Payment Cloud

PAX A920
— User Manual —
& Setup Guide
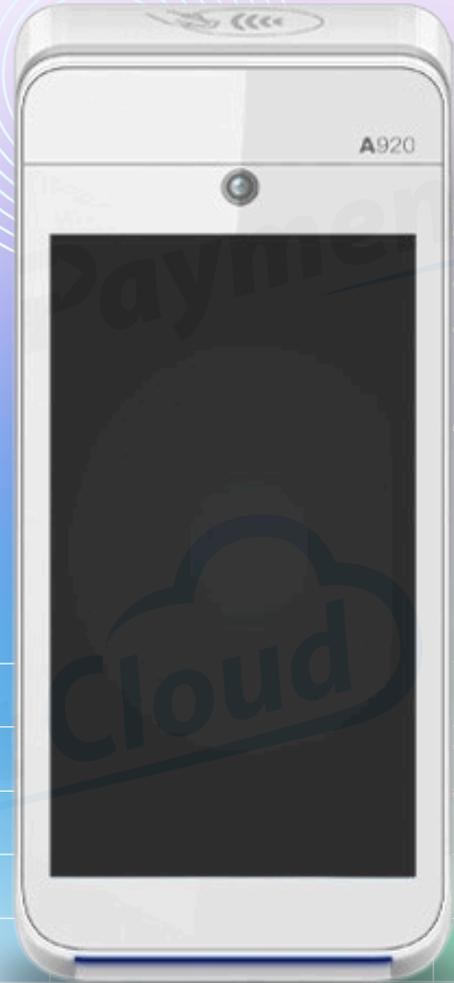
Overview

Upgrade your business with the PAX A920 Credit Card Terminal, the perfect wireless payment terminal for modern merchants with WiFi, 4G, and Apple Pay capabilities. This sleek, portable device functions as a powerful mobile tablet, making transactions smoother and more efficient. Whether at a pop-up shop, food truck, or on the go, the PAX A920 ensures you never miss a sale. With its intuitive card reader and reliable performance, this credit card machine is designed to handle all your payment needs effortlessly. Enhance your customer experience with the state-of-the-art handheld payment terminal.

Click here to purchase the PAX A920 terminal from our online shop.

Table of Contents

Additional Information

Spec Sheet ↗

Shop PAX A920 ↗

Setup

How To Load Paper Roll
To load the standard 2" thermal receipt paper into your PAX A920, follow these instructions:
1. Turn the device over and pull the tab that opens the latch to the paper roll compartment. The tab should be located above the barcode (which contains your serial number) on the back of your PAX device.
2. Insert your thermal receipt paper into the open compartment with a small length (approximately 1 cm) of paper hanging out.
3. Close the compartment door.

How To Turn On/Off
To turn your PAX A920 on, press and hold down the power button on the right side of your device for approximately two to three seconds. To turn the device off, press the same button until you are presented with an in-screen menu of power options (RESTART, POWER OFF, etc.) When ready, select POWER OFF.

If your device does not start immediately, it may require an additional charge.

How To Set Up an Ethernet or Wi-Fi Connection
Connect to Ethernet
1. Ensure that the device is turned on.
2. From your device's main screen, select SETTINGS.
3. When prompted, enter your device's admin password (pax9876@@), then press the green OK button to confirm.
4. Select ETHERNET.
5. Select ETHERNET CONFIGURATION.
6. Select STATIC/DHCP.
7. Enter the IP address, DNS, gateway, and subnet mask details if prompted.
8. Upon verifying, select CONNECT.

Note: To connect the A920 to Ethernet, you must use the device with the L920 multifunction charging base.

Table of Contents

Additional Information

Spec Sheet   ↗

Shop PAX A920   ↗

Setup Cont.

Connect to WiFi
1. From your device's main screen, select SETTINGS.
2. When prompted, enter your device's admin password (pax9876@@). To change your password, go to SETTINGS, select PASSWORD, then select MODIFY/CHANGE PASSWORD. You will be asked to submit your original password before entering your new one.
3. Select WIFI.
4. When prompted, choose your network.
5. Enter the password to access your WiFi network. When this is done, select CONNECT.
6. The WiFi icon will appear on-screen when your device has successfully connected to the network.
7. If you are having trouble connecting to WiFi, try restarting your router and then restarting your PAX A920. You can also try moving your terminal closer to the WiFi access point.

The PAX A920 supports 4G/WiFi and Bluetooth connectivity and is buffered by PCI-compliant security measures. It also has an Ethernet RJ45 port. To access 4G connectivity, install a SIM card into the back of your A920 device. Before setting up your PAX A920 with a functional SIM card, make sure that your terminal is safely powered off.

PAX A920 - Default Password
The default password for the PAX A920 is pax9876@@.

Table of Contents

Additional Information

Spec Sheet   ↗

Shop PAX A920   ↗

Accept Payments

How To Process a Sale

Chip Credit Sale
1. If prompted, select CREDIT.
2. From the main screen on your device, select SALE.
3. Enter the total sale amount, then press the green OK button to confirm.
4. At this point, the cardholder will tap, insert, or swipe their card.
5. The transaction will either be approved or denied. A copy of the receipt will be displayed on the screen.
6. To print the receipt, select PRINT.

Note: While running a credit sale, the merchant may be presented with the option to enter a tip for services rendered. After entering a tip amount, select SUBMIT.

Manual Entry Credit Sale
1. If prompted, select CREDIT. If given the option, select MANUAL ENTRY.
2. From the main screen on your device, select SALE.
3. Enter the total sale amount, then press the green OK button to confirm.
4. At this point, the merchant or cardholder will manually enter the card details used in the transaction, including the card number, CVV, and expiration date.
5. The transaction will either be approved or denied. A copy of the receipt will be displayed on the screen.
6. To print the receipt, select PRINT.

Note: The merchant may or may not be required to categorize this transaction as a card-not-present transaction.

Debit Sale
1. If prompted, select DEBIT.
2. From the main screen on your device, select SALE.
3. Enter the total sale amount, then press the green OK button to confirm.
4. At this point, the cardholder will swipe or insert their card. When prompted, they will be directed to enter their PIN details on the A920's touchscreen. Confirm to verify the debit transaction.
5. The transaction will either be approved or denied. A copy of the receipt will be displayed on the screen.
6. To print the receipt, select PRINT.

Table of Contents

Additional Information

Spec Sheet   ⬀

Shop PAX A920   ⬀

Accept Payments Cont.

Cash Sale
1. If prompted, select CASH or EBT.
2. From the main screen on your device, select SALE.
3. Enter the total sale amount, then press the green OK button to confirm.
4. The merchant will then accept cash and enter the total amount for the sale.
5. The transaction will either be approved or denied. A copy of the receipt will be displayed 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 amount for the refund, then click 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. A copy of the receipt will be displayed on the screen.
5. To print the receipt, select PRINT.

Debit Card Return
1. From the main menu, select REFUND.
2. Enter the total amount for the refund, then click the green OK button.
3. The cardholder will swipe or insert the card used in the original transaction. Before the return is authorized, cardholders will be asked to input their PIN information.
4. The refund will be approved or denied. A copy of the receipt will be displayed on the screen.
5. To print the receipt, select PRINT.

Additional Information

Spec Sheet   ↗

Shop PAX A920   ↗

Accept Payments Cont.

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

How To Void a Transaction
Void Credit Transaction (Card Present)
1. Select VOID.
2. Review details of the voided transaction. Confirm when ready.
3. Enter a TRANSACTION #. Locate this on a print receipt under 'record number.'
4. The merchant or cardholder will be prompted to tap, swipe, or insert the card used in the original transaction. Cardholders will not be required to sign a receipt.
5. Select ENTER to approve.
6. To print the voided receipt, select PRINT.

Void Credit Transaction (Card Not Present)
1. To begin, select VOID.
2. Enter the TRANSACTION # listed on the customer receipt, and press the green OK button to confirm.
3. The terminal will request a signature.
4. Select ENTER to approve.
5. To print the voided receipt, select PRINT.

How To Close A Batch
1. Select FUNC.
2. If prompted, select BATCH.
3. Select BATCH CLOSE.
4. When asked if you wish to close the batch, select OK to confirm.
5. You will then be notified if your batch closed successfully.

Note: Auto-batches occur at set times. The instructions listed above are strictly for manual batch closing.

Additional Information

Spec Sheet
Shop PAX A920

Accept Payments Cont.

How To Reprint Receipt
1. Go to the main menu and select FUNC.
2. Choose which receipt you'd like to reprint, then select REPRINT.
3. If you are having trouble using the PAX A920's printer, ensure the device is charged and the printer paper roll is not stuck in the compartment door.

Note: If receipt paper is stored incorrectly in the PAX A920, the user will receive an ERROR message on their device.

How To Print Reports
1. Select FUNC, and select REPORTS.
2. Select HISTORY to see activity within a specified date range. The date range will be displayed via REPORT FROM/REPORT TO and specified by payment/card/ transaction type. You may also see reports categorized into groups: CURRENT REPORT, DEFAULT REPORT, etc. This encompasses batch reports, end-of-day or Z reports, and more.
3. Select PRINT to print the report.

How To Print Settlement
1. If prompted, select MANAGEMENT.
2. If prompted, enter your device's default password.
3. Select SETTLEMENT.
4. Select the relevant settlement, then select SETTLE.
5. After a moment, your terminal will pull up and print the relevant settlement.

A Note About No Paper Mode
Merchants using the PAX A920 in No Paper Mode cannot print or reprint receipts. This may also affect the merchant's ability to conduct EBT transactions or take advantage of gift or loyalty programs.

Settings

How To Check Firmware on the PAX A920
1. Go to SETTINGS.
2. Enter the default admin password, then press the green OK button to confirm.
3. Select ABOUT DEVICE.
4. Look for BUILD NUMBER, then select.
5. The correct build number should not be listed as any earlier than 2020.

How To Change the Batch Number on the PAX A920
1. Go to the main menu and select FUNC.
2. Select SETTINGS.
3. Enter the OPERATOR PASSWORD, the day's date entered in the MMDDYYYY format.
4. Select HOST SETTINGS.
5. Select BATCH NUMBER.
6. Modify the batch number as needed.
7. Follow the instructions to authenticate the batch. After this, the batch will close.

A Note About Auto-Batch
Batches can be closed on the PAX A920 for card-present transactions. If the merchant is handling a CNP transaction, they may be presented with a message that reads "TRANSACTION NOT FOUND."

How To Turn On Battery Saver Settings
1. Select SETTINGS.
2. Enter the admin password (pax9876@@), then confirm.
3. Select BATTERY.
4. In the upper right-hand corner of your screen, select BATTERY SAVER. When prompted, turn BATTERY SAVER on.

PAX users can also go back to DISPLAY (in SETTINGS), select SLEEP, and customize the details of how long they want their device to stay active before entering sleep mode (1 minute, 2 minutes, 5 minutes, etc.).

Additional Information

Spec Sheet   ↗

Shop PAX A920   ↗

Settings Cont.

How To Change the Date and Time
1. From the main menu, select SETTINGS.
2. When prompted, enter your device's admin password. Press OK.
3. Scroll down in the Settings menu, then select DATE & TIME.
4. Turn off AUTOMATIC DATE AND TIME.
5. Select the SELECT TIME ZONE option.
6. Select your regional time zone and confirm.
7. In the DATE & TIME menu, select SET TIME. Ensure that time details are correct.
8. Select SET DATE. Make sure that the date listed is correct.
9. The new date and time will be displayed upon returning to the home screen.

For faster processing time and a more expansive display, we recommend the PAX A920 Pro, an upgraded version of the PAX A920 (also powered by Android). In addition to a built-in camera and efficient thermal printer, the PAX A920 Pro comes equipped with an optional infrared barcode scanner.

How To Check if a PAX A920 is in Debug Mode
PAX A920 users can access Debug Mode for development purposes. This mode enables the sideloading of APKS and the transfer of files via a USB cable.

To check if your PAX A920 is congruent with Debug Mode:
1. Power your terminal on.
2. Look for a watermark that reads "DEBUG ONLY, NOT FOR COMMERCIAL."
3. Android app users can connect the A920 to their computer and install the APK directly. Mac users will want to use an appropriate file transfer tool, whereas Windows users can copy and paste the APK.

Table of Contents

Additional Information

Spec Sheet   ↗

Shop PAX A920   ↗

Troubleshooting & Tips

What To Do if the PAX A920 Isn't Charging
1. Make sure your charger is securely plugged in.
2. Check if your wires are damaged.
3. Check that your power source is stable and functional.

What To Do if Your PAX A920 Reads "PED TAMPERED"
If your device suddenly displays text reading PED TAMPERED on-screen, do not select any on-screen options or attempt to fix the problem yourself. Instead, contact PAX support to get a replacement terminal.

Authentication Errors/Getting Locked Out of the PAX A920
If you are dealing with an authentication error on your PAX A920, odds are that the WiFi password was entered incorrectly. After a certain amount of tries where the merchant enters an incorrect password, they may end up getting locked out of their PAX device.

To unlock your device, try powering the terminal off and letting it sit for a few seconds before turning it back on. This will help clear the queue of unsuccessful login attempts. Merchants can restart the internet router before testing the connection and re-entering the correct password.

How To Update the APN on Your PAX A920
1. Select SETTINGS.
2. When prompted, enter either your personal password, the admin password, or 9876.
3. In SETTINGS, under WIRELESS & NETWORKS, select MORE.
4. Select CELLULAR NETWORKS.
5. Select CARD 2.
6. Select ACCESS POINT NAMES. If prompted, select the PLUS SIGN icon on your screen.
7. For this step, you will either need to create a new APN or select an existing one.
8. After doing this, select the PLUS SIGN icon near the top of your screen.
9. You will then be directed to a screen that reads EDIT ACCESS POINT.
10. Give your APN a name if you haven't already, then CONFIRM.
11. Select APN, then SAVE.

Additional Information

Spec Sheet   ↗

Shop PAX A920   ↗

Troubleshooting & Tips Cont.

How To Fix a Frozen Touchscreen on Your PAX A920
If the touchscreen on your PAX A920 is frozen or unresponsive, try restarting your device. If this fails, try replacing the battery. Alternatively, you can charge the terminal through the port located on the side of the device.

If the device has been damaged, contact PAX support for next steps.

How To Do a Factory Reset on Your PAX A920.
To factory reset the PAX A920:
1. From the main menu, select SETTINGS.
2. Enter the default admin password or your personalized password. If you are a first-time user, enter the admin password (pax9876@@). PAX users cannot attempt a factory reset with this device without first entering a password.
3. In SETTINGS, select BACKUP & RESET.
4. Select WIPE DATA/FACTORY DATA RESET.
5. If prompted, select ERASE ALL DATA.

Note: Performing a factory reset will erase all data on the device, including transaction history and customized settings. Be sure to back up any valuable data before proceeding with a factory reset. In this case, factory resetting the PAX A920 will not impact the preloaded Device Key.

Password reset option for PAX A920 users:
1. Start by making sure that your device is powered off.
2. Press the POWER, HOME, and the VOLUME-UP buttons simultaneously. Hold for ten seconds.
3. A menu will display on your screen. Select WIPE DATA/ FACTORY RESET.
4. Select ERASE ALL DATA, then confirm.
5. You will be notified whether your reset was successful.
6. Select REBOOT SYSTEM NOW.

Table of Contents

Additional Information

Spec Sheet
Shop PAX A920

Troubleshooting & Tips Cont.

How To Troubleshoot a CONNECT ERROR Message
When you get a CONNECT ERROR message, the terminal is having trouble connecting to the network. To try troubleshooting this error, simply follow the steps below:

1. Verify your IP address.
2. Go to STATION CONFIGURATION, then CREDIT CARD SETUP.
3. Try testing your connection by performing a test credit card transaction.
4. Alternatively, merchants can try power cycling to receive a new IP address. Any changes to an existing IP address will need to be modified in CREDIT CARD SETUP.

PAX A920 Common Error Messages
Below is a list of other common messages you may receive on your PAX A920 screen, alerting you of an error that must be addressed. These usually appear along with their corresponding error codes:

- SEND ERROR CODE: Terminal's current request is non-functional.
- TIMEOUT: Terminal has remained idle for too long, thus canceling the transaction.
- TRANSACTION CANCELED: The current transaction has been terminated.
- HOST REJECT: Terminal request may be invalid and has been rejected.
- PARAMETER ERROR: PAX parameter is non-functional.
- UNSUPPORTED TRANSACTION: Transaction cannot be supported by this PAX terminal.

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).

PAX offers a one-year warranty option for most of its products. If you have further questions, contact PAX support via phone or email.

Table of Contents

Additional Information

Spec Sheet   ↗

Shop PAX A920   ↗

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Additional Information

Spec Sheet   ↗

Shop PAX A920   ↗

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