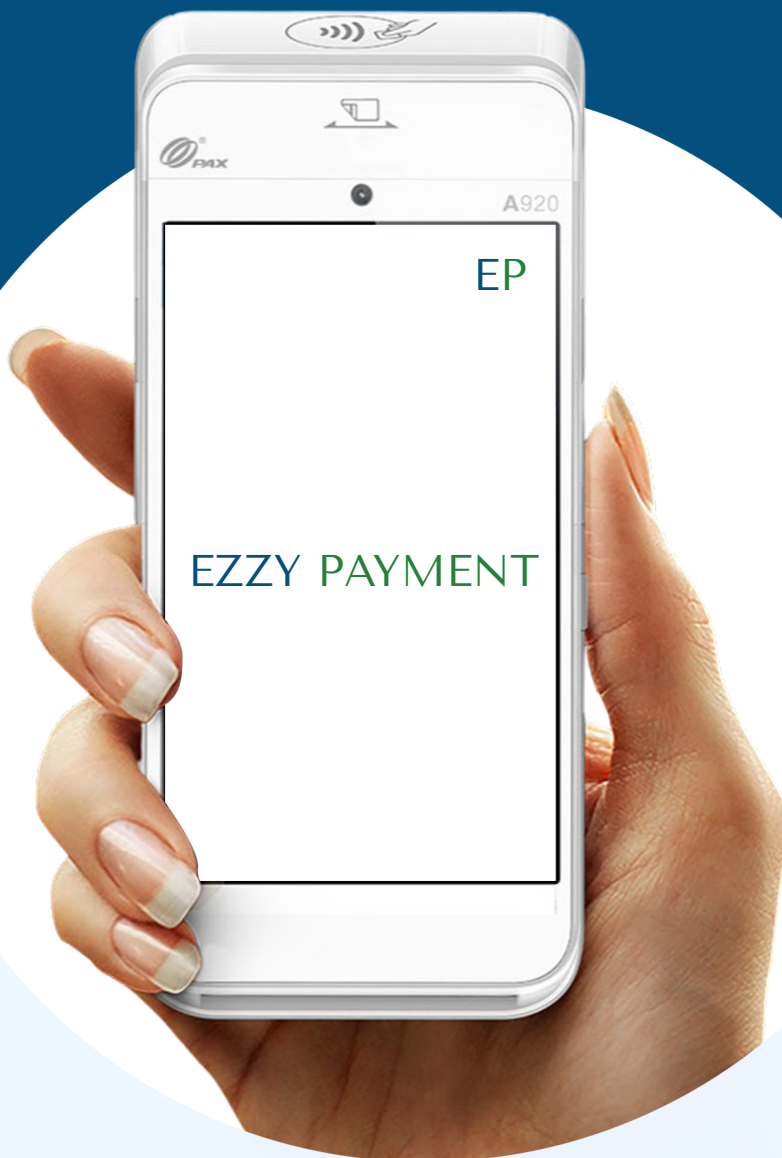


EZZY PAYMENT

PAX A920



PAX A920

Device Setup & User Manual

Overview

Upgrade your business with the PAX A920, a sleek and portable wireless payment terminal designed for modern merchants. Featuring Wi-Fi, 4G, and Apple Pay capabilities, this device doubles as a powerful mobile tablet, making transactions faster and more efficient.

Whether you operate a pop-up shop, food truck, or mobile business, the PAX A920 ensures you never miss a sale. Its intuitive card reader and reliable performance handle all payment types effortlessly, providing a seamless experience for both you and your customers.

Enhance your customer experience with this state-of-the-art handheld payment terminal, built to keep your business moving.



SETUP

How to Load Paper Roll

To load the standard 2” thermal receipt paper into your PAX A920:

1. Turn the device over and pull the tab to open the paper roll compartment.
 - The tab is located above the barcode (which contains your serial number) on the back of the device.
2. Insert the thermal receipt paper into the compartment, leaving approximately 1 cm of paper hanging out.
3. Close the compartment door to secure the paper roll.

How to Turn On/Off

1. To turn on the PAX A920, press and hold the power button on the right side of the device for 2–3 seconds.
2. To turn off, press the same power button until the on-screen menu appears with options such as RESTART and POWER OFF.
3. Select POWER OFF to shut down the device.
4. If the device does not start immediately, it may require additional charging.

How to Set Up an Ethernet or Wi-Fi Connection

Ethernet Setup:

1. Ensure the device is turned on.
2. From the main screen, select SETTINGS.
3. Enter the admin password (pax9876@@) and press the green OK button to confirm.
4. Select ETHERNET, then ETHERNET CONFIGURATION.
5. Choose STATIC or DHCP.
6. If prompted, enter the IP address, DNS, Gateway, and Subnet Mask.
7. After verifying the details, select CONNECT.

Note: To connect via Ethernet, use the L920 multifunction charging base.



Wi-Fi Setup:

1. From the main screen, select SETTINGS.
2. Enter the admin password (pax9876@@).

To change the password, go to SETTINGS → PASSWORD → MODIFY/CHANGE PASSWORD. Enter your current password, then set a new one.

3. Select WIFI.
4. Choose your network from the list.
5. Enter the Wi-Fi password and select CONNECT.
6. The Wi-Fi icon will appear on-screen once the device successfully connects.

Troubleshooting Tips:

- Restart your router and the PAX A920 if you have connectivity issues.
- Move the terminal closer to the Wi-Fi access point.

Additional Notes

- The PAX A920 supports 4G, Wi-Fi, and Bluetooth connectivity with PCI-compliant security.
- For 4G connectivity, install a SIM card into the back of the device. Ensure the terminal is powered off before inserting the SIM.

Default Password: pax9876@@

Accept Payments

How to Process a Sale

Chip Credit Sale

1. From the main screen, if prompted, select CREDIT.
2. Tap SALE.
3. Enter the total sale amount and press the green OK button to confirm.
4. The cardholder will tap, insert, or swipe their card.
5. The transaction will be approved or denied. A digital copy of the receipt will be displayed on the screen.
6. To print the receipt, select PRINT.

Note:

During a credit sale, you may be prompted to enter a tip.

Enter the tip amount and select SUBMIT to include it in the transaction.

Manual Entry Credit Sale

1. From the main screen, if prompted, select CREDIT, then choose MANUAL ENTRY (if available).
2. Tap SALE.
3. Enter the total sale amount and press the green OK button to confirm.
4. The merchant or cardholder will manually enter the card details, including:
 - Card number
 - CVV/security code
 - Expiration date
5. The transaction will be approved or denied, and a digital copy of the receipt will appear on the screen.
6. To print the receipt, select PRINT.

Note:

The merchant may need to categorize the transaction as a

card-not-present (CNP) transaction, depending on the system prompts.

Debit Sale

1. From the main screen, if prompted, select DEBIT.
2. Tap SALE.
3. Enter the total sale amount and press the green OK button to confirm.
4. The cardholder will swipe or insert their card. When prompted, they will enter their PIN on the A920 touchscreen. Confirm to verify the transaction.
5. The transaction will be approved or denied, and a digital copy of the receipt will appear on the screen.
6. To print the receipt, select PRINT

Cash Sale

1. From the main screen, if prompted, select CASH or EBT.
2. Tap SALE.
3. Enter the total sale amount and press the green OK button to confirm.
4. The merchant will accept the cash or EBT payment and enter the total received for the sale.
5. The transaction will be approved or denied, and a digital copy of the receipt will appear on the screen.
6. To print the receipt, select PRINT.

How to Process a Refund

Credit Card Return

1. From the main menu, select REFUND.
2. Enter the total refund amount and press the green OK button to confirm.
3. The cardholder will swipe, tap, or insert the card used in the original transaction.
4. The refund will be approved or denied, and a digital copy of the receipt will appear on the screen.
5. To print the receipt, select PRINT.

Debit Card Return

1. From the main menu, select REFUND.
2. Enter the total refund amount and press the green OK button.
3. The cardholder will swipe or insert the card used in the original transaction. They will be prompted to enter their PIN before the refund is authorized.
4. The refund will be approved or denied, and a digital copy of the receipt will appear on the screen.
5. To print the receipt, select PRINT.

Cash Return

1. From the main menu, select REFUND. If prompted, choose the CASH option from the Cash Module display.
2. Enter the total refund amount and press the green OK button.
3. The merchant will manually enter the refund amount and confirm the transaction.
4. The refund will be approved or denied, and the merchant will settle any cash balance. A digital copy of the receipt will appear on the screen.
5. To print the receipt, select PRINT.

How to Void a Transaction

Void Credit Transaction (Card Present)

1. From the main menu, select VOID.
2. Review the details of the transaction you want to void and confirm when ready.
3. Enter the TRANSACTION #, which can be found on the original receipt under "Record Number."
4. The merchant or cardholder will be prompted to tap, swipe, or insert the card used in the original transaction. No signature is required.
5. Select ENTER to approve the void.
6. To print the voided receipt, select PRINT.

Void Credit Transaction (Card Not Present)

1. From the main menu, select VOID.
2. Enter the TRANSACTION # from the customer receipt and press the green OK button to confirm.
3. The terminal may request a signature from the merchant or cardholder.
4. Select ENTER to approve the void.
5. To print the voided receipt, select PRINT.

How to Close a Batch

1. From the main menu, select FUNC.
2. If prompted, select BATCH.
3. Tap BATCH CLOSE.
4. When asked to confirm, select OK to close the batch.
5. The terminal will display a notification confirming whether the batch closed successfully.

Note:

Auto-batches occur at scheduled times. These instructions are for manual batch closing only.

How to Reprint a Receipt

1. From the main menu, select FUNC.
2. Choose the receipt you want to reprint, then select REPRINT.
3. If the printer does not function properly, ensure the device is charged and the receipt paper roll is correctly positioned and not stuck in the compartment.

Note:

If the receipt paper is stored incorrectly, the terminal will display an ERROR message.

How to Print Reports

1. From the main menu, select FUNC, then choose REPORTS.
2. Select HISTORY to view activity within a specific date range. Reports can be filtered by payment type, card type, or transaction type. You may also see reports categorized as CURRENT REPORT, DEFAULT REPORT, and more. This includes batch reports, end-of-day (Z) reports, and other summaries.
3. Select PRINT to print the report.

How to Print a Settlement

1. From the main menu, select MANAGEMENT if prompted.
2. Enter your device's default password when requested.
3. Select SETTLEMENT.
4. Choose the relevant settlement and then select SETTLE.
5. After a moment, the terminal will process and print the selected settlement.

Note About No Paper Mode

1. Merchants using the PAX A920 in No Paper Mode cannot print or reprint receipts.
2. This mode may also affect the ability to:
 - Process EBT transactions
 - Utilize gift or loyalty programs

Merchants should consider these limitations before enabling No Paper Mode.

Settings

How to Check Firmware on the PAX A920

1. From the main menu, select SETTINGS.
2. Enter the default admin password and press the green OK button to confirm.
3. Select ABOUT DEVICE.
4. Locate BUILD NUMBER and select it.
5. Ensure the build number is 2020 or later to confirm the firmware is up to date.

How to Change the Batch Number on the PAX A920

1. From the main menu, select FUNC.
2. Tap SETTINGS.
3. Enter the OPERATOR PASSWORD, which is the day's date in MMDDYYYY format.
4. Select HOST SETTINGS.
5. Tap BATCH NUMBER.
6. Modify the batch number as needed.
7. Follow the on-screen instructions to authenticate the batch. After authentication, the batch will close successfully.

Note About Auto-Batch

- The PAX A920 can automatically close batches for card-present transactions.
- If the merchant processes a card-not-present (CNP) transaction, the terminal may display a "TRANSACTION NOT FOUND" message.

Merchants should be aware of this limitation when relying on auto-batch for reporting or settlement.

How to Turn On Battery Saver Settings

1. From the main menu, select SETTINGS.
2. Enter the admin password (pax9876@@) and confirm.
3. Select BATTERY.
4. In the upper right-hand corner, tap BATTERY SAVER and turn it ON when prompted.

Optional:

- To further customize power settings, go back to DISPLAY within SETTINGS, select SLEEP, and choose how long the device remains active before entering sleep mode (1, 2, 5 minutes, etc.).

How to Change the Date and Time on the PAX A920

1. From the main menu, select SETTINGS.
2. Enter your device's admin password when prompted and press OK.
3. Scroll down and select DATE & TIME.
4. Turn off AUTOMATIC DATE AND TIME.
5. Tap SELECT TIME ZONE and choose your regional time zone. Confirm your selection.
6. In the DATE & TIME menu, select SET TIME and adjust the time as needed.
7. Select SET DATE and ensure the date is correct.
8. Return to the home screen to see the updated date and time displayed.

- Tip: For faster processing, a larger display, and additional features such as a built-in camera, thermal printer, and optional infrared barcode scanner, consider the PAX A920 Pro, an upgraded version of the PAX A920.

How to Check if a PAX A920 is in Debug Mode

PAX A920 terminals can enter Debug Mode for development purposes, allowing APK sideloading and file transfers via USB.

To verify if your device is in Debug Mode:

1. Power on the terminal.
2. Look for a watermark on the screen that reads:
"DEBUG ONLY, NOT FOR COMMERCIAL."
3. For Android app installations:
 - Connect the A920 to a computer via USB.
 - Windows users: Copy and paste the APK file directly.
 - Mac users: Use an appropriate file transfer tool to install the APK.

Note:

**Debug Mode is intended for development and testing only.
Do not use this mode for live commercial transactions.**

Troubleshooting And Tips

What to Do if the PAX A920 Isn't Charging

1. Ensure the charger is securely plugged into both the device and the power source.
2. Inspect the charging cables for any visible damage or wear.
3. Confirm that the power source (outlet, power strip, or hub) is stable and functional.

Tip: If the device still does not charge, try using a different certified charger or cable, and avoid third-party accessories that may not meet PAX specifications.

What to Do if Your PAX A920 Reads “PED TAMPERED”

If your terminal displays PED TAMPERED on the screen:

1. Do not select any on-screen options.
2. Do not attempt to open or repair the device yourself.
3. Contact PAX Support immediately to request a replacement terminal.

Note:

This alert indicates a potential security breach of the PIN Entry Device (PED). Handling it improperly may compromise payment security.

Authentication Errors / Getting Locked Out of the PAX A920

If your PAX A920 displays an authentication error:

1. This usually occurs when the WiFi password is entered incorrectly multiple times.
2. After repeated failed attempts, the device may become temporarily locked.

Steps to Unlock Your Device:

1. Power the terminal off and wait a few seconds before turning it back on. This clears the queue of unsuccessful login attempts.
2. Restart your internet router to ensure a stable connection.
3. Re-enter the correct WiFi password carefully to reconnect.

Tip: Double-check capitalization and special characters in your WiFi password to avoid repeated lockouts.

How to Update the APN on Your PAX A920

1. From the main screen, select SETTINGS.
2. Enter your personal password, admin password, or 9876 if prompted.
3. In SETTINGS, go to WIRELESS & NETWORKS and select MORE.
4. Tap CELLULAR NETWORKS.
5. Select CARD 2 (or the SIM card you wish to configure).
6. Tap ACCESS POINT NAMES (APN). If needed, select the + (PLUS) icon to add a new APN.
7. You can either create a new APN or select an existing one to edit.
8. After selecting, tap the + (PLUS) icon at the top of the screen.
9. On the EDIT ACCESS POINT screen, enter a name for your APN.
10. Tap APN, enter the access point details, and then SAVE to confirm.

How to Fix a Frozen Touchscreen on Your PAX A920

If your PAX A920 touchscreen becomes frozen or unresponsive:

1. Restart the Device
 - Press and hold the power button until the device powers off, then turn it back on.
2. Charge or Replace the Battery
 - Connect the terminal to a power source via the side charging port.
 - If charging doesn't resolve the issue, consider replacing the battery.
3. Check for Damage
 - If the touchscreen remains unresponsive or the device is physically damaged, contact PAX support for further assistance.

How to Do a Factory Reset on Your PAX A920

Important: A factory reset will erase all data on the device, including transaction history and customized settings. Back up any valuable data before proceeding. This process will not affect the preloaded Device Key.

Method 1: From the Settings Menu

1. From the main menu, select SETTINGS.
2. Enter the admin password (default: pax9876@@@) or your personalized password.
3. Navigate to BACKUP & RESET.
4. Select WIPE DATA / FACTORY DATA RESET.
5. If prompted, choose ERASE ALL DATA to confirm.

Method 2: Using Hardware Buttons (Password Reset Option)

1. Ensure the device is powered off.
2. Press and hold POWER + HOME + VOLUME-UP simultaneously for about 10 seconds.
3. When the menu appears, select WIPE DATA / FACTORY RESET.
4. Choose ERASE ALL DATA and confirm.
5. Once the reset is complete, select REBOOT SYSTEM NOW.

How to Troubleshoot a CONNECT ERROR Message

A **CONNECT ERROR** indicates that your terminal is having trouble connecting to the network. Follow these steps to resolve the issue:

Step 1: Verify Your IP Address

1. Ensure the terminal has a valid IP address.
2. If using a static IP, confirm it matches your network configuration.
3. If using DHCP, ensure your router is assigning an IP correctly.

Step 2: Check Station Configuration

1. Navigate to STATION CONFIGURATION.
2. Select CREDIT CARD SETUP.
3. Verify the settings for your network and terminal profile.

Step 3: Test the Connection

- Perform a test credit card transaction to check if the terminal can communicate with the payment processor.

Step 4: Power Cycle

- Power off the terminal and unplug it.
- Wait a few seconds, then power it back on to allow the terminal to request a new IP address.
- If the IP address has changed, update the settings in CREDIT CARD SETUP accordingly.

How to Reach Dejavoo Customer Service

For Any Issues Or Questions Regarding Your Dejavoo PAX A920, You Can Reach Dejavoo Support Directly:

- **Email:** support@Pax.us
- **Phone:** (877) 859-0099

The Support Team Can Assist With Technical Issues, Troubleshooting, Or General Inquiries About Your Terminal.

Additional Information:

- Most PAX products come with a one-year warranty.
- For questions about troubleshooting, warranty claims, or technical support, contact PAX via the above email or phone number.

