PAX A920 STANDALONE

Quick Reference Guide

BASICS

SETUP

our terminal is preprogrammed and ready to use as soon as it is connected to your communication network (WiFi/

cellular.) Refer to **Setting Up Your Terminal** below.

TO ORDER RECEIPT PAPER: Item #816613 in the Guy Brown Catalog in BUY.IU. Staples Thermal Paper Rolls, 2 1/4" x 50', 50/carton (18875/3295)
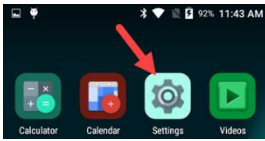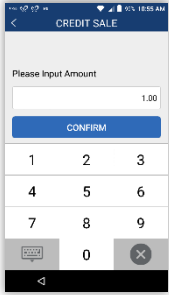
Setting up Your Terminal

WIFI	**Connecting to WiFi** – You can only connect to one WiFi network at a time. – For your convenience, you can save your password to more than one network.	From the terminal home screen select the Android **Settings** app and then do the following: 1) Enter the password and select **OK**. (The default password is **9876** for devices received during 2020. For 2021 and later devices, the password is **pax9876@@**) **DO NOT change the password.** 2) From **Wireless & Networks**, enable **Wi-Fi** by selecting the on/off switch 3) Select **Wi-Fi** to see the available networks and select a **network**. 4) Enter the password and then select **Connect**. (Do <u>not</u> select Advanced options.)
CELLULAR	**Using a Cellular Network (AT&T)**	<u>OPTIONAL</u> There is an AT&T SIM card installed to run transactions with a cellular connection.

PROCESSING

BATCH	**Batch out terminal**	1) Select **FUNC**. 2) Select **Batch**. 3) Select Batch Close.

SALE	**Card Present Transaction**
	
		1) Select **CREDIT / DEBIT > SALE** > Enter Amount and select **Confirm**.
		   Variation: Select **CREDIT / DEBIT** > Enter amount & select **ENTER > SALE**.
		2) Enter Tip Amount when appropriate and select **Confirm.**
		   (To continue <u>without</u> entering a tip, select **Confirm**.)
		3) Swipe/Insert/Tap or key the card number and then select **Confirm.**
		4) Enter additional information as prompted and then select **Confirm**.
		5) Enter server ID if prompted.
		6) Obtain the customer's signature and select **Confirm**.

	Keyed Transaction (Card Not Present)	1) Select **CREDIT / DEBIT > SALE** > Enter Amount and select **Confirm**.
		   Variation: Select **CREDIT / DEBIT** > Enter amount & select **ENTER > SALE**.
		2) Enter Tip Amount when appropriate and select **Confirm.**
		   (To continue <u>without</u> entering a tip, select **Confirm**.)
		3) Enter the card number and then select **Confirm**
		4) From the "Card Present?" prompt select **No**.
		5) Enter card number, expiration date, and additional information as prompted and then select **Confirm**.
		6) Enter Server ID if prompted..

V/SALE	**Void a Transaction** *Prevents sale from settling. You can do this instead of a refund if the transaction has <u>not batched out.</u>*	1) Select CREDIT / DEBIT> V/Sale. 2) Enter Original Transaction Number and select **Confirm**. 3) Review the transaction details and select **Confirm**. 4) Obtain the customer's signature and select **Confirm**.
RETURN	**Refund a Transaction** *Only refund transactions that were processed on a <u>previous</u> batch.* *(You should <u>not</u> refund a transaction processed in the current batch. Instead, see "Void a transaction" above.)*	1) Select CREDIT > Return. 2) Select <u>one</u>: **By CardNum** or **By Ref No**. (most commonly used) 3) Enter amount and select **Confirm**. 4) Swipe/Insert/Tap/key the card number <u>or</u> reference number. 5) Enter additional information as prompted. **IMPORTANT:** You <u>cannot</u> process a debit refund. Instead, see ***Voiding Debit Card Transactions*** below.

AUTH	**Authorization** *Authorizations do not settle unless manually captured.*	1) Select CREDIT > Auth. 2) Enter amount and select **Confirm.** 3) Swipe/Insert/Tap or key the card number and then select **Confirm**. 4) Enter additional information as prompted. 5) If this is a Card Present transaction, obtain customer signature and select **Confirm**.
FORCED	**Force sale** *Manually capture an existing authorization.*	1) Select CREDIT > Forced. 2) Enter amount and select **Confirm.** 3) Enter Tip Amount when appropriate and select **Confirm.** (To continue without entering a tip, select **Confirm**.) 4) Swipe/Insert/Tap or key the card number and then select **Confirm**. 5) Enter Auth Code**.** 6) Obtain the customer's signature and select **Confirm**.
V/FRCD	**Void a Forced Transaction**	1) Select CREDIT > V/Frcd. 2) Enter Original Transaction number and select **Confirm**. 3) Confirm the transaction details and select **Confirm.** 4) Obtain the customer's signature and select **Confirm**.