



PAX A920Pro User Manual

User manual for the basic functions of the PAX A920Pro

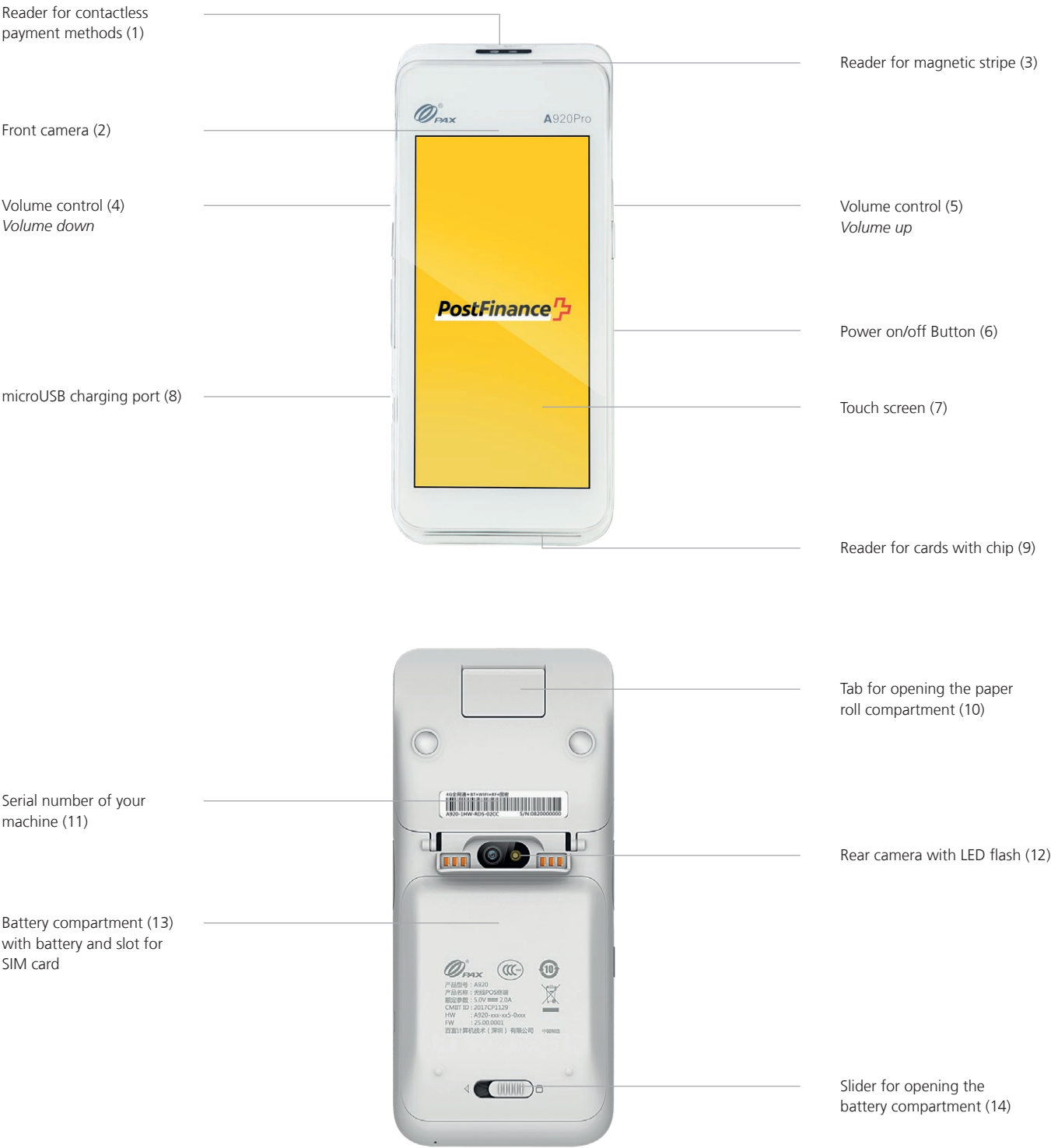
PostFinance

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Overview of the device

With the PAX A920Pro, you have chosen a top-quality terminal based on Android that offers you numerous possibilities with intuitive operation. With its integrated reader for contactless payment methods, receipt printer, card reader, cameras and much more, it is the perfect choice for accepting modern payment methods in your business.



Delivery contents



Device
PAX A920Pro



Charging base
L920-BC



Adapter + cable
USB-C / USB



Setup
paper roll

Setup

The initial setup and installation of your new PAX A920Pro is very simple. In just a few steps, your device is ready to handle your payment transactions. If you have any questions during setup, our support team will be happy to help.

1. Insert the paper roll

First open the paper roll compartment on the back of the machine. Pull the tab on the top of the machine. Place the paper roll in the tray so that the front of the paper comes out the bottom of the roll and leave about 1 cm overhang. Close the tray. Paper roll dimensions: 57 mm width, max. 40 mm diameter.

– Select „Configuration WiFi“ 

- Select your Wi-Fi® / WLAN network, enter the password of your network and confirm
- Once you are connected to your WLAN, return to the start screen and return to the home screen and continue with the activation of your account (step 5).

2. Charging the device

Before using the unit for the first time, it should be fully charged. To do this you can charge the terminal directly via the USB cable supplied. Use the microUSB port on the left side of the unit (8). We recommend using the charging station.

4G data connection



All PAX A920Pro are equipped with a SIM card, already installed in advance and thus ready for use immediately when switching on. Therefore, you can also use the mobile data connection for activation.

3. Switching the device on / off

Press and hold the Power On/Off button (6) for 2 seconds. To switch the unit off again, press the same button until you see a selection menu with four options (Flight mode, Silent mode, Restart, Power off) and select the option „Power off“.

4. Set up Wi-Fi® / WLAN

Once your device is fully charged and switched on, you must first set up your Wi-Fi® connection before you can enter the activation code (step 5).

- Select the settings icon  in the upper left corner
- Select „Device settings“  and enter your merchant password if necessary

5. Activate account

As soon as you have a WIFI connection (or mobile data connection), you can activate your account. Return to the start screen and enter the activation code that you will receive from PostFinance. You will find this code in your „Space“ in the checkout back-office-tool under „Terminals“. The current configuration will automatically be loaded onto the device. Please do not interrupt this process until you see the start screen again. If you have any questions our support team will be happy to help you.

Perfect!


You have completed the initial setup of your PAX A920Pro and can now start using your terminal to accept modern payment methods.

Accept payments


Many functions on your PAX A920Pro are intuitive to find and easy to use thanks to the modern touchscreen. Below you will find the basic functions for processing payments directly via the terminal (stand-alone use). For integration into your POS system, you can obtain application instructions directly from the respective manufacturer.

Accept a payment

To accept a payment or make a sale on your device on your device:

- Click on the Card icon  on the home screen
- Enter the payment amount and confirm
- If the tip function has been activated, you will see a second input window in which you can enter and confirm the tip (optional)
- Now your customer can present the card or contactless payment method
- The transaction will be completed and a receipt will be printed



Manual entry of payment details (optional)

Accept a new payment by clicking on the Card icon  on the home screen and entering the payment amount. Then click on „Manual entry“. Your customer then has the opportunity to enter his card details (card number, security code CVV, validity). Finally, the total amount is displayed once again and asked for confirmation.



The functionality for manual entry is not available for all payment methods, is optional and must be activated by PostFinance.

Refund a payment

To refund a payment to an existing card on your device:

- Click on the menu icon  and enter your merchant password when required
- Select the menu item „Credit“  and enter the merchant password if necessary
- Enter the total amount to be refunded
- Now your customer can present the card or contactless payment method to which the refund should be made




Refund for manual entry (optional)

Click on the menu icon , enter your merchant password, select the menu item „Credit“  and confirm again with your merchant password if necessary. Select „Manual entry“. You can then enter the card details of the card to which you want to refund (card number, security code, CVV, validity). Finally, the total amount will be displayed and you will be asked to confirm.

The functionality for manual entry is not available for all payment methods, is optional and must be activated by PostFinance.

Daily closing



You can call up all individual receipts, reports and much more at any time conveniently in your account in the checkout back-office-tool. The daily statement is created on your terminal:

- Select the menu icon 
- Now select „Reports“  and then „Daily closing“ 

The device starts printing the report and the transactions for the day. The day's transactions are sent to the merchant. On the report you will find the number of transactions for the day, the daily total of tips and the daily revenue. The reports should be generated every day.



Cancel the last transaction

The last transaction can be cancelled very easily. To do this, you need the means of payment with which the payment was made:

- Select the menu icon 
- Select „Cancel“  from the menu
- Enter your merchant password



Payment reservation (Pre-auth)¹

If required, you can pre-authorise a means of payment or reserve the payment:

- Select the menu icon ☰
- Now select the area „Reservations“  and then „Reservation“ 
- Enter the amount and present the card or contactless payment method (or optionally enter the card details manually, as required)



Adjust a payment reservation (Incremental auth)¹

To adjust an existing payment reservation:

- Select the menu icon ☰
- Now select the area „Reservations“  and then „Increase Reservation“ 
- Enter the amount by which you want to increase the existing reservation
- Now enter the Acquirer Id (Acq-Id) and the corresponding relevant Transaction Reference Number (Trx. Ref-No) and confirm



Finalise a payment reservation (Pre-auth compl.)¹

To complete an existing payment reservation:

- Select the menu icon ☰
- Now select the area „Reservations“  and then „Booking Reservation“ 
- Enter the Acquirer Id (Acq-Id) and the Transaction Reference Number (Trx. Ref. No.) of the original reservation and confirm

Cancellation of a payment reservation (Pre-auth cancellation)¹

To delete an existing payment reservation:

- Select the menu icon ☰
- Now select the area „Reservations“  and then „Cancellation Reservation“ 
- Enter the Acquirer Id (Acq-Id) and the Transaction Reference Number (Trx. Ref. No.) of the original reservation and confirm



¹ Note on Pre-auth functions

The functions for pre-auth / payment reservations are only available to certain industries, e.g. hotels, and must be approved by your acquirer. In order to complete, adjust or cancel the payment reservation you will need the Acquirer Id (Acq-Id) and the Transaction Reference Number (Trx. Ref-No). Make sure that you make a note of these numbers or that you keep the receipt of the reservation.

Further Settings

Changing the Merchant Password

If required, you can also change your merchant password of the terminal directly via the terminal. As a general rule we recommend that you update your merchant password in the checkout back-office tool. However, to change the merchant password directly via the terminal proceed as follows:

- Select the settings icon 
- Now select the area „Change password“  and confirm with your current merchant password
- Now enter a new password and confirm by pressing confirm with Enter / the green button

Change language settings

Language settings can be changed in the checkout back-office tool in the terminal configurations if necessary.

Any questions?

We are available from 8 a.m. to 12 noon and from 1 p.m. to 5 p.m., Monday to Friday, to answer your questions and enquiries.

Telephone 0848 382 423
(max. CHF 0.08/min. in Switzerland)
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As at September 2023. Subject to changes, and errors excepted.