PAX A80

Installation and Configuration Guide

December, 2023

Introduction

The PAX A80 countertop payment terminal is perfect for retail and bar/restaurant applications. This setup guide describes the following topics:

- A80 Terminal Overview
- Terminal Hardware
- A80 Communication Ports
- Initial terminal configuration
  - Connect the Terminal Cables
  - Installing the Printer Paper
  - Configuring the Terminal Display Language
  - Configuring the Terminal Network Connections
  - Configuring the Terminal Ethernet Connection
  - Configuring the Terminal Wi-Fi Connection
- Activating the terminal
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  - Activate Terminal
  - Set Passwords
- Working with the terminal
  - Powering the Terminal On or Off
  - Terminal Input Options
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  - Replacing the Printer Paper

Terminal Overview

A80 Terminal Overview

This document will introduce you to your payment terminal as well as guide you through the process of preparing and configuring it in order to quickly begin processing payments.

Your PAX A80 payment processing terminal comes with the following:

1. Payment terminal

2. AC power adapter and terminal power cord (2 pieces)

3. RJ-11 (telephone) cable *****

4. Roll of printer paper

* The RJ-11 cable is not used for terminal communication and may not be included with your terminal.

Terminal Hardware

The following illustrations show the location of the main terminal features and hardware:

1. Contactless payment reader
2. Color touchscreen
3. Magnetic stripe reader
4. Physical keypad
5. Chip card reader

A80 Communication Ports

There are multiple communication ports on the back of the terminal with cable guides. The diagram on the back of the terminal shows where to connect the communication cables, in addition to AC power.

1. Cable guides
2. Ports diagram
3. Ethernet port
4. Power port

Terminal Setup and Configuration

Installing the Printer Paper

If the supplied roll of printer paper was not already installed in the terminal when you received it, you will need to install it before you can print any transaction receipts.

> **TIP:** This procedure also applies to replacing a roll of printer paper.

To install the printer paper:

1. On the back of the terminal at the top, lift the lever with the contactless logo to unlock and open the printer cover.

    > **NOTE:** The printer cover opens on a hinge, it does not come off the terminal.

2. Place the roll of printer paper in the paper tray, leaving about 2 inches (5 cm) of paper beyond the printer's cutter as shown in the following example:

> ⚠ **IMPORTANT!** Make sure the paper unrolls from the back of the roll, otherwise the printer will be unable to print the transaction receipt.

3. Close the printer cover until it snaps into place and remove any excess paper.

Connect the Terminal Cables

There are multiple connection ports on the back of the terminal. Countertop terminals generally require AC power and Ethernet connections.

Your configuration may also include a connection to a POS system or an additional PIN pad.

Use the diagram on the back of the terminal to determine where to connect the cables that apply to your configuration. The terminal's connection ports are shown below:

Configuring the Terminal Display Language

By default, the terminal displays all information in English. This procedure explains how to change the terminal's display language if necessary.

> ⚠ **IMPORTANT!** Selecting a different language changes all text that appears on the terminal.

To change the terminal display language:

1. On the terminal's main screen, touch the **Settings** icon.

2. On the *Settings* screen, touch the **Please Input Password** field and use the keypad to type the password: either **9876** or **pax9876@@**.
3. Touch the checkmark icon on the keypad when you are done and touch **OK**.

4. Scroll to the **Personal** section and touch **Language & input**.
5. Touch **Language**.
6. Scroll to and touch the desired language.
7. Touch the **Back** icon twice to return to the main screen.

Configuring the Terminal Network Connections

The terminal requires a network connection to communicate with the payment processor server to process transactions.

The PAX A80 is a countertop payment terminal that can connect to wired (Ethernet) and wireless (Wi-Fi) networks.

- [Configuring the Terminal Ethernet Connection](#)
- [Configuring the Terminal Wi-Fi Connection](#)

Configuring the Terminal Wi-Fi Connection

This section explains how to enable Ethernet and connect to your network.

To connect to your Ethernet (wired) network:

1. Ensure your network cable is connected in the appropriate connector located on the back of the terminal and make sure the other end of the network cable is connected to a network jack or hub.
2. On the terminal's main screen, touch the **Settings** icon.

3. On the *Settings* screen, touch the **Please Input Password** field and use the keypad to type the password: either **9876** or **pax9876@@**.
4. Touch the checkmark icon on the keypad when you are done and touch **OK**.

5. In the **Wireless & networks** section, touch **Ethernet**.
6. If **Ethernet** is **Off**, touch the toggle to turn it on.
7. After you toggle **Ethernet** to **On** (or if **Ethernet** is already on), the connected network settings appear.
8. If necessary, you can change the network connection parameters manually by scrolling to the bottom and touching **Ethernet Configuration** to select and configure the **Connection Type**.

> ⚠️ **IMPORTANT!** Changing the network connection parameters incorrectly will prevent the terminal from communicating with the payment processing server.

9. Touch the **Back** icon twice to return to the main screen.

Configuring the Terminal Wi-Fi Connection

This section explains how to turn Wi-Fi on and connect to your network.

To connect to your wireless network:

1. On the terminal's main screen, touch the **Settings** icon.

2. On the *Settings* screen, touch the **Please Input Password** field and use the keypad to type the password: either **9876** or **pax9876@@**.

3. Touch the checkmark icon on the keypad when you are done and touch **OK**.

4. In the **Wireless & networks** section, touch **Wi-Fi**.
5. If **Wi-Fi** is **Off**, touch the toggle to turn it on. If **Wi-Fi** is already on, a list of available networks appears.
6. From the list of available networks, touch the name of the network you want to connect to.
7. Enter the password for the selected network and touch **CONNECT**.

>   **TIP:** You can touch **Show password** before typing to ensure you are entering the password correctly.

8. After the terminal displays **Connected** for the selected network, touch the **Back** icon to return to the *Settings* screen.

9. Touch the **Back** icon again to return to the main screen.

Terminal Activation

Terminal Activation

PayFacto uses a self-service terminal activation procedure designed to save time while also providing better security. The new activation procedure applies only to countertop and mobile PAX payment terminals using the Android operating system. The new procedure applies to:

- All new merchants activating their terminals for the first time
- Any existing merchants adding new payment terminals
- Any existing merchants receiving replacement terminals

Overview

After you configure the terminal's network connection(s) and power on the terminal, the procedure comprises of 2 parts:

- [Activate the terminal with a One Time Passcode (OTP)](#)
- [Set the Administrator and Merchant passwords](#)

> **NOTE:** If you have multiple new payment terminals, you need to perform the activation procedure on each terminal individually.

Activate Terminal

After configuring the terminal's network connection, you need to start the PayFacto payment application to complete the remaining steps. Terminal activation requires you to input a One Time Passcode (OTP) that PayFacto sends to the email address or telephone number registered to your account.

> **IMPORTANT!** To receive the OTP on your phone, your registered phone number must be able to receive text messages (SMS). If you cannot receive text messages, select the email option to get the OTP.

To activate the payment terminal:

1. Touch the **PAYMENT** icon on the main screen. The *Welcome To Your Payment Terminal* screen appears.

> **NOTE:** The terminal may need to download host and security parameters; this can take a few moments.

2. In the top right corner of the screen, your terminal ID (TID) appears; confirm that the number on the screen matches the TID on the label on the back of your terminal. The TID will not appear on your terminal screen after you complete the activation process.

> **IMPORTANT!** If the TID does not match, call PayFacto immediately.

3. Touch anywhere on the screen to begin the activation process.
4. Touch the desired option to receive the OTP.

Email   **Phone Number**


5. Touch the **Send Code** button.

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> (!) **IMPORTANT!** The OTP code is valid for **15 minutes** after you receive it. If you wait more than 15 minutes to enter the OTP, the terminal will display an error and you will have to request a new OTP.
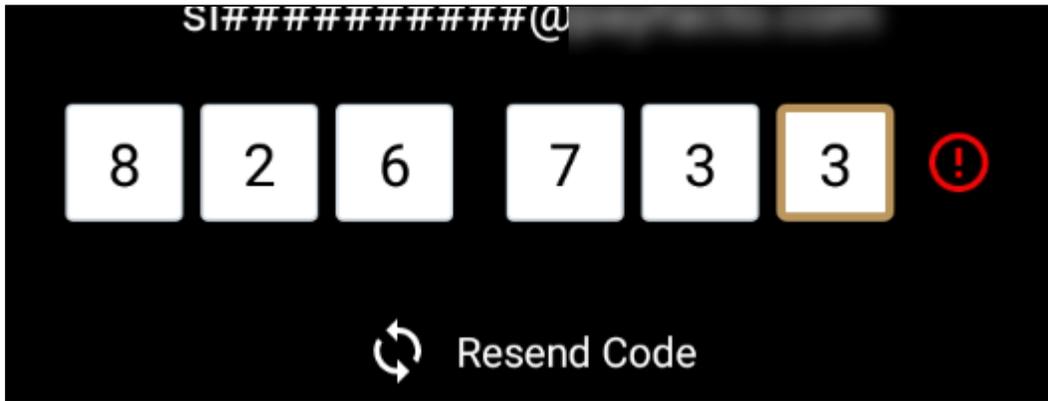
6. If you select **Email**, look for a message from **noreply@payfacto.com**.
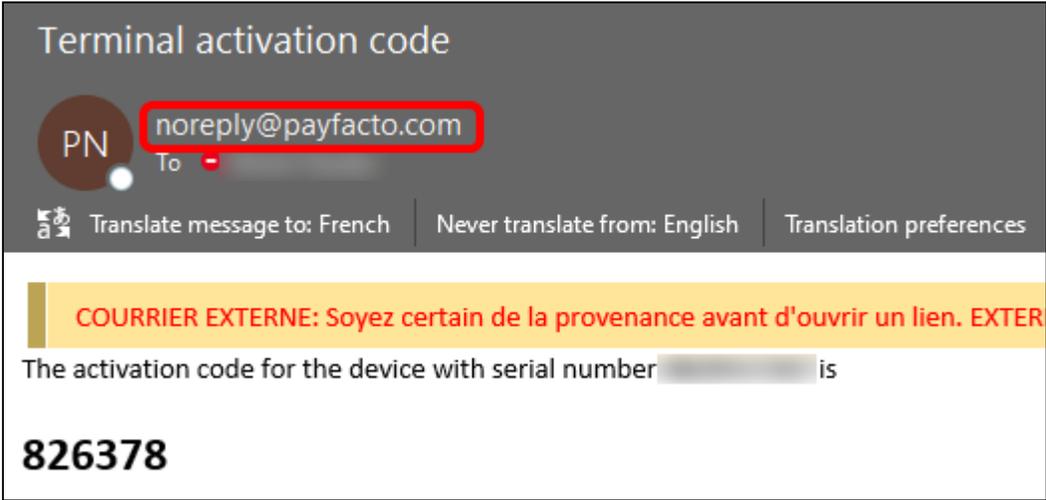
7. After you receive the 6-digit activation code, use the on-screen keypad to enter the code on the terminal screen.
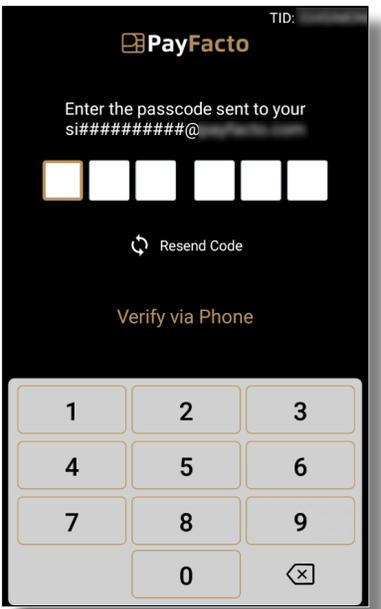
8. If you enter the code incorrectly, a red exclamation appears to indicate that the code is incorrect.

9. Re-enter the code, or touch **Resend Code** to obtain a new OTP.
10. After you enter the OTP correctly, the payment application displays the *Set Administrative Password* screen to configure your terminal passwords.
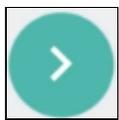
Set Passwords

To prevent unauthorized individuals from changing the terminal's configuration, you need to set the Administrator and Merchant passwords. These passwords restrict access to certain functions on the terminal.

When setting your passwords, you must respect the following parameters:

- Passwords must be 6 characters long
- The Administrator and Merchant passwords cannot be the same (can't match)
- You cannot use the same digit 6 times consecutively (for example: 111111 or 777777)
- You cannot use 6 consecutive numbers, either ascending or descending (for example: 123456 or 987654)

To set your Administrator and Merchant passwords:

1. On the *Set Administrative Password* screen, use the on-screen keypad to enter a 6-digit password in the **Admin Password** field and touch the **Next** icon on the keypad.

2. On the *Confirm Administrative Password* screen, re-enter the password in the **Admin Password** field and touch the **Next** icon on the keypad.
3. On the *Set Merchant Password* screen, use the on-screen keypad to enter a 6-digit password in the **Merchant Password** field and touch the **Next** icon on the keypad.
4. On the *Confirm Merchant Password* screen, re-enter the password in the **Merchant Password** field and touch the **Next** icon on the keypad.

Your payment terminal is now ready for use.

Working with the Terminal

Powering the Terminal On or Off

To power the terminal on or off, press and hold the red **X** key on the physical keypad.

> ⚠ **IMPORTANT!** Disconnecting the AC power immediately powers off the terminal and any transaction that was in progress is cancelled.

Terminal Input Options

The PAX A80 terminal offers an on-screen keypad as well as a physical keypad to enter transaction amounts. Your terminal operators and customers enter information and respond to prompts using either the terminal's touch screen or physical keypad.

There are three (3) colored function keys on the physical keypad that you can use to confirm, correct, or cancel an operation:

- To confirm an entry, touch **OK** on the screen or press the green **O** key
- To correct an entry, touch **BACK** on the screen or press the yellow **<** key
- To cancel a function, touch **CLEAR** on the screen or press the red **X** key

Replacing the Printer Paper

The terminal uses 2 ¼" or 58mm thermal paper rolls to print transaction receipts.

To replace the printer paper:

1. On the back of the terminal at the top, lift the lever with the contactless logo to unlock and open the printer cover.

> **NOTE:** The printer cover opens on a hinge, it does not come off the terminal.

2. Place the roll of printer paper in the paper tray, leaving about 2 inches (5 cm) of paper beyond the printer's cutter as shown in the following example:

> **IMPORTANT!** Make sure the paper unrolls from the back of the roll, otherwise the printer will be unable to print the transaction receipt.

3. Close the printer cover until it snaps into place and remove any excess paper.

Card Payment Options

There are three (3) ways for a customer to use their payment card with the terminal:

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Insert the chip card and enter a PIN

Swipe the card's magnetic strip

Tap the card for contactless payment