

PAX A77

— User Manual — & Setup Guide





Overview

The PAX A77 device has something for every type of business. With both Wi-Fi and Bluetooth capabilities, this compact, pocket-sized POS system lets you accept payments anytime, anywhere.

With a long-lasting battery, the sleek A77 terminal is reliable in any environment. Its spec datasheet provides everything you need, from battery life to screen size, while its intuitive manual helps you troubleshoot any issue. Whether you're running a coffee shop, restaurant, or convenience store, this easy-to-use wireless terminal has modernized the customer experience.

The PAX A77 is powered by Android 10 OS. Click here to [purchase the PAX A77 terminal](#) from our online shop.

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Setup

How To Load Paper Roll

The PAX A77 lacks a built-in printer. Thermal receipt paper cannot be loaded into this device.

How To Turn On/Off

To turn your PAX A77 on, press and hold down the power button on the right side of the device for approximately three to five seconds.

Press and hold the power button to turn the power off until a MENU appears on your screen. The menu will contain options like POWER OFF, RESTART, etc. Select POWER OFF.*

**Note: POWER OFF option may alternatively appear as SHUTDOWN.*

How To Set Up a WiFi Connection

1. Select the SETTINGS icon on your PAX A77 screen. If prompted, select DEVICE SETTINGS.
2. Enter the default merchant password (pax9876@@). Click OK to confirm.
3. Make sure WiFi capability is turned on on your PAX A77.
4. You will then be presented with a series of menu options: NETWORK & INTERNET, CONNECTED DEVICES, BATTERY, etc. Select NETWORK & INTERNET, under which you will see the WIFI option. Select WIFI.
5. Select your WiFi network. Enter your proprietary network password and, when prompted, click CONNECT to confirm.
6. Upon connecting to the network, click the HOME icon to return to your PAX A77's home screen.

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Setup Cont.

How To Connect the PAX A77 to BridalLive Pay

To get started, you must connect your PAX A77 to an existing MerchantTrack account. Your PAX device must also be connected to WiFi for the BridalPay Live connection.

To Connect to BridalLive Pay

1. To get started, you'll need to access MerchantTrack. You can do this by clicking on your name in BridalLive and selecting the MerchantTrack option.
2. Select TERMINALS.
3. Select ACTIVATE TERMINAL. You should see your merchant name listed here.
4. Select PAX as the terminal manufacturer.
5. Enter the device model number: A77.
6. Enter your device's serial number, which is found on the back of the device (it begins with S/N and is generally located beneath a barcode).
7. Enter the description name for your device.
8. Click ACTIVATE. Give your PAX A77 a few minutes for the activation to take effect.
9. Your device will be activated upon being redirected to the WELCOME screen.

To Set Up BridalLive Pay

Upon creating your BridalLive Pay merchant account, you will receive a confirmation email containing your Merchant Identifier. The email may include videos to help you set up any purchased hardware. Make sure that your PAX A77 is set up and functional before attempting to connect with BridalLive Pay.

1. Select SETTINGS, then INTEGRATIONS.
2. Select MERCHANT ACCOUNT.
3. Go to BridalLive Pay's settings. Copy and paste your Merchant Identifier into the Merchant Identifier box.
4. Select TERMINALS, then GET TERMINALS.
5. Select the terminal to link to your computer or device. Only one terminal can be linked to each computer or device.
6. Select SAVE.

Run a test sale to try out this process you've just completed.

PAX A77 - Default Password

The default password for the PAX A77 is pax9876@@.

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Accept Payments

How To Process a Sale

Chip Credit Sale

1. If prompted, select the CARD ICON to get started.
2. Select CREDIT.
3. Select SALE.
4. Enter the total sale amount, then press CONFIRM.
5. Insert your EMV chip card into the chip card reader at the device's base.
6. After payment has been successfully processed, remove your card from the chip reader. You will then be notified that your sale was successful.

Note: If you use the PAX A77 in a service-based capacity, such as a restaurant, you can activate a tip function. If this functionality has been enabled, a second window may appear on your screen asking you to confirm the total tip amount.

Manual Entry Credit Sale

1. If prompted, select the CARD ICON to get started.
2. Select MANUAL ENTRY.
3. Enter the total sale amount for the manual transaction, then press CONFIRM.
4. At this point, the merchant or cardholder will manually enter card details, including the card number, expiration date, and CVV.
5. Following this, the total sale amount will be displayed again. Confirm to authenticate sale.

Alternatively, PAX A77 users can try selecting CREDIT instead of MANUAL ENTRY. After entering the total sale amount, you will see an option that reads PLEASE ENTER CARD NUMBER (beneath TOTAL AMOUNT on your touchscreen). This is where you would enter the card number, CVV, etc., used during the original transaction.

Note: Manual entry with the A77 is not an option for all payment methods and may require third-party authorization.

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Debit Sale

1. If prompted, select the CARD ICON to get started.
2. Select DEBIT.
3. Select SALE.
4. Enter the total sale amount for the debit transaction, then press CONFIRM.
5. At this point, the merchant will insert or tap the card used in the original transaction. The cardholder will then be prompted to enter their personalized PIN details on the A77's touchscreen.
6. Following this, the total sale amount will be displayed again. Confirm to authenticate sale.

Mobile Wallet Sale

1. If prompted, select the CARD ICON to get started.
2. Select CREDIT.
3. Select SALE.
4. Enter the total sale amount for the transaction, then press CONFIRM.
5. At this point, the cardholder can select a mobile payment option, such as Apple Pay or Google Wallet. Cardholders should hold their mobile devices in proximity to the A77's contactless reader until they receive a notification that the sale has been confirmed.

How To Reprint Receipt

The PAX A77 lacks a built-in printer and cannot print or reprint receipts on its own. However, it can still print receipts by pairing with an external printer via Bluetooth.

How To Process a Refund

Credit Card Return

1. If prompted, select the CARD ICON to get started.
2. Select CREDIT.
3. Select RETURN.
4. Enter the total amount for the return in question, then press CONFIRM.
5. When prompted, tap, swipe, or insert the card used during the original transaction.
6. At this point, the return will be processed. If you inserted your card via EMV chip, you will be prompted to remove it now.

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Accept Payments Cont.

Debit Card Return

1. If prompted, select the CARD ICON to get started.
2. Select DEBIT.
3. Select RETURN.
4. Enter the total amount for the return in question, then press CONFIRM.
5. When prompted, tap or insert the card used during the original transaction. Cardholders may be prompted to enter their personalized PIN number on the A77's touchscreen.
6. At this point, the return will be processed.

How To Void Transaction

Void Credit Transaction

To void the most recent transaction completed using your PAX A77, follow these instructions:

1. Start from the main menu.
2. Select X or CANCEL.
3. Enter your merchant password to verify the void.

How To Print Reports

The PAX A77 lacks a built-in printer and cannot print reports independently.

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Settings

Date and Time

The date and time on the PAX A77 are automatically linked to Android 10 OS settings.

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Troubleshooting & Tips

PAX A77 Battery Management Tips

It is recommended that PAX A77 users replace the device's 5150mAh rechargeable battery every two years. For best use, charge the battery every six months. Charge time should not exceed twenty-four hours. To replace or remove the battery, open the battery door near the terminal's base.

Do not place the battery in direct sunlight, or in close proximity to water or fire. If the battery is malformed or has been tampered with in any way, find a replacement immediately. Do not, under any circumstances, attempt to use a battery model that is not the specific battery model congruent with the PAX A77.

How To Do a Factory Reset

Note: Performing a factory reset will erase all data on the device, including transaction history and customized settings. Back up any important data before proceeding with a factory reset.

To perform a factory reset on your PAX device, follow these instructions:

1. In the home screen, select the SETTINGS icon.
2. At this point, you will want to enter the SYSTEM PASSWORD. First-time users will enter the default password (pax9876@@) and confirm. To change the default password, select PASSWORD in the DEVICE subsection and follow instructions on how to set up a new, personalized password. Alternatively, you can enter your current, established password and tap the checkmark icon to confirm.
3. Once in SETTINGS, scroll down and select SYSTEM.
4. Select RESET OPTIONS.
5. Select ERASE ALL DATA/FACTORY RESET/RESET DEVICE.
6. When prompted, select ERASE EVERYTHING. Your PAX A77 will then reboot back to its factory settings.

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How To Reboot Your PAX A77

1. Press and hold the power button for 2-3 seconds.
2. Press the power button again until you are presented with a display of menu options: POWER OFF, RESTART, etc (this is the same menu we referred to earlier in our guide, under HOW TO TURN ON/OFF).
3. Select RESTART.

A Note About End-of-Life Status

The PAX A77 has not currently reached End-of-Life status. It currently serves as a functional upgrade from other PAX products that have reached End-of-Life.

How To Reach Customer Service

If you have any customer service issues related to your [PAX device](#), contact PAX support directly via email (support@pax.us) or telephone (877-859-0099).

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