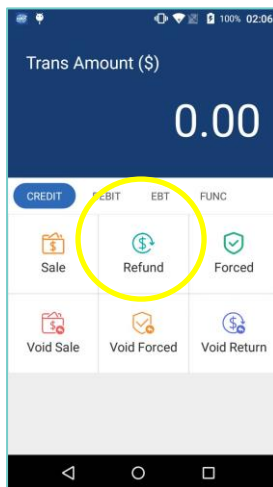
A920 Basic Credit Sale

Step 7. The terminal will display the transaction status.



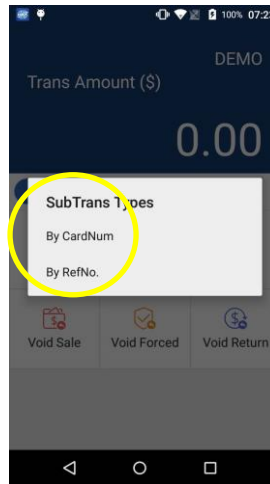
A920 Credit Refund

Step 1. From the idle screen select the transaction type **[Refund]**.

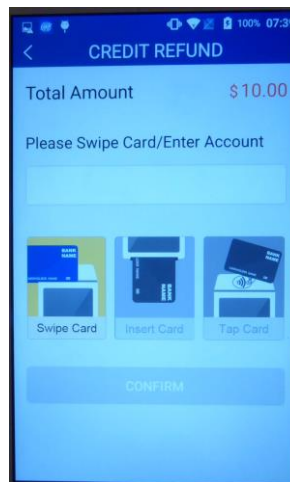


A920 Credit Refund

Step 2. Select the how the terminal will apply the refund. Select **[By CardNum]** to use the original card number or select **[RefNo]** to use the original transaction reference number.



Step 3. Swipe or enter the card number.



A920 Credit Refund

Step 4. Sign your signature on the screen and then select **[CONFIRM]** to accept or **[CLEAR]** to clear the signature and retry the signature again.

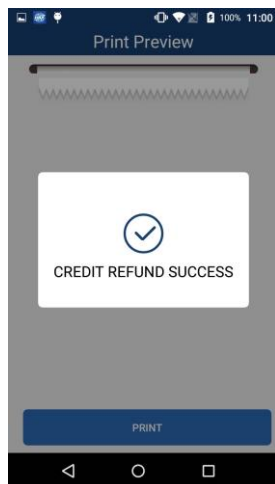


Step 5. Select the **[PRINT]** button to print the receipts.



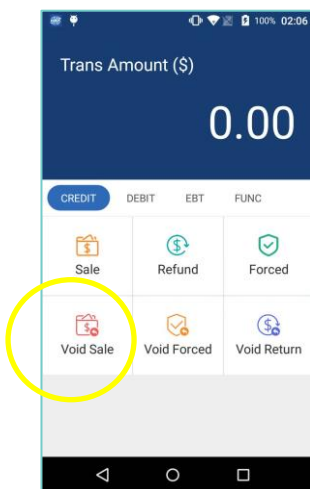
A920 Credit Refund

Step 6. The terminal will display the transaction status.



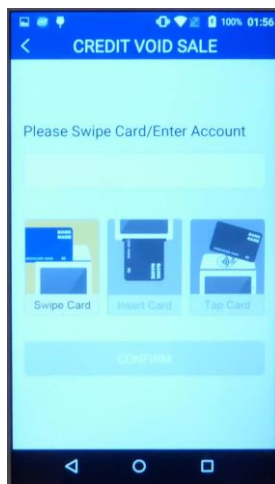
A920 Void Sale

Step 1. From the idle screen select the transaction type [Void Sale].



A920 Void Sale

Step 2. Swipe or enter the card number.

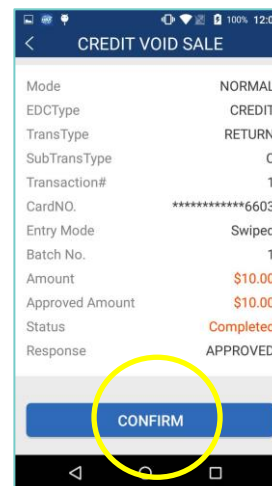


Step 3. Input the original transaction number and then select [CONFIRM].

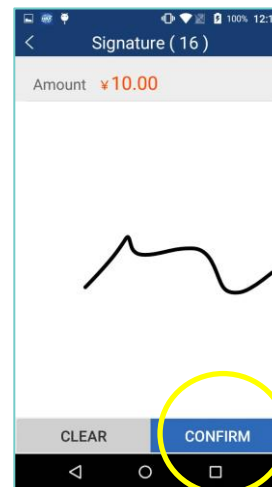


A920 Void Sale

Step 4. Input the original transaction number and then select [CONFIRM] if the displayed transaction is the one to be voided.



Step 5. Sign your signature on the screen and then select [CONFIRM] to accept or [CLEAR] to clear the signature and retry the signature again.

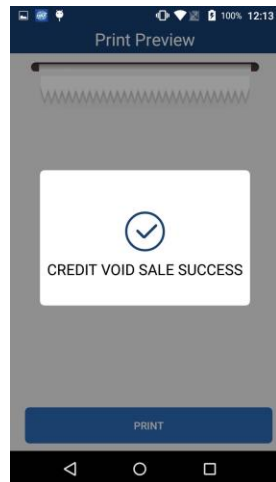


A920 Void Sale

Step 6. Select the [PRINT] button to print the receipts.

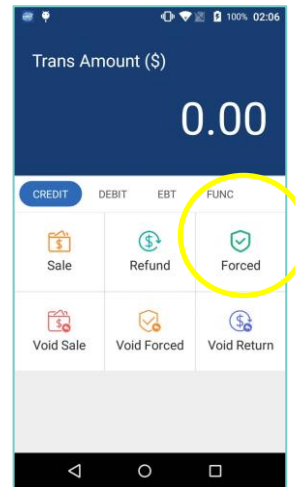


Step 7. The terminal will display the transaction status.

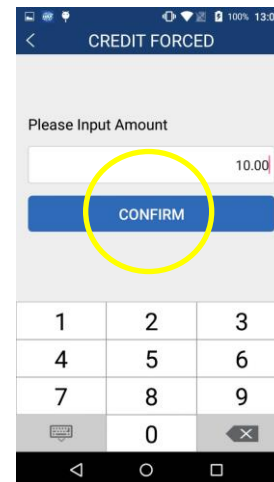


A920 Forced Sale

Step 1. From the idle screen select the transaction type [Forced].

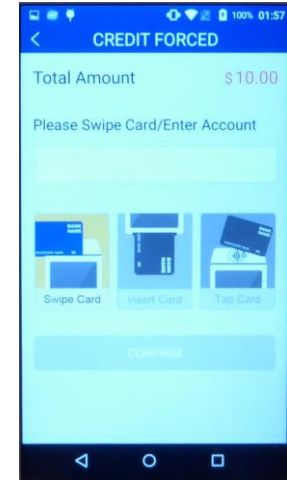


Step 2. Please enter the sale amount and select [CONFIRM].

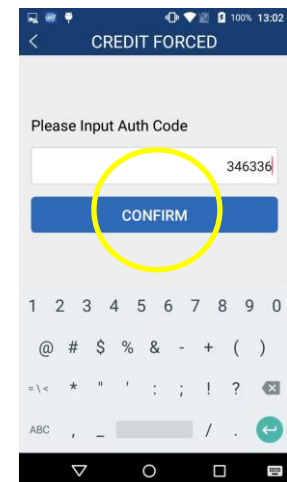


A920 Forced Sale

Step 3. Swipe or enter the card number.

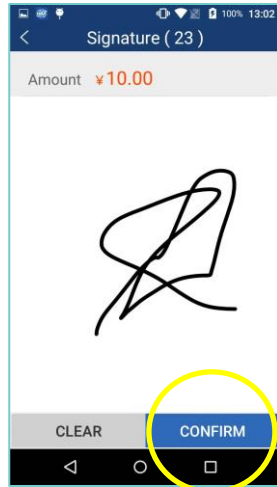


Step 4. Enter the Auth Code of the transaction and then select [CONFIRM].



A920 Forced Sale

Step 5. Sign your signature on the screen and then select **[CONFIRM]** to accept or **[CLEAR]** to clear the signature and retry the signature again.

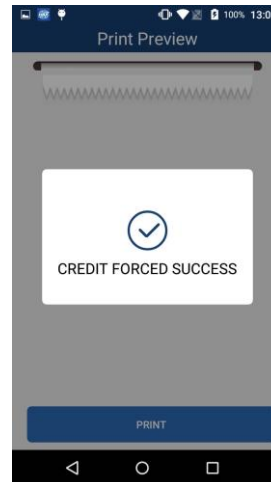


Step 6. Select the **[PRINT]** button to print the receipts.



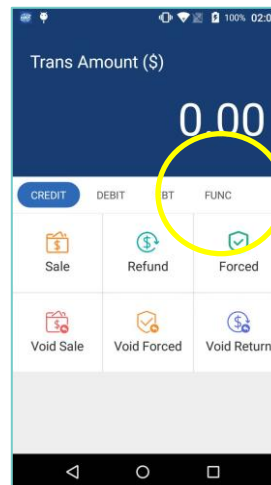
A920 Forced Sale

Step 7. The terminal will display the transaction status.



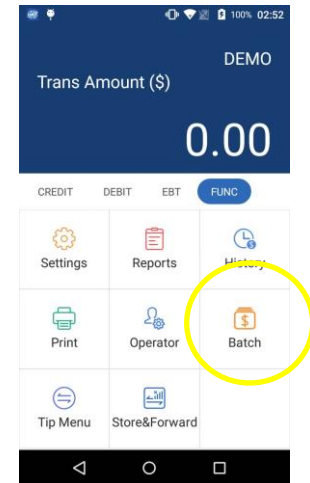
A920 Close Batch

Step 1. From the idle screen select the **[FUNC]** option.

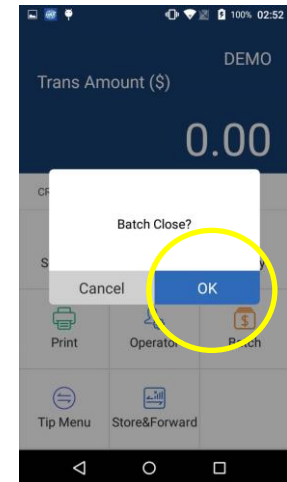


A920 Close Batch

Step 2. Select the **[Batch]** option.

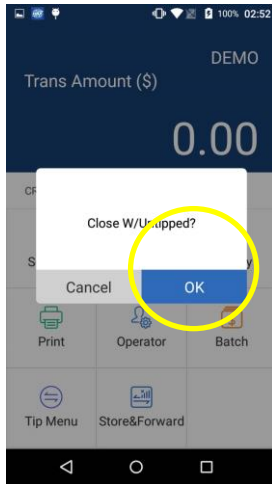


Step 3. When prompted "Close Batch?" select **[OK]** to close the batch or select **Cancel** to stop the batch close.

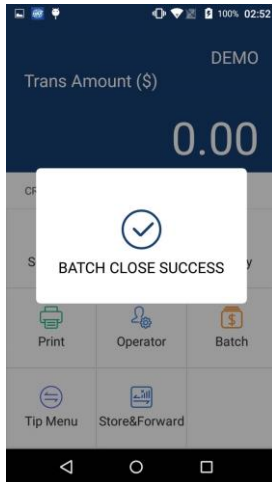


A920 Close Batch

Step 4. If prompted "Close W/Untipped?" select **[OK]** to zero out untipped transactions and close the batch or select Cancel to stop the batch close.

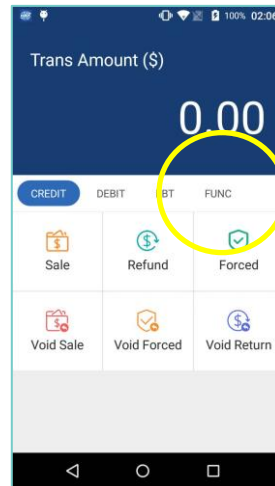


Step 5. The terminal will display the batch close status.

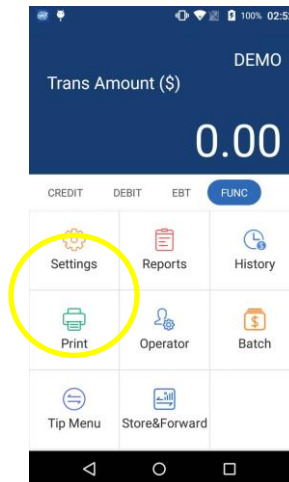


A920 Reprint Last

Step 1. From the idle screen select the **[FUNC]** option.



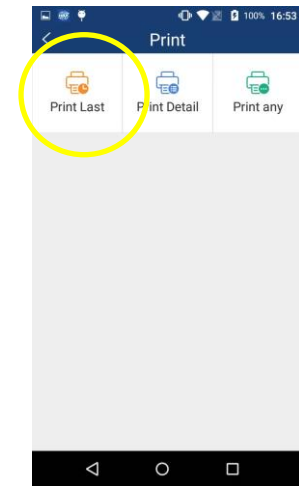
Step 2. Select the **[Print]** option.



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Jacksonville, FL 32256

A920 Reprint Last

Step 3. To reprint the last transaction, select the **[Print Last]** option.



PAX Customer Support

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

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