PAX A920

Configuration and Setup Guide

PayFacto

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Introduction

The PAX A920 mobile payment terminal is perfect for most applications, whether retail, bar/restaurant, or delivery/ transportation. This setup guide describes the following topics:

Terminal Overview

A920 Terminal Overview

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

Your PAX A920 payment processing terminal comes with the following:

1. Payment terminal

2. AC power outlet

3. Roll of printer paper

4. Charging cable
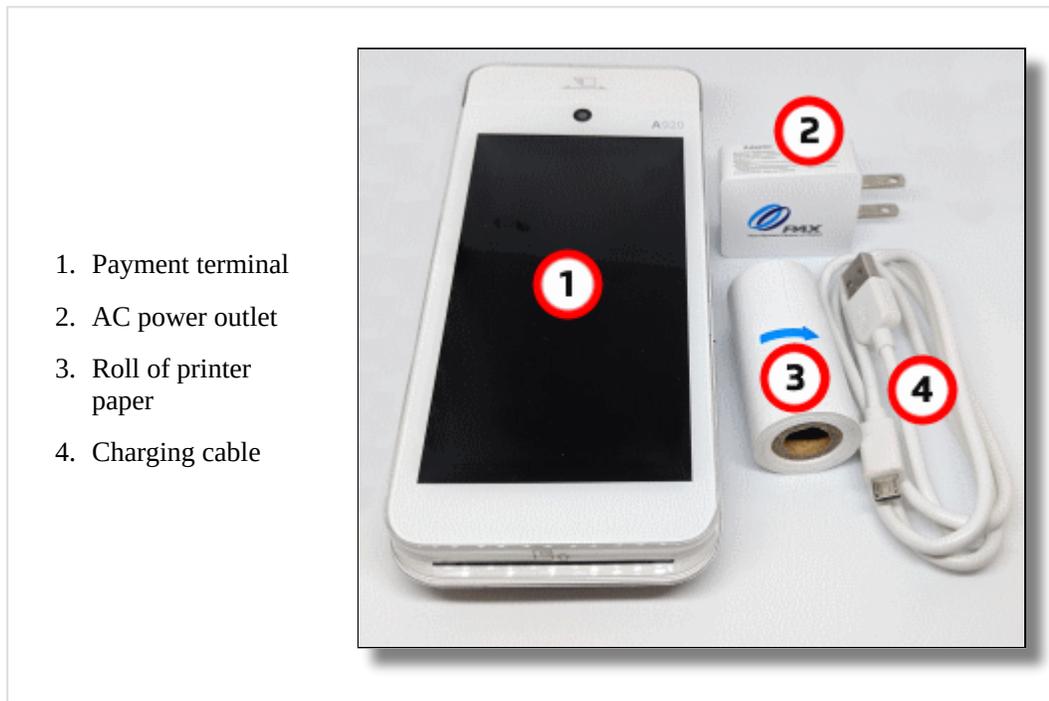
You may also have an optional charger and external printer included, but this document addresses the most basic delivery configuration.

Terminal Hardware

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

1. Magnetic stripe reader
2. Front-facing camera (not used)
3. Color touchscreen
4. Chip card reader
5. Volume up button
6. Power button
7. Volume down button
8. Micro USB charging port
9. Contactless payment reader
10. Printer
11. Printer latch
12. Rear camera/scanner
13. Battery cover

Terminal Setup and Configuration

Charging the Terminal

After you remove the terminal and accessories from the box, you need to charge the terminal before you can use it. The pre-installed battery has a protective cover on the contacts to prevent the possibility of a short circuit during transport.

To charge the terminal:

1. Turn the terminal over.
2. On the back of the terminal at the bottom, slide the battery cover locking switch to the right.
3. Lift the battery cover off the terminal. You should notice a plastic tab at the top of the battery.
4. Lift the battery from the terminal and remove the plastic tab.
5. Re-install the battery by sliding the thin segment into the terminal, near the charging connectors, and pushing on the bottom of the battery to seat it correctly.
6. Re-install the battery cover on the terminal and slide the lock switch to the lock position on the left and turn the terminal over.
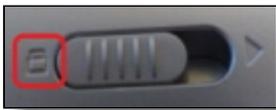
7. Insert the USB cable in the AC outlet and connect the outlet to an AC plug.
8. Insert the micro USB connector in the terminal's charging port, located on the left side, below the **Volume Down** button. The terminal begins charging.

> ⚠️ **NOTE:** The terminal's charging port may have a protective cover; you will need to remove it before inserting the micro USB port.

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.

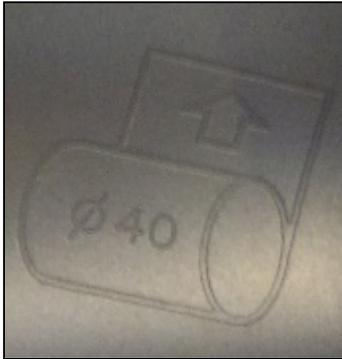> ⚠️ **TIP:** This procedure also applies to replacing a roll of printer paper.

To install the printer paper:

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

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

2. The paper tray contains an illustration of how to install the roll of paper.

3. Place the roll of printer paper in the paper tray, leaving about 2 inches (5 cm) of paper beyond the printer's cutter.

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

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

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 A920 is a mobile payment terminal that can connect to mobile (LTE) and wireless (Wi-Fi) networks.

Mobile network access is required for delivery and transportation use, but it can also serve as a backup connection if your Wi-Fi network reception is unreliable in certain areas.

- Installing the SIM Card
- Configuring the Terminal Wi-Fi Connection
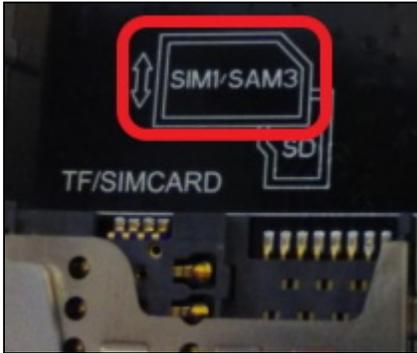
Installing the SIM Card

If you plan to use your terminal outside of your usual wi-fi network, you need to install the mobile SIM card, provided by PayFacto or your mobile communications provider. The SIM card will connect you to a mobile network, allowing you to process payments anywhere the terminal has reception. The terminal uses the regular (full) SIM card size.

NOTE: If you plan to use your terminal only on your wi-fi network, you can skip this procedure and proceed directly to Configuring the Terminal Wi-Fi Connection.

**To install the mobile SIM card:**

1. Make sure the terminal is powered off and turn the terminal over.
2. On the back of the terminal at the bottom, slide the battery cover locking switch to the right.
3. Lift the battery cover off the terminal.

4. Lift the battery from the terminal to remove and set aside.
5. The terminal has illustrations for the different cards it can accept. Insert your SIM card in the space identified as **SIM1/SAM3** so the diagonal corner is facing the top right side.

> ⚠ **IMPORTANT!** The SIM card goes into the leftmost space and should not require great force to insert.

6. Re-install the battery by sliding the thin segment into the terminal, near the charging connectors, and pushing on the bottom of the battery to seat it correctly.
7. Re-install the battery cover on the terminal and slide the lock switch to the lock position on the left.
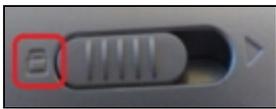
8. Power on the terminal by pressing and holding the **Power** button for 3 seconds.

The terminal should identify the SIM card and configure the mobile network settings automatically.

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**.

> <u>**TIP:**</u> 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.
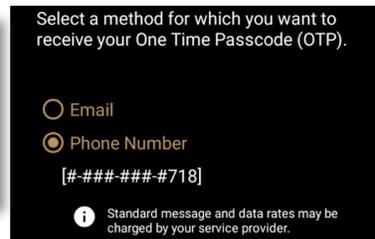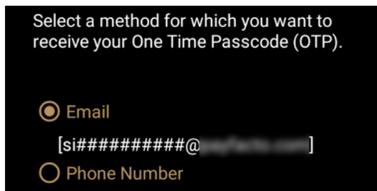

> **IMPORTANT!** If the TID does not match, call PayFacto immediately.

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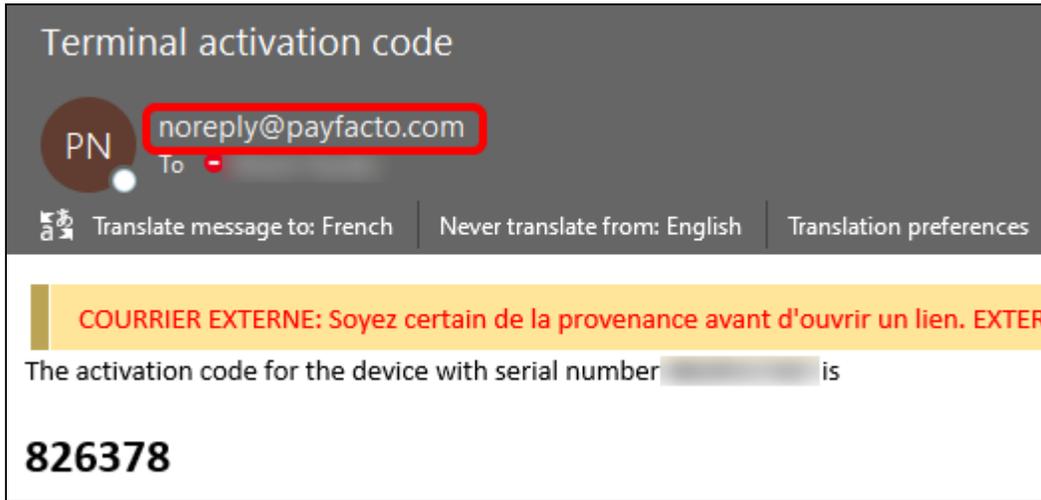4. Touch the desired option to receive the OTP.

| **Email**	**Phone Number**

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

> **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.
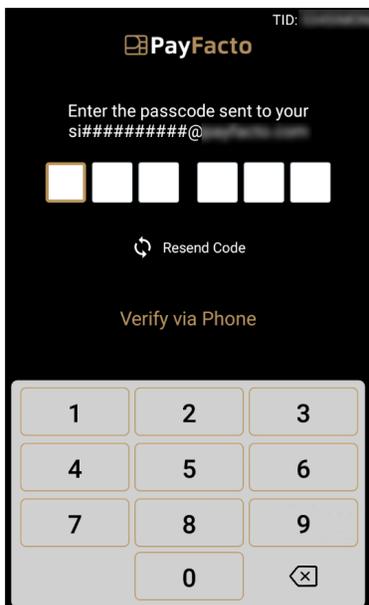
8. If you enter the code incorrectly, a red exclamation appears to indicate that the code is incorrect.

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.
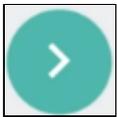
Set Passwords

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.

Terminal Usage

Powering the Terminal On or Off

To power the terminal on, press and hold the power key on the right side of the terminal for 2-3 seconds.

To power off the terminal:

1. Press and hold the power key on the right side of the terminal for 2-3 seconds.
2. Touch the **Power off** icon and then touch **Power off** again.

> ⚠ **NOTE:** Avoid allowing the terminal's battery to run down to 0%. The terminal requires the battery to be at least at 8% capacity to process a transaction. It is strongly recommended that you charge the terminal overnight or during non-business hours.

Card Payment Options

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

Insert the chip card and enter a PIN

Swipe the card's magnetic strip

Tap the card for contactless payment

Terminal Input Options

Your terminal operators and your customers enter information and respond to prompts using the terminal's touch screen. The application prompts you and your customers on the next action to perform.

Replacing the Printer Paper

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

To install the printer paper:

1. On the back of the terminal at the top, lift the lever 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.

    > ⚠ **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.