



Accept Payments

The PAX S920 accepts magnetic stripe payments, as well as smart, PIN and NFC contactless options. It also accepts Visa payWave MasterCard Contactless, Discover D-Pas via MasterCard, and American ExpressPay.

How To Process a Sale

Chip Credit Sale

1. Select CREDIT.
2. Select SALE.
3. Enter the total amount for the sale, then confirm.
4. The cardholder will then tap, swipe, or insert their card.
5. Upon approval, a receipt will print.

Manual Entry Credit Sale

1. Select CREDIT.
2. Select SALE.
3. Enter the total amount for the sale, then confirm.
4. The merchant or cardholder will then manually input card details, including card number, expiration date, CVV, and possibly your card's billing zip code.
5. Upon approval, a receipt will print.

Debit Sale

1. Select DEBIT.
2. Select SALE.
3. Enter the total amount for the sale, then confirm.
4. The cardholder will then swipe or insert their card before being asked to enter their personalized PIN information to finalize the sale.
5. Upon approval, a receipt will be printed. Cardholders may be asked to sign for their debit sale.

How To Reprint Receipt

1. On the main menu, select the REPRINT option.
2. At this point, you will be presented with the option to print a receipt for the last transaction or to select a custom transaction. Merchants may also be asked to select between MERCHANT COPY and CUSTOMER COPY.
3. Upon selection, a copy of the relevant receipt will be reprinted.

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Accept Payments Cont.

How To Process a Refund

Credit Card Return

1. Select CREDIT.
2. Select RETURN or REFUND.
3. Enter the total amount for the return, then confirm.
4. The cardholder will tap, swipe, or insert their card to authenticate the return.
5. Upon approval, receipts will be printed for the merchant and cardholder.

Debit Card Return

1. Select DEBIT.
2. Select RETURN or REFUND.
3. Enter the total amount for the return, then confirm.
4. The cardholder will swipe or insert their card to authenticate the return before entering their PIN information.
5. Upon approval, receipts will be printed for the merchant and cardholder. Cardholders may be asked to sign for their debit return.

How To Void Transaction

Void Transaction

1. If prompted, select FUNC.
2. Select VOID or V SALE.
3. Select the type of void that corresponds to the transaction: DEBIT, CREDIT, etc.
4. You will be asked to enter the transaction number for the sale you wish to void. This number is on the original transaction receipt.
5. Upon verifying the exact details of the void, press the green button to confirm.

How To Print Reports

1. Select FUNC.
2. Select REPORT.
3. When ready, PRINT.

Alternatively, you can select REPORT and enter the password, after which the most recent default report will print automatically.

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Settings

How To Turn On Battery Saver Settings

1. Select ENTER.
2. Press 1.
3. Select OPERATION SETTINGS.
4. Select BATTERY SAVER.
5. Select OPERATION MODE: either OFF or AUTO OFF.

How To Change the Date and Time

1. Press 1.
2. When prompted, enter the password.
3. Select SYSTEM SETTINGS.
4. In SYSTEM OPTIONS, select DATE/TIME.
5. Enter that day's date in the MM/DD/YYYY format.
6. Enter your time zone in the HH:MM:SS format (H= Hours, M= Minutes, S= Seconds).
7. The correct date and time will be displayed when you return to your main menu.

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Troubleshooting & Tips

How To Check for Updates on Your PAX S920

Manual Update

1. Press the FUNC and 1 keys simultaneously.
2. Enter password 0000 - enter key.
3. Select SYSTEM SETTING.
4. Select APP MANAGEMENT.
5. Select APP UPDATE.

Power Cycle

1. Start by making sure that your PAX S920 is connected to WiFi.
2. Turn the terminal OFF. Wait ten seconds.
3. Turn the terminal back ON.
4. Upon rebooting, the terminal will automatically check for updates.

What To Do if You See PED TAMPERED on Your Screen

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.

What To Do if Your S920 Touchscreen Is Unresponsive

If you are having trouble using your PAX S920 touchscreen ensure that a.) your device is dry and has not been damaged by liquid, and b.) your PAX terminal is not within proximity to any magnetic devices. If these issues persist, contact a PAX support representative.

Performing a Factory Reset

It is strongly advised that any PAX user hoping to factory reset their PAX S920 should do so with the assistance of their merchant service provider.

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

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PAX S920 Common Error Messages

Below is a list of some other common messages you may receive on your PAX S920 screen, alerting you of an error that needs to be addressed. These usually appear along with their corresponding error codes:

1. GENERAL ERROR: Error of unknown origin.
2. TOTAL AMOUNT ERROR: Formatting error.
3. TRANSACTION DECLINED: Self-explanatory, transaction cannot be successfully authorized.
4. CHIP CARD READ ERROR: Terminal incapable of reading or processing EMV chip card information.
5. PARAMETER ERROR: PAX parameter is non-functional.
6. BATCH CLOSE FAIL: Attempt at closing a batch was not successful.

How To Reach Customer Service

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

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