# PAX A920

## Quick Reference Guide

### CONFIGURE WI-FI

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: **9876**.

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.

### CREDIT / DEBIT SALE NO TIP

1. Using the number pad, enter the sale amount

2. Touch **SALE**

3. Hand over terminal to customer

4. Client inserts / swipes / taps their card

5. The terminal prints merchant copy. To print customer copy, press **OK** or **CANCEL**

### CREDIT / DEBIT SALE WITH TIP

1. Using the number pad, enter the sale amount

2. Touch **SALE**

3. Hand over terminal to customer

4. Client touches preset tip amount or inputs manual amount and touches **CONFIRM**, and then confirms the total amount is good

5. Client inserts / swipes / taps their card

6. The terminal prints merchant copy. To print customer copy, press **OK** or **CANCEL**

### DEBIT SALE WITH CASHBACK

1. Using the number pad, enter the sale amount

2. Touch **SALE**

3. Hand over terminal to customer

4. Client inserts debit card

5. Client selects account type

6. Client touches **YES** for cashback

7. Client touches preset cashback amount or inputs manual amount and touches **CONFIRM**, and then confirms the total amount is good

8. The terminal prints merchant copy. To print customer copy, press **OK** or **CANCEL**

### REFUND / DEBIT / CREDIT

1. Touch the **Action** button ➕ on the main screen

2. Touch the **Transactions** button 💲

3. Touch **REFUND**

4. Using the number pad, enter the refund amount

5. Touch **REFUND**

6. Enter Merchant password and touch **OK**

7. Hand over terminal to customer

8. Client inserts / swipes / taps card

9. The terminal prints merchant copy. To print customer copy, press **OK** or **CANCEL**

### PRE-AUTHORIZATION

1. Touch the **Action** button ➕ on the main screen

2. Touch the **Transactions** button 💲

3. Touch **PRE AUTHORIZATION**

4. Using the number pad, enter the transaction amount

5. Touch **PRE AUTHORIZATION**

6. Hand over terminal to customer

7. Client inserts / swipes / taps card

8. The terminal prints merchant copy. To print customer copy, press **OK** or **CANCEL**

### PRE-AUTHORIZATION COMPLETION

1. Touch the **Action** button ➕ on the main screen

2. Touch the **Settings** button ⚙

3. Enter Merchant password and touch **OK**

4. Touch **Reports** and then touch **Batch Details**

5. Touch the pre authorization transaction line

6. Touch **Complete**

7. Enter the amount of the completion and press **OK** to confirm the final amount of the transaction

8. Confirm the transaction completion request

9. The terminal prints merchant copy. To print customer copy, press **OK** or **CANCEL**

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## CREDIT OR DEBIT CARD VOID

NOTE: Void is only for sales in the current batch (not settled)

1. Obtain customer copy of transaction receipt
2. Touch the **Action** button ➕ on the main screen
3. Touch the **Scanner** button 🔲
4. Enter Merchant password and touch **OK**
5. Scan the receipt's barcode with the terminal's rear camera
6. Touch **VOID**
7. Confirm the transaction void request
8. The terminal prints merchant copy. To print customer copy, press **OK** or **CANCEL**

## TRAINING MODE

NOTE: You can't start or leave training mode if a settlement or pre authorization is pending. Do not forget to leave the training mode to execute real transactions.

1. Touch the **Action** button ➕ on the main screen
2. Touch the **Settings** button ⚙
3. Enter Merchant password and touch **OK**
4. Touch **Training Mode**
5. Toggle **Training Mode?** to **On** or **Off**

## REPRINT RECEIPT

NOTE: Reprint receipt is only for sales in the current batch (not settled)

1. Touch the **Action** button ➕ on the main screen
2. Touch the **Settings** button ⚙
3. Enter Merchant password and touch **OK**
4. Touch **Reports** and then touch **Batch Details**
5. Scroll to the transaction to reprint or search for the transaction's Invoice or Sequence number
6. Touch the transaction line
7. Touch **REPRINT**
8. The terminal reprints merchant copy. To reprint customer copy, press **OK** or **CANCEL**

## SETTLEMENT

1. Touch the **Action** button ➕ on the main screen
2. Touch the **Settings** button ⚙
3. Enter Merchant password and touch **OK**
4. Touch **Settlement** and then touch **Process settlement**
5. Touch **PROCESS SETTLEMENT**
6. The terminal prints the Totals at Settlement report

## REPORTS

1. Touch the **Action** button ➕ on the main screen
2. Touch the **Settings** button ⚙
3. Enter Merchant password and touch **OK**
4. Touch **Reports**
5. To view individual transactions, touch **Batch Details**
   a. Touch the **Search** icon 🔍 to search transactions by Invoice or Sequence number
   b. Touch the **Print** icon 🖨 to print the Detailed Report
6. To view a transaction summary by payment type, touch **Batch Summary**
   a. Touch a payment type to view transaction information including number of sales, refunds, tips, cashbacks, fees, and the payment type total.
   b. Touch **PRINT** to print the Summary Report
7. Touch the **back** arrow icon ◀ to return to the **Reports** menu

## CHANGING THE LANGUAGE

1. Touch the **Action** button ➕ on the main screen
2. Touch the **Settings** button ⚙
3. Enter Merchant password and touch **OK**
4. Touch **Terminal Options**
5. Touch Set **merchant language**
6. Select **English** or **French**

## CHANGING THE TERMINAL APPEARANCE

1. Touch the **Action** button ➕ on the main screen
2. Touch the **Settings** button ⚙
3. Enter Merchant password and touch **OK**
4. Touch **Terminal Options**
5. Scroll to **Dark theme**
6. Toggle **Dark theme** to **On** to use the **Dark theme** or to **Off** to use the **Light theme**