

Heartland

Restaurant

PAX A920 Setup Guide

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Date	Product Version	Author	Summary
06/29/2020	5.50	JD	Original document introduced.
07/20/2020	5.50	JD	Added sections: "Printing Credit Card Slips on Device" and "Signature Capture and Printing through the Device"
07/22/2020	5.50	JD	Revised description of L920 Base.
03/24/2021	6.25	JD	Updated with additional password.

Overview

This article describes how to configure a Heartland Restaurant network to use the PAX A920 device to process payments. The A920 terminal is an Android based, multiline transaction processing and mobile smart terminal. This service is only supported by Heartland Payment processing.



To function properly, the device must be loaded with a Special PAXStore template for Heartland Restaurant.

We recommend you make any adjustments to the device at the PAXStore level to ensure that, if the device's firmware is ever updated or changed, those updates will include the site-specific settings. If you do not set them at the PAXStore level, your settings will be overwritten by any downloads.

Prerequisites

- ▶ You must add an A920 SKU to an opportunity in Salesforce.
- ▶ The merchant account must have a Heartland Processing MID in Salesforce to complete the order.
- ▶ The merchant must be processing with Heartland Payments Systems.

If you have any questions or concerns regarding the PAX A920 device, please email them to paxsupport@e-hps.com, or call 1.888.909.8498.

Connecting the A920 Device to a Local Network

You will need to set the A920 device to connect to the site's wireless network.

- 1 Turn the device on.
- 2 In Home Screen, tap **Settings**.
- 3 Enter the password (9876 or pax9876@@), then select **OK**.
- 4 Tap **Wi-Fi**.
- 5 Select your local network.
- 6 Enter the network's password, then tap **Connect**.
- 7 Wait until the device connects, then tap the Wi-Fi network's icon.

The app will display the network settings.

- 8 Record the IP address.

You will need the IP address to configure Heartland Restaurant to communicate with the device.

Configuring Static IP

- 1 Long hold your Network Icon.
- 2 Select **Modify Network**.
- 3 Check the **Advanced Options** box.
- 4 Scroll down and change DHCP to **Static**.
- 5 Scroll down and enter the desired IP address, Gateway, and DNS information.
- 6 Select **Save**.

Connecting the A920 Device with an Ethernet Connection

To connect the A920 to a local network with an Ethernet connection, you must use the device with the L920 base. For more information on the L920 base, see “L920 Base”.

- 1 Turn the device on.
- 2 In the Home Screen, tap **Settings**.
- 3 Enter the password (either 9876 or pax9876@@), then tap **OK**.
- 4 Tap **Ethernet**.
- 5 Tap **Ethernet Configuration**.
- 6 Tap **Static/DHCP**.

The device will prompt for the IP Address, Subnet Mask, Gateway and DNS.

- 7 Enter the IP Address, Subnet Mask, Gateway, and DNS.
- 8 After you enter the necessary information, tap **Connect**.

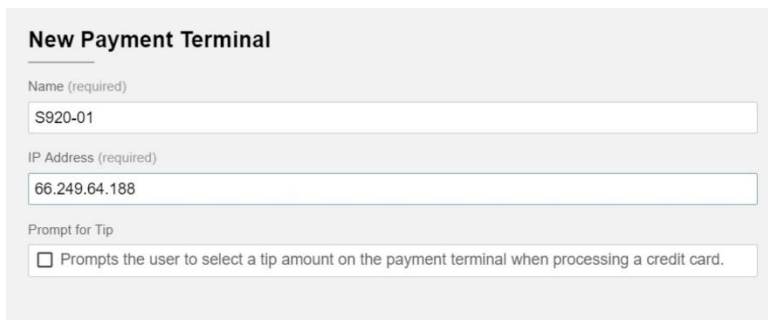
Configuring Heartland Restaurant

The following procedures describe how to configure Heartland Restaurant to use the PAX A920 device.

Creating a Payment Terminal

- 1 Log into the Admin Console (hrpos.heartland.us).
- 2 In the Main Menu, click **Account**, then click the appropriate account.
- 3 In the Main Menu, click **Location**, then click the appropriate location.
- 4 In the Main Menu, click **Location Setup**, then click **Payment Terminals**.
- 5 In the Payment Terminals screen, click the **NEW** button to add a Payment Terminal.
- 6 In the **Name** box, type a descriptive name for the device.
- 7 In the **IP Address** box, type the IP address of the PAX A920 device.

- 8 If necessary, select the **Prompt for Tip** check box.





New Payment Terminal

Name (required)
S920-01

IP Address (required)
66.249.64.188

Prompt for Tip
 Prompts the user to select a tip amount on the payment terminal when processing a credit card.

- 9 Click  to save the record.
- 10 Click  to publish changes, then click **Yes** at the prompt.

Connecting the POS to a PAX A920 Payment Terminal

These settings allow you to attach a PAX A920 to a Heartland Restaurant terminal for normal use.

- 1 Open and log into the Heartland Restaurant POS.
- 2 Tap **User Menu**.
- 3 Tap **Manager**.
- 4 Tap **Payment Terminals**.
- 5 Select the PAX A920.

When the POS connects to the device, it displays a message (“Connected”).

Using the A920 Payment Terminal

The following procedures launch the Portico application on the A920 device allowing transactions to be processed. The device should remain in this mode for the POS to complete credit card transactions.

- 1 Double tap to launch the Portico application from the main screen.

Printing Credit Card Slips on Device

Note: The Portico Application has built in logic to print credit card slips, if preferred. The slips will not print at the POS and you can alter the design when printing.

- 1 Double tap to launch the Portico application from the main screen.

- 2 Select the **Menu** icon in the upper right corner, enter the password (either 9876 or pax9876@@).
- 3 Select the **Operation Settings**.
- 4 Enable **Print Support**.

Signature Capture and Printing through the Device

To set up signature capture and printing through the A920 device follow these steps:

- 1 Double tap to launch the Portico application from the main screen.
- 2 Select the **Menu** icon in the upper right corner, enter the password (either 9876 or pax9876@@).
- 3 Select the **Operation Settings**.
- 4 Select **Signature Type**.
- 5 Select the signature preference.
 - ▶ Select **Print on Paper** to print a receipt for a guest to sign.
 - ▶ Select **E-signature** to allow guests to sign on the device.

Completing Payment Transactions

The following procedures describe how to process a credit card transaction with the A920 device. If the device is connected to the local network with an Ethernet connection, it must remain connected to the L920 base to process the transaction.

- 1 In the POS, pay a ticket and select a credit card receipt.

If the app is set to prompt for a tip, it will do so.
- 2 If prompted for a tip, enter a tip amount, then tap **Submit**.
- 3 When the app displays the **Please Enter Account** prompt, enter the card's number.
 - ▶ If the card has an EMV chip, you can dip the card or tap it against the front sensor.
 - ▶ If the card has no EMV chip, you can swipe it.
 - ▶ If these methods are unsuccessful, you can type the card number into the **Please Enter Account** box, then tap **Confirm**.
- 4 If the site uses surcharges, the device may display a notification prompt.
- 5 If the device displays the surcharge prompt, tap **OK**.

If you have dipped the card, the app will prompt you to remove the card.

- 6 If prompted, remove the dipped card.

The device will process the payment.

In the app's settings, you can also configure the payment screen to include Apple Pay, Google Pay, and Samsung Pay as payment options.

L920 Base

The L920 base has various benefits, as it offers a place to host the A920 terminal while charging and enables you to connect the device to the network with an Ethernet connection instead of Wi-Fi. When the A920 is docked, you can configure both the dock's Ethernet connection and Wi-Fi connection to a static IP address. When the A920 device is lifted from the L920 base, it keeps the same IP setting, preventing disconnection from the network and POS.

If you want to use the A920 as a wireless solution, we recommend that you use it with the L920 base to protect the charging cable/port and help ensure better portability.

The L920 base is not included with the A920 device. You must order from a third-party vendor.



Benefits

- ▶ Offers safe charging solution.
- ▶ Wired to Wireless connection seamlessly.
- ▶ Micro USB not exposed, preventing damage.

Setting the IP Address for Wi-Fi and Ethernet Connections

- 1 Tap **Settings**.
- 2 Tap **Ethernet**.
- 3 Scroll to **Configure Ethernet Device**.
- 4 Select **Static**.
- 5 Enter the necessary IP information.
- 6 Tap **Save**.
- 7 Go back to **Settings**.
- 8 Select Wi-Fi.
- 9 Forced press your Wi-Fi network.
- 10 Tap **Modify Network**.
- 11 Select **Advanced Options**.
- 12 Scroll down.
- 13 Tap **IP Settings**, then tap **Static**.
- 14 Scroll down.
- 15 Enter the same necessary IP information.
- 16 Tap **Save**.